

## **FREQUENTLY ASKED QUESTIONS ABOUT FOOTPRINT TRAVEL**

### **Is my holiday ATOL protected?**

All package holidays we book (i.e. packages containing at least flights and accommodation) will be ATOL protected. We have our own ATOL licence via the Global Travel Group (ATOL 3973), and if we are booking your holiday through a third-party operator, we only use operators with their own ATOL bonding. You will receive an ATOL certificate at the time of booking.

Please note, any bookings which are not packages (i.e. accommodation only, car hire only) are not ATOL protected unless they are booked within a package.

### **How long before I travel will I receive my documents?**

This differs for each holiday destination and each operator we use, but you will usually receive your final documents 2-4 weeks before you travel

### **Do I need a Visa and do Footprint Travel provide this?**

Visa and entry requirements for your destination (and any points of transit) will vary from holiday to holiday. Please note that you may require a visa or other documentation or approval for travel to your destination. It is the passenger's responsibility to ensure that you carry all necessary documentation and you should ensure that you have checked before you book whether there are any particular requirements for your trip. You are advised to contact the relevant Embassy Visa Unit and the British Passport Office to check your Visa requirements and Passport validity.

Please be aware that the destination you are visiting may require that you have a validity of at least 6-months remaining on your passport at the time of your scheduled departure from that country. UK passport holders can check requirements at <https://www.gov.uk/foreign-travel-advice>

We will always provide relevant links and information to government travel advice for your destination at the time of booking (within your confirmation email), however it is solely the passenger's responsibility to ensure they have the correct personal documentation for travel. We cannot complete visas on your behalf, but are always happy to assist and advise where we can.

For professional assistance with visas we refer our customers to **The Travel Visa Company** <https://thetravelvisacompany.co.uk/>

### **Is select seating included for my flight?**

The majority of airlines now charge for advanced seat selection outside of check-in. This varies from airline-to-airline and as such we never guarantee specific seating or seats together at the time of booking.

Once your flight has been paid in full and ticketed, we will be able to supply you with the airline locator code, so you can log in and make your seat selections if you wish. Please note, for many

airlines, seating is payable, and must be purchased direct on their website, not through Footprint Travel. We are always happy to sit with our customers in the office and help make selections.

### **Do I need travel insurance?**

It is essential that all passengers have a travel insurance policy in place to cover their trip. We always recommend that this is in place from the time of booking, in case for any reason you cannot travel and need to make a claim. Insurance is never included in our packages and is entirely the passenger's responsibility.

### **Is luggage included in my holiday and what is the luggage limit?**

Luggage allowances vary from airline to airline and we will let you know the luggage limit on your ticket at the time of booking. Please be aware that for some airlines, luggage will not be included as standard. We will always advise this at the time of booking and discuss options for adding luggage to your booking where possible.

Please be aware that for itineraries using multiple airlines, or where a smaller local aircraft is included in the itinerary, the luggage allowance may differ throughout your trip. We will provide this information at the time of booking.

### **Are transfers included in my holiday?**

Transfers can always be included, but are usually an optional extra (although are included by some operators for certain destinations as part of the package). We will always let you know the transfers which are included/excluded and give you the option for shared or private transfers.

### **What if I need to cancel my holiday?**

If you need to cancel your holiday for any reason, please let us know as soon as possible. Depending on the proximity to travel, we will be able to let you know the cancellation policy of the operator, which will be included within their T&Cs at the time of booking.

For all holidays booked by Footprint Travel, we charge an additional 2% fee for cancellations (2% of your total holiday cost, separate to any operator cancellation fees). This covers the charges we receive from suppliers and our consortium to cancel down your holiday.

### **Can I book on a deposit and when is the balance due?**

Providing your booking is outside of 14 weeks before you depart, we can usually make bookings on a deposit. The value of this deposit will depend on the operator, and on the type of fare we have quoted. We will tell you the deposit before you book, and the date by which we must have received your full balance (usually 12-14 weeks before your departure date, but each operator we use will have slight variation on this).

We will contact you before your balance is due to remind you that payment is due. If balances are not paid in time, Footprint Travel reserve the right to cancel your holiday. This will result in a loss of deposit and may incur further charges. This is always our very last resort and we make every effort to contact our customers before we reach this point and provide sufficient notification of balances due. We have to protect ourselves from becoming liable for the cost of holidays not paid in full.

**Is it possible for me to split payment over several cards?**

Yes, you can split payments over multiple cards, or alternatively pay cash or BACS payments towards your holiday. Please be aware that if splitting the deposit, we will need to have received the full amount before we can confirm your holiday.

**Is the money paid to Footprint Travel secure?**

Yes. All monies taken for holiday bookings or balances are paid directly into our legally protected client account. This is held securely and passed on to the operator by the Global Travel Group's finance department.

Your money is never held in our personal bank account and is protected under the Global Consumer Protection Guarantee Scheme. This means that in the unlikely event that Footprint Travel or The Global Travel Group fail, your money is protected and the tour operator will still be paid, or a full refund will be given.

**Do you charge a credit card fee?**

No, we never pass on credit card fees to our customers.

**Do you charge any other fees for your services?**

We do not charge a fee for our time. We are paid in commission from our operators, so never charge our customers a fee to use our services. The only time a fee would be applicable is if cancelling a holiday, where we charge 2% of the total holiday cost to cover the charges to us.

**Do you share my personal information with any third parties?**

In order to book your holiday, we must pass on a select amount of information to our suppliers; specifically, passport information (this will never be used for any purpose aside from fulfilling your booking). Outside of this, your personal information, email address, and any other information will never be shared with other companies or used for marketing purposes without your consent.

**I have a special request; can you help?**

Yes, we provide a personal service and will always help with any special requests. At the time of booking, please make us aware of any special assistance requirements, allergies or dietary requirements so that we can make arrangements with airlines and other service suppliers.

If you are travelling for a celebration, or have a particular request for your time away, please let us know and we will make our suppliers aware of your celebration.

### **What do I do if I need assistance whilst I'm on holiday?**

If something happens whilst you're abroad and you need help, there are emergency contact numbers for the operator which are included in your final documentation. You should make every effort to contact the numbers on your documentation first, as most issues can be resolved much easier and quicker locally.

In the unlikely event that your issue is not resolved, or you feel you need further assistance, you can contact the Footprint Travel team on [hello@footprinttravel.co.uk](mailto:hello@footprinttravel.co.uk), on our main office line 0161 711 0553, or on our emergency mobile if out of hours.