

# 25<sup>th</sup>

## International Queen Fan Club Convention



**Friday 26th March until Monday 29th March 2010**  
**The Official International Queen Fan Club**

## The Official International Queen Fan Club

PO Box 141 West Horsley, Surrey KT24 9AJ Tel: 01483 281995

Email: [qfc@dircon.co.uk](mailto:qfc@dircon.co.uk) [www.queenworld.com](http://www.queenworld.com)



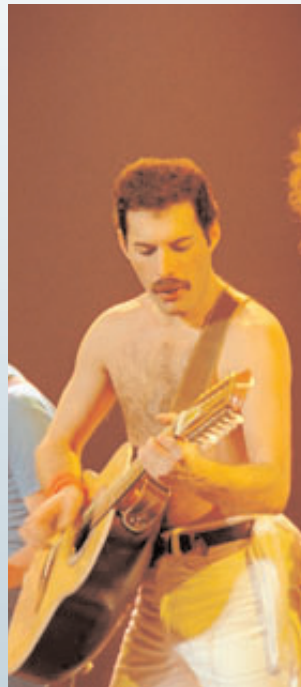
Hi Everyone!

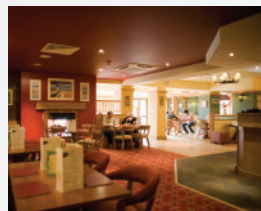
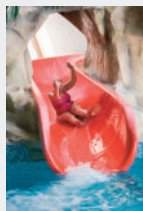
This is the booking form you have all been eagerly awaiting - for our 25th Convention! Who would have thought way back in 1986 that we would still be going strong all these years later?! 25 YEARS of fabulous conventions! We are expecting this one to sell out VERY fast, so get this form back to Arena as fast as possible to secure your place at what I am sure will prove to be THE party of 2010, and the convention to beat all conventions so far!!

All you need to know is here in this leaflet, if you have any questions at all, contact Arena or myself at the Fan Club. I can't WAIT for March!!!

Love

Jacky  
XX





## Vauxhall Holiday Park

What a place – welcome to Great Yarmouth's only 5 Star Holiday Park and when you see and experience it you'll understand just how they got those five glorious stars. The accommodation is superb, there's a excellent range of caravans and apartments to suit all tastes, pockets and size of your family or group; and the facilities are just what we've been looking for.

The magnificent **Regency Room** is ideal for our special Queen entertainment programme with its large stage and multi-screens for those who would rather sit back and watch the action than 'rock' the night away on the spacious dance floor. There is ample seating for everyone and at the back of the room, there's an extensive bar with plenty of staff to keep your glasses topped up. The smaller **Starlight Club** has a more intimate atmosphere where you can relax and enjoy a drink or two.

There's a huge **Sports Bar and Games Room** with no less than 24 pool tables plus darts, snooker and massive-screen sports TV; the magnificent **Splash Zone** - an indoor water-world with a choice of pools and waterslides, rapids and fountains (plus outdoor pool and sun terrace should the weather allow, There's also a gymnasium, sauna and solarium, a large **Highway 66 Amusement Arcade** with mini-bowling, **Jungle Adventure Crazy Golf** and an **All-weather Sports Arena** for you to have a kick-around, to shoot a few hoops or to participate in our own sports challenge.



### Let us take care of the cooking.

The **Reedcutters Restaurant and Coffee Shop** offers a wide selection of food and drink daily from 8.00am until late. You will be tempted by the menu whatever the time of day, whether you are looking for a Full English Breakfast, a Coffee Break, Lunch, Afternoon Tea or an Evening Meal with Wine or Champagne. Lunchtime on Sundays, only the Carvery will be served. Look out too for the Chefs' Specials Board offering even more choices.

There's also a great choice of take-aways. . . .

**Americana** – Burgers, Fried Chicken

**Jade** – Kebabs

**Giovanni's** – Pizzas, Jacket Potatoes

**Ocean Drive** - Fish & Chips. Shellfish

For those of you happy to do the cooking there is a mini supermarket on site and an ASDA supermarket just a few hundred yards from the Vauxhall Holiday Park.

