

TERMS & CONDITIONS

Thank you for booking with MainStreet Travel Group

Terms and conditions.

Mainstreet Travel Group is a trading name of Proofgolden Ltd (ATOL2718). When you choose our product, you should be prepared for the fact that you are entering into a formal but straight forward agreement or contract with Mainstreet Travel Group. The terms and conditions of this agreement are laid out below and it is important that you read them carefully. If you do not agree to these terms you may not continue to use this website. By proceeding with a booking, you acknowledge that you have read and understood the conditions of contract and agree to be bound by them. Mainstreet Travel Group reserves the right to change its booking terms and conditions on this site at any time.

Consumer protection.

Many of the flights and flight-inclusive holidays on the website are financially protected by the ATOL scheme. However ATOL protection does not apply to all holiday and travel services listed on this website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL certificate then the booking will not be ATOL protected. If you do receive an ATOL certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. Please see our booking conditions for information, or for more information about financial protection and the ATOL Certificate go to : www.atol.org.uk/ATOLCertificate

Financial Protection.

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or

otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Flight reservation

When you make your flight reservation on-line you will be sent an electronic confirmation provided you have supplied us with an email address. Upon request we can also provide a postal confirmation which will be sent to the address provided on your completed electronic booking form. It is important that you check the details on your confirmation very carefully and any mistakes reported to us immediately. We cannot accept any responsibility or liability for any errors or omissions not reported to us upon receipt of your confirmation. A legally binding contract will only be formed when we either send you an electronic confirmation/invoice or written confirmation by post.

Flight prices and taxes

Once you have made a booking and paid the price quoted either by credit or debit card, the basic flight price will not increase. However please note that Mainstreet Travel Group reserves the right to pass on any governmental imposed fees or charges. Such fees or charges could be as a result of increased security or airport taxes or introduction or increase of VAT by either the U.K or other governments.

Flight payment.

Payment of flight services booked on this web site can be made by most major credit or debit cards or via you local appointed licensed travel agent. We can only accept credit/debit cards issued in the U.K by a U.K registered financial institution. If you wish to pay by any other means please call our administration department on 0191 384 5500

Flight tickets.

Flight tickets will only be despatched to an address in the U.K. Where airline conditions apply, these will be sent by electronic mail approx. 4 weeks prior to flight departure and provided we have received full payment. All other tickets will

be despatched at least 21 days prior to flight departure. We are unable to accept a booking online for travel within 5 working days. In these circumstances please call our reservation department on 0191 384 5500

Children/infants

Child prices detailed on this web site are valid for children who are between 2 years and 11 years old on the date of departure. Children who become 12 years of age before their return journey will still be charged the child fare. Infant prices are only valid for passengers under the age of 2 on both the outbound and inbound flight. Infants are not allocated a seat. Therefore if an infant becomes 2 years old for the return journey you must purchase a child fare ticket. All passengers age 2 years and over must occupy a seat – this is a CAA and FAA regulation.

Ticket validity.

The type of tickets we offer online are very restricted and have minimum and maximum stay validities. We provide the lowest fares for the dates you specify on your electronic booking form. Some airlines will allow a change of inbound dates upon payment of a fee and providing you adhere to the carriers minimum/maximum stay policy. Further details can be supplied on request for your individual choice of airline, please email any query to admin@mainstreetonline.co.uk when we shall be happy to provide each airlines policy.

Privacy policy (revised 20 May 2018)

Proofgolden Ltd privacy policy explains how we use any personal information we collect about you when you use this website.

What information do we collect about you?

We process personal information for certain legitimate business purposes; which include some or all of the following:

- Where the processing enables us to enhance modify, personalise or otherwise improve our services/communications for the benefit of our customers.
- To identify and prevent fraud.
- To enhance the security of our network and information systems.
- To better understand how people interact with our websites.
- To provide email communication which we think will be of interest to you.
- To determine the effectiveness of promotional campaigns and advertising.

Whenever we process data for these purposes we will ensure that we always keep your personal Data rights in high regards.

How we will use the information about you?

We collect information about you to process your order, manage your account, and if you chose to opt in, to email you about our promotional offers

We may pass your information to our third-party service providers such as courier companies (for delivery of travel documents) and suppliers (most airlines and cruise companies require Advance Passenger Information) **Proofgolden Ltd do not share any information from either passengers or travel agents for marketing purposes with any third-party company .**

Marketing

We would like to send you information about products of ours and any promotional campaigns we are running. If you have consented to receive marketing emails you may opt out by simply clicking the “unsubscribe” button contained on each email. Alternatively please send an email headed ‘opt out’ to us at admin@mainstreetonline.co.uk , upon receipt of a written opt out we shall discontinue processing your personal data as requested.

