
Terms & Conditions Eliza was here United Kingdom

When you finalize your booking with Eliza was here, you are confirming that you agree with our booking conditions. It is therefore important that you have read these conditions carefully before making the booking.

Eliza was here assumes that in addition to your own conditions, you are also aware of the conditions of the transport company, the conditions of the rental car company and other added options if they apply to your booking. In addition, Eliza was here assumes that you have read all information relevant to your trip on our website.

COMPANY INFORMATION

Your tour operator:

Eliza was here is part of Sunweb Group GmbH.

Sunweb Group GmbH

Schützengasse 4
CH-8001 Zürich
Switzerland

Registered company nr: CH-020.4.049.544-0

VAT no: CHE-178.977.909 MWST

ABTA membership number: Y3497

ATOL License number: #11956

Your local travel agent in the United Kingdom:

Sunweb Group UK Ltd

Registered office: 83 Victoria Street, SW1H 0HW, London, England

Registered company no: 7306909

Tel: 02076 608 450 (5 p.p.m.)

Email: info@elizawashere.co.uk

Website: www.elizawashere.co.uk

VAT number: 112 8392 29

Bank: Lloyds TSB

Account number: 21109768

Bank Sort Code: 306541

For international payments:

IBAN code: GB09 LOYD 3065 4121 1097 68

BIC code: LOYDGB21682

Qualification system / Star rating system

Eliza was here uses its own qualification/star rating system. The number of stars indicates what you can expect with regard to the quality of the specific accommodation. Aside from taking into account the design of the rooms and apartments and the facilities, we also take into account the atmosphere of the complex and the feedback provided by our guests. Therefore it can occur that Eliza was here gives an accommodation a different qualification than is officially stated on location or on other websites/brochures.

Publication

The photos shown on the website have been made available by the accommodation providers, local tourist offices, various sports brands and professional photographers. The photos shown with the accommodations serve only to give you an idea. As individual apartments or hotel rooms are not identical, it can occur that the accommodation provided on location differs from the photos on the website. For any typographical mistakes, Eliza was here cannot be held responsible.

Eliza was here reserves the right to change the (online) prices and package arrangements if deemed necessary without prior consent from our customers. Possible errors in a brochure, itinerary, advertisement or any other publication will be corrected on Eliza was here' website. This is to ensure that you can always find the latest, and correct, information online on www.elizawashere.co.uk.

Eliza was here reserves the right to unilaterally change the package holiday, insofar as it concerns an insignificant change. If Eliza was here intends to make such an insignificant change, we will notify you accordingly.

Privacy

If you book a holiday or sign-up for the newsletter, Eliza was here requires your personal details. Your details will be handled with care by Eliza was here. Your information will not be provided to third parties, except to the extent necessary in the context of the travel agreement. For further information, please see our [Privacy Policy](#).

Copyright

Copyright 2022 Eliza was here. Nothing from Eliza was here' website or brochure may be taken over, multiplied and/or made public with the use of print, photocopy, micro film or in any other way without previous written consent from Eliza was here.

Withdrawal

Our offer is without obligation and, if necessary, can be withdrawn by us also after your acceptance of the offer and any confirmation. By means of our withdrawal the booking agreement will terminate automatically and with immediate effect and you can no longer claim this. In the event of a withdrawal you will only have the right to a prompt refund of any money paid. A withdrawal must be made by us as soon as possible, but in any event within 24 hours (trips to Europe and the Mediterranean islands) or within 48 hours (trips to other destinations) after the day of acceptance by the traveller, stating reasons. If the period ends on a Sunday or Public Holiday, the period will be extended to the next working day. See paragraph 'free cancellation' for your option to withdraw the confirmed trip.

Target audience

Eliza was here offers its holidays and services online via its websites to consumers and other end customers. Our offers are expressly not intended for resale. If we notice that a booking conflicts with this principle, Eliza was here reserves the right to immediately cancel the booking. Costs might be involved.

Prices

The prices listed on www.elizawashere.co.uk are always quoted per person and on the basis of minimum occupancy. For apartments this is the stated occupancy rate in the price chart. In hotels this is on the basis of a double room (two people).