**All in all we know that you'll love our change of venue in time for the special 25th Anniversary Convention – an event that'll put the GREAT into Great Yarmouth!**



## And a GREAT choice of accommodation...

Vauxhall Holiday Park continuously operates an accommodation upgrading and improvement programme ensuring that there is always a superb choice available. Within the fantastic range on offer, there is always something to suit everyone - from the value for money Bronze range up to the luxurious Platinum selection offering the newest and very latest in holiday caravans and apartments.

All accommodation is double glazed and is of ultra warm design with extra insulation in walls and ceilings and heated bedrooms. Included in each accommodation are a colour television, cooker, refrigerator, satellite TV and complimentary bed linen.

### NEW EAGLE - SLEEPS 4 • PLATINUM

Brand New for 2010 the Top of the Range New Eagle features a central lounge just like the popular Swan. A double bedroom with en-suite at one end and a twin bedroom with its own shower room at the other. High class fixtures and fittings will see this as the highest standard of accommodation on the Park. So new that at the time of printing this brochure no photograph of it is yet available

#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST

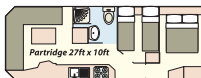
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### PARTRIDGE • SLEEPS 4 • PLATINUM



The Partridge 4-berth accommodation features a lounge, soft furnishings, coffee table and storage space together with a gas fire and television. A separate dining table for four is included and there is a well-appointed kitchen with microwave. Access to the combined WC and shower room with sink is from a hallway. The double bedroom has a dressing table, full length wardrobe and reading lights. A further twin room features both full length and overhead storage.



#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST

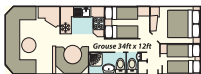
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### GROUSE • SLEEPS 6 • PLATINUM



The Grouse 6-berth accommodation features a spacious lounge/dinette with gas fire. The main double bedroom has a dressing table and wardrobes whilst two further twin bedrooms also have wardrobes and overhead storage. Access to a WC and a combined WC/shower room with sink is from a hallway. Microwave included.



#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST

6



### PLOVER • SLEEPS 6 • PLATINUM



New in 2009 the 6-berth Plover is a premier holiday home. Spacious with tasteful décor the three bedrooms (two twins plus a double) unit offers the extras you expect from the top of the range. The fully equipped kitchen and dining area complement a very comfortable lounge with soft furnishings and fire. Microwave included.



#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST

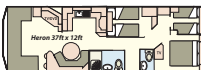
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### HERON • SLEEPS 6 • GOLD



6-berth holiday homes set in a prime site location. A master bedroom including TV and WC/sink en suite, two twin bedrooms, a shower room and a double pull-out bed in the lounge. The beautifully appointed kitchen has the added bonus of a microwave and fridge freezer. The spacious lounge includes wrap around seating with a TV/DVD player. A hairdryer is also included.



#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR HOLIDAY HOME CHECKLIST

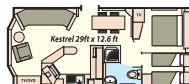
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### KESTREL • SLEEPS 4 • PLATINUM



The Kestrel 4-berth luxury holiday home, thoughtfully designed and set in a premier site location with individual settings and landscaping, the wow factor starts in the lounge area with its stylish soft furnishings and flame effect fire. There is a fully equipped contemporary kitchen with a separate dining area. The two bedrooms (one double and one twin) both feature décor of the highest standard. Microwave, colour TV/DVD and hairdryer included.



#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST

4



### WAVENEY SUITE • SLEEPS 4 • GOLD



Stylishly decorated and furnished to the highest standards and situated in their own cul-de-sac the Waveney Suites are extremely well equipped with a double and a twin bedroom, a bathroom with both bath and shower, it is a firm favourite. The kitchen has the added bonus of a fridge freezer and microwave.



#### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST

4

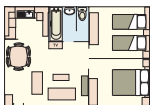




## BREYDON SUITE • SLEEPS 4/6 • GOLD



The Breydon has a double and a twin bedroom. It combines some of the freshest colours of summer to create stylish and relaxing accommodation. Colour co-ordinated bed linen and curtains add to the luxury and the fitted kitchen gleams to the highest standards.



### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

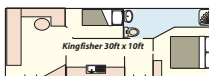
YOUR WEEKEND HOME CHECKLIST



## KINGFISHER • SLEEPS 3 • SILVER



With a double and single bedroom, the Kingfisher is a great choice for the smaller group. The furnishing combines elegance and comfort in the spacious living area. It comes complete with fully equipped kitchen. Some garden furniture also provided



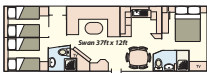
YOUR WEEKEND HOME CHECKLIST



## SWAN • SLEEPS 6 • GOLD



The 6-berth Swan features the latest in wrap around seating in the lounge and the kitchen has a range style cooker. A double master bedroom with en-suite at one end, whilst at the other there are two twin bedrooms with their own shower room. Microwave and hairdryer included.



### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST



## SANDPIPER 6 • SLEEPS 6 • BRONZE



For the larger groups, the Sandpiper 6 is ideal as it has one double bedroom and two twins. Living accommodation is spacious and comfortable with a dining area. A microwave is included in the well-appointed kitchen.



### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST



## MALLARD • SLEEPS 4 • SILVER



This holiday home has two bedrooms (one double and one twin). This compact unit has lounge, dining area and fully equipped kitchen including microwave.



### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST



## SANDPIPER 4 • SLEEPS 4 • BRONZE



The Sandpiper 4 is the ultimate value for money accommodation. This 12-foot wide unit features two bedrooms (one double and one twin), a lounge, dining area and kitchen.



### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR WEEKEND HOME CHECKLIST



## Please note: Special Needs Accommodation –

A limited number of Breydon/Waveney Suites are also available to persons with limited mobility (able to walk a few paces and climb up a maximum of three steps).

## THE LARK (12FT WIDE) • SLEEPS 4 • VHP SPECIAL NEEDS

The new Lark (12ft wide) is an adapted holiday home with a double and a single bedroom and an access ramp, wider sliding doors and a fully converted WC/shower room. There is good access to all areas and the dining table. It is suitable for

wheelchair users with assistance. Please note that kitchen utensils and equipment may not be accessible to wheelchair users and that showers are not the 'roll-in' type. For maximum occupancy there is a convertible bed in the lounge.



### ULTRA WARM DESIGN

- Double glazed.
- Extra insulation in walls and ceiling.
- All bedrooms heated.

YOUR HOLIDAY HOME CHECKLIST



# The Biz

## Where:

Vauxhall Holiday Park, Acle New Road, Great Yarmouth, Norfolk, NR30 1TB. Both the Railway (half mile) and Coach (1 mile) stations are located reasonably close to the Holiday Park. Taxis are available.

## When:

12:00 noon on Friday 26th March until 10.00am on Monday 29th March 2010.

(Day passes will not be available).

## Prices:

	No. of adults sharing    Prices per person in £s					
	1	2	3	4	5	6
New Eagle	-	139	134	129	-	-
Plover	-	-	124	119	114	109
Kestrel	189	129	124	118	-	-
Partridge	179	124	119	114	-	-
Grouse	-	-	119	114	109	104
Heron	-	-	119	116	112	108
Waveney	-	129	124	119	-	-
Breydon	189	124	109	-	-	-
Lark	189	129	109	-	-	-
Swan	-	-	119	117	114	109
Mallard	174	129	119	114	-	-
Kingfisher	169	119	109	-	-	-
Sandpiper 4	139	104	99	94		
Sandpiper 6	-	-	109	99	94	89

**Please note:** Non members - £20 extra. Partners and children of the registered member do not incur the additional £20 non-member charge, however, for non-family participants a maximum of two non-members will be allowed per registered member.

## Entertainment:

The Convention's entertainment programme consists of live bands, all-Queen Disco, film and video footage, guests, competitions, sports, a market place, and lot's more besides. The programme commences at 7:00pm on the Friday and ends at 1:30am on the Monday.

## Booking alone:

For persons booking alone but who wish to share with another fan of the same sex, we have arranged a special 'Room Mate Service'. This will be restricted to two single persons sharing Waveney Suite apartment accommodation. Just complete the special section on the Reservation Form and where possible we will accommodate you with someone of similar age and advise you of your 'Room Mate's' details in advance of the Convention. We do not, however take responsibility for non-compatibility.

## Complimentary Electricity Card:

Upon arrival you will be issued with a complimentary electricity card which should be sufficient for normal usage of lighting, heating and hot water during your stay. Additional cards will be available from Reception for a small charge.

## Children:

The special price for children between the ages of 2 and 11 years (inclusive) is £35 per child. Although there is no children's entertainment programme operating over this weekend there's plenty of fun to be had for children in both Louie's Treehouse Adventure Playground and in the Splash Zone. Children are not allowed on the dance floor after 8:00pm or in the bar areas at any time

## Noise:

Anyone committing a nuisance contrary to the peace of the Park will be asked to leave immediately and without a refund.

