

2010 FIFA WORLD CUP SOUTH AFRICA™

SPORTSWORLD TRAVEL & ACCOMMODATION PACKAGE TERMS AND CONDITIONS

PLEASE NOTE; IT IS YOUR RESPONSIBILITY TO BRING ALL RELEVANT PARTS OF THESE CONDITIONS TO THE ATTENTION OF ALL GUESTS.

These terms and conditions apply to all bookings of Tour Packages. Separate terms and conditions apply to all bookings of Hospitality Packages.

In these conditions, the following words / expressions have the following meanings:-

“Tour Package(s)” means the travel, accommodation and ancillary arrangements made by us for each individual guest as booked by you in connection with the 2010 FIFA World Cup South Africa™

“you” and “your” mean the person, company or other business who purchase any Tour Package(s)

“guest(s)” means the individual(s) who actually takes the Tour Package purchased by you. This individual may be the same person who purchases the Tour Package where a booking is made by an individual for their own benefit

“we”, “us” and “our” means Sportsworld Group Limited

“match tickets” means match tickets for the 2010 FIFA World Cup South Africa™

“FIFA” means Federation Internationale de Football Association

“flight(s)” means any flight(s) booked through us in order to attend the 2010 FIFA World Cup South Africa™

TOUR PACKAGES

Tour Packages are inclusive of accommodation, taxes and service charges shown on your booking Confirmation and are based on either single or double occupancy.

ADVERTISING

Any description of the Tour Packages and/or use of the 2010 FIFA World Cup South Africa™ or Sportsworld trade mark, designation or other intellectual property in any advertising, publicity or other materials produced or distributed by you must be submitted to Sportsworld for review and approval at least 10 working days prior to production or publication.

HOW TO BOOK

Following discussions with you about your Tour Package booking requirements and upon confirmation of Tour Package availability, a Sportsworld representative will complete and send to you a Booking Form. The Booking Form will detail the Tour Package(s) request, cost per Tour Package and the total booking cost. You will be required to sign and return the Booking Form to us within the time period specified to enable us to send you an invoice and hold the required services until receipt of the deposit (or full payment) by the specified due date. Providing your deposit (or full payment if booking after balance due date) is received by the due date, we will issue a formal booking Confirmation. Any prior acknowledgement is not a confirmation. Please check the Booking Form and booking Confirmation very carefully as soon as you receive them and contact us immediately if any information appears to be incorrect as it may not be possible to make changes later. You may contact us by e-mail at any time on sales@sportsworld.co.uk.

PAYMENT

A deposit of 60% of the full cost of all Tour Packages booked as specified on your Booking Form is required at the time of booking. In addition, if you book flights which fall outside our pre-arranged allocation or book flights at a different time to any Tour Package(s) booking, full payment or such other amount for the flights as advised will be payable at the time of booking depending on the airline's applicable terms. The final balance must be received by us by 01 November, 2009. For Tour Packages booked after 01 November, 2009, full payment must be made immediately. No travel documents can be dispatched until full payment has been received. If payments are not received in full and on time, we are entitled to treat your booking as cancelled by you and keep all payments made or due at that date. Payments by credit card (where agreed by us) will incur a 2% service charge.

YOUR CONTRACT

These conditions together with the general information and terms contained in our PDF/website form the basis of your contract with Sportsworld Group Ltd. The contract between us comes into existence when we issue a formal Confirmation. We both agree that this contract will be governed by English law and that any dispute, claim or other matter which arises out of or in connection with this contract or any Tour Package will be dealt with under the ABTA Arbitration Scheme (see below) or by the Courts of England and Wales only to the exclusion of all other courts.



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SPECIAL REQUESTS AND MEDICAL PROBLEMS / DISABILITIES

We will do our best to comply with special requests made in writing at the time of booking. Although we will endeavour to pass reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met unless we have specifically confirmed this. For the guest's own protection, you should obtain confirmation in writing from us that the guest's request will be complied with (where it is possible for us to give this) if the guest's request is important to them. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your booking Confirmation or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. If any guest has any medical problem or disability which may affect their Tour Package, please tell us before you confirm your booking for their Tour Package so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking.

