

2017 PREVIEW

FLORIDA
CARIBBEAN
MEXICO
DUBAI
RAS AL KHAIMAH



HOLIDAYS



WALT Disney World
Resort in Florida
©Disney

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These hotels all offer exceptionally good value for their rating, plus exclusive benefits or offers. Above all, our customers love them!

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Look for our exclusive Concierge Lounges at Savannah Beach in Barbados, Occidental Grand Xcaret and Hard Rock Riviera Maya in Mexico, and Hilton Ras Al Khaimah and Atlantis The Palm, Dubai in the UAE.

- Access to cool technology with free internet
- Recharge your mobile phones or other gadgets
- Escape the midday heat
- Extended Concierge Rep duty times



SAY GOODBYE TO CROWDED AIRPORT TERMINALS

The v-rooms are stylish private airport lounges that belong to us. And they're just for you. Food, drinks, WiFi, papers, stuff for the kids – you want it, you got it.

call:

0344 573 2610

or email:

vroom.booking@virginholidays.com
stating your booking reference

When it comes to perfect holidays, it pays to plan ahead. You'll get the best seats and the best dates – plus loads of time to look forward to your trip. Our 2017 Preview is packed with inspiration for the coming year, with fantastic holidays from Dubai to Mexico.

Fancy Florida? You're in luck. Virgin Holidays is the UK's #1 tour operator to the Sunshine State. Travel with us and you'll enjoy a planeload of perks at all the best parks, resorts and attractions, plus a unique concierge service to help you get the most out of every minute. We're all set to make 2017 your best year yet – whether you're basking on the beach, hitting the links, or letting your inner child run wild in the world's best theme parks.

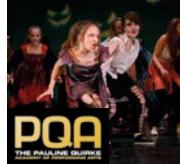


Holiday...

EXCLUSIVE HOTELS

SAVANNAH BEACH page 26

An All Inclusive property on the South Coast – come and join in the fun at Savannah Beach in Barbados with the Pauline Quirke Academy of Performing Arts.



BARCELÓ MAYA BEACH RESORT page 29

A stylish hotel set on a gorgeous beach on Mexico's Caribbean coastline. It's great value for families, couples and groups.



HILTON RAS AL KHAIMAH RESORT & SPA page 31

This hotel prides itself on offering the utmost in services and amenities. Soak up the rays on its beautiful, sandy beach.



CLUB ROOM Benefits



Enjoy added extras when you book a Club Room and even more when you book a Club Room+.

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\$200 DISNEY SPENDING MONEY

Book before 27 Apr '16 for stays between 01 May-31 Oct '17 for 7 nights or more and receive \$200 Disney Spending Money per booking.

Bookings must include tickets for all passengers and booked as a full package.



FREE DISNEY SPRINGS CHECK-IN

Free check-in for your return flight from Orlando at Virgin Atlantic's Disney Springs Check In. Our Concierge Team will be able to give you the ins and outs or find out more from our Resort Team once you are there.

For more information on these and all our other Virgin Holidays exclusives, visit virginholidays.co.uk



Getting You There

AWARD WINNING SERVICE WITH VIRGIN ATLANTIC

Virgin Atlantic is famous for creating memorable journeys. They make it their mission to provide excellent value experiences and friendly service in every cabin class.

- Flights to Orlando depart from Gatwick, Manchester, Glasgow and Belfast (seasonal).
- Flights to the Caribbean depart from Gatwick and Manchester (Barbados only).
- Flights to Dubai depart from Heathrow.

UPPER CLASS

EFFORTLESS TRAVEL, YOUR WAY

Be whisked to the airport in your chauffeur car* and within minutes** you can be unwinding with a cocktail in our incredible Clubhouse***. Onboard, relax as we serve you imaginatively designed dishes and fine wines. Then settle into your super comfortable Upper Class Suite, enjoying a great night's sleep in your fully flat bed. **Upgrades from £599†**



PREMIUM ECONOMY

YOUR TIME, YOUR SPACE

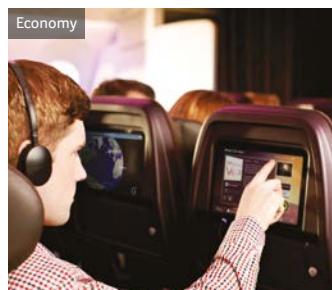
Start the smoothest of journeys with priority check in and boarding. Sip a welcome drink in our dedicated cabin. Stretch out in your wide leather seat with 38in (over 96cm) seat pitch, while the inseat power keeps your gadgets going. Then enjoy your choice of dishes from our premium menu, finished perfectly with a liqueur. **Upgrades from £245†**



ECONOMY

MORE TO MAKE YOUR JOURNEY FLY

Check in quickly and easily online or on your mobile. Onboard, settle into your comfy seat with 31in (over 78cm) seat pitch. Tuck into your tasty meal choice and enjoy complimentary drinks. Then relax with over 300 hours of award winning entertainment. On night flights, get some rest with the help of your Relax Pack.



EXPERIENCE THE CLUBHOUSE

Begin your Upper Class experience before you take off. Enter the luxurious surroundings of the Clubhouse at Heathrow and Gatwick airports. With amazing food, fantastic facilities and a chilled out atmosphere, the Virgin Atlantic Clubhouse is an incredible space to unwind.

Virgin Atlantic Clubhouse, Heathrow



THERE'S NOWHERE ELSE LIKE IT

Go all out with a last minute radiant facial or a Bellini from the cocktail bar. Or simply relax on a chaise longue with a bite to eat while you check your emails. There's so much to enjoy you'll be reluctant to leave. But happily the luxury doesn't stop once you're in the air.

Virgin Atlantic Clubhouse, Heathrow



PREBOOK THE CLUBHOUSE

Not travelling in Upper Class? For only £67 per person[‡] at Heathrow and £55 per person[‡] at Gatwick you can experience the wonders of the Clubhouse. It's the perfect place to relax before your flight.

‡ Minimum age is 12 years and Clubhouse entry must be prebooked.

Virgin Atlantic Clubhouse, Gatwick



*Chauffeur driven car service available at most destinations with selected Upper Class fares (J, C, D & I class). Mileage restrictions apply. **Timings based on using Upper Class Wing at London Heathrow. ***Lounge facilities vary at each destination. †One way supplement to the Economy fare.

Get your best pair of shades ready, it's time to hit the open roads of Florida. You can enjoy the Sunshine State in your choice of vehicle, ranging from a nippy little runaround to an impressive 7 seat SUV or feel the wind in your hair with a convertible. Car hire offers the ultimate in freedom and flexibility to discover Florida at your own pace.

Car Hire

ONLINE CHECK IN

Check in before you travel at www.alamo.com/virgin, print out your Rental Agreement and head straight to the garage.



DEDICATED CHECK IN

Dedicated Virgin Holidays area at Orlando Airport with specialised Alamo staff and our Virgin Holidays reps on hand to answer any questions throughout your holiday.

CHOICE

At the airport depot select the make, model and even the colour of the car you like from the row containing the group of car you have booked.