## Dogs

No dogs are allowed on the Park

## Insurance:

Special Note: Vauxhall Holiday Park is in no way responsible for loss or damage to your property whilst on site. It is recommended therefore that you insure your personal effects, clothing and cash prior to taking this holiday. Vauxhall Holiday Park will not be held responsible for damage or inconvenience caused by acts of God including extreme weather conditions. Travel insurance can be purchased from Arena Travel - phone 01473 660800 for details.

## Accommodation:

Please select a first and second choice option when making your booking. Should neither of your options be available we will automatically confirm you into the next priced available option that we believe will be most suitable. Prices are based on the number of adults sharing and the maximum number of persons in the accommodation must not be exceeded under any circumstances. Payment must be made for every person attending as it will be deemed fraud (and therefore an offence in law) for anyone to be accommodated on the Park who has not paid, or for them to attempt to gain access to the facilities or entertainment.

## Deposit:

A non-refundable deposit of £40 per person is payable at the time of booking. You will receive an official acknowledgement for each deposit and the full balance is due at least 72 days before the event.

## Credit Card Payments:

We are pleased to accept payment by MASTERCARD, VISA or AMEX for all or part of your holiday cost.

Please complete the appropriate box on the Reservation Form if you wish to pay by credit card. Please note: There is a 2% surcharge for payments by credit card (3% AMEX).

## Debit Cards:

We are pleased to accept payment by MAESTRO and DELTA cards. No surcharges apply to these payments. A 2% surcharge applies for DEBIT MASTERCARD.

## Booking Information:

Details of availability and a provisional reservation may be made by telephoning Arena Travel on 01473 660803 (Monday to Friday 9:00am-5:00pm).

This holiday is arranged on behalf of the Official International Queen Fan Club by Arena Travel and your contract is subject to their Reservation Conditions. The completion of the booking form and your signature also signifies the acceptance of the Vauxhall Holiday Park terms and conditions (copies available on request). Your booking form also covers an application for free membership to the Vauxhall Holiday Park Club during residence at the Park.

## QUEEN CONVENTION 2010

Arena Travel,  
Caxton House,  
36, Anson Road,  
Martlesham Heath, Suffolk, IP5 3RG.  
Tel: 01473 660803  
Fax: 01473 660801  
Email: [reservations@arenatravel.com](mailto:reservations@arenatravel.com)  
Website: <http://www.arenatravel.com>

Cheques and postal orders should be made payable to Arena Travel. Please do not send any documents to the Fan Club as this will only delay the handling of your booking.  
Brochure printed September 2009.  
Tour Reference: 10006



ARENA  
T • R • A • V • E • L



# 25<sup>th</sup> International Queen Fan Club Convention

To check availability or if you have any queries please call our  
Reservations Department on **01473 660803**  
Monday to Friday 09:00 to 17:00

Complete this form and send it back with your deposit(s) to:  
Queen Convention 2010

Arena Travel, Caxton House, 36 Anson Road,  
Martlesham Heath, Ipswich, Suffolk IP5 3RG  
Tel: 01473 660803 Fax: 01473 660801

**Please enter details CLEARLY AND IN BLOCK CAPITALS**

Title	First name	Middle initial	Surname	Age	Queen Fan Club Membership No. or state whether Partner / Family Member / Child / Non member

Payments (PLEASE NOTE: any bookings received less than 72 days prior to departure must be accompanied by full payment)

BY CHEQUE (Payable to Arena Travel)

I enclose remittance of:

Deposits @£50 per person £

BY MAESTRO/DELTA/DEBIT MASTERCARD

Please charge my MAESTRO/DELTA card with the amount of

£ Issue number Expiry Date

BY MASTERCARD/VISA/AMEX card with the amount of

£ Expiry Date

Card Number

Security Code (last 3 digits)

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Signed

Date

**MAESTRO & DELTA** No surcharges apply to any payments  
**CREDIT CARDS**

**A 2% (3% Amex) surcharge** will be charges to **all amounts** paid by  
credit card and Debit Mastercard

**ARENA**  
T • R • A • V • E • L

Email: [reservations@arenatravel.com](mailto:reservations@arenatravel.com)  
Website: <http://www.arenatravel.com>

