TERMS OF SERVICE

Last revised: 26/10/2026

Hello and welcome! We are glad that you are taking the time to read these terms of service (the "**Terms**").

These Terms are important as they, together with your booking confirmation email (the "**Booking Confirmation**"), set out the legal terms on which Travel Services are made available to you through our Service. They also cover any interactions or communications you have with us through our Service.

Your use of our Service is subject to these Terms and it is a condition of using our Service that you accept these Terms. To book a Travel Service, you must also accept these Terms. If you do not accept these Terms, then please do not use our Service or book a Travel Service.

We may make changes to these Terms by updating them at any time for various reasons, including (1) to improve the Terms and make them clearer or easier to understand, (2) to comply with legal, regulatory and/or tax requirements, (3) where we make changes to our Service or how we run our business, or (4) for security related reasons. You can see when we last updated these Terms by checking the "last updated' date at the top of these Terms.

If we make changes that will materially impact your rights or obligations, we will provide you with reasonable advance notice of such changes, unless the changes are urgently required by applicable security, legal or tax requirements, in which case we will let you know as soon as we are able to.

Your continued use of our Service after any changes come into effect will constitute your acceptance of the updated Terms. If you do not accept the changes, please do not use our Service.

Any existing bookings will continue to be governed by the Terms that applied to your booking when the booking was made. We recommend that you save or print a copy of these Terms.

In these Terms:

"**we**", "**us**" or "**our**" refer to Expedia, Inc., a Washington corporation having its registered office at 1111 Expedia Group Way W, Seattle, WA 98119, USA, which provides our Service

"**ATOL Certificate**" refers to the certificate sent to you following a flight-inclusive Package (as defined in Section 6F(Packages)) booking which provides proof that your booking is protected by the ATOL Scheme

"Content" refers to all text, descriptions, reviews, photographs, images, videos, software, and other content submitted to our Service

"**Expedia Travel**" refers to Travelscape, LLC, a company incorporated and resident for all purposes in the USA having its registered office at 5000 W. Kearney Street, Springfield, MO 65803, USA

"**our Group of Companies**" refers to us, and our subsidiaries and corporate affiliates

"**our Service**" refers to the provision of our websites, apps and online tools

"**Travel Provider**" refers to the travel supplier making available the Travel Services to you through our Service

"**Travel Services**" refers to the travel services made available to you by the relevant Travel Provider(s) through our Service, such as stays at a property, flights, car rental or things to do, etc.

"**you**" refers to you, the person using our Service.

Please read these Terms carefully.

Section 1 Rules and Restrictions

As well as these Terms, other terms and conditions provided by Travel Providers (such as an airline's conditions of carriage, a property's terms and conditions, or a car rental company's rental policies) also apply to your booking ("**Rules and Restrictions**").

To make a booking, you must accept the Rules and Restrictions of the Travel Provider that you select (such as payment of due amounts, cancellation policies, refundability, availability restrictions and use of fares or services, etc.). The relevant Rules and Restrictions are provided to you before you make a booking and are incorporated by reference into these Terms.

If you violate a Travel Provider's Rules and Restrictions, your booking may be cancelled and you may be denied access to the relevant Travel Service. You may also lose any money paid for such booking, depending on the Travel Provider's Rules and Restrictions.

Travel Providers may either be individuals acting on a consumer to consumer basis, or professionals operating on a business to consumer basis. On our Service we label listings as "private host" or "private supplier" where the Travel Provider has notified us that they are acting in the capacity as an individual (non-professional). If you enter into an agreement with an individual on a consumer-to-consumer basis, please be aware that consumer law will not apply in relation to your contract with the Travel Provider. The Travel Provider is solely responsible for determining whether or not they are operating as a consumer or a business and for any representations they make to you with respect to their status.

In certain countries, when payment is taken at the time of booking, Expedia Travel may be the Travel Provider for the purposes of making the Travel Service available to you, including but not limited to Travel Services supplied in the European Union under Articles 28 and 306-310 of the EU Principal VAT Directive 2006/112/EC and any equivalent domestic legislation in any country. In such instances, the Rules and Restrictions are the terms and conditions provided by the underlying supplier (such as an airline's conditions of carriage, a property's terms and conditions, or a car rental company's rental policies, etc.).

Section 2 Using our Service

Our rules

We provide our Service to help you find information about Travel Services and to assist you in booking those Travel Services. It is provided to you for no other purpose.

We aim to provide you with many travel options through our Service. Our Service does not present you with an exhaustive list of travel options that are available at a particular destination or in response to a particular search query. Travel Services available for booking through our Service and additional travel options may also be available for booking through other distribution channels.

You agree that:

- you will only use our Service for personal and non-commercial purposes
- you must be at least 18 years of age and have the legal authority to enter into contracts
- you will use our Service lawfully and in compliance with these Terms
- all information supplied by you is true, accurate, current and complete
- if you book on behalf of others:
- you will obtain their authorisation prior to acting on their behalf
- you will inform them about the terms that apply to the booking (including the Rules and Restrictions) and ensure that they agree to, and will comply with, such terms, and
- you will be responsible for paying any amounts due, for making any change/cancellation requests and for all other matters relating to the booking.

You also agree not to:

- make any false or fraudulent booking
- access, monitor or copy any content on our Service using any robot, spider, scraper or other automated means or any manual process
- violate the restrictions in any robot exclusion headers on our Service or bypass or circumvent other measures employed to prevent or limit access to our Service
- take any action that imposes, or may impose, an unreasonable or large load on our infrastructure
- deep link to any part of our Service
- "frame", "mirror" or otherwise incorporate any part of our Service into any other website.

Access

We may, acting reasonably, deny anyone access to our Service (or any other sites, apps, tools and services you have access to under your Expedia Group Account, as defined below) at any time for any valid reason. We may also make improvements and changes to our Service at any time.

Account

To make use of all the features available on our Service, you will need to create an account with us (or create an Expedia Group Account, as defined below) and sign in to it.

To create an account, you must be at least 18 years of age and follow the account creation instructions provided through our Service.

If you have an account with us, you must:

- safeguard your account information
- be responsible for any use of your account by you or others (even those transactions that you did not intend to be performed)
- notify us immediately of any unauthorised use of your account, and
- provide us with all necessary information, to the extent required for us to comply with our legal obligations.

The account you create on our Service also allows you to access other sites, apps, tools and services offered by members of our Group of Companies (including Hotels.com and Vrbo) using the same account credentials, in addition to our Service (an "**Expedia Group Account**"). Please note that when using your Expedia Group Account, the relevant terms of service displayed on the sites, apps, tools and services that you are using will govern your use of them.

For information on how to delete your account, sign into your account on our Service and follow the applicable account deletion process or visit our Help Centre. For further information about your privacy rights (such as deletion or access), please see our Privacy Statement.

How we order your search results

There are many travel options available through our Service and we want to make your search results as relevant as possible. At the search results page you will see our default sort order, however you can select how to sort your results and also use filter options to prioritise results based on your chosen preferences, such as price, guest review score or other criteria. You can learn more on how we order search results by visiting our How our sort order works page.

Within your search results we also sometimes display travel options that are paid-for commercial listings from our Travel Providers. Such travel options are clearly labelled for your information as "Ad" or similar equivalent labelling, to differentiate them from other travel options.

Redirection and third-party booking services

If you are redirected from our Service to a third-party booking service (such as for car rental) to make a travel booking, please bear in mind that any bookings made through such a booking service will be with the third-party and not with us. We are not responsible for bookings made through third-party booking services and we have no liability to you in respect of such a booking, except if they form part of a Linked Travel Arrangement as defined and explained at Section 6F (Packages). The terms and conditions of the third-party service provider will set out what rights you have against them and will explain their liability to you. If the booking you make with a third-party service provider forms part of a Linked Travel Arrangement, then we have protection in place to refund your payments to us for any services not performed because of our insolvency.

Section 3 Confirming a booking

Your Booking Confirmation includes the essential elements of your booking, such as the description of the Travel Service(s) booked and the price.

We will send your Booking Confirmation and any relevant travel documents to the email address you provide when you book. If you do not receive your Booking Confirmation within 24 hours of making your booking, please contact us via our Help Centre.

In accordance with your communication preferences, we may also send your Booking Confirmation to you by SMS shortly after you have made the booking, as well as further booking updates. Message frequency may vary. Message and data rates may apply. You may decide to not receive such service SMS by simply opting out in the booking path. You may also opt out or stop receiving such transactional SMS anytime by replying 'STOP' in response to an SMS received. For additional help, text 'HELP' in response to an SMS received or contact us via our Help Centre.

In relation to ATOL Certificates, you will receive an email including a secure click-through link to your ATOL Certificate shortly after booking payment has been completed. In the unlikely event that you have not received the ATOL Certificate email within 48 hours of completing your booking payment please contact us via our Help Centre.

Section 4 Payment

Price

The price of the Travel Service(s) will be as displayed on our Service, except in cases of obvious error.