UNIQUE Virgin Holidays CAR PACKAGES

BOOKING WITH VIRGIN HOLIDAYS AND ALAMO GIVES YOU A RANGE OF BENEFITS TO MAKE SURE THAT YOU GET THE MOST FROM YOUR RENTAL CAR INCLUDING:

- ✓ ALL OUR CARS COME WITH OUR BASIC PACKAGE* which includes 3rd party liability insurance.
- ✓ UNLIMITED MILEAGE AND 24/7 ROADSIDE ASSISTANCE is included in every rental.
- ✓ UPGRADE TO OUR FULLY INCLUSIVE PACKAGE FROM £22 PER DAY which includes insurance cover for your own hire car (CDW) and all pre-payable taxes and surcharges.
- ✓ UPGRADE TO OUR GOLD PLUS PACKAGE FROM FULLY INCLUSIVE FOR JUST £5 PER DAY which includes everything under our Fully Inclusive package plus up to 3 additional drivers, child seats, underage driver fees and a tank of fuel.

WHY book with us?

- FREE – additional driver included in our Fully Inclusive package
- NEW FOR 2017 – a GPS rental is included in our Gold Plus package!

KEY THINGS *to know*

- DEPOSITS – You need to provide a credit card or a Visa/Mastercard debit card in the lead driver's name which will be swiped for security purposes but not charged. It will also be used for any locally purchased items.
- FUEL – You have the option to pre-pay for a tank of fuel and return empty or you can take the car with a full tank and return it full at the end of the rental. A full tank of fuel is included with the Gold Plus package. All cars run on unleaded petrol unless otherwise stated. At petrol stations you are usually required to pre-pay for your fuel before you fill up.
- DRIVING LICENCE – You need a full UK licence to hire a car. Alamo accept the pink photocard or the old style paper licence. You are not required to provide Alamo with a print out of your endorsements. USA and Canadian licences will not be accepted.
- ADDITIONAL DRIVERS – Additional drivers are \$9.99 plus tax per day payable locally. One free additional driver is included in our Fully package as standard. If you have opted for our Gold Plus package you can have up to 3 additional drivers free of charge.
- OVER 21s – Only over 21s can rent a car in the USA and Canada. If you are between 21-24 years (inclusive) a Young Driver Surcharge of \$25 plus tax per day will be added to your rental, payable locally. If you have chosen our Gold Plus package these charges are included. Some car groups have a minimum age restriction of 25 years. Please check at time of booking.
- CHILD SEATS – Infant, child and booster seats are available for approximately \$6.99 plus tax per day payable locally (maximum charge \$70 plus tax per seat). Gold Plus package customers have these charges included in their rental package.
- GRACE PERIOD – Just for Virgin Holidays customers we have an extended grace period of 2 hours. So if you get stuck in traffic and are late returning the car don't worry, we give you 2 hours leeway!

For more information check online.

*Mandatory taxes and fees will be payable locally on arrival. Basic includes 3rd party liability insurance up to State minimum only (\$0-\$30,000). Extended 3rd party cover up to \$1million and CDW (cover for your hire car) can be purchased locally. WE STRONGLY RECOMMEND YOU UPGRADE TO OUR FULLY INCLUSIVE OR GOLD PLUS PACKAGE FOR FULL INSURANCE COVER.



— 2017 —
WEDDINGS
ON SALE NOW



Weddings & Special Occasions



THE WEDDING

We want your day to be extra special. We have a fantastic range of destinations to choose from including the Caribbean, Mexico, the USA, Canada, the Indian Ocean, Bali, South Africa, Thailand, Bermuda and the Dominican Republic. Once you've chosen your destination you then have an array of venues and packages to choose from – we have something for everyone!

RENEWAL OF VOWS

If you are already married, why not take this opportunity to renew your wedding vows? We offer a wide range of renewal of vows packages – from a quiet gathering of friends on the beach, to a large family get-together in a scenic location.

SAME-SEX CEREMONIES

Same-sex couples wishing to show their devotion to each other can now hold an unforgettable wedding in Florida, Hawaii, Las Vegas, New York, Canada or South Africa. We also offer commitment ceremonies in these destinations, as well as in Mexico and Thailand.

THE HONEYMOON

Your honeymoon is just as important as your wedding day and it should be the trip of a lifetime. Many of the hotels we feature are eager to share in the joy and many offer special welcoming touches like a bottle of bubbly or a fruit basket. Please take your wedding certificate with you in order to take advantage of any applicable honeymoon benefits.

ANNIVERSARY

What better place to celebrate than on holiday overseas? We can make as much or as little fuss as you like, but guaranteed we will make your special day memorable. Make sure you let us know if you are celebrating a special occasion.

VIRGIN HOLIDAYS GIFT LIST

Our Gift List is perfect for honeymoons, weddings and special occasions, as it allows your friends and family to contribute to your once-in-a-lifetime holiday. It's completely free, very easy to set-up online and customise with your own personal introduction and picture. We can even provide Gift List cards to include with your invites.



For months of guaranteed best behaviour, plan a trip to Orlando's world famous theme parks. From earth-shuddering roller coasters, to water parks the size of lakes, to magical themed lands, you'll no longer be just Mum and Dad. You'll be parental demi-gods.

Orlando



Orlando DESTINATION GUIDE

FAMILY ADVENTURES

Outside of the theme parks, there are so many great family experiences to be had in Orlando. Fly through swamp lands on an airboat or head to tracks for some go-karting or try your hand at some golf. The fun doesn't stop when the sun goes down with many dinner theatres to enjoy and shows such as Cirque de Soleil®.

SHOPPER HOPPER

Orlando is secretly a shopper's paradise. So whether you're looking for a splurge or a steal, there are numerous malls to take your pick, from The Mall at Millenia to the Orlando Premium Outlets located on International Drive. Or if you're looking for unique boutiques you can shop downtown Orlando and Winter park.

IN THE MOOD FOR FOOD

Whether you're looking for gourmet restaurants, barbecues, International fare, steak houses or just looking for a nearby place to eat, after a night visiting the Orlando attractions, you'll find a diverse array of epicurean delights. Sand Lake, also known as 'restaurant row' is a great option for a range of dining options.

NIGHT OWLS

From ultra-hip venues to high-energy dance clubs or laid-back pubs and multi-venue entertainment complexes, Orlando has several distinct areas and options for living it up after sundown to get your night owl fix.

PLACES TO STAY...

- **WALT DISNEY WORLD RESORT** – Keep the magic going with a stay onsite, which includes transport to all the parks and added benefits for guests.
- **UNIVERSAL ORLANDO® RESORT** – Enjoy a selection of hip and funky hotels right next to the parks, with special added benefits for all guests.
- **SEAWORLD PARKS & ENTERTAINMENT®** – Book and stay at one of SeaWorld's Official Partner Hotels and receive a whole host of benefits.
- **VILLAS & SELF CATERING APARTMENTS** – If you want the freedom and independence, or are travelling in a large group, this is the perfect choice. The majority of our villas are located in the Kissimmee area.
- **KISSIMMEE** – Only a few minutes drive to Walt Disney World Resort, discover quality value hotels, restaurants, and local attractions in Kissimmee.
- **INTERNATIONAL DRIVE** – I-Drive is the main strip of Orlando, and spans for 11 miles, with dazzling shops, restaurants, hotels, and attractions all lining the thoroughfare.
- **LAKE BUENA VISTA** – In the heartland of Walt Disney World Resort, you'll find a great selection of hotels and suite accommodation.

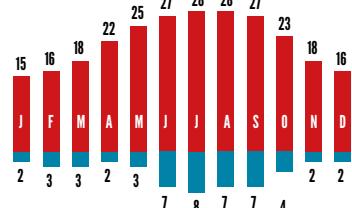
Travel INFO

FLIGHT TIME 9 hours departing London Gatwick with Virgin Atlantic or Delta Airlines via Detroit or Atlanta. Regional departures with other airlines available.

TIME DIFFERENCE GMT -5 hours.