**Holiday Reference: 010006**

Address of lead name to whom all correspondence will be sent

	Home Tel No.
	Daytime Tel No.
Postcode	

Mark 'X' for Accommodation Type

New Eagle	Heron	Mallard
Plover	Waveney	Kingfisher
Kestral	Breydon	Sandpiper 4
Partridge	Lark	Sandpiper 6
Grouse	Swan	Room-Mate

Special Requests (Medical etc)

Important terms and conditions are contained in this document, you should read and understand them before you sign. I agree on behalf of all above named persons to accept Arena Travel's Reservation Conditions. Persons booking the room-mate service agree that their address details be passed on to another member. I hereby confirm that all participation in any competition and/or activity at this event is done so entirely at our own risk and that this reservation is accepted upon this understanding

Signed

Date



# Reservation Conditions

**Arena Tours Ltd, Caxton House, 36 Anson Road,  
Martlesham Heath, Ipswich, Suffolk, England, IP5 3RG.**

**Telephone: 01473 660 800**

**Facsimile: 01473 660 801 [www.arenatravel.com](http://www.arenatravel.com) Arena Tours Limited, registered in England under no. 2431120**

## 1. YOUR CONTRACT

Your contract is with Arena Tours Limited who are licensed as air travel organisers by the Government's Civil Aviation Authority (CAA) and bonded accordingly. In the unlikely event of our insolvency, the CAA will ensure that we are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. In addition, all of our non-flight based holidays are fully protected through an insurance policy that we have effected with IGI Insurance Company Ltd. This Insurance has been arranged under the Failsafe Package Travel Regulations Scheme which is underwritten by IGI Insurance Company Ltd who are members of the Association of British Insurers.

This guarantees that all passengers booked with Arena Travel are fully protected for the initial deposit and balance payments arising from cancellation or curtailment of your travel arrangements in the unlikely event of our insolvency. You therefore have total financial security when booking your holiday through Arena Travel - not all travel companies offer their clients this level of protection.

A certificate detailing this cover will be given to each passenger as evidence of cover. For your holiday to be a success, we believe that the contract between us should be clear and we ask you to read these Reservation Conditions together with all information in the brochure before you sign your Reservation Form. The person who signs the Reservation Form does so on behalf of all named members of the party and guarantees payment to us of the total cost of the holiday booked.

## 2. YOUR RESERVATION

There is no contract between us until the Confirmation-Invoice has been sent and it acts as our acceptance of the booking in accordance with the contract, which is subject to English law and the exclusive jurisdiction of the English courts. You must check your Confirmation-Invoice and raise any queries immediately. The full balance of the holiday cost must be paid no later than 72 days prior to the holiday date. No reminder will be sent and, if the full balance has not been received by that date, we reserve the right to cancel the holiday and levy cancellation charges as detailed in paragraph 16. A charge of £225 per cheque will be levied on unpaid cheques.

## 3. SPECIAL REQUESTS

Please make a note of any special requests you may have in the space provided on the Reservation Form. We will try to fulfil your special requests but regret that this cannot be guaranteed and failure to do so will not constitute a breach of contract. Please note that our contracts for accommodation and transport provide for the allocation of rooms or seats to us. Your booking will be made within those allocations but no specific rooms or seats can or will be confirmed.

## 3.1 Flights

Seating arrangements on aircraft are the sole responsibility of the airline. Although every effort is made to secure seating on the aircraft to satisfy your special requests, we cannot guarantee that your choice of seats will be available or that seats together can always be obtained. Extra legroom is rarely available.

## 3.2 Meals

When requesting vegetarian or special diet meals it should be appreciated that the standard and choice is likely to be limited.

## 4. PRICE REVISIONS

The tour price is based on the tariff and currency exchange rate current at the time of costing the tour and is therefore subject to adjustment owing to any changes in these costs or rates. Full details of the exchange rates used appear in the brochure. Price revision will be made solely to allow for variations in transport costs (including the cost of fuel), dues, taxes and fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, or the exchange rates applied to the particular package. If the increase is less than 2%, Arena Travel will absorb that increase itself. No price increase may be made less than 30 days before the departure date.

