

# 24 HOUR HOTEL SATISFACTION PROMISE: TERMS & CONDITIONS

---

1. This Promise applies to those pre-packaged holidays operated by Urban Adventure Limited with a minimum duration of 7 nights and which have our 24-hour Hotel Satisfaction Promise logo displayed next to the hotel description.
2. Our description of the accommodation is: a) the written description that is included in this brochure or on our website when you made your booking; plus b) Sections E (Your Resort) and F (Your Accommodation) of our Holiday Information pages found at the back of our brochures (or accessed via a link from the payment page of our website); and c) any updated information/changes to our brochure or web site accommodation description that we issue to you at any time before you travel.
3. If the cause of the accommodation not being as described by us is due to circumstances beyond our and the hoteliers control, (such as extreme weather, civil unrest, terrorist activity, industrial dispute), the Promise shall not apply, but your statutory rights remain unaffected.
4. You will need to contact us by our online service or by email within 24 hours of your arrival at the hotel regarding any failure of the accommodation to reflect our description.
5. If we need to provide alternative accommodation to resolve your issue, it will be of the same tour operator rating as the accommodation you booked and in the same destination.
6. Provided we can resolve your issue, or offer you alternative accommodation of equivalent standard, within 24 hours of you contacting our Representative Service, we will have fulfilled our Promise.
7. If we cannot resolve your issue or provide alternative accommodation, and you have chosen to take an early flight home (and to receive a full refund), you will have the right to be returned by the same means of transport to your original departure point at no extra cost provided that transport is available. This does not impose an obligation on us to make specific transport arrangements for you if none are available. Once we have arranged your early flight you must take that flight and your original return flight will no longer be available.
8. Where the issue that has been raised affects all customers on a booking and cannot be resolved, discount voucher (as applicable) will be issued to the lead named person. If the issue does not affect all customers on the booking, the value of the applicable refund/discount voucher will be calculated based on the holiday price paid by each person affected by the issue and will be issued directly to the lead named person on the booking, even if the lead named person has not been affected by the issue.
9. Where we are due to refund the holiday cost under this Promise (subject to point 8. above), such refund will be paid (by BACS) whilst you're in resort where possible, but in any event no later than 28

days after return home. The lead name on the booking must agree to provide their bank account details to the resort Rep for this purpose; otherwise a payment whilst in resort will not be possible.

10. If you choose the option of a discount voucher, subject to point 8. above, the voucher will be for 15% of the holiday cost per affected person (including the basic flight and accommodation cost, plus cost of resort transfers and cost of room upgrades where these have been purchased by you, but excluding the cost of any other optional extras you have paid for e.g. car hire, parking, flight extras, extra luggage allowance, etc.). The voucher will be issued by email to the email address provided by the lead named person whilst you're in resort, where possible, but in any event, no later than 28 days after your return home. The lead name on the booking must agree to provide their email address for this purpose; otherwise it will not be possible to provide a voucher.

11. The voucher will be valid for 12 months from date of issue, is not transferable, and cannot be exchanged for cash. It can be used in payment (or part payment) for an Urban Adventure package holiday that includes accommodation at one of the hotels to which the 24-hour Hotel Satisfaction Promise applies. The holiday can only be booked through Urban Adventure, the voucher will be subject to the further terms and conditions of use specified on it.

12. This Promise does not affect your statutory rights, which you are free to invoke at any time.

13. This Promise is made by Urban Adventure Limited