



These terms and conditions of business relate to the travel agency services provided to you by Easy Travel & Tours Limited trading as Sastiflight.com (“us”, “we”) and your use of this website (the “travel site”). The travel site consists of computing and information services and software, information and other content provided by Easy Travel & Tours Limited trading as Sastiflight.com. Third parties also provide information, software and other content which may be accessed via sastiflight.com.

When you instruct us to process your booking we will arrange contracts on your behalf with travel service providers such as airlines, hotels and tour operators (“Travel Service Provider/s”). Your booking via Easy Travel & Tours Limited will be subject to both these terms and conditions of business and the specific terms and conditions of the Travel Service Provider/s. It is therefore important that you read and understand these terms and conditions and also those of the Travel Service Provider, which will set out your rights should something go wrong (e.g. a cancellation of or alteration to your booking). When you complete your booking with us, you agree to accept and be bound by our and the relevant Travel Service Providers terms and conditions of business.

Summary of our charges and fees:

These terms and conditions of business confirm the charges and fees which **we will charge for our services to you in addition to cancellation & amendment charges levied in accordance with the Travel Service Providers [airlines and hotels] terms and conditions of business regardless of the value of service cancelled.**

A summary of our fees and charges as referred to in these terms and conditions is as follows

Re-Booking /Amendment fee charge for each alteration to booking	Up to £15.00 per person
Service Charge for processing cancellation of each booking	Up to £50.00 per person

1. Warranty

1.1 We will do everything we can to make sure that all the prices and service descriptions displayed on our website are accurate. However, errors may occur and information may be updated as you make your booking. Air fares may be subject to change during the reservation process or after a reservation is made. If we discover an error in the price of your order (flights, hotels, packages or insurance etc) we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you have already paid for your order and don't accept alternative price / option and would like to cancel, you will receive a full refund.

1.2 This site contains references and links to other sites and materials on the Internet. Easy Travel & Tours Ltd makes no warranties with regard to the information, software or other content to which it refers.

1.3 Use of this site is at your sole risk. Neither Easy Travel & Tours Limited nor any of its information providers, licensors, employees or agents warrants that the services provided by Easy Travel & Tours Limited will be uninterrupted or error free; nor does Easy Travel & Tours Ltd or any of its information providers, licensors, employees or agents make any warranty as to the results to be obtained from use of these services. The services are distributed



on an "as is" basis without warranties of any kind, either expressed or implied, including but not limited to warranties of title or implied warranties of merchantability or fitness for a particular purpose, other than those warranties which are implied by and incapable of exclusion, restriction, or modification under applicable laws.

2. Our Agreement with You

2.1 These terms and conditions form the basis of your contract with Easy Travel & Tours Limited trading as Sastiflight.com

2.2 When you confirm a booking you acknowledge your understanding and acceptance of our terms and conditions and Travel Service Providers / Suppliers (airlines & hotels) terms of business (fare rules/conditions, hotel's booking conditions) on behalf of all passengers booked through this transaction.

2.3 Please note Easy Travel & Tours Ltd acts only as an agent between you and our suppliers (Travel Service Providers) and where a Travel Service Provider's services form part of your booking, the Travel Service Provider's standard terms and conditions will also apply in addition to these terms & conditions.

2.4 All travel arrangements that include flights are subject to the carrier's conditions of carriage such as airfare/ air ticket restrictions, date change charges, refund charges apply in addition to these terms & conditions. Copies of these conditions may be requested in writing.

2.5 It is your responsibility to make sure all passenger details mentioned in this transaction (name, date of birth, passport number, nationality) and booking details (travel dates, airports, destinations are correct prior to confirming booking & making payment. Unless we have made an administrative error, cancellation charges and additional Booking Fees will apply to alterations to your booking/s. It is therefore important that all names and other details provided by you at the time of booking are accurate and agreed by all passengers & members of your party.

2.6 If you are booking on behalf of someone else, it is your responsibility to explain & obtain acceptance of all passengers booked through this transaction, our terms of business & Travel Providers / Suppliers terms of business (fare rules & hotels booking conditions). Easy Travel & Tours Ltd t/a Sastiflight.com will not be responsible for any errors or losses if the passengers were not explained ours & Travel Service Providers terms of business or passengers' acceptance is not obtained.

3. Financial Protection

3.1 When you buy an ATOL protected holiday package or flight from us you will receive a confirmation invoice and ATOL certificate from us confirming your arrangements and your protection under our Air Travel Organiser's Licence number 6764. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit ATOL website at www.atol.org.uk

3.2 You are not covered for Scheduled Airline Failure Insurance (SAFI) unless you have paid for this cover. If you have paid SAFI this will be mentioned on invoice issued by us.