Arena Travel is pleased to guarantee that no combined currency or tariff surcharge will amount to more than 6% of the quoted tour price. In making this condition, Arena Travel is accepting a substantial risk and because of this cannot make any refund in the event of favourable currency exchange rate movements nor could it allow credit from such movement to offset any increase in other costs.

## 5. INSURANCE

It is mandatory that all passengers have sufficient travel insurance. Passengers without appropriate travel insurance will not be allowed to travel. To take advantage of the policy, arranged by Holiday Extras (in cooperation with Fortis Insurance Ltd), please complete the enclosed insurance form and send it and the appropriate premium with your payment. Cover is not effective until the premium has been paid. For details of insurance, please refer to the enclosed leaflet. Passengers wishing to arrange their own insurance cover are required to forward a copy of their insurance Certificate within 15 days of receipt of their holiday Confirmation-Invoice.

Please note that if we do not receive a copy of your insurance certificate at least 30 days prior to departure, you will be deemed to be in breach of contract and will be unable to travel.

## 6. PASSPORTS AND VISAS

Details of passport and visa requirements for British and other EU Passport holders appear in the brochure. Holders of all other passports should contact the appropriate embassies or consulates for details of current visa requirements. Please note that it is your responsibility to ensure that you carry the correct documentation.

## 7. TOUR DATES

The tour dates appear on the Brochure and/or Reservation Form accompanying these Reservation Conditions.

## 8. TOUR PRICE

The tour price includes the elements referred to in the Reservation Form by our reference number, fully described in the brochure. Any items not included in the tour price such as meals (e.g. where accommodation is room only or bed and breakfast), drinks, optional excursions, travel insurance, airport taxes and personal items e.g. telephone calls, laundry etc., must be borne by you.

## 9. FLIGHTS, RAIL AND SEA JOURNEYS

Any flights, rail or sea journeys forming part of the travel arrangements will be subject to the standard Conditions of Carriage of the airlines, railway companies or shipping lines etc. In most cases these will limit the liability to the passenger. Full details of flights, rail journeys and sea journeys appear in the brochure.

## 10. ACCOMMODATION

The Reservation Form gives details of the nature of accommodation to be provided on the tour. Fuller details about your accommodation appear in the brochure.

10.1 Hotel/Holiday Park Description  
Our descriptions are based on information available at the time of printing the brochure. However, it should be borne in mind that changes may occur after the date of publication. There may be occasions, especially in the low season, when facilities may be withdrawn by hotel owners. A swimming pool may need cleaning or a bar/restaurant may be closed for redecoration. Similarly air-conditioning or swimming pools mentioned in the hotel description may at the hoteliers' discretion, only be available at certain times of year. These changes are regrettable beyond our control and we reserve the right to change the particulars in the brochure by means of a brochure errata. However, we will inform you of any known changes at the time of booking. If you have already booked we will inform you as soon as possible before your departure if there is time. Public holidays and local religious festivals may also affect the availability of resort and hotel facilities. If you feel that any of the facilities mentioned in the brochure are vital to the enjoyment of your holiday then you must write to us immediately and we will inform you of the latest known situation.

10.2 Single, Triple and Quadruple Rooms  
Whilst the facilities in these rooms are comparable to twin-bedded rooms, it should be noted that single rooms are not always in the same area of the hotels as twin rooms and may tend to be on small site. In the case of triple rooms this usually consists of a standard twin room with an additional bed which may be of a sofa-bed or rollaway type. Quadruple rooms usually consist of a room with two double beds.

## 11. MEALS

Where meals are provided on a holiday, details are specified in the brochure (e.g. bed and breakfast, half-board etc.).

## 12. ITINERARY

The itinerary is specified in the brochure. The duration of the holiday, i.e. the number of days, includes the day of departure from the UK and the day of arrival back in the UK.

