

the health insurance office and/or any insurance organisation (please see the insurance conditions).

We would draw your attention to the fact that the level of quality and services of medical and hospital infrastructures may differ depending on the destination country. We would advise you to inform yourself prior to the conclusion of the contract, regarding the medical and hospital services and infrastructures available on-site.

7.21 Jellyfish, algae, insects

The climatic conditions of maritime regions are conducive to the appearance of jellyfish, algae and insects. They are natural phenomena, part of the coastal ecosystem and for which the organiser does not take any responsibility.

7.22 Mini-Club and LUXiClub

The mini clubs are clubs hosting and entertaining children available on-site, exclusively organised by the hotel. The opening hours may vary depending on the season and occupancy. During low occupancy, the hotel reserves the right to close them temporarily. Please also note that in a certain number of mini clubs, the capacity for welcoming children is restricted.

The LUXiClub is the infrastructure for children organised by LuxairTours and is subject to these general terms and conditions.

7.23 Valuables

We would advise you to put any valuable objects in your hotel safe.

The organiser cannot be held liable for their loss and/or any damage to them.

7.24 Water park

Hotels providing a water park may restrict access to some slides for safety reasons. These restrictions are imposed by the manufacturer and/or the hotel complex insurers. They may be related to the height, age or weight of the user.

7.25 Parking

Parking at the airport is not included in the price, unless otherwise stated.

This service may however be added to 'Package Travel' on the payment of a special tariff on luxairtours.lu or by contacting your travel agency.

If you have chosen optional parking, LuxairTours cannot be held liable for the theft or any potential damage caused to your vehicle during the parking period.

Costs caused by parking in another car park other than the one subscribed to optionally cannot be reimbursed.

7.26 People requiring assistance

The transport of disabled people or people with reduced mobility requires specific assistance for each case. We would ask you to consult your doctor in advance in order to prepare for your flight in the best way. For reasons of organisation and to guarantee you the best quality of the services offered, it is essential that each request for assistance be mentioned at the time of booking the flight and at least 72 hours before the day of departure of the outbound flight and also for the return flight. However, if this request for assistance is not made within the suggested time period, LuxairTours will put all available means in place to supply the required assistance. People with reduced mobility who cannot make the transfer by bus independently can be transported individually (often with only one companion) to and from the hotel. Please advise us of this at the time of booking. In some cases, a medical certificate (INCAD/Incapacitated Passengers Handling Advice form) is required.

We would ask you to consult with your doctor in advance in order to prepare for your flight in the best way.

In some exceptional circumstances foreseen by European regulation no. 1107/2006 regarding the rights of disabled people and people with reduced mobility when they travel by air, the transport of disabled people or people with reduced mobility may be refused for security reasons or well-defined technical reasons. In this case, Luxair must immediately inform the people concerned and propose an acceptable alternative solution. Furthermore, Luxair can request, for security reasons, that the disabled person or the person with reduced mobility be accompanied by another person.

Finally, we would recommend that you present yourself for check-in as early as possible when assistance is necessary for your transportation.

Notice to travel agents: in order to guarantee an optimal service for customers during their flight and during their stay at the hotel, any request for assistance must be made via the LuxairTours Customer Service Center.

7.27 Prebooking

Please note that a pre-booking is not automatically a confirmation of the booking. Availabilities, as well as prices, can only be released after the opening date of sales.

7.28 Seat reservation

Seat reservation for package tours:

You can reserve your seats on the plane for a Vakanz, Excellence or Happy Summer package free of charge for several seating categories until 50 hours prior to departure and is subject to availability :

For all other packages or if you would like to book another seat category which is free in your booked package, you can book it by paying this category.

The reservation can be done in your travel agency or on our website.

Less than 50 hours prior to departure, the reservation has exclusively been done by self-check-in and has to be paid then for all seat categories and packages.

Please note that the following passengers are not allowed to be seated at the emergency exits:

- infants and children under 12
- passengers accompanying infants and children under 12
- passengers travelling with animals in the cabin
- pregnant women
- people with reduced mobility
- passengers whose mobility is reduced owing to their weight, their age or an illness

Passengers seated at the emergency exits may have to assist the crew in case of emergency.

For safety reasons, check-in and crew staff must check whether passengers seated near the emergency exits meet the above conditions.

Therefore, Luxair reserves the right to allocate another seat to passengers if required by the safety regulations.

The modification and cancellation of places done by the customer will not give rise to any reimbursement and, in principle, are not covered by the optional insurance packages (please consult your insurance conditions).

7.29 Special meals on board

You have the possibility to book a special on-board meal ('special meal') for a fee. Meals for children and babies can be booked free of charge. Reservations must be made at least 72 hours before departure on luxairtours.lu or via your travel agent.

