

Osprey Holidays Important Information – 2021/2022

The following information supplements our booking conditions as forms part of our contract with you:-

Documents

Please check all your documents carefully and let us know if any changes need to be made. Your first and surnames on your documents must be exactly the same as your passport. Please have photographic ID with you for hotel check-in.

Passports

British Citizens need a valid passport; it is recommended to have a minimum of six months validity from the date of arrival at your destination. Please check gov.uk if you are unsure.

Visas

It is your responsibility before you travel to ensure you have the correct visa for the destination you are visiting. We are not responsible for any issues which arise from not obtaining the correct visas.

APIS (passport information)

All airlines and some trains require this information prior to departure, therefore please fill out our online APIS form as soon as possible which can be found here: ospreyholidays.com/apis

Airport Check-in

Check-in times vary however please use the below as a rough guide:

International Flights: check-in at least 3 hours before departure

European and Domestic Flights: check-in at least 2 hours before departure.

Car Hire

If your holiday includes car hire then you must carry both parts of your driving licence and a valid credit card in the renter's name. If the driver does not have a licence or credit card then you will not be allowed the car.

City Tax

Many destinations now require you to pay a local city tax. This needs to be paid directly to the hotel in cash upon check out.

Special Needs/Assistance

If anyone travelling has special requirements for your transport or hotel then you must let us know in advance and we will do our best to ensure the supplier is able provide these for you. If you do not advise us fully of any requirements before booking, we may be unable to make the adequate provisions for you. Please be aware that in many cases suppliers are unable to provide guarantees, we can only make a request on your behalf.

Covid-19

New safety measures may be in place to protect you and those around you. It will be your responsibility to acquaint yourself with all relevant travel information, including applicable health risks in the context of your itinerary and adhere to any new safety measures during your holiday. These may be in place at any time during your holiday, for example at airports, on-board aircraft, at train stations, on trains, in a transfer vehicle, at your hotel, at an attraction or during an excursion.

You may be required to wear a mask, use hand sanitiser and comply with social distancing or any local measures required.

You may require a Covid-19 vaccination before travel is permitted to your destination and also be able to provide proof of this vaccination before travel is permitted at, for example, an airport.

You may require proof of a vaccine and/or negative Covid test prior to either outbound or inbound travel. You may also be subject to other types of health and temperature screening tests.

You may be required to quarantine on arrival in any destination on your itinerary and/or once you return to the UK.

These are examples and this list is not exhaustive.

Osprey Holidays do not take responsibility for any failure to comply or if you do not pass a test for Covid-19 either in the UK or abroad or if you have to quarantine or are unable to travel.

Whilst we will endeavour to inform you in advance of any restrictions and/or regulations that transport, excursion and accommodation providers have in place around Covid-19, we may not be able to inform you in advance of all changes. It is important that you check government guidelines and ensure that you have adequate provisions of facemasks etc before travel. In addition, by making a booking with us you accept there could be changes to accommodation facilities, services, tours, excursions and events that might mean they are unable to run as they would have pre-Covid 19

Travel Insurance

We strongly advise you have adequate travel insurance at the time of booking. Under no circumstances should you travel without comprehensive travel insurance cover.

Balance Due

Please note your 'balance due' date and ensure that payment is with us by then.

Final Travel Documents

This will be sent to you around 14 days prior to your departure. Please again check all your details are correct and contact us immediately if there are any discrepancies.

Emergency out of hours contact number +447788711373