## 13. RESERVATION ALTERATIONS BY YOU

If after you are booking you wish to change any of the arrangements shown on your Confirmation-Invoice, you must notify us in writing as soon as possible. We will always do our best to help. The request must be made by the person who signs the Reservation Form. When the request can be met we will confirm the amendment by issuing a revised Confirmation-Invoice. We will, however, make an administration charge of £225 per person (maximum £100 per Reservation Form). For any changes made we reserve the right to pass on any changes which may be levied upon us by an airline. If you wish to cancel your booking, any additional person added to the booking will be deemed to have accepted these Reservation Conditions. Where changes are requested within 72 days of departure these will attract cancellation charges as set out in Paragraph 16 except where the change is to substitute a party member where that person is prevented from taking their holiday. In this situation, that person may transfer their booking to someone else provided that we are notified in writing not less than 10 days prior to departure. Where the original party member is the person who signed the Reservation Form, he or she will remain jointly and severally liable for payment with the new party member. Any charge incurred in making such change (e.g. airline amendment fee, etc.) will be payable. Other than in this case, the new arrangements made within eight weeks of departure will constitute a new reservation. Please note that Insurance premiums are not transferable or refundable. Should the number of persons travelling change, the price will be recharged on the basis of the new party size. Any

increase in price per person payable as a result of part cancellation, e.g. on under occupancy charge or a sole occupancy charge, will be indicated on the revised Confirmation-Invoice.

## 14. RESERVATION ALTERATIONS BY ARENA TRAVEL

It is unlikely that we will have to make changes to your holiday, but arrangements are planned many months in advance and we reserve the right to do so. All details in the brochure are correct at the time of publication (please refer to the brochure for publication date) and are based on information provided by our suppliers (airlines, hotels, shipping/cruise lines, coach and rail companies etc.). However as arrangements are made many months before departure, changes are sometimes necessary which may cause the final itinerary or arrangements to be altered. We therefore reserve the right to modify the itinerary or any of its component parts without prior notice. In the event of changes being made, you can rest assured that we will make every effort to give you as much advanced notice as possible. In practice only a very few tours are likely to be affected, but no compensation is payable under these circumstances.

## 14.1 Minor changes by Arena Travel

Minor changes include, but are not limited to, operational changes affecting the aircraft type, airline departure time (if designated to the same city), arrival airport or changes in scheduled departure or return times of less than 12 hours. We also reserve the right to amend your mode of ground transport from coach to train or vice versa if necessary for operational reasons. In such cases it is not possible to transfer to another holiday nor can holiday without incurring the standard cancellation charges.

## 14.2 Major changes by Arena Travel

Where a major change becomes necessary, we will inform you as soon as reasonably possible - if time permits before your departure. A major change is one that is made to your holiday arrangements before departure that involves a change of destination or time of departure or return more than 12 hours or an offer of lower priced accommodation in self-catering or a lower official grading for hotels. In these cases, you have a choice of either (a) accepting the changed arrangements notified to you or (b) purchasing another holiday from us or (c) cancelling your holiday and receiving a full refund of all monies paid.

## 15. CANCELLATION BY ARENA TRAVEL

Cancellation by us may be necessary in exceptional circumstances or because insufficient people have booked your chosen holiday to make it commercially viable. We reserve the right in our absolute discretion to cancel your holiday and if cancellation occurs because of insufficient numbers, we will notify you at least 6 weeks before departure. On the rare occasion that a tour is cancelled, we will give a full refund of monies paid, and the opportunity to re-book on a suitable alternative, if available.

## 16. CANCELLATION BY YOU

Should you or any member of your party be forced to cancel your booking once it has been accepted, a valid cancellation can be made only by written instruction and signed by the person who signed the Reservation Form given to us. The effective date for cancellation is the date when we receive your written instructions at our registered offices. If you cannot, a charge is payable by you as the signatory of the Reservation Form by way of agreed damages to cover our estimated loss calculated on the scale set out below:

Period before departure by which Cancellation charge - shown as a written instructions received by Arena.	More than	Percentage of total price excluding Insurance Premiums.
72 days		Less of deposit
72-29 days	45% or deposit (whichever is the greater)	
28-15 days	60% or deposit (whichever is the greater)	
14-8 days	75% or deposit (whichever is the greater)	
7-1 days	100% or deposit (whichever is the greater)	

You may make an insurance claim if your cancellation falls within the terms of your insurance cover.

## 17. HOLIDAY TERMINATION BY ARENA TRAVEL

We reserve the right in our absolute discretion to terminate without notice the holiday arrangements of any passenger whose behaviour is such that it is in our opinion likely to cause distress, damage, danger or annoyance to our other passengers, our employees or to any third party or to property. If you are prevented from travelling because, in the opinion of any person in authority, you appear to be unfit to travel or likely to cause discomfort or disturbance to other passengers, our responsibility for your holiday ceases and we shall be under no obligation to pay any refund, compensation or costs to you. Please note that Arena has no control over the behaviour of other persons staying at or visiting your holiday accommodation and we are not responsible for any withdrawal or impairment of facilities or other loss or damage caused by them. Under no circumstances are you entitled to share or sub-let your accommodation with anyone other than those passengers shown on your booking.