PRICES

We reserve the right to make changes to our advertised prices at any time before your booking is confirmed, whether this is due to exchange rate fluctuations or for other reasons. Errors may occasionally occur. If there are changes to or errors (of which we are aware) in our published tour or flight details or prices, we will advise you at the time of booking. Please read "FLIGHT INFORMATION" below in relation to possible increases in flight related taxes and fuel supplements where you book flights. Where you book a flight at the same time as you book the Tour Package to which it relates, such possible increases (up to 10% of the total combined price of your Tour Package and the flight (or price of the air inclusive Tour Package where the flight cost is not shown separately) as shown on your booking Confirmation) form part of the price you agree to pay and are not surcharges as set out below. Where you book a flight at a different time to the time you book the Tour Package to which it relates, the flight will not form part of any package and any additional sum charged by the airline, any authority or other third party in relation to the flight (including fuel supplements and new or increased taxes) may be passed on in full. The following surcharge provisions do not apply to any flight booking made at a different time to the Tour Package booking to which it relates. Once particular advertised tour package arrangements have sold out, we will, if possible, create an alternative which will be available at the price applicable to that Tour Package. We reserve the right to make changes to and correct errors in advertised prices at any time before any Tour Package is confirmed. You must check prices at the time of booking.

Once the price of a Tour Package has been confirmed on the booking Confirmation, we will only change it, subject to the conditions set out in this clause, if our costs increase or decrease as a result of changes in transportation costs, in dues, taxes or fees payable for services such as landing taxes or in applicable exchange rates. Even in the above cases, only if any increase in our costs exceeds 2% of the total cost of the Tour Package (excluding insurance premiums and any amendment charges) will we levy a surcharge. If any surcharge is greater than 10% of the cost (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking of the Tour Package and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase another Tour Package from us as referred to in ALTERATION AND CANCELLATION BY US. Although insurance (where purchased through us) does not form part of your contract with us or of any Tour Package, we will consider an appropriate refund of any insurance premiums you have paid us if you can show you / the guests concerned are unable to use/reuse or transfer the policy in the event of cancellation or purchase of an alternative Tour Package. Please note travel arrangements are not always purchased in local currency. A refund will only be payable if any decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of such decrease. You have 14 days from the surcharge invoice issue date to tell us if you want to cancel or purchase another Tour Package. If we do not hear from you within this time, we are entitled to assume that you will pay the surcharge. Any surcharge must be paid with the balance of the cost or within 14 days of the surcharge invoice issue date, whichever is the later. No surcharge will be levied within 30 days of the start of your Tour Package. No refunds will be payable if any decrease in our costs occurs within this period either.

BOOKING AMENDMENT BY YOU

If you wish to alter any details of a confirmed booking, you must notify us as soon as possible. All costs incurred by us or incurred or imposed by any of our suppliers in meeting any amendment request together with an administration charge of £75 per person may be passed on to you. Scheduled airlines will not permit name changes after tickets are issued.

CANCELLATION BY YOU

Cancellation only takes effect when received in writing at our offices. The charges shown below will apply. Insurance premiums and amendment fees are non-refundable:

Number of days prior to departure	Cancellation charge per person cancelling
Up to 01 November 2009	Loss of all payments made or due at time of booking
From 01 November 2009	100% of total cost

Depending on the reason for cancellation, you may be able to reclaim these charges (less any excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. Where any cancellation reduces the number of full paying guests below the number on which the price and/or any concessions/discounts agreed for your booking were based, we will recalculate and re-invoice you accordingly. You may substitute guests without paying cancellation charges providing you notify us of the substitution in writing not less than 28 days before the start of the Tour Package, giving full details of the replacement guest(s).



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All costs and charges incurred by us and/or imposed by any of our suppliers as a result, together with an amendment fee of £75 per person must be paid before the substitution can be made. Airlines may charge up to 100% cancellation charges for any name change made after tickets have been issued.