7.30 Overbooking

Hotel owners also have the right to practise overbooking under certain restrictions. We are very aware that this practice is not in the interest of our customers and can only demonstrate our deepest dissatisfaction to hotel owners. We may be informed with little time before departure regarding overbooking and we will then endeavour to offer those customers concerned an alternative that is at least equivalent which might meet their initial expectations. The hotel owner may also not warn us of the overbooking, which we only learn of once our customers on-site. In this case, we would invite the latter to contact the LuxairTours guide who will do everything necessary to remedy this situation.

7.31 Miscellaneous taxes

Miscellaneous taxes (visitor's tax, tourist tax etc.): in some destinations, depending on the hotel category and depending on the region, some taxes (e.g. visitor's tax and tourist tax) are levied. Unless otherwise specified at the time of booking, these taxes must be paid on-site.

7.32 Telephone

As far as connections to mobile networks in your holiday location are concerned, your telephone operator will be able to inform you regarding 'roaming' partners and the fees payable when using your telephone abroad.

It is possible to telephone from reception and/or from your hotel room. The international prefixes are as follows: Luxembourg 00352, Belgium 0032, France 0033, Germany 0049.

7.33 Required outfit

We would ask you to please wear clothing appropriate to the cachet of your hotel. For instance, some hotels refuse entry to the restaurant if a customer is wearing Bermuda shorts. Also, it is common practice in many restaurants for proper evening attire to be worn (e.g. long trousers, jacket and tie for men) or required for gala evenings.

7.34 Vaccinations

In principle, no vaccinations are required for the destinations served by LuxairTours. We would, however, advise you to ask your doctor prior to departure whether a vaccination or other potential precautions are required. It is nevertheless recommended to have a vaccination against Hepatitis A for countries in the north of Africa.

This guiding principle is however subject to verification by a doctor and the organiser does not assume any liability.

7.35 Nightlife and rest

If you have chosen accommodation in a lively location, you must expect noise at night time. Discos and pubs close late or not at all. Motorcycles and cars are not subject to strict standards regarding noise and noise emission. At the time of your booking, make sure you find out the exact location of the hotel of your choice.

7.36 Wellness

Please note that use of wellness, Vital, Spa and thalassotherapy centres, as well as the use of fitness rooms, is subject to certain conditions. Access is therefore often prohibited to minors younger than 16. Many centres require customers to complete forms regarding the state of their health, as well as a declaration of the waiver of any potential damages. Centres reserve the right to refuse access in the case of some customers' illnesses or indispositions. The wellness and thalassotherapy packages published in our brochure must be paid directly to LuxairTours. For the majority of them, appointments must be made on-site and directly with the centre. Furthermore, as these appointments are fixed depending on the centre's availability, it is not always possible to respect the schedules requested by the customer and we would ask for your understanding on this point.

Wellness services and facilities may have a limited access and are upon availability at high season dates/vacations.

7.37 Wi-Fi

'Wi-Fi' means that there is a wireless internet connection available (in a precise zone or everywhere) in the hotel. This connection may be limited in scope and depends, of course, on the size of the hotel complex. Temporary technical problems can occur on-site or the Internet system may be slow owing to multiple users at a given time.

8. Your return trip

8.1 Programme

The running of a tour may be subject to modifications depending on the weather conditions, the number of participants or even following changes to the itinerary (e.g. modification of the flight plan for internal flights). The organiser shall not be liable on this point and such modifications do not give rise to compensation or reimbursement.

8.2 Guide/Local Representative

For tours departing from LuxairTours Vakanz destinations, you will find the address, telephone number etc. of the guide responsible for the assistance service in the LuxairTours welcome envelope which will be given to you upon your arrival at the airport.

8.3 Accommodation during return trips

Generally, accommodation is available on the day of arrival at 2:00 p.m. and it must be vacated on the day of departure at 12:00 p.m.

8.4 Extensions after a return trip

Extensions to the stay on-site are subject to availability of rooms in the hotel and seats on flights (not valid for Holidays à la carte products). We recommend you make the booking for your extra stay before your departure. Extensions may only be arranged through our local guide/representative. All charges related to an extension must be paid by the customer on-site.

In case of a stay extension, insurance cover taken out as well as parking fees at Luxembourg airport will automatically be invoiced on a pro-rata basis for the additional period.

If customers wish to combine an independently organised stay with their package holiday, they lose the right to an airport transfer. If the first week is included in the package and the second week is individually organised, only the transfer from the airport to the hotel (booked in the package) is included. If, on the contrary the first week is individually organised and the second week is included in the package, only the transfer from the hotel (booked in the package) to the airport is included. All other transfers are payable by the customer.

N.B.: the hotel for the extension of the holiday must be included in the same brochure and during same season.

9. Entry requirements for package tours

For all countries outside the European Union, a passport valid for more than 6 months after returning is required. For more details on entry formalities, please consult our regularly updated web page <https://www.luxairtours.lu/en/information/entry-formalities/>