4. There are two ways where Easy Travel & Tours Ltd trading as Sastiflight sells Holidays

4.1 Either Sastiflight is the principal: tailor-made holidays where Sastiflight is the tour operator.

(a) When Sastiflight create our own tailor-made holidays which have elements of flights, hotels, transfers under one price, then you are protected by our ATOL.

(b) if you buy a holiday of just a single one item (for example accommodation only or transfer only) from Sastiflight whereby we are acting as the principle (the tour operator) then ATOL protection does not applies to your booking.

4.2 Either Sastiflight is the agent: holidays are provided by another tour operator

(a) if you purchase a package holiday provided by a tour operator (holiday company) which includes a flight, then your money is protected under the ATOL licence held by the that tour operator; and the Sastiflight is acting as an agent of that ATOL holder.

5. Special Requests

In the event that we make a request on your behalf, for example relating to meals, seats, room requests etc; we will communicate that request to the Travel Service Provider. A request cannot be guaranteed and therefore we cannot be held responsible if your request is not agreed by the Travel Service Provider.

6. Payments

6.1 All bookings confirmed on Sastiflight.com are processed through Sastiflight.com merchant account. E-ticket receipts, hotel vouchers and invoices are issued by Easy Travel & Tours Limited.

6.2 We do not accept deposits to confirm flight or package and full payment is required at the time of booking. If you have any query regarding your payment please contact Easy Travel & Tours Limited 37 Kingsley Road Hounslow TW3 1PA.

6.3 It is your responsibility to ensure that payment in full for air tickets and hotel reservations is remitted prior to the departure date. Easy Travel & Tours Limited accepts no liability or responsibility for any costs or losses arising from cancellation, delay or itinerary amendment resulting from a failure to make payment in full as required by these terms and conditions of business or those of Travel Service Providers.

6.4 We accept third party payments, the person paying for air ticket or hotel booking does not have to be traveller and you don't need to present the card used for payment at the airports. However payment will only be authorised using a 3DSecure registered debit/credit card, please see the following links for further information regarding 3DSecure payments.

http://www.visaeurope.com/en/cardholders/verified_by_visa.aspx

<http://www.mastercard.us/support/securecode.html>



6.5 Please note when you make payment at the time of your booking/s this does not mean that your booking/s is/are confirmed. We will provide confirmation of your booking/s once we have confirmed your booking with the Travel Service Provider/s. If you make payment and the Travel Service Provider is unable to confirm your booking to us, then you will of course receive a full refund. Please note that refunds in these circumstances will only apply to the unconfirmed booking and you will remain committed to any other bookings made at the same time and will be bound by the Travel Service Provider's cancellation policy. It is therefore important that you understand the terms and conditions of all Travel Service Providers before making payment to us.

7. Low Cost Flights

7.1 Easy Travel & Tours Limited trading as Sastiflight makes no warranties with regard to low cost airlines flight cancellations, refunds or services provided by them.

8. Delivery of Documents

All documents relating to your booking will be sent to you by email or by first class post. We shall not be responsible for the loss of your documents unless such loss is caused by our negligence. If documents lost in the post, documents must be reissued any additional fees or charges must be paid by you. You may wish to instruct us to deliver your documents securely by royal mail special delivery which is subject to additional postal charges.

9. Cancellation by You

9.1 If you need to cancel a confirmed flight or hotel booking you must contact us in writing. To cover the cost of administration and cancellation charges imposed by airlines and hotel suppliers and in consideration of the possibility that we will not be able to resell the flight, holiday or accommodation booking we will apply a cancellation charge.

9.2 Please note some airline tickets & hotel bookings are non refundable before/after travel dates; Cancellation charges vary depending on the services booked and will be clearly stated at the time of booking. A cancellation charge of **£50.00 per passenger** will be applied by us in addition to any cancellation charges levied in accordance with the Travel Service Providers terms and conditions of business regardless of the value of service cancelled.

9.3 Our Cancellation Charges and Booking Fees will apply even if the Travel Service Provider's terms and conditions provide for a full refund upon cancellation.

9.4 If you are unsure as to whether you will receive a full or partial refund upon cancellation we would recommend that you contact us before confirming your booking or, if you have already booked, prior to confirming your cancellation.

10. Alterations by you

10.1 If you wish to make a change to a confirmed booking please contact us in writing. A change to the travel departure date once confirmed, is regarded as a cancellation and rebooking, not an alteration to the booking. Cancellation Charges will therefore apply and Booking Fees will be charged in respect of the rebooking. Our



Cancellation Charges and Booking Fees will be additional to any administrative fee, cancellation fees and rebooking charges levied by the Travel Service Provider.