Prices for Travel Services are dynamic and can change at any time. Price changes will not affect bookings already accepted, except in cases of obvious error. We display many Travel Services, and we try hard to ensure that the displayed price is accurate. We reserve the right to correct any pricing errors on our Service.

If there is an obvious error and you have made a booking, we will offer you the opportunity to keep your booking by paying the correct price or we will cancel your booking without penalty. We have no obligation to make available Travel Services to you at an incorrect (lower) price even after you have been sent a Booking Confirmation, if the error should reasonably have been apparent to you.

Taxes

The prices displayed through our Service may include taxes or tax recovery charges. Such taxes or tax recovery charges may include amounts associated with value-added tax, goods and services tax, sales tax, occupancy tax and other taxes of a similar nature.

Taxes or tax recovery charges are generally calculated or estimated on the prices displayed through our Service before any discounts (including those funded by us), coupons and loyalty rewards that may be applicable to your booking, unless those discounts, coupons and loyalty rewards are considered as a reduction in price for the purposes of calculating or estimating taxes in the relevant jurisdiction for the booking.

In certain jurisdictions, you may be responsible for paying local taxes imposed by local tax authorities (such as city taxes or tourist taxes, etc.). Our Group of Companies or the Travel Provider may charge and/or collect from you such local taxes. Our Group of Companies will notify you of any local taxes that will be payable by you before you complete your booking, where such taxes have been notified to our Group of Companies by the Travel Provider.

The amount of local taxes can change between the booking date and trip date. If taxes have changed by your trip date, you may be liable to pay taxes at the higher rate.

Payment processing

For certain Travel Services, such as a Package (as defined in Section 6F (Packages), payment may be charged by more than one party (as will be shown on your payment method statement), however the total amount charged will not exceed the total price of all the Travel Services.

When payment is taken at the time of your booking or collected after booking in accordance with the applicable payment schedule and paid for in the local currency of our Service (as relevant), the company taking that payment (via third-party payment processors) and charging your payment method will be the company set out next to the relevant location of our Service in the table below.

Location	Our company taking your payment
Austria, Bahrain, Belgium, Bulgaria, China, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Italy, Jordan, Kuwait, Lebanon, Malaysia, Morocco, Netherlands, Norway, Oman, Qatar, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Taiwan, Thailand, Turkey, United Arab Emirates, Vietnam	Travel Partner Exchange S.L.

Location	Our company taking your payment
Australia	Travelscape, LLC. a company registered in Australia
Brazil	Expedia do Brasil Agência de Viagens e Turismo Ltda.
Argentina, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Panama, Peru, Venezuela	Travelscape, LLC.
Canada	Travelscape, LLC.
Hong Kong	Travel Partner Exchange Hong Kong Limited
India	Hotels.com India Private Limited, Travel Partner Exchange Singapore Pte. Ltd. or Travel Partner Exchange S.L.
Japan	Travel Partner Exchange Japan KK
Mexico	Expedia Mexico, S de R. L. de C.V.
New Zealand	Travel Partner Exchange New Zealand Ltd.
Saudi Arabia	Travelscape, LLC or Travel Partner Exchange S.L.
Singapore	Travel Partner Exchange Singapore Pte. Ltd.
South Korea	Travel Partner Exchange Korea Co., Ltd.
Switzerland	Travel Partner Exchange Switzerland Sàrl
United Kingdom	Travel Partner Exchange UK Limited
United States	Travelscape, LLC.

Notwithstanding the governing law and jurisdiction paragraph in Section 16 (General) of these Terms, where one of our companies (as set out in the table above) takes your payment (via third-party payment processors) and charges your payment method, the law governing that payment transaction will be the laws of the location of such company.

Our Privacy Statement provides information on how we use your payment and account information when you elect for us to store a credit or debit card or other payment method for future use.

Payment verification

You authorise the relevant company (as set out in the table above) or the Travel Provider to:

- verify your payment method by obtaining a pre-authorisation, charging a nominal fee or through other verification means, and
- on verification, charge your payment method.

Fees charged by banks

Some banks and card issuers impose fees for international or cross-border transactions. For example, if you make a booking using a card issued in a different country from the Travel Provider's location or you choose to transact in a currency that is different from the local currency of our Service, your card issuer may charge you an international or cross-border transaction fee.

Also, some banks and card issuers impose fees for currency conversion. For example, if you make a booking in a currency different to the currency of your credit card, your card issuer may convert the booking amount to the currency of your credit card and charge you a conversion fee.

If you have any questions about these fees or the exchange rate applied to your booking, please contact your bank or card issuer. Our Group of Companies is not associated or responsible for any fees relating to varying exchange rates and card issuer fees.

Currency conversion

Any currency conversion rates displayed on our Service are based on public sources and current exchange rates, which may vary between the time a booking is made and the time of travel. Such rates are provided for information purposes only and, while we seek to provide information that is correct, our Group of Companies does not guarantee the accuracy of such conversion rates because they are not within our control.

Alternative payment methods

We may work with providers of alternative payment methods (such as consumer finance companies), to provide our travellers with alternative payment methods. Our Group of Companies does not endorse or recommend any alternative payment provider or their products or services. Our Group of Companies is not responsible for the content or the acts or omissions of any alternative payment provider. Your use of any such provider's payment method is at your own risk and will be governed by such provider's terms and policies.

Fraud

If a booking or account shows, in our reasonable view, signs of fraud, abuse, association with a government-sanctioned person or entity, or other suspicious activity, we may request additional information from you.

If we reasonably conclude that a booking or account is associated with fraud, abuse, a government-sanctioned person or entity or suspicious activity, we may:

- cancel any bookings associated with your name, email address or account
- close any associated accounts, and
- take legal action, including to seek to hold you liable for any loss.

Please contact us via our Help Centre about the cancellation of a booking or closing of an account.

Section 5 Cancelling or changing a booking

Withdrawal right

You acknowledge and agree that you do not have a legal cancellation right under consumer law in respect of bookings.

Cancellation or change by you

Cancellations or changes (with respect to the travel date, destination, place where the trip starts, property or means of transport) to a booking can be made via our Help Centre.

You do not have an automatic right to cancel or change a booking unless allowed by the relevant Travel Provider under their Rules and Restrictions (which are provided to you before you make a booking), or if you have booked a Package (as defined in Section 6F (Packages)) and such cancellation or change is permitted (see Section 6F (Packages)).

Travel Providers may charge you fees for cancelling (in full or part) or changing a booking. Such fees will be set out in the Rules and Restrictions. You agree to pay any charges that you incur. Please be aware that for changes, the price of your new arrangements will be based on the applicable price at the time you ask us to make the change. This price may not be the same as when you originally booked the Travel Services. Prices tend to increase the closer to the departure date that the change is made.

Please read the relevant Rules and Restrictions, so you know which terms apply to your booking. For example:

- if you book a stay at a property and you do not cancel or change your booking before the relevant cancellation policy period, you may be subject to the cancellation or change charges as shown in the relevant Rules and Restrictions
- some properties do not permit cancellations of, or changes to, bookings after they are made
- if you make a Pay Later booking and you do not show up or cancel the booking, the property may impose a no-show or cancellation charge as shown in the relevant Rules and Restrictions and you will be charged the property's no-show or cancellation charge
- if you do not show up or fail to use some or all of the Travel Services booked, refunds may only be due to you in line with the relevant Rules and Restrictions, and
- where a cancellation affects more than one person on a booking (for example, two airline tickets booked on a single itinerary, etc.), any applicable cancellation charge will be applied in respect of each person on the cancelled booking.

If you want to cancel or change any part of a booking and such cancellation or change is allowed by the relevant Travel Provider, then, in addition to any charges imposed by the Travel Provider, we may also charge you an administration fee. If such an administration fee applies, it will be notified to you before you agree to proceed with the change/cancellation.

For additional rights and restrictions relating to a Package (as defined in Section 6F (Packages), see Section 6F (Packages).

Other cancellation or change

We (and the relevant Travel Provider) may cancel your booking if full payment for the booking, or any applicable cancellation/change charge or fee relating to a booking is not received when due.

For a variety of reasons (such as a property is overbooked due to connectivity issues or a property is closed due to a hurricane, etc.), it is possible that a booking may be cancelled or changed by the Travel Provider or us. If this happens, we will make reasonable efforts to notify you as soon as possible and offer alternative options/assistance where possible or a refund.

Refund

Any refunds will be transferred back to you to the payment method you used to make the original booking. Such refunds will be made by the party that took your original payment. We do not have visibility of a Travel Provider's refund process. Our fees are not refundable unless this is stated otherwise during the booking process.

Section 6 Travel Service specific terms

This Section provides details of the terms relevant to the specific Travel Services provided by the Travel Provider. These details are not exhaustive and do not replace the relevant Rules and Restrictions, which are provided to you before you make a booking.

Each Travel Service may be offered separately or as part of a Package (as defined in Section 6F (Packages) and is subject to the relevant Rules and Restrictions of the Travel Provider. Please also read this Section which will also apply to your booking as applicable. If there is any inconsistency between this Section and the relevant Rules and Restrictions, the relevant Rules and Restrictions prevail.