Please note, we have no control over or responsibility for any match tickets for which you will have a separate contract with FIFA. Breach of FIFA match ticket conditions by you or a guest may result in FIFA refusing to allow entry to the match for which a ticket is held or requiring the guest to leave the match. Any such refusal or inability for any other reason to gain access to any match goes not entitle you to cancel or change any confirmed Tour Package(s) without paying our applicable charges.

ALTERATION AND CANCELLATIONS BY US

We reserve the right to make changes to and correct errors on our PDF/website and other details both before and after bookings of Tour Packages have been confirmed and cancel confirmed bookings. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:-

- a) accepting the changed arrangements as notified to you, or
- b) cancelling or accepting the cancellation of the Tour Package(s) concerned and receiving a full and prompt refund of all monies paid to us for them.

If we have to make a significant change or cancel before the start date of the Tour Packages concerned, we will in addition pay you compensation if appropriate as set out below, depending on the circumstances and when the significant change or cancellation is notified to you except as follows.

Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable and the above options will not be available if we cancel as a result of your/any guest's failure to comply with any requirement of these conditions entitling us to cancel (such as paying on time) or if the change made is a minor one.

Period prior to departure	Compensation per guest affected
More than 100 days	£10
99-50 days	£50
49 -28 day	£100
27-14 days	£150
13 days - date of departure	£200

If we are forced to curtail any Tour Package(s) due to force majeure, we cannot make any refunds (except where received from suppliers) or pay any compensation or be responsible for any costs or expenses incurred by you or any guest(s) as a result. Significant changes include a change made before departure of the UK departure airport to one which is considerably more inconvenient for the guest(s) (except as between Heathrow, Gatwick, Stansted or Luton or any combination of these), of the flight departure time by more than 12 hours to that originally confirmed, of confirmed accommodation to that of a lower standard or of confirmed accommodation location to one which is significantly less suitable for the match guests are attending except in all cases as provided below. A change of accommodation to the same or higher classification within the same accommodation location will not constitute a significant change.

FORCE MAJEURE

Except where otherwise expressly stated in these conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you or any guest(s) otherwise suffer any damage or loss as a result of "force majeure". "Force majeure" means any event which we and/or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such circumstances may include, but are not limited to, actual or threatened, war, civil strife, riot, terrorist activity, natural or nuclear disaster, epidemics, fire, industrial dispute, adverse weather conditions and all similar events outside our/the supplier's control. For the 2010 FIFA World Cup South Africa™, this also includes any decision approved or made by FIFA which leads to the cancellation, postponement or suspension of or any change to the 2010 FIFA World Cup South Africa™ for any reason.



LIABILITY

a) **Please note; this clause a) does not apply to any booking of any flight(s) which is not made at the same time as the booking of the Tour Package to which the flight(s) relates.**

We promise to make sure that all services we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care.

This means, subject to these conditions and the information contained in our literature, we will accept responsibility if, for example, any guest(s) suffers death or personal injury or contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in arranging, performing or providing, as applicable, the contracted service in question. Please note it is your responsibility to show that reasonable skill and care has not been used if you /any guest(s) wish to make a claim. We will only be responsible for what our employees, agents and suppliers do or do not do if they were at time acting in the course of their employment (our employees) or carrying out work we had asked them to do (agents and suppliers).

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- i) the act(s) or omission(s) of the guest(s) affected or any other guest(s); or,
- ii) the act(s) or omission(s) of a third party not connected with the provision of the Tour Package which we could have predicted or avoided; or,
- iii) force majeure as defined above.

b) Please note, we will not be responsible for any losses, expenses, costs or other sum you or any guest(s) suffer which relate to any business activity. This includes any use of arrangements for 'promotional' or other business purposes whether or not we are aware of or have approved such use. Any such intended use must be specifically approved in writing in advance by Sportsworld and/or FIFA but any approval given is strictly subject to this exclusion. In addition, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them.

c) In the specific case of the 2010 FIFA World Cup South Africa™, we often share hotels and other facilities with sponsors and other groups visiting the event. In some cases (particularly but not limited to), the sponsors may wish to take the opportunity of the tournament to project a very strong image of themselves. This may, for example, involve them 'dressing' some areas of the hotels with their corporate colours and/or logos. In some instances, these other groups may have exclusive use of certain parts of the hotels at different times. Whilst every effort will be made to ensure that guests do not feel imposed upon or severely inconvenienced by the presence of other groups using the same property and/or facilities, this cannot be guaranteed in every case and we regret we cannot accept any liability for disappointment or loss of enjoyment which may result from this situation.