Access to your information and correction

You have the right to request a copy of the information that we hold about you, this would include the following information.

1. Passenger or Agents name
2. Passenger or Agents address
3. Passenger or Agents Phone and Fax numbers
4. Passenger or Agents email address
5. Agents VAT and Affiliation numbers

If you would like a copy of some or all of your personal information, please write to us at the following address.

The Mainstreet Travel Group

St Cuthberts House

Framwellgate Peth

Durham

DH1 5SU

(We may make a small charge for this service.)

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. Please contact us using the details above if any information is found to be incorrect and we shall rectify immediately.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated 20th May 2018.

Special requests.

If you have any special requirements such as wheelchair assistance or special diet please email details to admin@mainstreetonline.co.uk or contact the airline direct. Whilst every effort will be made by us to accommodate your requests, these cannot be guaranteed. Please note that specific seating requests must be made directly to the ticketed airline as additional fees are often payable

Changes and cancellations by the passenger.

If after making your booking and receiving our electronic or written confirmation you wish to make a change, you must advise us in writing promptly. In each case the airline terms and conditions will apply (full details can be obtained on the airline's web site or by telephone). Date changes are subject to availability and will incur an amendment fee of between £125 up to the full ticket value (less taxes). In addition any seasonal supplement or fare increase must be paid at the time of amendment. Please note that airlines will not accept name changes under any circumstances. If you wish to replace a passenger already booked with another passenger you must cancel the original reservation and incur the cancellation charge (see below for cancellation details) and rebook for the new passenger at the best fare available at the time of amendment.

If after making your booking and receiving our electronic or written confirmation you wish to cancel whole or part of your flight arrangements, you must advise us in writing promptly. If flight tickets have not been issued then the cancellation charge will be limited to a maximum charge of £125 or loss of deposit whichever is greater per passenger plus if you have booked additional elements such as Cruise or

Hotels, then additional fees may apply depending on the charges levied by our suppliers. If further clarification is required then please call us on 0191 384 5500

If flight tickets have been issued or you cancel within 14 days of travel then the full holiday price is non-refundable . It is important that you have adequate travel insurance with coverage in the event of cancellation.

Changes and cancellations by The Mainstreet Travel Group

In the event that your flight is cancelled, you will be offered an alternative flight from the original point of departure to the original point of arrival – this could be with the same airline or an alternative airline depending on airline schedules and availability. If the alternative offered is not acceptable then you will be offered a full refund of all monies paid. No compensation will be paid by Mainstreet Travel Group and any claims arising from such actions must be made direct to the airline concerned.

Flight changes by the airline.

Flights purchased on line are operated by a variety of schedule airlines. The passenger accepts and acknowledges that:

1. Airlines may occasionally have to change the type of aircraft without prior warning
2. Airlines may occasionally have to route via an alternative gateway city
3. Airlines may have to alter flight timings or flight numbers to those in force when making your initial reservation. In this event we will endeavour to inform you of any changes that will effect your departure to an earlier time or your arrival by more than 2 hours later. **IT IS IMPORTANT THAT YOU RECONFIRM FLIGHT DETAILS DIRECT WITH THE AIRLINE AT LEAST 7 DAYS PRIOR TO DEPARTURE.**

Check-in

All passengers must report to the airlines check-in desk at least 2 hours prior to published departure time. Failure to comply with this condition may result in passengers not being accepted for travel and will forfeit their seats. In this event no refund, credit or free transfer will be given.

Passports/ Visa / Health Certificate

It is the passenger's own responsibility to ensure that they have a valid passport for their journey with at least 6 months validity after their intended return journey. Some countries also require travellers to obtain a Visa or entry permit in order to visit their country - so remember to check the requirements of the country being visited by calling the relevant consulate or tourist information office.

Currently many countries require visitors to provide a negative PCR test within 2-3 days of travel plus proof of vaccination status. This is a rapidly changing requirement so please consult current information available online at

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

You will not be permitted to travel without correct documentation and no refund, credit or free transfer will be given .

Baggage allowance.

Free baggage allowance differs between countries and airlines and changes occur on a regular basis. Full details of baggage allowance can be obtained from the airlines own web site or by calling our reservation department on 0191 384 5500

Jurisdiction.

All agreements will be made in England and be governed by English law and be subject to the exclusive jurisdiction of the English courts

Links to other sites.

Within this site are links to other web sites. Mainstreet Travel Group or the schedule airlines featured shall not in any way be responsible for these sites and their content.

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