10.2 Some Travel Service Providers (particularly airlines) whose special airfares are in some cases are non-changeable and non-refundable as shown on <http://www.sastiflight.com> booking confirmation page [i.e. no dates changes before/after departure nor refunds will be provided if cancelled before/after departure]. Therefore a name change or any other change to an existing booking as a cancellation and rebooking, with up to 100% cancellation charges would apply. It is your responsibility to ensure that you book under the correct names for yourself and your party as they appear in the relevant passport/s or travel documents. No refunds will be given for unused services unless an amendment or cancellation has been made & agreed with us in writing in which case the charges shown above will apply.

11. Reconfirmation of flights and connecting flights

11.1 Some airlines and carriers require passengers to reconfirm their flights and any connecting flights 24 or 48 hours prior to the schedule departure time. It is your responsibility to contact the airline local office and reconfirm your flights 24 or 48 hours prior to departure and we accept no liability for any losses arising from your failure to do so. Where possible we will advise you upon booking if reconfirmation is required but we would stress that you should contact the Travel Service Provider or view their website for confirmation as to whether reconfirmation is required.

11.2 We cannot accept responsibility should you miss your flight as a result of your failure to reconfirm your flight times. If the Travel Service Provider requires passengers to reconfirm and you fail to do so, you may be refused permission to board your flight and it is unlikely that you will receive any refund. If in doubt, please contact the airline 48 hours prior to your flight.

11.3 In your itinerary from Easy Travel & Tours trading as Sastiflight, flight times are given for guidance only. All departure/arrival times on your flight ticket are provided by the airlines concerned and are estimates only. They may change due to air traffic control restrictions, weather conditions, operational/maintenance requirements and the requirement for passengers to check in on time.

11.4 We are not liable if there is any change to a departure/arrival time previously given to you or shown on your ticket or for any other alteration to your flight by the relevant airline. Also, please note that where a sector of a flight itinerary is not utilised without contacting the carrier directly any remaining sectors may be subject to cancellation without further notification. Where this situation arises we are unable to accept responsibility for any costs incurred. It is for this reason that you are required to reconfirm your flights with the airline in accordance with the airline's applicable reconfirmation deadline. For all air travel it is your responsibility to check the departure and arrival times of your flights at the time of travel. We are unable to make any special arrangements for you if you are delayed as these matters are at the sole discretion of the airline concerned. Please note that the times shown on your ticket or itinerary are the departure times of the flight. Check-in times, as advised by the carrier or in the airlines' timetable are the latest times at which passengers can be accepted for travel, allowing the necessary time to complete all formalities. Flights cannot be held up for passengers arriving late and no responsibility can be accepted by us or the airline in such cases



12. Alteration by Us

12.1 Although it is unlikely, we may have to make changes to your travel arrangements and we must reserve the right to do so. We will inform you of any major changes at the time of booking, or as soon as possible afterwards if you have already booked. If a major change is necessary, such as an alteration of your outward/return flights of more than 12 hours, a change of resort, or reduction in standard of your accommodation, you will be offered the choice of: (a) Accepting the change; or (b) Accepting an alternative, or; (c) Receiving a full refund of all monies paid.

12.2 If the alteration results in a reduction in the total cost of your travel arrangements, we will make an appropriate refund. Where we only act as a booking agent, particularly in the case of air tickets, we may not be notified of a major change before you travel. However, where we are notified, we will advise you as soon as is reasonably possible. If the changes are not acceptable to you, we will offer you an alternative if available, or a refund. If your chosen alternative costs more, you must pay the difference.

13. Refunds

13.1 If upon cancellation or alteration of your booking a refund is payable to you via Easy Travel & Tours Limited in accordance with these terms and conditions and / or the Travel Service Provider's terms and conditions then we will release the refund payment to you as soon as the amount of the refund due to you is confirmed and remitted to us by the Travel Service Provider.

13.2 We will do all that we can to ensure that your refund is processed quickly by the Travel Service Provider but we provide no warranty or guarantee as to how long a Travel Service Provider will take to process the refund. We accept no responsibility or liability for any costs or losses caused by any delay on the part of the Travel Service Provider in processing your refund. If delays on the part of the Travel Service Provider do arise we shall keep you informed and updated and will do our best to help resolve matters as quickly as possible.

14. Travel Documents, health and medical conditions and unaccompanied children

14.1 Passengers must be in possession of a valid passport, necessary visas, plus any international health certificates required by the countries being transiting or visiting. In the event that you are refused permission to board a flight or enter any country due to incorrect documentation, or health precautions, no liability can be accepted by Easy Travel & Tours Ltd and no refunds will be made unless sanctioned by the Travel Service Provider's terms and conditions of business.

14.2 Easy Travel & Tours Limited trading as Sastiflight.com will not be liable or responsible for refusal of visit or transit visas or Umrah visas by respective Embassies.