A. Stays

Our Service may provide you with the option to Pay Now, Pay Later or Reserve Now, Pay Later. Room rates (including any applicable taxes and fees) are displayed to you through our Service under the Pay Now and Pay Later payment options. Please note that taxes and fees may vary depending on which payment option you choose. Tax rates and foreign exchange rates may change in the time between booking and your stay.

Pay Now

If you select the Pay Now payment option, the relevant company (as set out in Section 4 (Payment)) typically will charge the booking amount to your payment method on booking.

Pay Later

If you select the Pay Later payment option, the Travel Provider typically will charge your payment method in the local currency at the time of your stay or as otherwise notified to you during the booking process.

Reserve Now, Pay Later

If you select the Reserve Now, Pay Later option, you may book a stay without paying at the time of booking and instead pay the full amount of the booking at a later time prior to check-in. The Reserve Now, Pay Later payment option is only available if it is presented to you at checkout and is available for stay bookings only (not for bookings of other Travel Services).

To use the Reserve Now, Pay Later payment option, you must place a valid payment card on file and authorise us (through the relevant company as set out in Section 4 (Payment)) to charge your payment card in accordance with the payment schedule presented to you at checkout.

If you select certain add-ons during the booking process (such as travel insurance), you may be charged for those add-ons at the time of booking or as otherwise indicated during the booking process.

You may apply coupons or loyalty rewards (such as OneKeyCash) to a Reserve Now, Pay Later booking, subject to the terms applicable to those payment methods.

If you cancel a Reserve Now, Pay Later booking before the check-in date, the refund or amount due will depend on how much has been paid at the time of cancellation and the applicable Rules and Restrictions of the Travel Provider (see Section 5 (Cancelling or changing a booking)).

If we are unable to collect payment for a Reserve Now, Pay Later booking on the scheduled charge date, we may, at our discretion, provide you with the opportunity to update your payment method. If we are unable to collect payment following such opportunity, or if no such opportunity is provided, your booking may be cancelled.

Deposit

Some Travel Providers require a payment card or cash deposit at check-in to cover extra expenses incurred during your stay. Such deposit is not related to any payment received by the relevant company (as set out in Section 4 (Payment)) for your booking.

First night no-show

If you do not show for the first night of your stay booking, but plan to check in for the subsequent nights, please confirm this with us before the original check-in date. If you do not confirm this, then your whole booking may be cancelled. Refunds for no-shows will only be due to you in line with the relevant Rules and Restrictions of the property.

Group bookings

You may not book more than 8 rooms through our Service at the same property for the same stay dates. If you book more than 8 rooms in separate bookings, we may cancel your bookings. We may also charge you a cancellation fee and if you paid a non-refundable deposit, such deposit may be forfeited. If you want to book more than 8 rooms then please book through the "Groups and Meetings" section via our Service. You may be asked to sign a written contract or pay a non-refundable deposit.

Ratings

Ratings shown through our Service indicate what you might expect from properties displaying that rating level. However, standards may differ from standards in your own country and site displayed ratings do not represent or promise any particular feature or amenity will be available. Additional information is available in the "Overview", "Amenities", "Fees and Policies" or "Important Information" section of the property details page, including (where applicable) if the rating displayed has come from a local or national star rating organisation.

These guidelines are subject to change, and our Group of Companies cannot guarantee the accuracy of any specific rating displayed from time to time through our Service.

Meals

If meals are part of your stay booking, the number of meals included depends on the number of nights of your stay. Full board normally includes breakfast, lunch and dinner. Half board normally includes breakfast and either lunch or dinner. No refunds will be available if one or more meals are not consumed.

B. Vrbo Holiday Rentals

When you book a holiday rental property distributed through our Service from Vrbo or one of the Vrbo brands (Stayz, Bookabach, FeWo Direkt and Abritel), referred to as a "**Vrbo Holiday Rental**", the Vrbo terms and conditions we present to you during the booking process apply to your payment and booking of the Vrbo Holiday Rental.

C. Flights

The Rules and Restrictions of the airline Travel Providers are made available prior to making a booking and can also be reviewed here:

- Conditions of carriage
- Baggage
- Check-in
- Travel documents

If you pay our Group of Companies for a standalone flight booking, we will collect that payment on behalf of such Travel Provider. Your contract for the flight is between you and the relevant Travel Provider.

When you book a flight through our Service, the total price you pay includes airline charges, applicable government taxes and mandatory fees, and any applicable fees charged by us or our Group of Companies, such as booking fees, seat and bag service fees, and ticketing fees. Any fees charged by us or our Group of Companies that are non-refundable will be identified as non-refundable at the time of booking.

The price and availability of your flight is only guaranteed once your purchase of the Travel Service is completed and your tickets issued. The individual components of the total price of the flight may change before tickets are issued due to post booking changes in fares, taxes, and fees (including fees charged by us or our Group of Companies). However subject to obvious pricing errors (see Section 4 (Payment)) these changes will not affect the price you pay which was displayed at the time of booking.

Occasionally, there may be a slight delay between your Booking Confirmation being sent and the airline issuing your flight ticket. If ticketing does not occur immediately at the time of booking, it may take up to 72 hours and your ability to manage your booking, including changing your itinerary, may be affected. If you experience any difficulties as a result of a delay in tickets being issued, please contact us via our Help Centre and we will try to help expedite and/or complete the ticketing process.

Low-cost flights

For certain flights, the price displayed may have been converted from another currency. This is for convenience purposes to provide you an estimated price in your local currency. The actual amount charged by the airline may differ due to varying exchange rates applied by banks and card issuing companies, however you will be provided with the amount proposed to be charged by the airline before completing the booking. Please see Section 4 (Payment) for information on fees that may be charged by banks and card issuers.

Some flights with low-cost airlines can only be changed or cancelled by contacting the airline directly. We may not be advised if you change or cancel a flight with your airline directly, or if the airline makes any changes to your flight schedule. Such changes may also not be reflected in the itinerary we provide to you through our Service. We recommend you print out any subsequent itinerary change emails you receive directly from the airline.

Site redirection

Sometimes you may be redirected from our Service to the airline's website to complete your booking and pay. Your contract for any such booking is with the relevant airline Travel Provider. Our Group of Companies is not associated with, or liable in respect of, any such bookings.

Flight terms and conditions

You understand and agree that:

- airlines ultimately control their schedules, and they may change or cancel your flight for a variety of reasons (for example, mechanical problems or adverse weather, etc.). Whenever the airline gives us information about a change or cancellation to your itinerary, we will pass it on to you and help you assess your options. You should always check the scheduled departure time of your flight before travel
- airlines control seating and we do not guarantee the availability of specific seats, even when pre-booked
- if you book a return flight and do not use the outward flight, the airline may cancel the return flight without refund
- for special or charter flights, the airline, the flight schedule, the aircraft type, the itinerary and possible stops are given as an indication only. These specifics may be subject to change even after confirmation - please check the relevant Rules and Restrictions before booking
- some airlines impose extra charges for meals, luggage and preferred seat selection, etc. Unless we provide such optional services for booking through our Service then any reference about these extra optional services and related charges shown through our Service is for information only and may be updated by airlines at any time. Where we provide the option for you to book such extras through our Service, then the price of such optional extras will be displayed to you and after selection by you, added to your price
- you must follow the relevant Rules and Restrictions on the carriage of children. Children older than 2 on the return date must have a return ticket at a child fare for both the outbound and inbound flights. You will not be eligible for a refund of any seat charges incurred during travel if you do not comply. Children aged under 2 will not be allocated their own seat unless a child fare is booked for them. Unaccompanied children under 14 will only be allowed to fly in line with the relevant Rules and Restrictions
- the carriage of hazardous materials aboard aircraft in your luggage or on you is generally forbidden.

Combined one-way tickets

We may offer you the opportunity to book two one-way tickets instead of a return ticket. Combined one-way tickets may provide a greater choice of flights. They are often cheaper and can be combined on the same airline or on different airlines.

Unlike return tickets, each one-way ticket is subject to its own Rules and Restrictions. If one of these flights is affected by an airline change (such as cancellation or rescheduling), then you may have to make changes to the other flight. In such instances you will be responsible for any charges or fees incurred for making changes to the unaffected flight. We will inform you of this if you are booking one-way tickets instead of a return ticket, so that you can consider whether to book these types of tickets.

Air miles and vouchers

Air miles and vouchers from loyalty programmes may not be used when booking flights through our Service.

Operating airlines

Flights booked with one airline are sometimes operated by another airline. When different, details of the operating airline are shown through our Service. The airline that issues your ticket will charge you for your flight and will appear on your payment method statement.

No-show or cancellation

In case of a no-show or cancellation, you may be entitled to a refund of airport taxes and fees included in the price of the flight purchased. In this instance, you can request such a refund from us (by emailing support@chat.expedia.co.uk or calling 020 3788 0445 (local rate) +44 20 3788 0445 (from abroad)), and we will submit your request to the airline on your behalf.