Weather GUIDE

■ Average temperature (°C)
■ Average rainfall (inches)



Universal Orlando® Resort



It's two jaw-dropping theme parks, several spectacular on-site hotels, unforgettable dining, exceptional shopping and incredible entertainment, all in one convenient location. Experience the thrills of Universal's Islands of Adventure®. Take a starring role in some of the biggest movies and television programmes ever created at Universal Studios Florida®. Stay in the heart of it all at one of the resort's uniquely themed on-site hotels. Enjoy the best in restaurants, live music, movies, shopping and more at Universal CityWalk®. With action, thrills, and excitement for all ages, Universal Orlando® Resort is the holiday your family really wants.



LOEWS SAPPHIRE FALLS RESORT

Opening Summer 2016, the Caribbean-inspired Loews Sapphire Falls Resort at Universal Orlando® will whisk you and your family away to an island state of mind. With picturesque waterfalls, you'll feel like you've landed on your own tropical oasis in the heart of an unforgettable adventure. See virginholidays.co.uk/universal for more details.



FOR THE FOODIES

Universal CityWalk® has expanded their portfolio of restaurants in 2014. The new venues include **Hot Dog Hall of Fame®**, **Antojitos Authentic Mexican Food**, **VIVO Italian Kitchen**, the innovative **The Cowfish®** and more.



TWO UNIQUE THEME PARK EXPERIENCES. ONE UNFORGETTABLE MAGICAL JOURNEY.

Experience the magic and excitement of The Wizarding World of Harry Potter™ – Hogsmeade™ and Diagon Alley™ at Universal Orlando® Resort. Adventures include dining at the Leaky Cauldron™, shopping at Weasleys' Wizard Wheezes and the multi-dimensional thrill ride, Harry Potter and the Escape from Gringotts™. Plus travel between lands on the Hogwarts™ Express^ (Universal Bonus Ticket required).

^Additional restrictions apply.



UNIVERSAL STUDIOS FLORIDA®

At the world's premier movie and TV based theme park you'll experience the magic and excitement of The Wizarding World of Harry Potter™ – Diagon Alley™, be transformed into a Minion on Despicable Me Minion Mayhem®, crash through Krustyland on The Simpsons Ride™, and join the battle on TRANSFORMERS: The Ride-3D.



UNIVERSAL'S ISLANDS OF ADVENTURE®

Take an unforgettable journey through uniquely themed islands where your favourite adventures come to life. Help save the city on The Amazing Adventures of Spider-Man®; escape the jaws of a T. rex on the Jurassic Park River Adventure®; experience the new Skull Island: Reign of Kong™, opening Summer 2016; and soar above Hogwarts™ at The Wizarding World of Harry Potter™ – Hogsmeade™.



UNIVERSAL'S VOLCANO BAY WATER THEME PARK

Volcano Bay will offer innovative, thrilling attractions along with scenic areas of peaceful relaxation. You will be immersed in a beautifully landscaped environment inspired by postcard-perfect tropical islands. With its opening in 2017 Universal Orlando® will offer three on-site parks each offering its own one-of-a-kind fun and excitement.

UNIVERSAL CITYWALK®

Head to the hottest place in town, Universal CityWalk®, and experience the best nightclubs, restaurants, shops, and more. Here you'll find the world's largest Hard Rock Cafe®, the 20-screen AMC® Universal Cineplex 20 with IMAX®, and more. Plus enjoy an explosive evening of entertainment at the world-renowned Blue Man Group show.



2-Park Bonus Ticket*

Enjoy the best of Universal Orlando® Resort! With the 2-Park Bonus Ticket you'll receive admission to Universal Studios Florida® and Universal's Islands of Adventure® theme parks, plus access to select live entertainment venues at Universal CityWalk®, for up to 14 consecutive days. Adult from £159 | Child (3-9) from £149.

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*Full terms and conditions on page 32.

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SeaWorld Parks & Entertainment



Bringing together so many thrilling elements of wonder and awe from the planet that we all share, these parks offer a variety of experiences not available anywhere else in Orlando, or Florida or even the wider world! Individually these are the world-famous SeaWorld® Orlando, the tropical oasis Discovery Cove® Orlando, the unequalled splashiness of Aquatica, SeaWorld's Waterpark® and the wild lands of Busch Gardens® Tampa Bay!



Experience the mysterious land through the penguins' eyes on Antarctica: Empire of the Penguin®; a first-of-its-kind family ride and penguin habitat. Be inspired by TurtleTrek®, featuring the world's only 3D-360° experience that transports you into the amazing world of the turtle. Take a seat at the sensational shows including One Ocean® starring Shamu®, the killer whale. Enjoy up-close animal encounters

and take the plunge on the thrilling rides. Surfacing in summer 2016 is Mako™, a 200-foot-tall hypercoaster that will reach speeds of up to 73 mph along 4,760-feet of steel track – leaving riders feeling both breathless and weightless. The ride will be the tallest, fastest and longest coaster in Orlando. It doesn't get any closer than at SeaWorld!



AQUATICA
SeaWorld's WATERPARK
ORLANDO

Aquatica is a whimsical, one-of-a-kind waterpark that could only come from SeaWorld. Where one river floats you through an undersea world of colourful fish and another races you into rolling rapids. Slides that spin and soak you, and the incredible signature ride Dolphin Plunge® which will send you speeding past a lively lagoon filled with playful Commerson's dolphins. Do you dare ride the tallest, most thrilling water ride to hit Orlando? Experience an adrenaline rushing one-of-a-kind experience like no other on Ihu's Breakaway Falls®. Aquatica is where fun is as endless as the sea itself.



Busch Gardens
TAMPA BAY, FL

Come and experience a new breed of speed on the ultimate launch coaster Cheetah Hunt®. Visit one of the beautiful animal habitats including Jungala® and come face-to-face with Bengal tigers and orangutans. Experience new heights on Falcon's Fury®; the first drop tower of its kind in the world. Opening in 2016 is Cobra's Curse™. This one-of-a-kind family spin coaster takes riders on a whirlwind of fun and an adventure of exciting explorations.



Welcome to this exquisite tropical island paradise. Discovery Cove gives you the unique opportunity to swim and play with a beautiful bottlenose dolphin, glide with rays and relax on white sand beaches. Life is good! It's all about a day of wonderful discovery and a lifetime of memories.

Freshwater Oasis®

Featuring swimming and wading adventures and face-to-face encounters with playful otters and curious marmosets. Designed with a rainforest canopy above and sparkling-clear springs below, Freshwater Oasis is a natural fit with Discovery Cove's tropical vibe.

The Grand Reef®

Immerse yourself in waters teeming with sea life... where thousands of exotic fish and rays await you. Wade, swim or snorkel freely through this vibrant reef and safely share the water with exotic eels, lionfish and even sharks. Explore water-side trails and bridges to one of the reef's many islands.

Dolphin Lagoon™

The dolphin swim experience is the centrepiece of your visit. You'll begin by receiving an introduction to these beautiful animals in a secluded cabana. Then, with one of the trainers, you'll head down to the Dolphin Lagoon in groups of 8-10, into the shallow turquoise waters to start your dolphin swim experience. Here, you'll meet and play with a dolphin for 30 minutes, getting to know each other through hugs, kisses, rubdowns and, ultimately, a one-on-one swim together through the lagoon.

Discovery Cove SeaVenture®, prices from £39

Those looking for an even more exhilarating adventure can take part in The Grand Reef's innovative experience, SeaVenture, an underwater walking tour. Wearing dive helmets, you will come face to fins with venomous lionfish and sharks (safely behind massive panoramic windows). SeaVenture is a once-in-a-lifetime, underwater experience!