d) We limit the maximum amount we may have to pay you or any guest(s) for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions (including money and/or match tickets) is concerned or a lower limitation of liability applies to the claim, the maximum amount we will have to pay you or the guest(s) concerned for such non personal injury claims if we are found liable to you or any guest(s) on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or for the guest(s) affected in total. This maximum amount will only be payable where everything has gone wrong and the guest(s) concerned have not received any benefit at all from their Tour Package.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money and/or match tickets), the maximum amount we will have to pay you is £50 per guest affected as you/all guests are assumed to have taken out adequate insurance at the time of booking. Please also see sub clause (e) below.

e) Where any claim or part of a claim relates to any transport (including the process of getting on/off the transport) provided by any air, sea, rail or road carrier, the maximum we will have to pay you in respect of that claim or that part of a claim if we are found liable to you on any basis is the maximum which would be payable by the carrier concerned under the applicable international convention (for example, Athens Convention for international travel by sea, Warsaw Convention, as amended or unamended and the Montreal Convention for international travel by air) in that situation. Where the carrier would not be obliged to make a payment under international convention, we are similarly not obliged to make a payment. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier for the claim in question. Copies of the conventions are available on request.

f) Please note many of the services which make up your Tour Package(s) are provided by independent suppliers (which include FIFA). Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable international conventions (see sub clause (e) above). Airlines have their own conditions of carriage which limit and exclude their liability in accordance with international convention.



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LITERATURE

We compile our literature and information many months in advance using our best endeavours to ensure that the details shown are correct. However, there may be cases where there are errors in, or changes to the advertised services and facilities. We regret we cannot accept responsibility for any changes to or deficiencies in any services, facilities or events which do not form part of your contract with Sportsworld, or which, in the specific case of the 2010 FIFA World Cup South Africa™, are the result of, or derive from errors in, or changes to the official match schedule.

SAFETY STANDARDS

Please note, it is the requirements and standards of the country in which any services which make up a Tour Package are provided which apply to those services and not those of the UK or the country of origin of any guest(s)

TRAVEL ADVICE

For up-to-date travel advice from the UK government, visit www.fco.gov.uk/knowbeforeyougo

PASSPORTS, VISAS AND HEALTH INFORMATION

British and Irish citizens respectively require a full British or Irish passport. All passports must be valid for at least 30 days after the intended date of departure from South Africa. Your passport must have at least two blank pages for entry stamps. This cannot include the 'endorsement' page at the back.

British citizens holding a British passport and Irish citizens holding an Irish passport do not need a visa to travel to South Africa for periods of up to 90 days. Visitors who do require visas must have a passport with two blank facing pages, one for the visa and one for their entry stamp. Enquiries relating to visas are handled by the South African missions or representative office in your country or the nearest one situated to you. Visit home-affairs.gov.za/visa_detail.asp for more information.

Anyone attempting to enter South Africa without the required passport, visa (where applicable) or pages in their passport will be refused entry.

Passport requirements may change and you / guests must check the up to date position in good time before departure with the Embassy or Consulate of the country(ies) you are travelling through and to. A full British passport presently takes approximately 2 - 6 weeks to obtain depending on whether you are renewing an existing one or obtaining a first one. If any guest who is a British citizen is 16 years or over and hasn't yet got a passport, our recommendation is that they should apply for one at least 6 weeks before the start of their Tour Package. The UK Passport Service has to confirm the identity of all new applicants aged 16 or over before issuing their first passport and will ask them to attend an interview in order to do this.

Information on health is contained in the Department of Health leaflet T7 (Health Advice for Travellers) available from the Department of Health by telephone on + 44 (0) 870 1555455 or via its website www.dh.gov.uk and from most Post Offices.

