

THE HOLIDAY KING

CUSTOMER BOOKING TERMS & CONDITIONS

Your Journey, Your Way

Effective from: 26 September 2026
Business: The Holiday King – Independent Travel Advisor
These Terms apply to bookings made through The Holiday King and should be read together with your booking confirmation, the applicable supplier terms and any specific terms provided for your booking.

1. About These Terms

These Customer Booking Terms & Conditions explain the basis on which The Holiday King ("we", "us", "our") provides travel-advice and booking services to you ("you", "the customer"). By asking us to make a booking on your behalf, you confirm that you have read and accepted these Terms, together with the specific terms applying to your booking.

The exact legal relationship can differ depending on whether we are acting as a booking agent for a travel supplier or, where applicable, as the organiser of a package. Your booking confirmation will identify the relevant supplier/organiser and the documents that govern your booking.

2. Our Role as Your Travel Advisor

The Holiday King is an independent travel advisor. We can research options, provide advice, obtain quotations and arrange bookings with travel suppliers.

Unless your booking documentation expressly states otherwise, the travel services themselves are provided by the relevant airline, hotel, tour operator, transfer company, attraction, car-hire company or other supplier. Their own terms and conditions will apply to those services.
Where we act as an agent, we are not the provider of the underlying travel service and we cannot guarantee the performance of a supplier. We will, however, use reasonable care when carrying out the services you ask us to provide and will assist you with supplier communications where appropriate.



3. Making a Booking

A booking is only confirmed when the relevant supplier has accepted the booking and we have received the payment or deposit required by the supplier, unless your booking confirmation states otherwise.

Quotes are subject to availability and price changes until a booking has been confirmed. A quotation does not itself guarantee a price, room, flight, transfer, seat or other travel service.

By making a booking, the lead passenger confirms that they have authority to make the booking on behalf of all travellers named in it and that the information supplied to us is accurate.

4. Lead Passenger & Traveller Information

The lead passenger is responsible for checking that all names, dates of birth, travel dates, destinations, flight details, accommodation details and other booking information are correct before accepting the booking.

Names must be supplied exactly as required by the relevant travel supplier and travel documents. Errors may result in amendment charges, ticket reissue charges or other costs.

You must tell us about any relevant requirements, including accessibility needs, mobility assistance, dietary requirements, medical or other travel considerations that you want us to pass to a supplier. We will pass information on where appropriate, but final assistance arrangements are subject to the supplier's confirmation.

5. Prices, Deposits & Payments

The total price, deposit, balance and payment dates for your booking will be shown on your booking confirmation or invoice.

A deposit is normally non-refundable where the supplier's terms permit the supplier to retain it. However, nothing in these Terms removes any legal right you may have.

You are responsible for ensuring that all payments are made by the stated deadlines. Failure to pay a balance on time may result in the booking being cancelled by the supplier and cancellation charges being applied.

Prices can sometimes change before confirmation and, where permitted by the applicable booking terms, may also change after confirmation. If a supplier applies a permitted price change, we will notify you of the relevant change and any rights that apply.

6. Supplier Terms & Conditions

Every booking is also subject to the terms and conditions of the relevant travel supplier(s). These may include rules covering deposits, cancellation charges, amendments, baggage, seating, transfers, check-in, room allocation, minimum ages, passports, visas and other requirements.

Where supplier terms conflict with these Terms in relation to the delivery of the supplier's travel service, the supplier's applicable terms will generally govern that service, subject to your statutory rights.

You should read all supplier terms supplied with your booking and ask us if you need help understanding them.

7. Cancellation by You

You may ask us to cancel a booking at any time before travel. Cancellation must be requested by the lead passenger in writing or by another method we reasonably accept.

Cancellation charges are normally determined by the supplier and may increase as the departure date approaches. Some bookings may be fully or partly non-refundable.
Where a booking is a package within the scope of the Package Travel and Linked Travel Arrangements Regulations 2018, you have the statutory right to terminate the package before departure, subject to any applicable and justifiable termination fee.
Certain statutory rights can apply where unavoidable and extraordinary circumstances significantly affect the performance of the package or transport to the destination.
We will explain the cancellation position that applies to your particular booking as far as we are able to do so.

