

FINANCIAL PROTECTION

All flight-inclusive holidays and some of the flights on this website are financially protected by the ATOL scheme. But ATOL protection does not apply to all holidays and travel services listed on this website. This website will provide you with information on the protection that applies in the case of each holiday and travel service offered before you make 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.caa.co.uk

NetTours Limited is an independent tour operator that develops, creates and operates its own travel packages (package holidays), combining multiple travel services / arrangements Worldwide. NetTours Limited is also a retailer selling packages arranged and combined by other travel companies.

Airline tickets / IATA accreditation

NetTours Limited is accredited by IATA (International Air Transportation Association) [IATA number: 91-2 0033] and therefore we are authorised to issue tickets on behalf of all major traditional airlines.

Flight-inclusive holiday packages & flight-only bookings / ATOL Protection

When you buy a flight inclusive package or an ATOL protected flight 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. Bookings are authorised under ATOL number 11370 and are protected under the ATOL scheme, as set out in the ATOL Certificate to be supplied.

When you book with us all flight-inclusive package holidays and some flight-only bookings are fully protected financially by the Civil Aviation Authority's Air Travel Organisers' Licensing (ATOL) scheme that regulates UK tour operators and provides financial protection to consumers.

Being an ATOL holder [license number: 11370] it is guaranteed that any monies paid to us for your flight-inclusive holiday and some flight-only bookings are fully protected, you have no risk of losing money or stranded abroad.

The CAA regularly carries out checks on the ATOL licensed tour operators and requires them to be part of a financial guarantee scheme that is managed by the Trustees of the Air Travel Trust (ATT) which provides the protection to consumers should a travel organiser fail.

When paying for flight-inclusive packages and some flight-only bookings, an invoice (indicating the package or flight-ticket booked) and an ATOL certificate are issued and handed over / sent to you that clearly states to you who is responsible for your holiday / flight-ticket and what is being covered.

If you buy a package from another travel company that we have booked for you as their agent, you will receive this information from them.

Non-flight inclusive holiday services

We provide full financial protection for our package holidays by way of a bond held by ABTA – The Travel Association, 30 Park Street, London, SE1 9EQ, www.abta.com.



Standalone travel services

You can purchase standalone travel services from us (such as flight-only, accommodation only, car hire only, transfers only, excursions only etc.). We will always let you know in detail at the time of the booking what coverage we are able to provide for travel services bought separately (or at different times) that are not part of a package.



Book with Confidence. We are a Member of ABTA which means you have the benefit of ABTA's assistance and Code of Conduct. We provide financial protection for your money when you buy a package holiday. If you buy other travel arrangements such as accommodation only this protection does not apply.

Where we act as a booking agent

The financial protection arrangements that we have in place does not apply to these sales, but the tour operator concerned may provide financial protection. Contact them for further information. For full details see our retail agent's booking conditions.

NetTours Limited

Company registration number: 10865881

VAT registration number: (GB) 280 6038 12

Trading / postal address: 10c Church Street / Basingstoke / Hampshire / RG21 7QE

Registered address: Odd Fellows Hall / 118b Oxford Road / Reading / Berkshire / RG1 7NG / United Kingdom