Eliza was here works with fluctuating prices based on the dynamics of supply and demand. This also means that it can occur that your booked holiday will be cheaper or more expensive at a later stage. In addition, we often work with last minute deals and special offers. This means that the prices can fluctuate during the season. You can find the current prices on www.elizawashere.co.uk. This is also where you can find the single person room prices, if available. Children's discounts and discounts for an "extra bed" in the room cannot be issued in combination with each other and will be calculated during the booking steps.

Tourist taxes, parking, lockers and so forth need to be paid for on location. The actual prices of these extra local costs are only indicative and can deviate, in practice. The estimated prices have been determined by the current

exchange rate, in combination with current prices + taxes. In the case that changes occur in any of the mentioned components, Eliza was here reserves the right to calculate these costs into the holiday prices.

Eliza was here reserves the right to change prices within legal limits as a result of a change in the price of fuel, level of taxes/fees and/or exchange rates. The change is calculated on the basis of the difference between the current price and the price on the date of adoption¹. You are entitled to a price reduction (after deduction of the administrative costs actually incurred) if the costs decrease for the same reasons.

Tourist tax

At most of the accommodations you need to pay a fee as a tourist tax upon arrival. These are always calculated per person, per night. The amount of this fee can be found in the description of the accommodation and is based on the information that we have received at the beginning of the season. Eliza was here is not responsible for errors or changes made to the exact fee.

Deposit (on destination)

A deposit can be required. You will get your deposit back as long as your accommodation is left undamaged, tidy and clean. In some cases the deposit will be sent to your home address afterwards. The deposit fee and the payment options are always listed on the Eliza was here website within the description of each accommodation. This is also mentioned on your tickets/vouchers. If it says that the deposit needs to be paid with a credit card, this means that they do not accept a cash deposit, and vice versa. Sometimes, you will be required to pay a small fee for the deposit of the room key. This will also be listed on the travel documents. The handling of the deposit is always a matter between you and the accommodation provider. The amount of the deposit fee might change over the season and Eliza was here does not have any influence over these matters. Therefore, Eliza was here is not responsible for any clash of opinions between you and the accommodation provider about matters relating to the deposit.

Booking and paying for your holiday

The moment you provide all your details and have agreed to the terms and conditions, Eliza was here regards this as a final booking. If there are changes or cancellations our terms and conditions are applicable. You will be required to pay for your flights in addition to the standard deposit of 30% in order to confirm this reservation. If there are changes or cancellations our terms and conditions are applicable.

Exclusive liability

The person who books the holiday is exclusively liable for the entire booking, even for all other persons that he/she adds to the booking. You must be at least 18 years of age to book a holiday with Eliza was here. If you are under the age of 18, an adult must accompany you. If there are any minors travelling, permission from parents/guardian must be provided.

The party leader (main booker) is also responsible for passing on any information about the booking. This includes: accommodation details, schedule changes and participant changes. The party leader is also responsible for notifying Eliza was here of any personal circumstances (such as reduced mobility or dietary requirements) for all participants.

You are obliged to comply with all instructions given by or on behalf of Eliza was here and you are liable for damage caused by your actions. If you cause or can cause such nuisance that the proper execution of the travel agreement is or can be made more difficult or if your behavior poses a danger to yourself, your fellow travelers or parties that deliver to you (part of) the trip, Eliza was here can exclude you from (continuation of) (part of) the trip. The resulting costs are at your own expense.

Contact details

When you book with Eliza was here, all documents such as invoices, vouchers/tickets will be sent to you by email. We will use the email address you have given us at the time of booking. We assume that this address is correct and that you check it regularly and, importantly, that you accept the risks associated with this means of

¹ September, 15 for package holidays taking place in the next summer season (period April 1 – October 31)
March, 15 for package holidays taking place in the next winter season (period November 1 – March 31)

communication. We cannot be held responsible if we have sent emails to you and you fail to receive them (due to a full inbox, spam filter or misspelling of email address). It is also essential that you provide a mobile number so we can contact you while you are on holiday.