This amazing experience is an additional supplement and must be booked with one of our Discovery Cove or Discovery Cove Ultimate Packages.

Enjoy *Unlimited* free parking at SeaWorld Parks*

Free parking is now included with the 3-Park SeaWorld, Busch Gardens and Aquatica Ticket and the Discovery Cove Ultimate Package; so there really is nothing stopping you from popping back to the parks a second or third time to enjoy all the shows and attractions!

TICKET TYPE	PARKS INCLUDED				UNLIMITED FREE PARKING
	Discovery Cove	SeaWorld	AQUATICA	Busch Gardens	
Discovery Cove	✓	✓	✓	—	—
Discovery Cove ULTIMATE PACKAGE	✓	✓	✓	✓	✓

DISCOVERY COVE PACKAGE prices from £175
DISCOVERY COVE ULTIMATE PACKAGE prices from £195
Contact your reservation agent for more details and for non-dolphin swim prices.

TICKET TYPE	PARKS INCLUDED				UNLIMITED FREE PARKING	PRICES
	SeaWorld	Busch Gardens	AQUATICA	ORLANDO	ADULT	CHILD
2-PARK TICKET	✓	—	✓	—	£89	£85
2-PARK TICKET	✓	✓	—	—	£89	£85
3-PARK TICKET	✓	✓	✓	✓	£89	£85

3 Parks for the price of 2

Busch Gardens SHUTTLE EXPRESS

The Busch Gardens Shuttle Express is a **free** bus service for anyone buying a Busch Gardens inclusive multi-park ticket.

This bus picks you up from SeaWorld Orlando, as well as various locations in Orlando and Kissimmee, and drops you off at Busch Gardens.

Reservations are a must and these can be made by calling 1-800-221-1339



All tickets provide unlimited admission for 14 consecutive days from first use, with the exception of Discovery Cove which is a one day experience. Guests must be at least 6 years of age to swim with the dolphins at Discovery Cove. Guests aged 6-12 must be accompanied by a paying adult who is also participating in the dolphin swim experience. Discovery Cove guests aged 3-5 must purchase the non-dolphin swim package. Children 0-2 years of age are free of charge. Free bus transportation is available to Busch Gardens on the Busch Gardens Shuttle Express. *Unlimited free parking at SeaWorld, Aquatica and Busch Gardens is only available when purchasing either the 3-Park Ticket or Discovery Cove Ultimate Package. Unlimited free parking is only valid for the duration of your ticket. This offer can be withdrawn or changed at any time. 3 for 2 Offer is valid for new bookings only. Book and first visit must be by 31st December 2017. © 2016 SeaWorld Parks & Entertainment, Inc. All Rights Reserved.

Walt Disney World Resort



©Disney

This is the Kingdom.
You're the Royal Family.
Put on your crowns and
explore this magical world
of Disney Characters,
thrilling attractions,
splashtastic waterparks
and delicious dining.

With six Disney Parks,
two exciting night-time
entertainment districts,
over 20 Disney Resort
Hotels, a state-of-the-
art sports complex and
countless opportunities
for dining, shopping,
recreation and relaxation,
it's easy to see why *Walt
Disney World Resort* is the
holiday of your dreams. And
these dreams can come
true – just like magic.

WALT DISNEY WORLD
Resort in Florida

DISNEY SPRINGS NEW FOR 2016

Welcome to Disney Springs a truly amazing place.

Formerly Downtown Disney this eclectic mix of unique boutiques, one-of-a-kind eateries and jaw-dropping entertainment will have you wondering where the day went. Our four fascinating neighbourhoods are filled with so much to discover, they'll pull you from one to the next.



DISNEY'S BLIZZARD BEACH & TYPHOON LAGOON WATER PARKS

There are 2 great water parks to experience, Disney's *Blizzard Beach* and Disney's *Typhoon Lagoon*. Here are some of the must-see attractions:

- **Crush 'n' Gusher:** This wild white-knuckle water roller coaster has a surprise around every corner.
- **Surf Pool:** One of the largest inland lagoons in Florida. Enjoy the big wave action.
- **Summit Plummet:** Plunge at more than 55mph down one of America's highest water slides.

Summit Plummet – Disney's Blizzard Beach Water Park



MAGIC KINGDOM PARK

For anyone who has dreamed of being a pirate. For every little girl who knows she's a princess. For those who believe in make-believe. Over 40 fantastic attractions! Some of the must-see attractions:



- **Under the Sea:** Journey of the Little Mermaid: enter Prince Eric's castle, board a giant clamshell and rock out on this new musical attraction.
- **Big Thunder Mountain Railroad:** Take off on a runaway train through the Wild West!
- **Disney Festival of Fantasy Parade:** See Mickey and friends in this all new parade as it marches its way into your hearts.



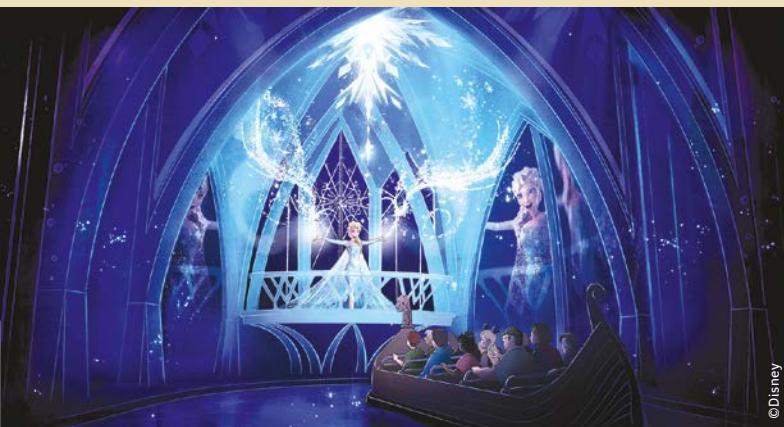
Disney Festival of Fantasy Parade

EPCOT



Imagine a place where 'out of this world' is well within reach or imagine travelling around the world with no more effort than travelling around the block. Some of the must-see attractions:

- **Soarin'™:** Feel the exhilarating rush of this free-flying hang gliding adventure.
- **Test Track (Presented by Chevrolet):** Design your own custom concept vehicle, then buckle up and put it through its paces.
- **Coming in 2016 – Frozen Ever After:** Brand new for the Norway Pavilion, travel to Arendelle for this happily-ever-after adventure.



Frozen Ever After

Disney Tickets	Park Days	Valid For	Prices from	
			Adult	Children (3-9)
Disney's 21-Day Ultimate Ticket	21	21	£345	£325
Disney's 14-Day Ultimate Ticket	14	14	£325	£309
Disney's 7-Day Ultimate Ticket	7	14*	£319	£299

BEST
SELLER

Standard booking terms and conditions apply. Water Parks subject to seasonal closures. Miniature Golf is subject to availability; tee time reservations required – call 001 407 938 4653 to book. Golf equipment available to hire but not included, available at either Disney's Winter Summerland or Disney's Fantasia Gardens Miniature Golf Courses, round must start before 4pm. Disney's Ultimate Ticket valid for 7, 14 or 21 days from date of first use. Get a 14-day ticket for the price of a 7-day ticket for bookings over five nights or more, made until 20 Apr 2016 for arrivals until 31 Dec 2017. Disney Resort Hotel and Tickets must be purchased at the same time. Child ages 3-9 years (at time of use). Disney reserves the right to change tickets entitlements at any time without prior notice. Age and height restrictions apply.