It is your responsibility to ensure that each guest is in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you / the guest. We regret we cannot accept any liability if any guest is refused entry onto any transport or into any country due to failure on their part to carry correct documentation. If any guest is not a British citizen holding a British passport or Irish citizen holding an Irish passport, you / they must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which they are intending to travel. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.



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FLIGHT INFORMATION

This paragraph applies where you book any flight(s) at the same time as you book the Tour Package(s) to which the flight(s) relate.

Flight related taxes and fuel supplements in the amount applicable at the time of booking are included in the flight price shown on your booking Confirmation. However, such taxes and fuel supplements may increase at any time, a situation over which we have no control. You agree that the price payable for your flight may be increased by up to 10% of the total combined price of the flight and the Tour Package to which it relates (or price of the air inclusive Tour Package where the flight cost is not shown separately) as shown on your booking Confirmation to cover any increase in flight related taxes and/or fuel supplements over and above the amount included in the price confirmed at the time of booking. As the price you agree to pay at the time of booking includes this potential increase, it will not be treated as a surcharge and the surcharge provisions set out under "PRICES" will not apply to any such increase which will be payable in full. These surcharge provisions will, however, apply to any other increase in the Tour Package price and/or where any increase in flight related taxes and fuel supplements exceeds 10% of the total price.

This paragraph applies where you book any flight(s) at a different time to the time you book the Tour Package(s) to which the flight(s) relate.

If you book any flight(s) with us but do not do so at the same time as you book the Tour Package(s) to which the flight(s) relate, you will have a separate contract for the flight(s) which will not form part of any package. Not all of these conditions will apply to your flight booking, as indicated below. You will have a contract with us for your confirmed flight(s) which will be protected by our ATOL but our obligations under that contract are limited to reserving your flight with your confirmed airline (or a substitute) and providing you with a ticket or equivalent means of accessing your flight. We have no liability for the flight itself or for the acts / omissions of the airline or any of its employees, agents, suppliers or sub-contractors. The basic price of your flight will be confirmed at the time of booking but taxes, fees and other charges levied by the airline/airport/UK/Canadian/other authorities/any other body outside our control may increase or be introduced and any amount not paid at the time of booking must be paid in the applicable sum when tickets are issued.

This paragraph applies to all flights

The flight timings given on booking and detailed on your Confirmation are for general guidance only and are subject to change. The latest timings will be shown on your e-ticket which will be posted or e-mailed to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

We are required to bring to your attention the existence of a list of airlines which are subject to an EU operating ban – see http://europa.eu.int/comm/transport/air/safety/flywell_en.htm. We will advise you of the operating airline at the time of booking or as soon as we become aware of it if later. Any change of airline, aircraft type (if given) and/or airport of destination will not entitle you or any guest to cancel or change to other arrangements without paying our normal charges. Flights may not be direct and/or non stop and are subject to availability at the time of booking.

INSURANCE AND TRAVEL DELAYS

It is your responsibility to ensure that all guests have adequate and appropriate travel insurance which is suitable for their particular requirements. Guests must take a copy of their travel insurance policy away with them. You / guests are not obliged to take the insurance offered by Sportsworld if you do not wish to do so. However, if you / guests opt for an alternative policy, it must offer cover which is equivalent to, or better than, the cover provided by our policy. It is your responsibility to ensure that the insurance you / guests take is adequate for your particular needs in all respects. We do not check alternative insurance policies. If you do not take the insurance policy we offer, your signature on the Booking Form is taken as your confirmation that you or the guests have arranged your / their own policy cover that satisfies these requirements. This applies especially in the case of having delay compensation insurance equivalent to that provided by the policy we offer which will provide compensation and cancellation cover in the event of a delay of more than 12 hours in the departure of your outward transportation as a result of strike, industrial action, adverse weather conditions or mechanical breakdown. In the case of any delay in any travel arrangements, we regret we cannot provide refreshments or overnight accommodation and dealing with any/all claims for out of pocket expenses are at the sole discretion of the relevant insurers and/or airlines/ other transport operator concerned.