Compensation for cancellation, denied boarding and delays

If an airline cancels or delays a flight, is unable to provide previously confirmed space, fails to stop at your stopover or destination point, or causes you to miss a connecting flight on which you have a booking, you may be entitled to certain remedies from the airline under Regulation (EC) 261/2004.

Airline liability

Law, treaties and the airline's own Rules and Restrictions normally limit an airline's liability for death, personal injury and other damages.

UK Air Safety list

In accordance with UK regulations, we are required to bring to your attention the UK Air Safety List which provides you with details of air carriers that are subject to an operating ban within the UK.

D. Cars

Payment

For certain car rental bookings, payment may be charged by the Travel Provider and not our Group of Companies.

When you collect your rental car, you/the driver must present a valid credit card in your/their name. The Travel Provider may submit an authorisation request to the credit card issuer during the rental period by way of a refundable security deposit. You/the driver should ensure you have a sufficient credit limit for this purpose. Rentals of some larger car types may require presentation of two credit cards. You must check with the Travel Provider which credit cards they accept. Debit cards are not accepted.

If you do not follow the rules applicable to your booking, the Travel Provider may not make the vehicle available to you and you may, subject to the Rules and Restrictions of the Travel Provider, be required to pay an amount up to the full price of car rental Travel Services.

Supplements

Extra charges may be payable by you locally to the Travel Provider. Examples of such charges are charges for refuelling, snow tyre rental, additional driver charges and young driver surcharges. We and the Travel Provider are not responsible for paying such extra charges. Requests for optional extras to be added to a booking (such as child seats and GPS) cannot be guaranteed as they are subject to availability.

Fuel is not usually included in the rental price. In some countries, some Travel Providers may charge you a fee for refuelling when the vehicle is returned in addition to any other applicable fuel charges.

Collection and use of rental cars

Drivers must usually be aged between 21 and 75, although this can vary depending on the relevant Travel Provider and rental country. You are responsible for checking this with the Travel Provider. Extra charges may apply if a driver is aged below 25 or over 70.

When you collect your rental car, you/the driver must present your/their full valid driving licence for the category of vehicle rented. International rentals may have different driving licence requirements. Please check what exact documentation is required by the Travel Provider. For example, if the drivers' licence is not in the Roman alphabet, an international driving licence is required and, if picking up the vehicle in an EU country, an international driving license is required for those whose driving license is not issued in the EU. Extra documentation, such as a passport or up to two forms of proof of name and address, may also be required.

Unless agreed otherwise, you must return the rental car to the same branch of the Travel Provider from which it was collected. Typically, you will not be permitted to take your rental car outside of the rental country, or on ferries, and additional restrictions to use may apply.

Cancellation of bookings and unused rental days

No refunds will be offered on bookings cancelled within 6 hours of collection time or for any unused rental days.

E. Things to do

Some Travel Providers offering Things to do may require you to sign their liability waiver prior to participating in the Travel Service they offer.

Things to do Travel Services are not usually transferable nor eligible for refunds or changes unless the Travel Provider cancels such Travel Services or such Travel Services are booked as part of a Package and such rights arise under Section 6F (Packages).

F. Packages

I. Defined words/phrases

In this Section:

“**Linked Travel Arrangement**” means at least two different types of travel services purchased for the purpose of the same trip or holiday, not constituting a Package, resulting in the conclusion of separate contracts with the individual travel providers, if we facilitate:

- on the occasion of a single visit or contact with our point of sale, the separate selection and separate payment of each travel service by you; or
- in a targeted manner, the procurement of at least one additional travel service from another travel provider where a contract with such other travel provider is concluded at the latest 24 hours after the confirmation of the booking of the first travel service.

Where not more than one type of travel service as referred to in sub-paragraph (a), (b) or (c) of the definition of “travel service” below and one or more tourist services as referred to in sub-paragraph (d) of the definition of “travel service” below are purchased, they do not constitute a Linked Travel Arrangement if the latter services do not account for a significant proportion of the combined value of the services and are not advertised as, and do not otherwise represent, an essential feature of the trip or holiday.

“**Package**” means a combination of at least two different types of travel services for the purpose of the same trip or holiday, if:

- those services are combined by us, including at the request of or in accordance with your selection, before a single contract on all services is concluded; or
- irrespective of whether separate contracts are concluded with individual travel providers, those services are: (i) purchased from a single point of sale and those services have been selected before you agree to pay, (ii) offered, sold or charged at an inclusive or total price, (iii) advertised or sold under the term ‘package’ or under a similar term, (iv) combined after the conclusion of a contract by which we entitle you to choose among a selection of different types of travel services, or (v) purchased from separate travel providers through linked online booking processes where your name, payment details and email address are transmitted from the travel provider with whom the first contract is concluded to another travel provider or providers and a contract with the latter travel provider or providers is concluded at the latest 24 hours after the confirmation of the booking of the first travel service.

A combination of travel services where not more than one type of travel service as referred to in sub-paragraph (a), (b) or (c) of the definition of “travel service” below is combined with one or more tourist services as referred to in sub-paragraph (d) of the definition of “travel service” below is not a Package if the latter services: (1) do not account for a significant proportion of the

value of the combination and are not advertised as and do not otherwise represent an essential feature of the combination; or (2) are selected and purchased only after the performance of a travel service as referred to in sub-paragraph (a), (b) or (c) of the definition of “travel service” below has started.

“Package Travel Regulations” means The Package Travel and Linked Travel Arrangements Regulations 2018.

“**travel service**” means: (a) carriage of passengers; (b) accommodation which is not intrinsically part of carriage of passengers and is not for residential purposes; (c) rental of cars and certain other motor vehicles, or motorcycles (requiring certain driving licences); and (d) any other tourist service not intrinsically part of a travel service within the meaning of sub-paragraphs (a), (b) or (c). Travel insurance should not be considered a travel service. Other tourist services which are not intrinsically part of carriage of passengers, accommodation or the rental of motor vehicles or certain motorcycles, may be, for instance, admission to concerts, sport events, excursions or event parks, guided tours, ski passes and rental of sports equipment such as skiing equipment, or spa treatments. However, if such services are combined with only one other type of travel service, for instance accommodation, this should lead to the creation of a Package or a Linked Travel Arrangement only if they account for a significant proportion of the value of the Package or Linked Travel Arrangement, or are advertised as or otherwise represent an essential feature of the trip or holiday. If other tourist services account for 25% or more of the value of the combination, those services should be considered as representing a significant proportion of the value of the Package or Linked Travel Arrangement. Where other tourist services are added, for instance, to hotel accommodation, booked as a standalone service, after the traveller's arrival at the hotel, this would not constitute a Package.

“**Unavoidable and Extraordinary Circumstances**” means a situation beyond the control of the party who invokes such a situation and the consequences of which could not have been avoided even if all reasonable measures had been taken. What is determined to be “Unavoidable and Extraordinary Circumstances” will depend on the facts, but this may cover, for example, warfare, other serious security problems such as terrorism, significant risks to human health such as the outbreak of a serious disease at the travel destination, or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the destination as agreed in the Package contract.

II. Your Package

Your Booking Confirmation and ATOL Certificate (if you have booked a flight-inclusive Package) will confirm what is included in your Package.

Packages shown through our Service are made available by Expedia Travel. Expedia Travel will act as the “organiser” of your Package under the Package Travel Regulations.

Packages provided by Expedia Travel are subject to:

- these Terms; and
- the relevant Rules and Restrictions of the Travel Providers of the travel services which make up the Package (such as the airline or property, etc.).

III. Bookings

All Package bookings are subject to availability at the time of booking. We try hard to make sure that the information related to Packages is up to date. But we do not guarantee that any Packages displayed will still be available at the time of booking. As soon as possible after you make a booking, we will inform you if, for any reason, the Package you request to book is not available.

A contract between you and Expedia Travel for your Package will only come into existence when you have paid the price for your booking and we have sent you a Booking Confirmation.

If your Package includes a flight, occasionally, there may be a slight delay between your Booking Confirmation being sent and the airline issuing your flight ticket. If ticketing does not occur immediately at the time of booking, it may take up to 72 hours and your ability to manage your booking, including changing your itinerary, may be affected. If you experience any difficulties as a result of a delay in tickets being issued, please contact us via our Help Centre and we will try to help expedite and/or complete the ticketing process.

IV. Prices

Expedia Travel may change the price of your Package after we have sent your Booking Confirmation, to pass on to you changes in:

- the price of the carriage of passengers, resulting from the cost of fuel or other power sources;
- the level of taxes or fees payable on the travel services included in your booking imposed by third parties (other than Expedia Travel/applicable Travel Providers). These include tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports, etc.; or
- the exchange rates relevant to the Package.

Expedia Travel will only be able to change the price in this way if we notify you of any price increase at least 20 days before your Package starts, together with a calculation and an explanation for this change.

If we notify you of an increase to the price of your Package of more than 8% of its total price, then you may:

- accept and pay for the price increase;

- reject the price increase and cancel your Package and receive a full refund without paying any termination fees; or
- reject the price increase, cancel your Package without paying any termination fees and take an alternative Package if Expedia Travel decides to offer this.