DISNEY'S ANIMAL KINGDOM

THEME PARK



Get wild at a place full of animal adventures, lovable creatures and spectacular shows with over 20 attractions throughout 6 unforgettable lands. Some of the must-see attractions:

- **Expedition Everest™:** Board a high-speed train and a zip through the misty unknown. But beware of the fierce Yeti!
- **Kilimanjaro Safaris:** An open-air safari vehicle takes you on an exciting expedition through an African-style savannah where giraffes, gazelles, elephants and lions roam freely.
- **NEW for 2016 – Rivers of Light:** An immersive night time experience celebrating the beauty of nature with live performers, soaring music and innovative special effects.



Rivers of Light

DISNEY'S HOLLYWOOD STUDIOS



For everyone who loves the glitz and glamour of Hollywood and the delight of the movies, excitement of TV and the spectacle of Broadway. Some of the must-see attractions:

- **Toy Story Midway Mania! (inspired by Disney•Pixar's 'Toy Story' films):** Join Woody, Buzz and friends in a 4D style adventure game.
- **Star Tours® The Adventure Continues!:** Feel the power of the force in this 3D simulated space flight.
- **The Twilight Zone Tower of Terror™:** Drop 13 storeys at random into another dimension.

The Twilight Zone® is a registered trademark of CBS, Inc. and is used with permission pursuant to a license from CBS, Inc. Star Tours® is a registered trademark of ©Disney/Lucasfilm, Ltd



Jedi Academy © & TM Lucasfilm Ltd

©Disney



Calypso Pool at Disney's All-Star Resort



Disney's All-Star Resorts VVV Wi-Fi ♿

Bursting with fun, these hotels are bright, colourful and larger than life.

Location Animal Kingdom Resort area. Use of the Walt Disney World Transportation system included.

Facilities 3 swimming pools at each resort • Food courts • Bars

Rooms Standard Rooms sleep max 4 adults plus 1 child under 3 years in a cot. Family suites can sleep up to 6 guests.

Guide price 7-night holiday £1,069pp – Room Only

Price includes flights, hotel and car hire; based on All Star Music Standard.

Child 3-9 £569 | Teen 10-16 £959 | Extra Nights £51



The Big Blue Pool



Disney Pixar Cars

Disney's Art of Animation Resort VVV Wi-Fi ♿

Be surrounded in animated movie magic at this Resort.

Location ESPN Wide World of Sports resort area. Use of the Walt Disney World Transportation system included.

Facilities 3 swimming pools • Food court • Bar • Kids playground

Rooms Standard Rooms are located in the Little Mermaid section of the resort and sleep max 4 adults.

Guide price 7-night holiday £1,199pp – Room Only

Price includes flights, hotel and car hire; based on Little Mermaid Standard Room.

Child 3-9 £569 | Teen 10-16 £1,039 | Extra Nights £70



Dubloon Lagoon. Disney Port Orleans Resort, French Quarter



Disney's Port Orleans Resorts VVV+ Wi-Fi ♿

Enjoy good old-fashioned Southern hospitality at Disney's Port Orleans Resort.

Location Disney Springs Resort area. Use of the Walt Disney World Transportation system included. Disney Springs is accessible by boat.

Facilities 7 pools and 2 children's wet play areas • Food court • 2 bars

Rooms Standard Rooms sleep max 4 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £1,369pp – Room Only

Price includes flights, hotel and car hire; based on Port Orleans Riverside Standard.

Child 3-9 £569 | Teen 10-16 £1,219 | Extra Nights £95

Disney's Pop Century Resort VVV Wi-Fi ♿

There is plenty to delight the whole family at this lively family favourite.

Location ESPN Wide World of Sports resort area. Use of the Walt Disney World Transportation system included.

Facilities 3 swimming pools • Children's wet play area • Food court • Bar

Rooms Standard Rooms sleep max 4 adults, plus 1 child under 3 years in a cot.

Guide price 7-night holiday £1,159pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 3-9 £569 | Teen 10-16 £1,019 | Extra Nights £63



Fuentes del Morro Pool



Disney's Caribbean Beach Resort VVV+ Wi-Fi ♿

The resort is split into 6 pretty Caribbean islands, each with its own pool.

Location Epcot Resort area. Use of the Walt Disney World Transportation system included.

Facilities 6 swimming pools • Restaurant and food court • Bar • Sand beach

Rooms Standard Rooms sleep max 4 adults plus 1 child (3-9 years).

Guide price 7-night holiday £1,269pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 3-9 £569 | Teen 10-16 £1,119 | Extra Nights £81



Disney's Coronado Springs Resort VVV+ Wi-Fi ♿

Enjoy this family resort with its relaxing, desert-style setting.

Location Animal Kingdom Resort area. Use of the Walt Disney World Transportation system included.

Facilities 4 swimming pools • Restaurant • Food court • 2 bars • Campfire

Rooms Standard Rooms sleep max 4 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £1,269pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 3-9 £569 | Teen 10-16 £1,119 | Extra Nights £81

Price shown is a guide price only and may change. Prices for Disney's All Stars, Disney's Pop Century Resort, Disney's Art of Animation, Disney's Caribbean Beach, Disney's Port Orleans Resorts and Disney's Coronado Springs Resort are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Disney's Animal Kingdom Lodge

Explore the riches of Africa at Disney's Animal Kingdom Lodge.

Location Disney's Animal Kingdom Resort area. Use of the Walt Disney World Resort Transportation system included.

Facilities Swimming pool • 4 restaurants • 2 bars • Uwanja Camp • Health club*

Rooms Standard Rooms sleep max 4 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £1,729pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 3-9 £569 | Teen 10-16 £1,419 | Extra Nights £145



Disney's Contemporary Resort

The height of retro, '70s cool complete with monorail station.

Location Magic Kingdom Resort area. Use of the Walt Disney World Resort Transportation system included.

Facilities 2 swimming pools • 2 restaurants • 2 lounges • Kids' playground

Rooms Standard Rooms sleep max 4 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £1,959pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 3-9 £569 | Teen 10-16 £1,569 | Extra Nights £178



Disney's Grand Floridian Resort & Spa

The entire family can enjoy Disney at its grandest.

Location Magic Kingdom Resort area. Use of the Walt Disney World Resort Transportation system included.

Facilities 2 swimming pools • 6 restaurants • Spa* • Sand beach

Rooms Garden View Rooms sleep max 5 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £2,439pp – Room Only

Price includes flights, hotel and car hire; based on Garden View.

Child 3-9 £569 | Teen 10-16 £1,899 | Extra Nights £228

Disney's Yacht and Beach Club Resorts

Explore the 3-acre aquatic playground complete with waterslide and whirlpools.

Location Epcot Resort area. Use of the Walt Disney World Resort Transportation system included.

Facilities Aquatic playground, 3 swimming pools • 5 restaurants • 3 lounges

Rooms Rooms sleep max 5 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £1,899pp – Room Only

Price includes flights, hotel and car hire; based on Yacht Club Standard Room.

Child 3-9 £569 | Teen 10-16 £1,539 | Extra Nights £171



Disney's Polynesian Resort

Tropical gardens, lavish luaus and calm waves characterise this Resort.

Location Magic Kingdom Resort area. Use of the Walt Disney World Resort Transportation system included.

Facilities 2 swimming pools • 3 restaurants • Lounge • Kids' Club*

Rooms Standard Rooms sleep max 5 adults plus 1 child under 3 years in a cot.

