

Flight Booking Policy

At *inspiresport* we're committed to providing your group with the best possible flight options for your tour. First and foremost we endeavour to allocate the best flights for your tour that meet the requirements of both maximising your time in destination and meeting your budget expectations. It is because of this that we have implemented a Flight Booking Policy for all of our flight tour groups. This policy applies an automatic flight allocation process meaning that:

- ✓ Flights are booked and confirmed earlier for your tour
- ✓ Flights are booked (with best efforts) in accordance to your preferences as specified at point of sale
- ✓ Flights will be booked based on the tour numbers as instructed by you at point of invoice.
- ✓ Flights will be booked according to this Flight Booking Policy ensuring we secure the best possible options as soon as they become available.

It should be noted, however, that other factors must be considered during this process that we would like to draw your attention to.

As a consequence of the changing face of the UK airline industry, over recent years, the allocation of flights for groups travelling to various destinations by air has become increasingly challenging. This is because of the availability of seats, flight schedules, tour budgets, tour schedules and airline restrictions.

Taking these factors into consideration, we cannot therefore guarantee that all groups will be allocated their preferred options. **If this is the case we will automatically provide flights best suited.**

We hope that this Flight Booking Policy offers clarity on our objectives, processes and procedures around flight allocations. It is important to note that as this is now a company policy and that by agreeing to the *inspiresport* Terms & Conditions, you are agreeing to this Flight Booking Policy and acknowledge the cancellation policy accordingly.

If you do have any further questions or require any further information, please don't hesitate to contact our Tour Delivery Team, who will be happy to assist you.

Core Objectives

- ✓ Book flights that ensure all elements of the tour package sold can be delivered.
- ✓ In order to deliver peace of mind to our groups we will aim to secure flights in advance at the most practical times for their forward itinerary planning and convenience.
- ✓ Book seats on leading airlines, these include but are not restricted to: Jet2, Monarch, Flybe, British Airways, Ryanair and Easyjet.

Flight Booking Procedure

1

Your Preferred Airport

Customer to select three (different) preferred UK departure airports at the time of booking. (All efforts will be made, however for reasons highlighted please note these cannot be guaranteed.)

2

Outbound Flights

Outbound flights will be confirmed between 0600hrs & 1400hrs on day of departure. These flights will be booked automatically. We will follow this policy unless any special requirements are specified to the Sales Manager at the time of booking.

3

Return Flights

Return flights will be booked at the most practical operational times to offer groups the maximum amount of time in resort, but in some cases an early departure maybe necessary or indeed late departures that may involve late arrival into the UK.

4

Information Required

Customer must provide all passenger names exactly as per passport, along with date of birth and gender within 14 days of booking their tour. These details must be typed on the official API form sent at the time of booking. Failure to complete within the allocated time may incur additional charges to cover increasing flight costs.

Thank-you for your co-operation,
Gordon Tole-Moir
 Head of UK Operations