

Thomas Cook Sport and Airtrack Booking Conditions

facilities, or for any injury sustained in the venue or in the vicinity of the venue or during the Event (except where such injury is caused by our negligence).

Venue and Ticket regulations apply which will be stated on your ticket or available on request from the Event organiser. Security for entry to venues may be strict. You will need to allow a time to go through the security arrangements, which, depending on the Event, may involve baggage checks and/or screening.

#### A2. Replacement Tickets

Event organisers, clubs, venues or Thomas Cook Sport will not issue duplicate/replacement tickets. Thomas Cook accept no responsibility for lost or stolen tickets.

#### A3. Club/Association Membership Requirements

The issuing of Event tickets may be restricted to supporters who satisfy certain eligibility criteria as determined by clubs or associations connected with the Event. We do not determine your eligibility for tickets but we have the right to refuse to accept a booking or cancel a confirmed booking where you have failed to comply with any club/association membership requirements advised to us by the club/association. Cancellation can be made any time up to the Event and any refunds will be at the discretion of Thomas Cook Sport. (end)6.2(ng o)4.9(n)-1.1 (





(vii) If you or any member of your party suffers illness, injury or death,

If you do not want to accept a significant change, which we will tell you about before the start of your Arrangements, we will, if we are able to do so, offer you an alternative Arrangement of equivalent or closely similar standard and price at no extra cost, or a less expensive arrangement, in which case we will refund the difference in price. If you do not wish to take the alternative we offer you, you can choose a different Arrangement offered for sale by us and pay, or receive a refund of, any price difference. Or, if you prefer, you can cancel your Arrangement and receive a full refund of any money you have paid to us, except for any amendment charges.any We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

### D3. Payment terms

Payment terms may vary depending on the arrangements you book and the time in which you book. We may, depending on the suppliers we use, require a deposit at the time of booking followed by full balance payment by a specified date. In other cases we may require a set number of instalments to be paid before the final balance. For some bookings, particularly those made close to departure, full payment will be required at the





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D17. Passports & Visas (British & Iris

communication. Please note that you may still need to contac