Guide price 7-night holiday £2,289pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 3-9 £569 | Teen 10-16 £1,799 | Extra Nights £228



Walt Disney World Swan & Dolphin

These great hotels look out across a small lake with a sandy beach.

Location Adjacent to Epcot. Use of the Walt Disney World Resort Transportation system included.

Facilities 5 swimming pools • 17 restaurants and lounges • Spa* • Health club

Rooms Courtyard View, Lake View or Balcony Rooms sleeping 4 adults and 1 child on a rollaway bed*.

Guide price 7-night holiday £1,569pp – Room Only

Price includes flights, hotel and car hire; based on Courtyard View.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £120

*Denotes local charge. Price shown is a guide price only and may change. Prices for Disney's Animal Kingdom Lodge, Disney's Yacht and Beach Club Resorts, Disney's Contemporary Resort, Disney's Polynesian Resort, Disney's Grand Floridian Resort & Spa and Walt Disney Swan and Dolphin are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Universal Orlando® on-site hotel guests enjoy an exclusive package of theme park benefits
– see virginholidays.co.uk/universal for more details



Universal's Cabana Bay Beach Resort



Experience Universal Orlando® for less at the retro-themed Cabana Bay Beach Resort.

Location Within walking distance of both Universal Orlando® theme parks.

Facilities 2 swimming pools with sand beaches and lazy river • Food court

Rooms 2 queen-size beds sleeping max 4 persons. Plus family suites sleep up to 6.

Guide price 7-night holiday £1,099p – Room Only

Price includes flights, hotel and car hire; based on Standard 2 Queen Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £54



Loews Sapphire Falls Resort



Standard Room



Loews Royal Pacific Resort



Standard Room

Loews Sapphire Falls Resort at Universal Orlando®



An island jewel in the heart of an unforgettable adventure.

Location Within walking distance of both Universal Orlando® theme parks.

Facilities Themed pool area • Large hot tub and fire pit • 5 restaurants and lounges

Rooms 1 king-size bed or 2 queen-size beds, sleeping max 4 persons.

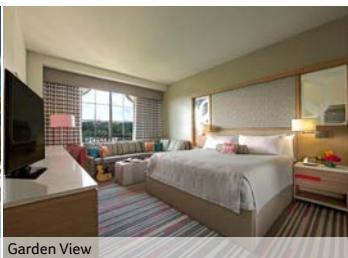
Guide price 7-night holiday £1,199p – Room Only

Price includes flights, hotel and car hire; based on Standard 2 Queen Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £71



Hard Rock Hotel®



Garden View

Hard Rock Hotel® at Universal Orlando®



Live like a rock 'n' roll superstar at the exciting Hard Rock Hotel®.

Location Within walking distance of both Universal Orlando® theme parks.

Facilities 12,000sq ft pool, with underwater music • 5 restaurants and lounges

Rooms 1 king-size bed or 2 queen-size beds, sleeping max 4 persons.

Guide price 7-night holiday £1,559pp – Room Only

Price includes flights, hotel and car hire; based on Standard 2 Queen Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £125

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Price shown is a guide price only and may change. Prices for Universal's Cabana Bay, Loews Sapphire Falls Resort at Universal Orlando, Loews Royal Pacific Resort Universal Orlando, Hard Rock Hotel Universal Orlando and Loews Portofino Bay Hotel Universal Orlando are per person, based on 2 adults sharing for departures between 12-19 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Loews Portofino Bay Hotel



Garden View

Loews Portofino Bay Hotel at Universal Orlando®



Experience la dolce vita – the sweet life – at the luxurious Loews Portofino Bay Hotel.

Location Within walking distance of both Universal Orlando® theme parks.

Facilities 3 swimming pools • 8 restaurants and lounges

Rooms 1 king-size bed or 2 queen-size beds, sleeping max 4 persons.

Guide price 7-night holiday £1,559p – Room Only

Price includes flights, hotel and car hire; based on Garden View 2 Queen Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £125



Typical Orlando Villa



Typical Orlando Villa pool



Typical 4- and 5-Bedroom Select Villa



Typical Select Villa pool

Orlando Villas

Comfortable villas that make a fantastic base for your adventures.

Location Within 30-min drive to Walt Disney World Resort.

Facilities Private screened pool with terrace furniture • Air-conditioning • Cable TV, DVD player • Fully-equipped kitchen • Dining area with table and chairs

Rooms 3-, 4-, 5-, 6- and 7-Bedroom Villas.

Guide price 7-night holiday £829pp – Self Catering

Price includes flights, hotel and car hire; based on 3-Bedroom House.

Child 2-11 £569 | Teen 12-16 £719



Typical Highlands Reserve Villa



Typical Highlands Reserve pool

Orlando Select Villas

Attractively designed villas with upgraded furnishings and interior decoration.

Location Within 30-min drive to Walt Disney World Resort.

Facilities Private screened pool with terrace furniture • Air-conditioning • Cable TV, DVD player • Fully-equipped kitchen • Dining area with table and chairs

Rooms 3-, 4- and 5-Bedroom Villas.

Guide price 7-night holiday £839pp – Self Catering

Price includes flights, hotel and car hire; based on 3-Bedroom House.

Child 2-11 £569 | Teen 12-16 £719



Typical Tuscan Hills Villa



Typical Tuscan Hills lounge

Highlands Reserve

Enjoy a round of golf at the nearby Highlands Reserve Golf and Country Club.

Location Within 20-30-min drive to Walt Disney World Resort.

Facilities Private screened pool with terrace furniture • Air-conditioning • Cable TV, DVD player • Fully-equipped kitchen • Dining area with table and chairs

Rooms 3-, 4-, 5- and 6-Bedroom Villas.

Guide price 7-night holiday £859pp – Self Catering

Price includes flights, hotel and car hire; based on 3-Bedroom House.

Child 2-11 £569 | Teen 12-16 £719



Typical Victoria Woods Villa



Typical Victoria Woods pool

Tuscan Hills

This elegant, gated development is in a peaceful conservation area in Davenport.

Location Within 30-min drive to Walt Disney World Resort.

Facilities Private screened pool with terrace furniture • Air-conditioning • Cable TV, DVD player • Fully-equipped kitchen • Community facilities: tennis court, volleyball court, games room and gym

Rooms 3-, 4- and 5-Bedroom Villas.

Guide price 7-night holiday £859pp – Self Catering

Price includes flights, hotel and car hire; based on 3-Bedroom House.

Child 2-11 £569 | Teen 12-16 £719



Typical Rosemont Woods Villa



Typical Rosemont Woods kitchen

Victoria Woods at Providence Golf & Country Club

Set in 2,200 acres of natural Florida beauty surrounded by a golf course.

Location Within 30-min drive to Walt Disney World Resort.

Facilities Community facilities: 18-hole golf course* • Clubhouse with restaurant • 2 swimming pools • Private screened pool with terrace furniture

Rooms 4- and 5-Bedroom Villas.

Guide price 7-night holiday £829pp – Self Catering

Price includes flights, hotel and car hire; based on 4-Bedroom House.

Child 2-11 £569 | Teen 12-16 £719

Rosemont Woods at Providence Golf & Country Club

These Italian-inspired designed homes are set in a luxury, private golf complex.

Location Within 30-min drive to Walt Disney World Resort.

Facilities Community facilities: 18-hole golf course* • Clubhouse with restaurant • 2 swimming pools • Private screened pool with terrace furniture

Rooms 4- and 5-Bedroom Villas.