If you decide to take an alternative Package, we will inform you of the price impact on your booking. If the alternative Package is of lower quality or cost, you may be entitled to a price reduction in line with paragraph VIII of this Section 6F (Packages). Expedia Travel will give you a reasonable time frame to make your decision. If you do not confirm within this time, then, where reasonable, Expedia Travel will send a reminder to you. Following which Expedia Travel will be entitled to cancel the Package and will provide a refund to you.

If you decide to reject the price increase and cancel your Package with a full refund, you may also be entitled to compensation in line with paragraph VIII of this Section 6F (Packages).

You will be entitled to a price reduction corresponding to any decrease in the costs described above which occur after we have sent your Booking Confirmation but before your Package starts. Although in this instance, Expedia Travel will be entitled to deduct its administrative expenses for this process.

Unless stated otherwise in your Booking Confirmation, prices do not include insurance, airline services, excess baggage charges, transport from the airport to the accommodation, visa and vaccination charges, any personal expenses (laundry, telephone, drinks, room service, tips, etc.), excursions, the use of sports facilities, nor any other costs.

V. Cancellation and changes by you

Cancellation. Please see Section 5 (Cancellation or changing a booking) for general information about cancelling your booking.

You can cancel your Package contract before it starts. But Expedia Travel and Travel Providers can impose termination fees on you to cover the costs of travel arrangements already made.

You can also cancel your Package contract before it starts, without paying any termination fees, in the event of Unavoidable and Extraordinary Circumstances. To do so, these circumstances must:

- occur at the place of destination where you are travelling or its immediately nearby vicinity; and
- significantly affect the performance of the Package, or significantly affect the carriage of passengers to the destination.

If you cancel in this circumstance, Expedia Travel will provide a full refund for your Package, but you will not be entitled to compensation or any of the rights set out in paragraph VIII of this Section 6F (Packages).

If you are permitted to, and proceed to, cancel only part of your Package, you may void the Package rights and benefits and/or financial protection described in these Terms.

Change. Please see Section 5 (Cancellation or changing a booking) for general information about changing your booking.

Expedia Travel and Travel Providers are not required to make changes to your booking but may try to accommodate your request. Being able to make changes depends on availability and the relevant Rules and Restrictions, and it is often not possible to make changes.

If we can assist in making a change, you agree to pay the change administration fees as set out in Section 5 (Cancellation or changing a booking) plus any charges which the Travel Provider imposes for making the change. Be aware that such charges could be substantial. Such charges tend to increase the closer to the departure date that the change is made. For instance, certain elements of the Package (for example, a flight) may incur a 100% change or cancellation charge.

Replacement of participant. You may transfer your Package to another person who satisfies the conditions applicable to your Package contract. You and the person to whom the holiday is being transferred will both be responsible for:

- the full payment of any balance due; and
- any other costs, fees and charges resulting from the transfer.

We will notify you of these costs after we receive your request to transfer.

You must give us reasonable notice (at least 7 days or more before the start of the Package), so that we can make arrangements. Expedia Travel will seek to help with the name transfer. Where the Package includes a flight, this may need a flight cancellation and rebooking (with a 100% cancellation charge). This will be subject to the relevant airline's Rules and Restrictions.

VI. Cancellation and changes by Expedia Travel before travel

Cancellation. On rare occasions, Expedia Travel may have to cancel your Package (and it reserves the right to do so). If so, Expedia Travel will notify you as soon as possible. Expedia Travel may offer you an alternative Package if it is able to do so. If so, Expedia Travel will inform you of the price impact on your booking. If the alternative Package is of lower quality or cost, you may be entitled to a price reduction in line with paragraph VIII of this Section 6F (Packages). Expedia Travel will refund any payments you have made for your Package, if it does not offer you an alternative holiday, or if you prefer a refund.

If we cancel your Package, you may be entitled to compensation in line with paragraph VIII of this Section 6F (Packages). But where Expedia Travel is prevented from providing your Package due to Unavoidable and Extraordinary Circumstances, no compensation will be payable to you.

Changes. Arrangements which make up your Package can be planned many months in advance. As a result, Expedia Travel may need to make a change to your Package (and it reserves the right to do so). Most changes are minor, but sometimes Expedia Travel will need to make a significant change:

- to the main elements of your Package; or
- where it cannot fulfil any of your special requirements which it has accepted.

If Expedia Travel must make a significant change to your Package, we will tell you as soon as reasonably possible. You may then:

- accept the change;
- reject the change, cancel your Package and receive a full refund without paying any termination fees; or
- reject the change, cancel your Package without paying any termination fees and take an alternative one if Expedia Travel decides to offer this.

If you decide to take an alternative Package, we will inform you of the price impact on your booking. If the alternative Package is of lower quality or cost, you may be entitled to a price reduction in line with paragraph VIII of this Section 6F (Packages). Expedia Travel will give you a reasonable time frame to make your decision. If you do not confirm within this time, then, where reasonable, Expedia Travel will send a reminder to you. Following which Expedia Travel will be entitled to cancel the Package and will provide a refund to you.

If you decide to reject the change and cancel your Package with a full refund, you may also be entitled to compensation in line with paragraph VIII of this Section 6F (Packages). But where the change is due to Unavoidable and Extraordinary Circumstances, no compensation will be payable to you.

Expedia Travel may not give you any of the above options if a change to your Package is a minor change. Examples of what are likely to be considered minor changes are a change of flight time of less than 120 minutes earlier than the departure time and less than 240 minutes later than the arrival time, a change of airline or aircraft (if originally identified), a change of departure or destination airport to one within the same region, or a change of accommodation to another of the same or higher standard in a similar location, etc.

VII. Expedia Travel's responsibility for the performance of the Package

During your holiday. During your Package if there is a problem, please immediately tell the relevant Travel Provider (such as your property provider) and us (by using the contact details in Section 15 (Contact us and complaints)).

Expedia Travel will provide appropriate assistance without undue delay if you are in difficulty. In particular, Expedia Travel will provide appropriate information on health services, local authorities and consular assistance. Expedia Travel will assist you to make distance communications and help you find alternative travel arrangements. Expedia Travel does not charge for this assistance, although it reserves the right to charge a reasonable fee if the difficulty has been caused intentionally by you or through your negligence.

Please tell us immediately of any failure to perform, or improper performance of, the Travel Services which make up your Package. This will give Expedia Travel the opportunity to resolve any such issues during your holiday. Expedia Travel is not required to remedy any such issue if remedying it is impossible or entails disproportionate costs, considering the lack of conformity and the value of the Travel Services affected. If that is the case, you will be able to seek a price reduction or compensation in line with paragraph VIII of this Section 6F (Packages).

During your Package, if a significant proportion of the Travel Services included in your Package contract cannot be provided, Expedia Travel will offer suitable alternative arrangements for your Package to continue, at no extra cost. If such alternative arrangements are of lower quality than that specified in the Package contract, you will be entitled to a price reduction in line with paragraph VIII of this Section 6F (Packages). You may only reject the alternative arrangements offered to you if they are not comparable to what was agreed in your Package contract or if the price reduction is inadequate. If you do reject the alternative arrangements (where entitled to do so), or if Expedia Travel is not able to offer them, then you may, where appropriate, be entitled to a price reduction and/or compensation in line with paragraph VIII of this Section 6F (Packages) without terminating the Package contract.

During your Package:

- if any failure to perform, or improper performance, of the Travel Services which make up your Package substantially affects the performance of the Package; and
- Expedia Travel has failed to remedy such failure within a reasonable period of time,

you may decide to continue with your Package or cancel your Package contract without paying termination fees. If you decide to cancel and if your Package included transport of passengers to the destination, Expedia Travel will also provide without undue delay repatriation for you with equivalent transport back to your place of departure, at no extra cost. You may, where appropriate, be entitled to a price reduction and/or compensation in line with paragraph VIII of this Section 6F (Packages).

If due to Unavoidable and Extraordinary Circumstances, Expedia Travel is unable to ensure your return to your place of departure (as agreed in your Package contract), it will bear the cost of necessary accommodation, if possible, of equivalent category, for a period not exceeding three nights per passenger. This limitation may not apply in certain circumstances to certain groups of people such as persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, as well as persons in need of specific medical assistance (provided that we had been notified of their particular needs at least 48 hours before the start of the Package).

After your holiday. If your complaint is not resolved locally, please contact us (by using the contact details in Section 15 (Contact us and complaints)).

VIII. Expedia Travel's obligation to provide a price reduction and/or compensation for damages

You will be entitled to an appropriate price reduction from Expedia Travel for any period during which there is a failure to perform, or improper performance of, the Travel Services which make up your Package, unless such failure is attributable to you.

You will be entitled to receive appropriate compensation from Expedia Travel for any damage you sustain as a result of a failure to perform, or improper performance of, the Travel Services which make up your Package, except where any such issue is:

- attributable to you;
- attributable to a third-party unconnected with the provision of the Travel Services included in the Package contract and is unforeseeable or unavoidable; or
- due to Unavoidable and Extraordinary Circumstances.

