

IMPORTANT INFORMATION 2024/25

Holiday 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, even in the UK.

Passports

British Citizens need a valid passport; it is recommended to have a minimum of six months validity from the date of return from your holiday. Please check gov.uk.

Visas & Forms

It is your responsibility before you travel to ensure you have the correct visa and Passenger Locator Form if necessary for the destination you are visiting and for returning to the UK. We are not responsible for any issues which arise from not obtaining the correct visas, not providing the appropriate forms or accurate information.

APIS (Passport Information)

All airlines and some trains, ferry operators and Eurotunnel require this information prior to departure, therefore please fill out our online APIS form as soon as possible which can be found here:

www.ospreyholidays.com/apis

Airport Check-in

Check-in times vary, 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. Please visit gov.uk before you travel to check if any forms or passes are required.

City Tax

Many destinations now require you to pay a local city tax. This needs to be paid directly to the hotel (often 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.

Emergency

If you need to contact us please call 0131 243 8098 during our office hours or email book@ospreyholidays.com. In an emergency you can contact us out of hours on 07788711373.

Indemnity

By agreeing to travel and book with Osprey Holidays you agree and accept there may be changes, restrictions and legal requirements, to the fullest extent permitted by law, Osprey Holidays cannot be held responsible for the following:

- Being unable to travel because of a failed Covid test or not having the correct/required Covid test or vaccine documentation prior to travel or at any point in your itinerary including return travel.
- Any loss or damage suffered including curtailment or cancellation to any aspect of the booking

OSPREY HOLIDAYS

- Any restrictions put in place by the country's government or local authority where you are traveling to
- Any local lockdown put in place either in your country of origin or in any country you travel to
- Any restrictions in place in your hotel, resort or on any means of transportation
- Any restrictions in place with any tours, excursions, attractions, theatre bookings, concerts or shows

We will do our best to inform you of any changes before you travel. Please do not hesitate to ask if there are any aspects of your holiday you have concerns about and would like us to check in advance.

It is possible that, by the time of your departure, The FCO and/or other Government of Devolved Government Bodies may advise against all but essential travel to your chosen destination and a quarantine period may apply upon your return. If your holiday is still operating despite this advice and it is not significantly affected by Covid-19, the cancellation charges set out in our booking conditions shall continue to apply.