Guide price 7-night holiday £829pp – Self Catering

Price includes flights, hotel and car hire; based on 4-Bedroom House.

Child 2-11 £569 | Teen 12-16 £719

*Denotes local charge. Price shown is a guide price only and may change. Prices for Orlando Villas, Orlando Select Villas, Highlands Reserve and Tuscan Hills are per person, based on 6 adults sharing for departures between 05-22 Jun '17. Prices for Victoria Woods at Providence Golf & Country Club and Rosemont Woods at Providence Golf & Country Club are per person, based on 8 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



1-Bedroom King Suite

Comfort Suites Maingate East VV+ Wi-Fi Handicap

This modern hotel is surrounded by tropical vegetation with a lovely swimming pool to relax around.

Location 10-min drive to Walt Disney World Resort, 20-min to Universal Orlando® Resort. Complimentary scheduled transport to major theme parks.

Facilities Swimming pool • Complimentary breakfast • Pool bar • Complimentary tea and coffee bar • Fitness centre

Rooms Standard Queen Rooms have 2 queen-size beds and a sleeper sofa, sleeping max 6 adults or 2 adults and 4 children.

Guide price 7-night holiday £899pp – Breakfast Included

Price includes flights, hotel and car hire; based on 1-Bedroom King Suite.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £27



Exterior of a typical 2- or 3-bedroom apartment

Best Western Premier Saratoga Resort Villas VV+ Wi-Fi

Sumptuous villa accommodation set in colourful tropical gardens.

Location Walt Disney World Resort is 3 miles and Universal Orlando® Resort is 8 miles. Complimentary scheduled transport to Walt Disney World Resort.

Facilities Swimming pool • Kids' swimming pool • Bar and grill • Spa*

Rooms 2-Bedroom Resort Villas sleeping up to 6 adults or 2 adults and 4 children. 3-Bedroom Resort Villas sleeping max 8 adults or 2 adults and 6 children.

Guide price 7-night holiday £869pp – Self Catering

Price includes flights, hotel and car hire; based on 2-Bedroom Apartment.

Child 2-11 £569 | Teen 12-16 £719



Pool Bar & Grille

Maingate Lakeside Resort VV Wi-Fi Handicap

A spacious resort which is home to 5 swimming pools and an 18-hole mini-golf course.

Location 5-min drive to Walt Disney World Resort and 20-min to Universal Orlando® Resort. Complimentary scheduled transport to major theme parks.

Facilities 3 swimming pools • 2 kids' swimming pools • Restaurant • Pizza Hut™ restaurant • Bar and grill • 2 poolside bars • General store and deli

Rooms 2 double beds sleeping max 5 adults with a rollaway bed*.

Guide price 7-night holiday £849pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £18



Bahama Bay Resort VVV Handicap

This picturesque Caribbean-style resort sits in 70 acres of landscaped gardens.

Location Lake Davenport. 15-min drive to Walt Disney World Resort.

Facilities 4 swimming pools • Kids' play area and splash park • 1 restaurant and bar • Poolside Bar and Grille • Spa* • Man-made sandy beach

Rooms 2-Bedroom Apartments sleeping max 6 adults or 2 adults and 4 children. 3-Bedroom Apartments sleeping max 8 adults or 4 adults and 4 children.

Guide price 7-night holiday £899pp – Self Catering

Price includes flights, hotel and car hire; based on 2-Bedroom Apartment.

Child 2-11 £569 | Teen 12-16 £719

*Denotes local charge. Price shown is a guide price only and may change. Prices for Comfort Suites Maingate East and Maingate Lakeside Resort are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Prices for Best Western Premier Saratoga Resort Villas and Bahama Bay Resort are per person, based on 4 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Regal Oaks VVV

Ideally located family townhouse accommodation.

Location In Kissimmee, 10-min from Walt Disney World Resort and 20-min from Universal Orlando® Resort.

Facilities Swimming pool • Kids' swimming pool • Clubhouse • Grill and bar • Convenience store • Tennis courts

Rooms 2-Bedroom Townhouses with 1 king-size bed and 2 single beds sleep max 4 adults and 2 children.

Guide price 7-night holiday £1,079pp – Room Only

Price includes flights, hotel and car hire; based on 2-Bedroom Town House.

Child 2-11 £569 | Teen 12-16 £949 | Extra Nights £45



Mystic Dunes Resort & Golf Club VVV+ ♿

Set in 600 acres of lush Florida nature preserves and beautiful tropical landscaping.

Location In Kissimmee, 10-min from Walt Disney World Resort. Complimentary scheduled transport to major theme parks.

Facilities 4 swimming pools including kids' wading pool • Recreation centre including 2-storey waterslide • Restaurant • Bar and grille • Pizza delivery

Rooms 1-Bedroom Apartments with queen-size bed sleeping max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £929pp – Self Catering

Price includes flights, hotel and car hire; based on 1-Bedroom Apartment.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £29



Radisson Resort Orlando – Celebration VVV WiFi ♿

Waterfalls and fountains decorate the 20 acres of lush grounds.

Location 5-min drive to Walt Disney World Resort, 15-min to Universal Orlando® Resort. Complimentary scheduled transport to Walt Disney World Resort.

Facilities 2 swimming pools • Waterslide • Restaurant • Mini-market and diner • Pizza Hut™ service • Pool bar • Lobby sports lounge • Fitness centre

Rooms Standard Rooms with 2 double beds, sleeping max 4 adults.

Guide price 7-night holiday £919pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £22



Omni Orlando Resort at ChampionsGate VVVV WiFi

This brilliant 1,200-acre golf resort community is packed full of activities for the whole family to enjoy.

Location 10-min drive to Walt Disney World Resort theme parks, 15-min drive to Universal Orlando® Resort. Complimentary scheduled transport to Walt Disney World Resort.

Facilities 2 swimming pools, one with slide and 850ft 'lazy' river • Kids' swimming pool • 2 restaurants • Sports bar • 2 snack bars • 2 Grille and bars • Spa*

Rooms Deluxe rooms with either 1 king-size or 2 double beds sleeping max 4 adults.

Guide price 7-night holiday £1,059pp – Room Only

Price includes flights, hotel and car hire; based on Deluxe Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £53

*Denotes local charge. Price shown is a guide price only and may change. Prices for Regal Oaks, Mystic Dunes, Radisson Resort Orlando - Celebration and Omni Orlando Resort at ChampionsGate are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are person per night and room upgrades are per room per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



StaySky Suites I-Drive Orlando

Within walking distance of the new iDrive 360 entertainment area.

Location 5-min drive to Universal Orlando® Resort, 15-min drive to Walt Disney World Resort. Complimentary shuttle to theme parks.

Facilities Swimming pool • Gym • Complimentary Continental breakfast

Rooms Executive Rooms sleep max 2 adults or 2 adults and 1 child.

Guide price 7-night holiday £969pp – Room Only

Price includes flights, hotel and car hire; based on Executive Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £27



CoCo Key Hotel and Water Park Resort

A fun hotel with spacious family rooms and it's own water park.

Location On International Drive. Complimentary shuttle to Universal Orlando® Resort and SeaWorld® Orlando.

Facilities 3 swimming pools • 54,000 sq ft canopy-covered Water Park with 14 slides • Restaurant • Food court • Kids' daily entertainment program

Rooms Standard Rooms sleep max 5 adults.

Guide price 7-night holiday £949pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £27



The Enclave Suites

This is a great property with two lovely, large freeform pools to relax by.