In so far as international conventions limit the extent of or the conditions under which compensation is to be paid by Travel Providers carrying out a travel service which is part of your Package, the same limitations and conditions shall apply to Expedia Travel. These same limitations and conditions will apply to Expedia Travel in an identical manner as if such limitations applied directly to Expedia Travel. These international conventions include:

- the Montreal Convention in respect of travel by air (and all earlier related conventions)
- the Athens Convention in respect of travel by sea
- the Berne Convention in respect of travel by rail (Convention concerning International Carriage by Rail (COTIF) of 9 May 1980)
- the Geneva Convention in respect of travel by road
- the Paris Convention in respect of the provision of accommodation.

Expedia Travel shall have the full benefit of any limitation of compensation which is contained in these conventions and any other international conventions which govern the travel arrangements which make up the Package.

Except where Expedia Travel is responsible as detailed in this Section 6F (Packages), Expedia Travel's liability will also be limited in accordance with the applicable Rules and Restrictions relating to the transportation element of your Package and in an identical manner as if such limitations applied directly to Expedia Travel.

Expedia Travel's liability to you in connection with your Package will be limited to a maximum of three times the cost of your Package, except in cases involving death, personal injury or damage caused intentionally or with negligence.

If you are granted compensation or a price reduction by another party in relation to the same issue, for which you claim compensation or a price reduction from Expedia Travel, then Expedia Travel may deduct the compensation or price reduction you receive from the other party from that which is payable by Expedia Travel.

Except as set out above, Expedia Travel accepts no liability for any claims, losses, expenses, damages or liability for your Package, except in cases involving death or personal injury that Expedia Travel has caused with negligence.

IX. ATOL and financial protection

Any money paid to an authorised agent (for the purpose of the Air Travel Organisers Licensing Regulations 2012) of ours in respect of an Expedia Travel flight-inclusive Package is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail financially. If we do fail financially, any money held at that time by the agent or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

We provide full financial protection under the UK ATOL scheme for our flight-inclusive Packages by way of our Air Travel Organiser's Licence number 5788 issued by the Civil Aviation Authority.

When you buy an ATOL protected flight-inclusive Package 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.

We, or the Travel Providers identified on your ATOL Certificate, will provide you with the Travel Services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the Travel Providers are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the Travel Services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the Travel Providers identified on your ATOL certificate, are unable to provide the Travel Services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the Travel Services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree

that any such claims may be reassigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

When you buy a Package that does not include a flight or a Linked Travel Arrangement through our Service, all monies paid over in the case of non-flight-inclusive Packages, or any monies paid directly to us in the case of Linked Travel Arrangements, are fully protected by insurance in the event of our insolvency. This insurance protection has been arranged by International Passenger Protection (IPP) and is underwritten by Liberty Mutual Insurance Europe SE. You will acquire the benefit of this insurance policy in the event that we become insolvent.

ANNEX 1 - PACKAGES STANDARD INFORMATION FORM

Important information regarding your Package rights

In certain circumstances, a Package may be formed as a result of Travel Services you decide to book, where Expedia Travel is the organiser of the Package. Where this possibility arises, you will be directed to read the important information below.

The combination of travel services offered to you is a Package within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights applying to Packages. Expedia Travel will be fully responsible for the proper performance of the Package as a whole.

Additionally, as required by law, Expedia Travel has protection in place to refund your payments and, where transport is included in the Package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under Directive (EU) 2015/2302

- - Travellers will receive all essential information about the Package before concluding the package travel contract.
  - There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
  - Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
  - Travellers may transfer the Package to another person, on reasonable notice and possibly subject to additional costs.
  - The price of the Package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the Package. If the price increase exceeds 8% of the price of the Package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
  - Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the Package, other than the price, are changed significantly. If before the start of the Package the trader responsible for the Package cancels the package, travellers are entitled to a refund and compensation where appropriate.
  - Travellers may terminate the contract without paying any termination fee before the start of the Package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the Package.
  - Additionally, travellers may at any time before the start of the Package terminate the contract in return for an appropriate and justifiable termination fee.
  - If, after the start of the Package, significant elements of the Package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the Package and the organiser fails to remedy the problem.
  - Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
  - The organiser has to provide assistance if the traveller is in difficulty.
  - If the organiser becomes insolvent, payments will be refunded. If the organiser becomes insolvent after the start of the Package and if transport is included in the Package, repatriation of the travellers is secured. Expedia Travel has taken out insolvency protection with the Civil Aviation Authority for flight-inclusive Packages and with Liberty Mutual Insurance Europe SE (with International Passenger Protection acting as brokers) for Packages that do not include a flight. Travellers may contact the Civil Aviation Authority (5th Floor, 11 Westferry Circus, London, E14 4HD, Tel. 0333 103 6350, email: infoserviceclaims@caa.co.uk) or International Passenger Protection (Tel 0345 2661872, email: ippclaims@uk.sedgwick.com) respectively if services are denied because of Expedia Travel's insolvency.
  - Directive (EU) 2015/2302 as transposed into national law .

ANNEX 2 Linked Travel Arrangements under the Package Travel Regulations

- Important information regarding linked travel arrangements
- In certain circumstances, a linked travel arrangement may be formed as a result of Travel Services you decide to book. Where this possibility arises, you will be directed to read the important information below.
- If, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via our Service, you will NOT benefit from rights applying to Packages under Directive (EU) 2015/2302.
- Therefore, we will not be responsible for the proper performance of the individual travel services. In case of problems please contact the relevant service provider. However, if you book and pay for any additional travel services during the same visit to our Service, the travel services will become part of a linked travel arrangement. In that case we have, as

required by EU law, protection in place to refund your payments to us for services not performed because of our insolvency. Please note that this protection does not provide a refund in the event of the insolvency of the relevant Travel Provider.
- More information on insolvency protection:

We have taken out insolvency protection with Liberty Mutual Insurance Europe SE (with International Passenger Protection acting as brokers). Travellers may contact International Passenger Protection (Tel 0345 2661872, email: ippclaims@uk.sedgwick.com) if the services are denied because of our insolvency.

Note: This insolvency protection does not cover contracts with parties other than us which can be performed despite our insolvency.

- Directive (EU) 2015/2302 as transposed into national law .

Section 7 International travel

International travel

Although most travel occurs without incident, travel to certain destinations may involve more risk than others. You must review any travel warnings/advice, etc. issued by the relevant governments before you book international travel. You should also monitor such travel warnings/advice during travel and before your return journey to help avoid and minimise any potential disruptions.

You may find travel advice and information on restrictions, entry requirements and the level of risk associated with travel to particular international destinations on the FCDO website. You should make sure you are aware of and comply with applicable advice, restrictions and entry requirements.

Health

You should check the recommended inoculations/vaccinations which may change at any time. You should consult your doctor before you depart. You are responsible for ensuring that you:

- meet all health entry requirements
- receive the relevant/required inoculations/vaccinations
- take all recommended medication, and
- follow all medical advice in relation to your travel.

Online medical advice for travellers can be found the TravelHealthPro website. Otherwise, for medical advice regarding your journey, please contact your doctor.

Passport and visa

You must consult the relevant Embassy or Consulate for passport and visa information. Requirements may change so check for up-to-date information before booking and departure and allow sufficient time for all relevant applications.

Our Group of Companies is not liable if you are refused entry onto a flight or cruise ship (if applicable) or into any country, due to your conduct, including your failure to carry the correct and adequate travel documents required by any Travel Provider, authority or country (including countries you are transiting through). This includes all stops made by an aircraft or a cruise ship (if applicable), even if you do not leave the aircraft or airport or cruise ship.

Passport: You are required to have a valid passport in the country of issue for all holidays offered through our Service.

Some overseas countries have an immigration requirement that your passport is valid for a minimum period after you enter that country, typically 6 months. If your passport is in its final year of validity, you must confirm the requirements of the destination before making final travel plans.

The name on the passport must match the name on the ticket, otherwise you may not be able to travel and insurance may be invalid. If, after booking a Travel Service but before travelling, any member of your party changes their name (for example, as a result of getting married, etc.), you must notify us via our Help Centre.

Please visit the HM Passport Office website for more information regarding passports.

Visa: For information on visa requirements, you are advised to contact the Embassy or Consulate of the country you propose to visit, as well as the Embassy or Consulate of the country you wish to return to, if you are not a citizen of that country.

Some governments require airlines to provide personal information about all travellers on their aircraft. If applicable, the data will be collected either at the airport when you check in or in some circumstances when you make your booking. Please contact the relevant airline you are travelling with if you have any questions about this.

Our Group of Companies does not represent or warrant that travel to international destinations is advisable or without risk and is not liable for damages or losses that may result from travel to such destinations.