8. Cancellation or Changes by a Supplier / Organiser

A supplier or package organiser may need to change or cancel travel arrangements. If this happens, we will pass on relevant information and options provided by the supplier or organiser.

Where the Package Travel and Linked Travel Arrangements Regulations 2018 apply, statutory rights may include acceptance of a proposed change, acceptance of a suitable substitute package where offered, termination without a termination fee in specified circumstances, or a refund where the legal conditions are met.

We are not responsible for supplier cancellation charges or decisions that are outside our control, but we will provide reasonable assistance with communication and available options.

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Unit A2B, Britannia Enterprise Business Centre, Pengam Road, Blackwood, NP12 3SP



9. Amendments to Your Booking

Requests to change names, dates, flights, accommodation, room types, transfers, passenger details or other elements must be made through us where we arranged the booking.

Amendments are subject to availability and the supplier's terms. Charges may include supplier amendment fees, fare differences, accommodation price differences, administration charges or other costs. We will tell you about known charges before proceeding where practicable.

Some bookings cannot be amended and may need to be cancelled and rebooked.

10. Travel Documents, Passports & Visas

You are responsible for holding valid passports and any visas, entry permits, health documentation or other documents required for your journey.

Travel requirements can vary according to nationality, destination, transit point and circumstances. We can direct you towards official information and supplier guidance, but you remain responsible for checking that you meet the requirements applicable to every traveller.

You should check your documents well before departure and allow sufficient time for any required applications.

11. Travel Insurance

We strongly recommend arranging suitable travel insurance as soon as you make a booking. Travel insurance can provide protection for circumstances that are not covered by ATOL or other financial-protection arrangements.

ATOL protection, where applicable, is financial protection if an ATOL-protected travel firm fails; it is not a substitute for travel insurance and does not generally cover matters such as medical expenses, cancellation for personal reasons or lost baggage.

You should check that your policy covers the destination, activities, medical circumstances, cancellation value and other needs of all travelers.

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12. Financial Protection & ATOL

The Holiday King does not hold its own ATOL licence. Where a booking is made through us under an applicable agency arrangement with an ATOL holder, the relevant supplier/ATOL holder's protection applies to the services listed on the ATOL Certificate.

For an ATOL-protected booking, the applicable ATOL Certificate should be issued to you immediately when payment is taken, and you should check that it accurately lists the protected arrangements.

Not every travel service is ATOL protected. If a booking or part of a booking is not protected under ATOL, we will identify the applicable protection information in the booking documentation where required.

The precise protection arrangements depend on the supplier, the type of booking and the legal capacity in which the booking is sold.

13. Package Travel Protection & Organiser Responsibilities

Where your booking legally constitutes a package and The Holiday King or another business is the organiser, the organiser's statutory responsibilities under applicable package travel law will apply.

Where we are acting solely as a retailer/agent for another package organiser, the organiser identified in your booking documents will be responsible for the package obligations that legally apply to the organiser.

Your booking confirmation and pre-contract information should make clear who the relevant organiser or supplier is and what financial protection applies.

14. Flights & Airline Requirements

Airlines may impose their own conditions concerning check-in, baggage, seating, boarding, denied boarding, flight disruption and passenger documentation.

Flight times and schedules can change. You should check your final travel documents and follow the airline's instructions before departure.
Where an airline or supplier requires you to check in online or provide information before travel, you are responsible for completing those requirements by the stated deadline unless we have expressly agreed to do this on your behalf.

15. Accommodation

Hotel and accommodation descriptions are based on information supplied by the relevant supplier and may change. Facilities, opening hours, room layouts, entertainment and other services can be subject to seasonal operation, maintenance, local restrictions or supplier decisions.

Room requests such as high floor, adjoining rooms, specific views or bed preferences are requests unless the booking confirmation expressly states that they are guaranteed.

Local taxes, resort fees, security deposits or other charges may be payable directly to the accommodation provider where applicable.

16. Transfers, Car Hire, Excursions & Other Services

Transfers, car hire, excursions, attractions and other additional services may have separate supplier terms and conditions.