Booking on request

If a booking is made on request, this means we do not have any more rooms or apartments available in our own stock and will contact the accommodation provider to see if there is still a room or apartment available in their stock. Usually, it can take up to 5 working days before we get a reply. Eliza was here will contact you as soon as we know more. If there is a room or apartment available that matches your booking on request, this will automatically be confirmed for you. Your booking is then final and you will be issued an invoice.

Alterations and booking changes

As a general rule, we can always add people to the booking, even after the invoice has been issued. In addition to adding more people, you can add other services. An updated invoice will be issued and you will be required to pay the additional charges. It is possible to change names of participants however a fee will apply in relation to the flight booking. The cost of these changes is dictated directly from the airline and can increase closer to the date of departure. If you need to change the departure date, or reduce the number of paying passengers these changes will be dealt with as a partial cancellation, (for details please check 'Partial cancellation').

Cancellations

Cancellations need to be made in writing, within 3 days after the event that caused the holiday to be cancelled (in part or full). Please take into account that there are always costs involved with cancellations. You are only entitled to a partial reimbursement of the holiday price if you have taken out an insurance policy and if the reason of cancellation is valid. Eliza was here can only deal with a cancellation if it has been made in writing by the party leader. A fellow participant is not exclusively liable and therefore he or she cannot make a cancellation. In case a holiday is cancelled, the customer needs to pay the following cancellation costs besides possible reservation costs. The person who made the booking is responsible for paying this charge. The size of the charge depends on when we receive your notification - the more notice you give, the lower the cancellation fee.

These charges are based on the [date you notify us of your cancellation](#). It relates to the number of days before departure. These charges are a percentage of the total cost of your booking. You may be able to claim for the cancellation charge from your travel insurance, please check your policy.

- >55 days 30%*
- 36-55 days 50%*
- 22-35 days 70%*
- 11-21 days 90%*
- 0-10 days 100*

**Where the standard deposit is increased to secure specific facilities or an additional payment has been made for transport airline tickets and these are non-refundable, then the scale of charges shown will be calculated based on a % of the cost of all other arrangements and the non-refundable charges will be added to that cancellation charge to give the total charge. Infant charges of £45 are non-refundable in the event of the cancellation of a holiday.*

All scheduled flights and luggage are non-refundable. This means that you will not be refunded the amount you have paid for the flights (which form part of your package). On cancellation you will have to pay 100% of the flight price as well as the percentage of the remaining components of your package. This percentage will be calculated based on the table above. You may be able to claim for the cancellation charge from your travel insurance, please check your policy.

Partial Cancellation

In the unfortunate event where 1 or more person(s) wish to cancel themselves off the booking, this will result in a partial cancellation.

There are always fees involved when a cancellation is processed. The partial cancellation will be calculated based on the individual traveler's package price. With a partial cancellation, the remaining traveler's individual package price can increase, as the price of your new travel arrangements will be based on the price that applies on the day you make the change. However, the new total holiday price can never exceed the original holiday price. The person(s) cancelled may be able to claim for the cancellation charge from their travel insurance, please check your policy. Please note there won't be any reduction in the price you pay, even if your new travel arrangements are cheaper than your original booking.

Only the lead booker has the authority to confirm any cancellations. All cancellation costs are calculated based on the percentages mentioned above.

If Eliza was here changes the booking

We hope that we will not have to make any change to your holiday but, as our holidays are planned many months in advance, we sometimes do need to make changes. We reserve the right to do this at any time. We will let you know about any important changes when you book. If you have already booked, we will let you know as soon as we can, if there is time before your departure. Eliza was here reserves the right to cancel the holiday if the cancellation occurs outside the balance due date. Flight timings shown by us are for guidance only and may change. Your Confirmation Invoice will show the latest planned timings. Your actual flight timings will be shown on your ticket (including any e-ticket itinerary), which you should check carefully as soon as you receive it.

Major changes to your holiday

Occasionally, we have to make major changes to the flight or accommodation.

We will pay compensation for any major changes to your holiday, unless the change is for reasons beyond our control, see '**Important Note - Events Beyond Our Control**', using the scale shown, may include the following changes - a significant change of destination, a change in accommodation to that of a lower category, a change in the time of your departure or return flight by more than 12 hours, a change of UK departure airport - excluding changes between airports. A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the delay is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes.

