MacTravelling – Terms & Conditions – September 2026

All aspects of the booking process and the booking and delivery of a holiday and any additional products or services offered by Holidaysmakers (Aboyne) Ltd trading as MacTravelling ("MacTravelling", "we", "us" or "our") are subject to the following Terms and Conditions.

MacTravelling provides travel arrangements and associated linked products ("the Services") through:

- Face to face in store
- Over the telephone
- Via the website
- Via electronic communications
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Any changes to these Terms and Conditions will be communicated using your preferred contact method and via a notice on **www.mactravelling.co.uk**. Updated Terms and Conditions do not apply to confirmed bookings.

1. Definitions

1.1 Suppliers
MacTravelling arranges holidays and tours including flights, hotels, cruises, transfers, excursions, car hire, train, taxi boat and air travel. All such services are referred to as "suppliers".

1.2 Customer/Client
"You" or "your" means the customer, client, group, or group leader, including any person(s) over 18 and/or minors accompanied by such a person.

1.3 Single Contract Package
A combination of travel products/services sold under a single contract and single price. Packages organised by suppliers will be confirmed on your booking paperwork and ATOL certificate.

1.4 Multi-Contract Package
Where you add more than one product/service supplied by different suppliers, resulting in multiple contracts.

1.5 Single Product/Service/Element
Where you book one product/service (e.g., flight, hotel, car hire). If ATOL-protected, you will receive an ATOL Certificate.

1.6 Member of Travel Trust Association
A company that satisfies the requirements of the Package Travel Regulations and is a fully paid-up member of the Travel Trust Association (TTA).

2. Financial Protection

2.1 ATOL Protection
All flight and flight-inclusive holidays are financially protected by ATOL. You will receive an ATOL Certificate listing what is protected.

2.2–2.3 ATOL Limitations
Not all travel services are ATOL-protected. If you do not receive an ATOL Certificate, the booking is not ATOL-protected.

2.4 Travel Trust Association (TTA)
All travel is covered by the TTA. Address: 3rd Floor, Albion House, High Street, Woking, Surrey, GU21 6BD Telephone: 0870 889 0577 Website: www.traveltrust.co.uk **(traveltrust.co.uk in Google)**

2.5 Why TTA and not ABTA?
ABTA no longer provides consumer financial protection for most travel. TTA provides full consumer protection up to £11,000 per person.

2.6 Stand-Alone Safe Seat Guarantee Plan

Customer funds are held in a designated trust account supervised by an independent trustee. Funds cannot be released until services are provided. A TTA guarantee covers losses up to £11,000 per passenger in cases of fraud or dishonesty.

2.7 Safe Seat Plan Conditions

Covers insolvency caused by fraud/dishonesty. Claims must be submitted within required timeframes.

2.8 ATOL – Your Financial Protection

You will receive an ATOL Certificate for ATOL-protected bookings.

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3. Our Agreement

We act as agent for all bookings except multi-contract packages. Your booking is subject to both our Terms and Conditions and those of the supplier(s).

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4. Your Booking

- The lead name is responsible for the booking, payments, amendments, and accuracy of all passenger details.
- A contract exists once payment is made and confirmation issued.
- By booking, you agree to pay for the holiday.

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5. Your Responsibilities

5.1 Suitability

You must ensure the holiday is suitable for your needs, including medical/physical requirements.

5.2–5.3 Accuracy of Details

You must check all documentation. Incorrect details must be reported within 24 hours.

5.4 Contact Details

You must keep your contact details up to date.

5.5 Payments

Failure to pay on time may result in cancellation and additional costs.

5.6 Special Requests

We will pass requests to suppliers but cannot guarantee they will be met.

5.7 Travel Requirements

You are responsible for:

- Passports and validity
- Visas
- Vaccinations/health requirements
- Adequate travel insurance
- Appropriate behaviour

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6. Our Responsibilities

6.1 ATOL Cover

Funds are held in trust until the contract is performed. If suppliers cannot provide services due to insolvency, an alternative ATOL holder may step in.

6.2 Prices

Prices may change before booking. Post-booking increases may occur up to 30 days before departure due to fuel, taxes, currency, etc. Chargebacks may incur a £100 fee.

6.3 Changes Including Supplier/Agent Cancellation

- Minor changes may occur.
- Significant changes include major timing changes, accommodation downgrades, or airport changes.
- Options include accepting changes, delaying, choosing an alternative, or cancelling for a full refund.
- If only one element is cancelled, refunds apply only to that element.

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7. Alterations and Cancellations by You

- Changes must be requested by the lead passenger.
- Administration fees apply.
- Supplier cancellation fees may be up to 100%.
- Insurance may cover cancellation costs.

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8. MacTravelling Exclusions of Responsibility

We are not responsible for issues caused by:

- Your actions
- Third parties
- Unavoidable and extraordinary circumstances (e.g., war, terrorism, natural disasters, pandemics)

Behaviour that jeopardises safety may result in termination of services without refund.

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9. Claims Covered by International Conventions

Air, sea, rail, and hotel arrangements are subject to international conventions limiting liability.

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10. Luggage and Luggage Allowance

- We are not responsible for luggage issues unless caused by our negligence.
- Airlines set baggage allowances and may charge for excess.
- Maximum single-item weight is typically 32kg.
- Maximum liability is three times the price paid (twice for single elements).

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11. Insurance

- Travel insurance is mandatory.
- You must ensure your policy is adequate and includes pandemic cover.
- We are not liable for losses that insurance would have covered.

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12. Complaints

- You must notify us promptly of any issues.
- Complaints should be emailed to: **holidays@mactravelling.co.uk**
- Complaints must be submitted within 14 days of return.
- We aim to resolve complaints within 28 working days.

Terms and Conditions last updated: September 2026 Website: www.mactravelling.co.uk