You must comply with the supplier's requirements, including collection times, driving licence requirements, deposits, age restrictions and local rules.

If a transfer or excursion is missed because you arrive late or fail to attend at the required time, any refund or replacement arrangement will be subject to the relevant supplier's terms.

17. Special Assistance & Accessibility

Please tell us as early as possible about any accessibility or special-assistance requirement. We will pass the information to the relevant supplier and help where we can.

Assistance arrangements are subject to supplier and transport-provider confirmation. Some services may require advance notice or supporting information. We cannot guarantee a particular facility or assistance arrangement unless the relevant supplier has confirmed it.

18. Problems During Your Holiday

If you experience a problem with a travel service during your trip, you should report it to the relevant supplier, representative, hotel, airline, transfer provider or other service provider as soon as reasonably possible so that they have an opportunity to put matters right.

If you need our assistance, contact us as soon as practicable. Where we are acting as an agent, our role is normally to help communicate with the supplier rather than to provide the underlying service ourselves.

19. Complaints

If you are unhappy with our service, please tell us as soon as possible. We will investigate complaints fairly and aim to resolve them promptly.

Where your complaint concerns a supplier's travel service, we may need to refer the matter to that supplier or package organiser. We will explain the appropriate route and assist with communication where reasonably possible.

Our separate Complaints & Customer Feedback Policy provides further information on how to raise a complaint.

20. Data Protection & Privacy

We process personal information in accordance with applicable data protection law and our Data Protection & Privacy Notice.
Information may need to be shared with travel suppliers and other service providers so that your booking and requested travel arrangements can be provided. We will only use and share personal information as permitted by applicable law and for appropriate purposes.
Our full Data Protection & Privacy Notice is available on request and through our website.

21. Communications

We may communicate with you by phone, email, text message, WhatsApp or other agreed methods. You are responsible for providing accurate contact details and checking communications relating to your booking.
We are not responsible for delays caused by incorrect contact information, blocked messages, email filtering or failure to check messages where you have agreed to electronic communication.

22. Events Outside Our Control

We are not responsible for events outside our reasonable control, including severe weather, natural disasters, war, terrorism, industrial action, serious disease outbreaks, government restrictions, airport closures, airspace restrictions, supplier failures or other circumstances that could not reasonably have been prevented.

Where statutory package-travel rights apply, those rights remain unaffected.

23. Limitation of Our Role

Nothing in these Terms excludes or limits any liability or legal right that cannot lawfully be excluded or limited.

Where we act as an agent, our responsibility is generally to provide the agency and travel-advice services agreed with you. The supplier or organiser remains responsible for the performance of its travel services to the extent provided by law and its applicable contract.

24. Governing Law & Jurisdiction

These Terms are governed by the law applicable in England and Wales, unless mandatory consumer-protection rules require otherwise. Nothing in these Terms is intended to remove any statutory rights available to consumers in the part of the UK where they live.

25. Changes to These Terms

We may update these Terms from time to time to reflect changes in law, regulation, supplier requirements or our business procedures. The version applicable to your booking will normally be the version in force when your booking is accepted, unless a later change is required by law or agreed with you.

Your individual booking confirmation and supplier/organiser terms remain important documents and may contain additional or more specific conditions.



26. Contact The Holiday King

The Holiday King – Independent Travel Advisor

Telephone: 01495 363933
Email: info@theholidayking.uk
Website: www.theholidayking.uk
Address: Unit A2B, Britannia Enterprise Business Centre, Pengam Road, Blackwood, NP12 3SP

When contacting us about an existing booking, please quote your booking reference and lead passenger name where possible.

Important Legal Note

These Terms are a customer-facing business template prepared for The Holiday King. They are not a substitute for legal advice and should be checked against the actual agency agreements, supplier contracts, booking systems, financial-protection arrangements and insurance held by the business. In particular, ATOL wording should match the exact capacity in which each booking is sold.

Regulatory context: The Civil Aviation Authority states that agents of ATOL holders may be exempt from holding their own ATOL when the relevant conditions are met, including an appropriate agency agreement. For ATOL-protected bookings, an ATOL Certificate must be issued to the consumer immediately upon payment. See the CAA guidance for agents and ATOL requirements.