If we tell you about any of these changes after we have confirmed your holiday booking, you may either

- accept the new arrangements offered by us, or
- accept a replacement holiday from us of equivalent or similar standard and price, at the date of the change, if we are able to offer you one, or
- cancel your holiday with us and receive a full refund of all money paid.

Either way, we will pay you compensation, using the Compensation table shown, unless the change is for reasons beyond our control, (see the 'Important Note Events Beyond Our Control'), and we will always refund the difference in price if the replacement holiday is of a lower standard and price, at the date of the change.

This standard payment will not affect your statutory or other legal rights. We will only make one payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will receive 50% of these amounts. Children using a free child place will not receive any standard payment. A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change. This is not applicable to short-stay holidays (3-5 days).

Compensation

These scales are based on how many days before your booked holiday departure we tell you of a major change. See also the 'Important note-events beyond our control'

Direct Clients	Agents	Compensation payable per person
More than 84 days	More than 70 days	£0.00
29-83 days	29-69 days	£10.00
15-28 days	15-28 days	£20.00
8-14 days	8-14 days	£30.00
0-7 days	0-7 days	£40.00

If any major change indicated above is not acceptable to you, you can cancel your booking. In this case we will refund all the money you have paid to us and will pay you compensation, as shown above, depending on how many days before your holiday we tell you about this change. This standard payment will not affect your statutory or other legal rights.

Important note - Events beyond our control

Events beyond our control include without limitation: icy/winter weather conditions, strong winds, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type for reasons beyond our control or that of our suppliers; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar events.

Payment and deposit

100% of the flight price with luggage + 30% of the other package elements = deposit

In order to confirm your booking, you will be required to pay 100% of the flight and luggage fees in order to secure the airline tickets, which are non-refundable. In addition to the cost of the flights; you will have to pay 30% of the other package elements. You will be requested to pay this amount as part of booking step 4. The remaining amount is to be paid to Eliza was here 6 weeks before departure at the very latest. If you book your holiday within 6 weeks of departure, the full amount will be payable to confirm your holiday.

Travel documents

When Eliza was here has received the full payment the travel documents will be sent to you by email; approximately 10 days prior to departure. The travel documents include all details relating to your holiday. It is essential that you check the tickets and vouchers to ensure everything is correct and complete. If there is something that does not correspond with your original booking you should contact Eliza was here as soon as possible. Eliza was here may send updated versions of the travel documents if new/extra information is provided by the destination, airline or accommodation up to 24 hours before departure. If you have any questions about the travel documents, please send us an email with your booking number as the subject.

Passports and ID cards

If you have booked a flight as part of your package, you will need to add your own passport information. This is your responsibility and you can do this via the airline website. If you do not add this information, you could be denied boarding. Eliza was here is not responsible for checking that you have done this before departure.

It is forbidden to travel with an expired passport or identity card. In some countries, your passport must be valid for a certain number of months after returning home. You must check this yourself with the relevant authorities. If you do not have a valid UK passport, you should always check with the embassy of the country where you want to travel if you need a visa. Having the correct travel documents is and remains your own responsibility at all times.

If you need to obtain a new passport please ensure you leave enough time for this as delays can occur at holiday times or peak dates. UK Passport Office: 0870 521 0410.

For all information regarding Brexit, please go to the ABTA website: www.abta.com/tips-and-advice/brexit-advice-for-travellers

If you are not a citizen of the UK you should always contact the embassy of the country you intend to visit in order to find out whether or not you need a visa. It is at all times your own responsibility to carry valid documents. Eliza was here cannot be held responsible for any of this.

HEALTH AND MEDICAL

You must inquire yourself with the relevant authorities whether there are health recommendations for your destination. You can think of vaccinations and other preventive measures to prevent diseases. This also applies to any cross-border excursions. For up-to-date information on vaccinations and other health and travel data, you can, for example, check the Foreign Travel Advice site: www.gov.uk/foreign-travel-advice

Any damage or costs that arise if you do not get sufficient information or if you do not take preventive measures are for your own account.