Section 8 Liability

Consumer legal rights

Consumers have certain legal rights. Nothing in these Terms is intended to affect these legal rights, and we do not exclude our liability where we are not permitted to do so under the laws of your country of residence. For example, we do not limit or exclude our liability for fraud or personal injury or death (resulting from our negligence). For more information about your legal rights, contact your local consumer organisation.

Liability for the Travel Services

The Travel Providers make the Travel Services available to you.

Where Expedia Travel is the Travel Provider, then to the extent permitted by law and subject to the exceptions and limitations in these Terms or the relevant Rules and Restrictions, Expedia Travel will only be liable to you for direct damages that were:

- reasonably foreseeable by both you and Expedia Travel
- actually suffered or incurred by you, and
- directly attributable to the actions of Expedia Travel in providing the Travel Services.

For Expedia Travel´s liability in case of a Package, please see paragraph VIII of Section 6F (Packages).

The liability of other Travel Providers to you will be as set out in the relevant Rules and Restrictions. Where Expedia Travel is not the Travel Provider (or the organiser if you have booked a Package) then to the maximum extent permitted by law, Expedia Travel will not be liable to you for the provision of Travel Services by other Travel Providers.

Our liability

We own and operate our Service and the Travel Providers provide the Travel Services to you.

To the maximum extent permitted by law, and subject to the exceptions and limitations in these Terms, our Group of Companies accepts no liability for:

- any such Travel Services that the Travel Providers make available to you
- the acts, errors, omissions, representations, warranties or negligence of any such Travel Providers, or
- any personal injuries, death, property damage or other damages or expenses resulting from the above.

The Travel Providers provide us with information describing the Travel Services. This information includes Travel Service details, photos, rates and the relevant Rules and Restrictions, etc. We display this information through our Service. The Travel Providers are responsible for ensuring that such information is accurate, complete and up to date. Our Group of Companies will not be liable for any inaccuracies in such information, unless and only if our Group of Companies directly caused such inaccuracies (and this also includes property ratings which are intended as guidance only and may not be an official rating). Our Group of Companies makes no guarantees about the availability of specific Travel Services.

Photos and illustrations on our Service are provided as a guide to show you the level and type of accommodation only.

For more information about the content displayed on our Service, please visit the Content Guidelines.

As mentioned above, consumers have certain guaranteed legal rights. Subject always to those rights, and to the maximum extent permitted by law and except as expressly set out in these Terms, all information, software, content, services, functions, Travel Services displayed or made available through our Service, or any products or services or hypertext links to third parties, or the transmission of sensitive information through our Service or any linked site, are provided without any express warranty or condition of any kind.

The display of Travel Services through our Service is not an endorsement or recommendation of such Travel Services by our Group of Companies

Our Group of Companies disclaims, to the maximum extent permitted by law, all warranties and conditions that:

- our Service, its servers or any email sent from our Group of Companies are free of viruses or other harmful components, and/or
- any materials or content contained in our Service, its servers or any email sent from our Group of Companies will be uninterrupted or error free or that defects will be corrected.

To the maximum extent permitted by law and subject to the limitations in these Terms, our Group of Companies will not be liable for any direct, indirect, punitive, special, incidental or consequential losses or damages arising from:

- the Travel Services,
- the use of our Service,
- any delay or inability to use our Service, or
- your use of links from our Service,

whether based in negligence, contract, tort, strict liability, consumer protection statutes, or otherwise, and even if our Group of Companies has been advised of the possibility of such damages.

If our Group of Companies is found liable for any loss or damage under these Terms, then, subject to the exceptions and limitations in these Terms and to the maximum extent permitted by law, our Group of Companies shall only be liable to you for direct damages that were:

- reasonably foreseeable by both you and our Group of Companies,
- actually suffered or incurred by you, and
- directly attributable to the actions of our Group of Companies.

This limitation of liability reflects the allocation of risk between you and us. The limitations specified in these Terms will survive and apply even if any limited remedy specified in these Terms is found to have failed its essential purpose. The limitations of liability provided in these Terms inure to the benefit of our Group of Companies.

Every instance of force majeure, including the interruption of means of communication or a strike (by airlines, properties or air traffic controllers, as applicable), will lead to the suspension of the obligations in these Terms that are affected by the force majeure event. In such a case the party affected by the force majeure event will not be liable as a result of the inability to meet such obligations.

Section 9 Content

By submitting (or authorising the submission of) Content to our Service, you grant our Group of Companies a worldwide, non-exclusive, royalty-free, perpetual, transferable, irrevocable and fully sub-licensable right to use, reproduce, modify, adapt, translate, distribute, publish, create derivative works from and publicly display and perform any such Content in any media, now known or later devised, for any purpose.

You acknowledge and agree:

- for any Content that you submit (or authorise others to submit) to our Service, that you have the legal right and authority to do so, and
- to the extent that the Content you submit (or authorise to submit) to our Service contains trademarks or other protected names or marks, that you have the legal right and authority to use such names, or marks.

You also grant our Group of Companies the right to legally pursue any person or entity that violates any intellectual property rights in, or attributable to, your Content.

You also acknowledge and agree that:

- our Group of Companies may choose to use the name that you submit with any Content to attribute your Content (for example, listing your first name and hometown on a review that you submit) at its reasonable discretion in a non-identifiable format. Such Content may also be shared with the Travel Providers.
- any Content you submit, or authorise to submit, to our Service is non-confidential and non-proprietary
- any Content you submit, or authorise to submit, to our Service is not misleading or deceptive or likely to deceive or mislead any person
- by submitting communications or Content to us, no confidential, fiduciary, contractually implied or other relationship is created between you and us, other than pursuant to these Terms, and
- you are fully responsible for your Content and all Content submitted by you must comply with our Content Guidelines.

If possible, in the event that you retain any rights of attribution, integrity or any other moral rights in any Content, you agree to waive your right to assert these or to require that any personally identifying information be used in connection with the Content, or any derivative works thereof, and affirm that you have no objection to the publication, use, modification, deletion or exploitation of your Content by our Group of Companies or any of our licensees.

We may exercise our rights (for example: to use, publish, display, delete, etc.) to any Content without notice to you.

All Content is subject to the Content Guidelines. For more information, please visit the Content Guidelines.

We claim no ownership or endorsement of, or affiliation with, any of your Content.

Section 10 Intellectual property policy and notices

Copyright and trademark notices

All contents of our Service are ©2026 Expedia, Inc. All rights reserved. Expedia, One Key, OneKeyCash and the Expedia Logo are trademarks or registered trademarks of Expedia, Inc. Other logos and product and company names mentioned on our Service or these Terms may be the trademarks of their respective owners. We are not responsible for content on websites operated by parties other than us.

Our Service, and all content and information on our Service, is protected by copyright and other applicable intellectual property rights.

To the maximum extent permitted by law, reproduction of our Service, in whole or in part, including the copying of text, graphics or designs, is prohibited.

The Google® Translate tool may be made available through our Service to enable you to translate content, such as user-generated reviews. The Google® Translate tool uses an automated process to translate text and this may result in inaccuracies. Your use of the Google® Translate tool is entirely at your own risk. We do not make any promises, assurances or guarantees on the accuracy or completeness of the translations provided by Google® Translate.

Download info from our Service

You agree to abide by any and all copyright notices, information or restrictions contained in, or relating to, any content on our Service.

Copying, storing or otherwise accessing our Service or any content on our Service other than for your personal, non-commercial use (other than in accordance with a valid listing) is expressly prohibited without our prior written permission.

Our Service may contain links to websites operated by parties other than us. Such links are provided for your reference only. We do not control such websites and are not responsible for their content or your use of them. Our inclusion of such links does not imply any endorsement of the material on such websites or any association with their operators.

If you are aware of an infringement of our brand, please let us know by emailing us at TrademarkComplaints@expediagroup.com. We only address messages concerning brand infringement at this email address.

Intellectual property infringement policy and complaints

We respect the intellectual property rights of others and do not permit, condone or tolerate the posting of any Content on our Service that infringes any person’s intellectual property rights.

We reserve the rights to terminate, in appropriate circumstances, our relationship with anyone who is the source of repeated intellectual property infringement on our Service.

Our products and services, including apps, software, web services, and content containing images, texts and videos are owned by our Group of Companies or by third parties who have given us permission to use the items.

If you are aware of an infringement of intellectual property on our Service or believe your Content has been improperly posted or made available on our Service, please note the requirements and instructions for filing copyright and trademark complaints can be found on our Intellectual Property Infringement Complaints page.

Patent notices

One or more patents owned by us or our Group of Companies may apply to our Service and to the features and services accessible through our Service. Portions of our Service operate under licence of one or more patents. Other patents pending.

Social media / third party websites

In this Section “**Social Media**” means websites and applications that enable travellers and Travel Providers to create and share content or to participate in social networking, including but not limited to websites and applications such as X (formerly Twitter), Meta, Facebook, Instagram, Snapchat etc.