COMPLAINTS

In the event that you or any guest encounter a problem during a Tour Package, it is essential that you or the guest advise our local representative and the supplier of the deficient services immediately in writing so that every effort can be made to rectify the situation on the spot. If you or the guest remains dissatisfied, you or the guest must write to us giving full details of the complaint within 28 days of the end of the Tour Package at the address shown below. If you or the guest fail to follow this simple complaints procedure, your / the guest's right to claim the compensation you / the guest may otherwise have been entitled to may be affected or even lost as a result.



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ARBITRATION

Disputes arising out of, or in connection with this contract which cannot be amicably settled may be referred to arbitration if you so wish under a special scheme arranged by ABTA Limited and administered independently by IDRS, part of the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. It is subject to financial limits and time restrictions. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com).

BEHAVIOUR

When you book with us, you accept responsibility for any damage or loss caused by you or any guest. Full payment for any such damage or loss must be paid direct at the time to the supplier concerned. If you or the guest(s) concerned fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your or the guest's actions. We expect all guests to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, any guest behaves in such a way as to cause or be likely to cause danger, injury, upset or distress to any third party or damage to property, we are entitled, without prior notice, to cancel or terminate the Tour Package(s) of the guest(s) concerned as we in our reasonable discretion consider appropriate. In this situation, the guest(s) concerned will be required to immediately cease use of all services which form part of the cancelled or terminated Tour Package(s) (including leaving the accommodation which forms part of the Tour Package). We will have no further responsibility toward such guest(s) including any return travel arrangements. Full cancellation charges will apply, no refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

DATA DISCLOSURE AND PROTECTION

You must ensure that the following information is brought to the attention of every guest prior to confirming their Tour Package.

For the purposes of the Data Protection Act 1998, Sportsworld Group Limited is an authorised data controller.

In order to process your booking, we need to collect certain personal details from you including certain personal data relating to guests. These details will include, where applicable, your contact details, the names, passport numbers and dates of birth of guests, payment details and information relating to any disability or medical condition of any guest which may affect their Tour Package and any dietary restrictions which may disclose a guest's religious beliefs. We will usually also require a copy of every guest's passport and photos for identification passes. If we need any other personal details, we will tell you before we obtain them from you / guests. We need to pass on these personal details to the companies and organisations who need to know them so that Tour Packages and/or match tickets can be provided (for example FIFA, your hotel or other supplier). Such companies and organisations may be outside the European Union.

Occasionally we hire other companies to provide services on our behalf, for example mailing information to our clients. We only provide those companies with the personal details relating to our clients which they require in order to deliver the service. They are prohibited from using that information for any other purpose. We will ensure that anyone to whom we pass personal details for this reason agrees to treat it with the same level of protection we are obliged to provide.

Sportsworld is required by its contract with FIFA to maintain detailed records of who purchases Tour Packages and is obliged to share this information with them as required. We will only provide personal information to them as specifically required by our contract with them. At all times, information will be treated in complete confidence by them.

We would also like to store and use your personal contact details for future marketing purposes (for example, sending out a brochure or details of a future event). All details you give us in connection with your booking (including those relating to any disability or medical condition or religious beliefs of any guest) will be kept but we will use only your contact details for marketing purposes (unless you have asked us not to). In the event that we are subject to a change of ownership or corporate structure, we may need to disclose personal data to persons who need to know it in order for the transaction to proceed. If you / any guest do not want us to do any or all of these things, please let us know as soon as possible. We are entitled to assume you / guests do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing.

Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you / guests give us as set out above unless you / guests agree otherwise. We have appropriate security measures in place to protect this information.

You / guests generally have the right to request a copy of the personal details we hold which concern you / guests but such requests must be made in writing. We may charge a small administration fee before complying with the request and in certain limited situations we may be entitled to refuse the request.



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FINANCIAL SECURITY

We are a member of ABTA Limited (No. F637X) and hold ATOL No 2336 issued by the CAA. When you buy an ATOL protected air inclusive Tour Package or flight* from us you will receive a confirmation invoice from us confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.

*The air inclusive Tour Packages and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK.

If you do not book a Tour Package which includes flights, ABTA will protect your Tour Package and will arrange to refund any money you have paid to us for an advance booking or to return guests to the point where your contracted Tour Package arrangements with us began. Visit ABTA's website at www.abta.com for further information.



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