All customers should have adequate holiday insurance cover as the European Health Insurance Card (replacement for the E111) only provides limited cover. For more information on the EHIC see www.dh.gov.uk/travellers or call 0845 606 2030. Information on free and reduced cost emergency care and medical treatment in most EU countries can be found in the leaflet 'Health Advice for Travelers' available from post offices, department of Health Offices, GPs and libraries.

Travel advice

You must take note of the travel advice for a specific destination with the relevant authorities. For up-to-date information you can check the Foreign Travel Advice site: www.gov.uk/foreign-travel-advice

Flight holidays

All flights are booked through our partners. Checked luggage is NOT included in the price of the flight/flight package. These are extras and can be added at an additional cost in Step 2 of the booking process. The cost of luggage is dictated by the airline, and therefore can vary with each flight. All flights include ONE cabin bag per person (maximum size of 56 x 45 x 25cm; including handles and wheels). There is no obvious weight restriction for the hand luggage.

Please ensure that you are on time and have checked in online before arriving at the airport. In addition to checking in online, you will have to enter your passport information. This is called API (advanced passenger information). You will receive instructions from Eliza was here after you have booked a package with flights.

If you are planning on checking in late on your arrival day, it is almost always possible to get into your hotel or apartment. However, it is very important that this is arranged in advance. You will receive your travel documents two weeks before your departure, and this will include instructions on how to arrange your late arrival and collection of the key.

Holiday duration

Travel days count when determining the holiday duration. At an 8-day flight package you are therefore 7 nights at your destination. It is possible that you will not be at your destination for the full holiday duration due to unfavorable flight times. Eliza was here can never be held liable for unfavorable flight times.

General Conditions of Carriage

Eliza was here is not your carrier. The air carrier in question, uses *General Conditions of Carriage*, which can be consulted on travel info on our website. These *General Conditions of Carriage* form part of the agreement. If you agree with the Eliza was here Terms and Conditions, you also agree to these *General Conditions of Carriage*.

Car hire conditions

Eliza was here collaborates with Sunny Cars at all destinations. The general terms and conditions of Sunny Cars apply to your booking, which can be found on the [T&C page](#) on our website.

The car is based on the 24-hour rule. A rental day is 24 hours. For example, if you book a car on Monday at 14:00 2 days, you need to deliver this car back at Wednesday 14.00. The vehicle models shown are indicative of the category in which they fall, you will always get the model shown or an equivalent car. Mini and Economy Class are available at all times; the other classes are on request. If the car is not available you will be contacted. Please note that you can pay the deposit for the rental with a credit card. This credit card must be in the name of the main driver. You pick up the car upon arrival at the airport and return the car at departure also at the airport.

Directions

Eliza was here does not publish or advise on directions to resorts. Eliza was here cannot be held responsible for any errors in the directions you may receive. For directions we refer you to Google Maps. Please make sure that you have checked the conditions of the roads before you leave home.

Late arrivals

If you expect to arrive at your apartment late in the evening, you will need to inform the reception of your accommodation to prevent arriving to a closed door. Your accommodation's phone number can be found on your accommodation voucher. The opening times of the reception will also be mentioned. Eliza was here cannot be held responsible if you arrive at a closed door after the reception has closed, even if you may have indicated this beforehand in your initial booking.

THE ACCOMMODATION

Arrival and departure day

On the day of arrival you can usually enter your accommodation around 18:00. On the day of departure you are expected to leave the accommodation between 09:00-10:00. PLEASE NOTE: You will need to check your travel documents for the exact times as each accommodation is different.

Luggage room

It is often possible to store your luggage for a small fee (or for free) in the luggage room of the hotel at your destination. This is an extra service provided on location. The use of this service is always your own responsibility and at your own risk. Eliza was here has no influence whatsoever on the price or the quality of this luggage room and any complaints cannot be dealt with by Eliza was here .

Interior of the accommodation

As apartments and studios usually look quite similar we will give a short description in the general information. You can find more detailed information on the page of the accommodation in question. The descriptions of the accommodations can differ in reality and are used as an example only. The number of square meters in the description is a guideline; the actual surface area might differ.

You should also be aware of the warm water supply: there is often only one (small) boiler for all people. The design is not like what you are used to. The shower curtain might also be missing. Appliances like a coffee maker or a cheese cutter are also often not present. If you book several rooms at once we will try to reserve them next to each other. This is at all times the preference and in practice this might not always be possible.