If our Service offers a service that allows us to access or use any profile or other information about you that you have provided to a Social Media site and you decide to use such tool or service, you acknowledge and agree that:

- the information or content that is a part of your Social Media site profile, which you have designated as “public” (or a similar designation) (with such information or content and referred to herein as “**Social Media Content**”), may be accessed and used by us in connection with our Service
- the Social Media Content will be considered Content under these Terms and both you and we shall have the same rights and responsibilities as you that we have with respect to your Content under these Terms
- in the event that the Social Media Content was for any reason misclassified with a public or similar designation or is otherwise inaccurate or to which you do not agree with for any reason, you agree to work with the Social Media site to make any changes or resolve any disputes and acknowledge that we will not be able to provide you with recourse, and
- the operation of your profile and account with and on the Social Media site shall continue to be governed by the terms and conditions and privacy policy of such Social Media site.

Reporting brand fraud and scam activities

We work hard to stay ahead of scammers and protect the travel experience. Here are some things our customer service team will never do:

- Request a gift card in exchange for services.
- Call or send an email asking for account passwords.
- Request other personal information unrelated to a previous service issue.
- Request wire transfers or payment information through text message.

If you encounter any of the above when talking to someone purporting to be our representative, please end the conversation and report to us as soon as possible by contacting our Brand Fraud Prevention and Action Team at the following email address: brandfraudreport@expediagroup.com.

For more tips and information on identifying and reporting fraud and scam activities, please visit our Help Centre for articles on phone call scams, gift card scams and email scams (phishing).

Section 11 Software available on our Service

Software

Any software made available to download from our Service or a mobile app store ("**Software**"), is the copyrighted work of our Group of Companies or our suppliers, or is licensed for public distribution. Your use of the Software is governed by the terms of the end user licence agreement (if any) which accompanies the Software ("**Licence Agreement**"). You must first agree to the Licence Agreement to install, download or use any Software.

For any Software not accompanied by a Licence Agreement, we grant you a limited, personal, non-exclusive, non-transferable and non-sub-licensable licence to download, install and use the Software for using our Service in line with these Terms and for no other purpose. The Software is provided to you free of any fees or charges.

All Software (such as all HTML code and Active X controls, etc.) contained on our Service, is owned by our Group of Companies, or our suppliers, or is licensed for public distribution. All Software is protected by copyright laws and international treaty provisions. Any reproduction or redistribution of the Software is prohibited by law and may result in severe civil and criminal penalties. Anyone who violates this may be prosecuted.

Without limiting the above, copying or reproduction of the Software to any other server or location for further reproduction or redistribution is expressly prohibited. The Software is warranted, if at all, only according to the terms of the Licence Agreement.

Map terms

Your use of mapping available on our Service is governed by the Google Terms of Use, Google Acceptable Use Policy, Google Legal Notices and Google Privacy Statement and the Microsoft Terms of Use and Microsoft Privacy Statement. Google and Microsoft reserve the right to change their Terms of Use and Privacy Statements at any time, at their sole discretion, in accordance with their Terms of Use and Privacy Statements (as applicable).

OpenStreetMap geo data used in mapping is © OpenStreetMap contributors and available under the Open Database Licence (ODbL).

Section 12 Artificial intelligence

Scope of AI usage

Some features and tools on our Service utilise artificial intelligence ("**AI**"), including generative AI. We may partner with or use technology provided by third-party service providers or use third-party large language models in developing and providing these features and tools. We process data you may input and any generated data for purposes of providing you with our Service, for product improvement purposes, for quality and troubleshooting purposes, and other purposes in accordance with these Terms and our Privacy Statement.

User notification and transparency

To ensure transparency, we will identify when users are interacting directly with an AI-powered assistant or feature and provide further information in our Privacy Statement.

Data handling and privacy

For more information about how we may process your personal information when utilising AI and how you can exercise your rights, please review our Privacy Statement.

Intellectual property rights

All AI-generated content, including but not limited to itineraries, recommendations, photos, and videos, is owned by us. Users are granted a limited, non-exclusive, non-transferable license to use the AI-generated content for personal, non-commercial

purposes only. Any unauthorised use, reproduction, or distribution of AI-generated content is strictly prohibited and may result in legal action.

Limitations and disclaimers

While we strive to provide accurate and useful information, AI-generated content is based on algorithms and may not always reflect the most current information or consider all variables. All information and content generated by such AI tools are provided on an “as-is” and “as-available” basis.

We make no representations of any kind as to the relevancy, accuracy, or completeness and are not responsible for damages or losses arising from your use of or reliance on such content.

Updates and changes

We reserve the right to update or modify AI-generated content at any time.

Section 13 Your privacy and personal information

We are committed to the privacy, confidentiality, and security of personal information entrusted to us. We will collect and process your personal information in accordance with our Privacy Statement.

For more information about how we process your personal information and how you can exercise your rights, please review our Privacy Statement.

You agree that you will protect third parties’ personal information with the same degree of care that you protect your own confidential information (using, at minimum, a reasonable standard of care) and, to the maximum extent permitted by law, you assume all liability for the misuse, loss or unauthorised transfer of such information.

Section 14 Rewards programme

We have a free loyalty programme available to our travellers. For more information on our programme and its benefits, please see the One Key terms and conditions. These are incorporated by reference into these Terms.

You will automatically become a loyalty member when:

- you create an account with us, or
- (if you already have an account with us and are not already a loyalty member) you sign in to your account.

Section 15 Contact us and complaints

We are here to help you with any queries or complaints you have in relation to your booking.

For answers to commonly asked questions, or to contact us via our chat function, please visit our Help Centre.

Following a problem with your booked Travel Service, if you raise a complaint or are entitled to compensation by the Travel Provider, then we will assist you and the Travel Provider to try to resolve the problem.

Please raise any issues you experience with your booked Travel Service to us, or to the relevant Travel Provider, before or during your trip where possible. This will enable us to try to resolve the issue at the earliest opportunity and limit any damage suffered by you. If you do not raise an issue before or during your trip where this would have been possible, this may deprive us and the Travel Provider the opportunity to investigate and rectify your issue whilst you are away. This may affect your rights under these Terms, including reducing any compensation due, potentially to zero.

If you are unable to raise an issue with your booked Travel Service before or during your trip (for example, the issue occurred on the inbound journey), please raise to us, or to the relevant Travel Provider, as soon as possible after your trip. You are encouraged to raise any complaints within 30 days after travel.

Hard copy complaints should be sent to either:

• the Travel Provider providing the Travel Service, at the address set out on the page where you complete your booking; or

• to us, at the address below:

Expedia, Inc.

1111 Expedia Group Way West

Seattle WA 98119

USA

Local mailing address:

Expedia Customer Relations

P.O Box 70720

London EC1P 1GW

(with a copy to: support@chat.expedia.co.uk)

Customer support telephone number: 020 3788 0445 (local rate) +44 20 3788 0445 (from abroad)

Section 16 General

Governing law and jurisdiction

These Terms are governed by the laws of England and Wales. You consent to the exclusive jurisdiction and venue of the English courts in all disputes (including non-contractual disputes or claims) arising out of or relating to the use of our Service or these Terms. However, you may choose the law and jurisdiction of Scotland or Northern Ireland if that is where you reside.

Insurance

Unless otherwise stated, prices displayed do not include travel insurance. You are advised to take out insurance that covers the consequences of certain cases of cancellation and certain risks (such as the cost of repatriation in the event of an accident or illness). You are responsible for ensuring that any insurance policy taken out adequately covers your requirements. You may be shown certain travel insurance products. If so, details of the insurance provider, relevant key information and terms and conditions will be shown on our Service.

Failure to invoke

Our failure or delay to enforce any provision of these Terms does not waive our right to enforce the same or any other provision(s) of these Terms in the future.

Unenforceable provisions

If any provision (or part provision) of these Terms is found by a court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision (or part provision) shall, if required, be deemed not to form part of these Terms with you. In such a case, the validity and enforceability of the other provisions shall not be affected.

Entire agreement

These Terms constitute the entire agreement between you and us with respect to our Service. They supersede all prior or contemporaneous communications (whether electronic, oral, or written) between you and us about our Service.

Assignment

We may, and you may not, assign, subcontract or delegate rights, duties or obligations under these Terms. However, we will not do so in such a way as to reduce any rights or guarantees you have under these Terms.

Third-party rights

Save as expressly stated in these Terms we do not intend any part of these Terms to be enforceable by any person who is not a party to these Terms. No third-party's consent shall be required for the waiver, variation or termination of any part of these Terms. These Terms do not give rise to any rights under any applicable laws or regulations in relation to rights of third parties to enforce any part of these Terms.

Survival of obligations

Any provision of these Terms, which expressly, or by its nature, imposes obligations beyond the expiration, or termination of these Terms, shall survive such expiration or termination.

Section 17 Registrations

Travel registrations

Air Travel Organiser's Licence number: 5788

New York State tax registration

New York sales taxes and New York City occupancy taxes, where applicable, are due on your property stay. For Pay Now stay bookings, Travelscape, LLC’s New York sales tax vendor registration number is 880392667 and its New York City hotel occupancy tax registration number is 033960.

Please click below for additional information:

New York State Certificate of Authority

New York City Certificate of Authority