## 18. DELAYS

We cannot accept any liability for any delay in your flight or other transport to or from the UK where the cancellation or delay is

caused by adverse weather conditions, re-scheduling times by the airline, the airport authorities and/or the action of air traffic controllers, port authorities, mechanical breakdown, strike or industrial action or otherwise. However, in certain circumstances, we may be able to make a claim under your insurance policy.

## 19. COMPLAINTS

Arena Travel is determined to provide you with a successful, trouble-free tour but we accept that sometimes even the best prepared plans can go wrong. If this happens and you find that you are in any way dissatisfied with our service, in order that we may have the opportunity to correct the matter, you must advise our tour manager or local representative immediately. Should the tour manager or Arena's local representative not be able to resolve the situation, you should report the complaint in writing to the Arena Travel office no later than 14 days after completion of the tour quoting your booking number. No complaints or claims can be considered after that date. Please note that claims can be made only under that Arena Travel.

## 20. ARENA TRAVELS RESPONSIBILITY FOR YOUR HOLIDAY

We accept responsibility for your holiday arrangements and for ensuring that the services you receive are of a reasonable standard and as described in the brochure. We accept responsibility for the acts and omissions of our employees, agents, sub-contractors and suppliers while acting in the course of their employment or contract with us. Should you or any member of your party suffer personal injury or death as a result of their proven negligence or breach of contract, we will accept responsibility but please note:

(a) all claims must be made known to us immediately and full written details should, where possible, be provided within 28 days of the scheduled completion date of the holiday;

(b) where any payment is made by us or our insurers, the claimant must assign to us or our insurers his or her rights against any third party and must give full co-operation to enable us to pursue a claim;

(c) when you travel with an air, sea or rail carrier, the Conditions of Carriage of that carrier apply and are deemed to be incorporated into this contract. These Conditions are often the subject of international conventions which limit or exclude liability. Copies may be obtained on request from Arena;

(d) the liability of the hotelier may be limited in accordance with the Paris Convention of 1962 on the liability of hotelkeepers;

(e) Arena cannot accept liability for loss, damage or expense as a result of unusual or unforeseeable circumstances beyond our control (including but not limited to the following circumstances: war or threat of war, riots, civil strife, terrorist activity, industrial disputes technical problems to transport, natural and nuclear disasters, fire, closure or congestion of airports or ports, cancellation or changes of schedules by airlines or ports, and similar events beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or due to an event which even with all due care we could not see or foresee).

## 21. PERSONAL INJURY NOT CONNECTED WITH ARRANGEMENTS MADE BY ARENA TRAVEL

In the event that a member of the party should suffer illness, personal injury or death during the holiday through any cause unconnected with any negligent act or omission of our employees, agents or sub-contractors or suppliers, we will offer all assistance possible.

However, excursions or other tours that you choose to book through the tour manager or overseas representatives while you are on holiday are NOT part of the packaged holiday and, therefore, are NOT covered by The Package Travel, Package Holidays and Package Tours Regulations 1992. Therefore, unless you suffer personal injury or death caused by our negligence we do not accept any liability for any loss or damage you may suffer from any excursion. Any arrangements made while you are actually on holiday and which are not made through us are those for which we do not have any responsibility or liability.

## 22. DATA PROTECTION ACT 1994 and 1998

Information provided by you to us in connection with your bookings will be held by Arena Travel (Arena Holidays Ltd) in accordance with the Data Protection Act 1994 and 1998. It will be used to facilitate your requirements and requests. Arena Travel and its affiliated companies may use the information to provide you with details of their full range of services and products. Arena Travel does not sell or rent its lists of names and addresses to any other companies. If you are on our mailing list and do not wish to receive any future news from Arena Travel then please write to the Customer Head, Suffolk IP5 3RG. If you wish to obtain a copy of the personal information held about you, please write to the above address. Arena Travel reserves the right to make a small administrative charge for supplying this information.

Arena Travel, Arena Cruise Club, Arena Travel Sports, Arts Area and Wade Farm Arena are trading names of Arena Tours Ltd.

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