Meal plan / board type

More detailed information can be found on the page of the accommodation in question. The descriptions provided below can differ in practice and should be regarded as a guideline only. If you have any questions about your meals, please email info@eliza-was-here.co.uk.

- *Self-catering (SC)*: stay only.
- *Bed and breakfast (BB)*: the arrangement begins with breakfast on the day after arrival and ends with breakfast on the day of departure.
- *Half board (HB)*: lodging, breakfast and dinner. This usually begins with dinner on the day of arrival and finishes with breakfast on the day of departure. Drinks are not normally included in for this board type. Note: If you are expecting dinner to be included on the day of arrival, please contact us via info@eliza-was-here.co.uk so we can check with the hotel for you.

- *Full board (FB)*: lodging, breakfast, lunch and dinner. The arrangement begins with dinner on the day of arrival and ends with lunch on the day of departure.
- *All inclusive (AI)*: lodging, all meals, local alcoholic drinks and sodas and often snacks as well. The all-inclusive arrangement differs per hotel and begins the moment you check in and ends on the day of departure when you check out.
- *Eliza was here More Inclusive*: lodging, breakfast, local alcoholic drinks and sodas and various snacks. The difference with the all-inclusive option is that the lunch and dinner are usually not inclusive.

In most of the hotels the dinners consist of three or four course meals (sometimes with menu options) or a buffet. The meals are based on local cuisine. This means that they are different and often simpler than what you are used to back home. The breakfast is often limited to a bread roll, some jam and a cup of coffee or tea and the dinner is simple, comes with a limited amount of fresh vegetables and isn't always varied. It can occur that salad buffets included with a half board will be removed. Outside of peak season a course might be removed. At a low occupying rate your meals might be served à la carte instead of as a buffet. Especially in smaller hotels and pensions there is a possibility that you might have to share the same table with other guests. In case you are on a special diet we will inform the accommodation in question. You should take into account however, that the more basic hotels in particular might not be able to cater for you. A vegetarian diet often means that you don't eat meat on location. Meat substitutes as we know from back home are often unavailable. Eliza was here cannot take responsibility for, nor guarantee, any special dietary requests that have been made. Please note that a meal can be cancelled in the event of unfavorable arrival times; you will not be served dinner if you arrive after the dining room has closed.

Facilities

In the description of the different accommodations you will find a summary of the facilities. Please take into account that there is often a small fee for the usage of certain facilities such as the sauna and solarium, deck chairs and air conditioning. If no costs have been mentioned in the description, it could be that they were not known to us at the time of publishing. However, guests might still have to pay for facilities on destination. It is possible that some facilities like night clubs are closed outside of peak season due to a lack of interest. You can almost always hire a locker at the reception for your valuables and important documents. You may have a locker in your room/apartment. There is usually a fee attached to using the lockers. We strongly advise you to make use of the lockers in order to avoid losing important items during your holiday.

Distances

The distances listed with the accommodations for the center and points of interest are always taken as the crow flies. This means that the actual distance by foot or car can differ. It is sometimes necessary to use stairs or steep roads to reach the destination.

Preferences and essences

Eliza was here will do its best to fulfil any special wishes stated with the booking. Unfortunately we are dependent on the actual service provider, like the carriers and the accommodation providers, and Eliza was here can never guarantee preferences. It can occur that the preferences you have given with your booking are not possible entirely. In that case this information was not known to us in advance. We also cannot guarantee preferences that relate to medical conditions.

Babies

If an accommodation states that there are baby cots available, this always involves a limited number. Therefore Eliza was here can only treat this as a preference. This means that Eliza was here cannot guarantee that there will actually be a baby cot present during your stay.

Special Facilities

The accommodations we offer are usually not equipped with special facilities for disabled persons. This does not mean that disabled persons are not welcome. On the contrary, but the lack of these facilities cannot be held against us. An adjusted room or a preference for the location of a room is always a preference. Eliza was here cannot be held responsible for this. Please let us know if you have any special requirements. Our customer service team contact the accommodation on your behalf and share the response with you.