14.3 Please note that it is very unlikely that a Travel Service Provider will offer a full or a partial refund in circumstances where a passenger has failed to ensure that they have the correct documents required to travel. We would therefore advise that you check these requirements and the time it might take to satisfy them before you place your booking.



14.4 You must also ensure that you are able to satisfy the Travel Service Provider's requirements in respect of children travelling unaccompanied, pregnant members of your party and passengers with medical conditions which may prevent them from boarding or travelling. We strongly advise you to contact the Travel Service Provider or us directly prior to confirming your booking if you have any concerns about these issues. Easy Travel & Tours Limited accepts no liability or responsibility for any costs or losses arising from your or members of your party's inability to travel as result of a failure to address these issues prior to your flight.

15. Unused tickets and services

15.1 We will not refund the cost of unused tickets and services unless a full or partial refund in these circumstances is confirmed by the Travel Service Providers own terms and conditions of business.

15.2 We would strongly advise you to consider purchasing a travel insurance policy which covers your travel, accommodation and related costs in the event of illness, personal emergency, accidents and delays not connected with the Travel Service Providers services.

16. Changes in Price

16.1 The prices shown are correct at the time of booking. We reserve the right to increase the price after booking if any increase in price occurs in respect of: (i) Air fares or other transport costs; (ii) Taxes or duties payable, including new taxes introduced by any government and; (iii) Adverse changes to currency exchange rates.

16.2 In all cases we will pay any increase which is less than 2% of your flight or package holiday cost, not including insurance premiums or amendment fees but increases in excess of 2% will be payable by you. If the cost of your flight or holiday increases by more than 10% you may decide to cancel the flight/holiday and have a full refund (excepting any insurance premiums). If you want to cancel you must tell us within 7 days of being advised of the price increase.

17. Our Liability

17.1 Please note that your booking/s is/are directly with the Travel Service Provider. Unless we are negligent in providing our services to you, we will accept no liability or responsibility for any complaint, claim, loss, expenses or damage arising from any aspect of your booking/s with the Travel Service Provider. We will accept no liability for any act or omission by any person not directly employed by us.

17.2 We accept no liability in respect of any matter which is ancillary to your flight such as seat selection, the availability and quality of in-flight meals and in-flight entertainment systems, the quality of in-flight service, airline check-in procedures and staff service-delivery, airline baggage policies and weight restrictions and charges, and airport arrival and departure security and immigration procedures. You will appreciate that these matters are beyond our control and any comment, claim or complaint should be directed to the relevant Travel Service Provider or the airport. However, we welcome your feedback about the Travel Service Providers with whom we work and where appropriate we will be happy to pass on your comments to them.



17.3 We accept no liability in respect of any matter which is ancillary to your hotel booking including but not limited to the precise specifications of your room, the availability and quality of hotel services, the availability and quality of hotel catering or any related to the provision of services by hotel employees and management and any comment, claim or complaint in respect of these matters should be directed to the relevant Travel Service Provider.

17.4 We cannot be held responsible for any loss, damage, expense, complaint or claim which results from strike or industrial action, civil disorder, war, threat or war, fire, flood, terrorist activity, natural or nuclear disaster, late delivery, adverse weather conditions or any act of God or any other event beyond our reasonable control.

17.5 In no event shall we be liable for any loss of profit, economic loss, loss of goodwill, loss of revenue, loss of business, loss of reputation, or loss of opportunity, or any indirect or consequential loss or special damage resulting from a failure or delay in our performance of the services covered by these terms and conditions of business.

17.6 Should you or any member of your party suffer illness, personal injury or death, through any misadventure connected to any activity which does not form part of your package holiday, nor part of any excursion sold through us, we shall offer you or your family any assistance we can. Assistance is provided at our reasonable discretion. We are responsible for ensuring that your flight/holiday package is of a reasonable standard and as described to you. If any part fails to achieve this standard and affects the enjoyment of your holiday, we will offer reasonable compensation provided that the loss of enjoyment it is not due to events beyond our control. Our liability in all these cases is limited to a maximum of twice the value of the services affected.

18. Complaints Procedure

18.1 If you have a problem during the course of your flight/holiday, you must inform the airline/supplier of the service, or any representative whose details we have provided to you, or telephone our offices immediately. Failure to do so may reduce or extinguish any possible claim by you.

18.2 We will endeavour to put things right as soon as possible. We will acknowledge all complaints on their receipt and deal with them promptly and efficiently.

19. Data Protection Act 1998

By making a reservation with us you agree to the use and disclosure of the information you provide for the following purposes: to enable us to process your booking (when it may be transferred abroad); if you purchase insurance we may process your information and pass it to insurers; for market research and analysis; to avoid fraud and to enable us to contact you by letter, telephone or e-mail with details of our products or those of our suppliers.

20. Jurisdiction

These terms and conditions and your contract with us will be governed by the courts and laws of England and Wales.