ABTA produced a checklist which has been designed as an aid to check the suitability of the accommodation and transport facilities in a resort to which you may be interested in travelling. If you have any special requirements, please complete this checklist in order to help us assess the suitability of your destination to your specific needs. Please call us or send us an email to obtain a copy of this checklist and to discuss your needs.

Pets

Some accommodations allow you to bring a pet. You can find this and the costs in the description of the accommodation of your choice. Please note: you need to have an animal passport if you are transporting a dog or cat to another country. If you would like to take your pet, please let us know when you make the booking, in step 4 of the booking remarks. Please note that if you are taking a pet with you on a flights booking with Eliza was here, there may be extra costs that will need to be paid to the airline or the transfer company.

Linen

If you are staying in a hotel then the bed linen and bath towels are included in the total costs. You usually use the bed linen throughout the week; towels may be changed. With the apartments it is depends on the accommodation. You can find this clearly stated in the description on the Eliza was here website. If sheets are not included you can often hire them on location (approx. € 10,- p.p.) or bring your own. You can request this when you are making a booking in Step 4. Towels are often listed separately, please check this carefully. More information can be found under the header 'facilities' of the accommodation.

Cleaning service

Under the header 'facilities' you will find an overview of the number of times per week that your room/apartment will be cleaned. This overview is meant to give an indication only. There might be some changes to the cleaning schedule in relation to holidays.

A reservation

A holiday abroad means different people, a different culture, different food and loads of fun. However, it is essential to manage your own expectations. If you chose a basic accommodation and paid the lowest price you could find, then you should not expect the comforts and facilities of a luxurious four/ five star hotel. At Eliza was here, the price of the accommodation almost always links to the quality of the apartments/hotel. Of course, during the peak season even the most basic options can seem expensive. It is your responsibility to assess the suitability, as we all have different standards. Please remember that the opening times of shops and entertainment venues vary throughout the season.

Noise Pollution

If a description mentions lively surroundings, a central location or the presence of a (pool) bar, this usually means that there will be some level of noise in the communal areas as well as in your room/apartment. Many accommodations organize activities during the day as well as in the evening. We try to mention such activities/animations in our description. Peace and quiet cannot be guaranteed, even after midnight. Unfortunately, noise pollution due to construction is unavoidable. In the case that there is construction work taking place in the accommodation, we will always try to inform you in advance. Unfortunately, it can happen that there are fellow holiday makers who are causing a disturbance. We have no influence on this. It can also occur that you (knowingly or not) cause a disturbance. Our hostess or the hotel management may request you to adjust your behavior. If the complaints persist the hostess or the hotel management have the right to remove you, or to have you removed, from the premises. You are responsible for the consequences of your own actions.

LOST PROPERTY

Eliza was here Holiday cannot be held responsible for missing luggage. If you have forgotten something important in your accommodation you can notify Eliza was here Holiday's office. You can do this up to one week after arriving back home. All the enquiries submitted after this first week back home, will not be dealt with.

UNSATISFIED OR COMPLAINTS

If you have a complaint about your holiday or are not satisfied with your accommodation in any way, please report this immediately to the reception of your accommodation.

If your complaint has not been dealt with to meet your satisfaction, please contact us immediately via email or telephone.

E-mail: info@elizawashere.co.uk

General Eliza was here phone number: +442031708206

We are a Member of ABTA, membership number Y3497. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at ec.europa.eu/consumers/odr. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved."

RELIABILITY

Financial protection

The Package Travel Regulations require us to provide security for the amount that you have paid for the package holidays booked from Eliza was here and for your repatriation in the event of our insolvency.

ATOL (package holiday incl. flight) – License number is 11956

We will provide you with financial protection for any package holiday including flight that you buy from us by way of our Air Travel Organiser's License number 11956, administered by the Civil Aviation Authority. When you buy an ATOL protected flight or flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claim which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

The price of your holiday includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

ABTA (package holiday excl. flight) – Membership number is Y3497

We will provide you with financial protection for any package holidays you buy from us that do not include travel by air by way of a bond held by ABTA. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found at www.abta.com.

Eliza was here reserves the right to change these terms and conditions.
Date of last change made: 24/08/2023