Location 5-min drive to Universal Orlando® Resort. Complimentary shuttle to Universal Orlando® Resort and SeaWorld® Orlando.

Facilities 2 swimming pools • 2 kids' splash pools • Convenience court • Complimentary breakfast

Rooms Studios sleep max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £919pp – Room Only

Price includes flights, hotel and car hire; based on Studio Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £26

*Denotes local charge. Price shown is a guide price only and may change. Prices for StaySky Suites I-Drive Orlando, Rosen Inn International, CoCo Key Hotel and Water Park Resort, Rosen Inn, The Enclave Suites and Rosen Inn at Pointe Orlando are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.

Rosen Inn International

Central location on International Drive.

Location 5-min drive to Universal Orlando® Resort, 20-min to Walt Disney World Resort. Complimentary shuttle to Universal Orlando® Resort and SeaWorld® Orlando.

Facilities 3 swimming pools • Restaurant • Deli • Lounge bar

Rooms All rooms sleep max 5 persons, with rollaway bed*.

Guide price 7-night holiday £919pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £21



Rosen Inn

Central location on International Drive.

Location 5-min drive to Universal Orlando® Resort and 20-min to Walt Disney World Resort. Complimentary transport to Universal Orlando® Resort and SeaWorld® Orlando.

Facilities Swimming pool • Restaurant • Deli • International pub

Rooms Rooms with 2 double beds, sleeping max 5 adults with rollaway bed*.

Guide price 7-night holiday £919pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £21



Rosen Inn at Pointe Orlando

A big, friendly hotel with 3 swimming pools.

Location 10-min drive to Universal Orlando® Resort, 20-min to Walt Disney World Resort. Complimentary shuttle to theme parks.

Facilities 3 swimming pools • Restaurant • 24-hour deli • Bar • Coffee bar

Rooms All rooms sleep max 5 adults, with a rollaway bed*.

Guide price 7-night holiday £919pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £21



iDrive 360 entertainment hub



Kids' Splash Park



Sunsol Hotel International Drive VVV+ + Wi-Fi

All the International Drive attractions are close by.

Location 20-min to Walt Disney World Resort, 5-min to Universal Orlando® Resort. Complimentary transport to selected theme parks.

Facilities Swimming pool • Kids' Splash Park • Snack bar

Rooms Premium Double Queen rooms sleep max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £899pp – Room Only

Price includes flights, hotel and car hire; based on Premium Double Queen.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £26



Sheraton's Vistana Villages on International Drive VVV+ + Wi-Fi Handicap

Plenty of on-site activities for adults and children.

Location 20-min to Walt Disney World Resort, 15-min to Universal Orlando® Resort. Complimentary transport to Walt Disney World Resort.

Facilities 4 swimming pools • Restaurant • Deli • Bar • Coffee shop • Tennis

Rooms 1-Bedroom Apartments sleep max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,159pp – Self Catering

Price includes flights, hotel and car hire; based on 1-Bedroom Apartment.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £51

*Denotes local charge. Price shown is a guide price only and may change. Prices for Sunsol Hotel International Drive, Rosen Shingle Creek, Sheraton's Vistana Villages on International Drive and Renaissance Orlando at SeaWorld® are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.

Find a store at virginholidays.co.uk/stores

Rosen Shingle Creek VVV+ + Wi-Fi Club Room Benefit Handicap

Club room upgrades available offering extra benefits.

Location On Universal Boulevard. Complimentary transport to theme parks.

Facilities 4 swimming pools • Poolside cabanas* • Spa* • 10 eateries • 2 bars • Coffee bar • Golf Club* • Fitness centre* • 24-hour store

Rooms Deluxe Rooms sleep max 4 adults and 1 child with rollaway bed*.

Guide price 7-night holiday £1,019pp – Room Only

Price includes flights, hotel and car hire; based on Deluxe Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £41



Renaissance Orlando at SeaWorld® VVV + Wi-Fi Handicap

Perfectly located just steps from SeaWorld® Orlando, Aquatica™ and Discovery Cove® Orlando.

Location 15-min from Universal Studios® Orlando and Walt Disney World Resort. Complimentary transport to SeaWorld® Orlando.

Facilities 1 swimming pool • R Aqua Zone • 3 restaurants • Bar • Coffee shop

Rooms Guest Rooms sleep max 4 adults and 1 child on a rollaway bed*.

Guide price 7-night holiday £1,069pp – Room Only

Price includes flights, hotel and car hire; based on Run Of House.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £54



Clarion Inn Lake Buena Vista, a Rosen Hotel VVV WiFi Handicap

Set in 23 acres of landscaped grounds, the Clarion Inn offers excellent value.

Location 10-min drive to Walt Disney World Resort, 15-min to Universal Orlando® Resort. Complimentary shuttle to theme parks.

Facilities 2 swimming pools • Restaurant • Bar • Mini-market

Rooms Standard Rooms sleep max 5 adults with a rollaway*.

Guide price 7-night holiday £889pp – Room Only

Price includes flights, hotel and car hire; based on Standard Room.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £21



Hawthorn Suites Lake Buena Vista VVV+ Handicap

Spacious and well-equipped suites located close to Disney Springs.

Location 10-min drive to Walt Disney World Resort. Complimentary shuttle to theme parks.

Facilities Swimming pool • Complimentary breakfast • 24-hour tea and coffee

Rooms 1-Bedroom Suites sleeping max 4 adults.

Guide price 7-night holiday £979pp – Room Only

Price includes flights, hotel and car hire; based on 1-Bedroom Suite – King Bed.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £33



Lake Buena Vista Resort Village & Spa VVV WiFi Handicap Club Room

Condominium-style accommodation with all the comforts of home.

Location 5-min drive to Walt Disney World Resort, 15-min to Universal Orlando® Resort. Complimentary shuttle to theme parks.

Facilities 2 swimming pools • 2 bars • Pizza Hut™ Express • Spa*

Rooms 2-Bedroom Apartments sleep up to 6 adults.

Guide price 7-night holiday £939pp – Self Catering

Price includes flights, hotel and car hire; based on 2-Bedroom Apartment.

Child 2-11 £569 | Teen 12-16 £719



Wyndham Lake Buena Vista Resort VVV Handicap

The resort provides an excellent base close to the action.

Location In the Disney Springs area. Complimentary shuttle to Walt Disney World Resort.

Facilities 2 swimming pools • Restaurant • Bar and grille • Bar • Café

Rooms Exterior Rooms sleep max 4 adults.

Guide price 7-night holiday £1,019pp – Room Only

*Price includes flights, hotel and car hire;
based on Exterior Room – Wyndham Garden LBV.*

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £37



Sheraton's Vistana Resort at Lake Buena Vista VVV+ WiFi Handicap



Welcome to 135 acres of swimming, tennis, mini-golf and more.

Location 5-min drive to Walt Disney World Resort, 15 min to Universal Orlando® Resort. Complimentary shuttle to Walt Disney World Resort.

Facilities 7 swimming pools • 2 Restaurants • Snack Shack • Pool bars

Rooms 1-Bedroom Apartments sleep max 4 adults.

Guide price 7-night holiday £1,159pp – Self Catering

Price includes flights, hotel and car hire; based on 1-Bedroom Apartment.

Child 2-11 £569 | Teen 12-16 £719 | Extra Nights £51



Hilton Orlando Bonnet Creek Resort VVV WiFi Handicap

An extraordinary hotel with a cool, hip vibe and superb amenities.

Location Minutes from the Disney theme parks with a complimentary shuttle service.

Facilities 3-acre lazy river pool with water slide • 3 restaurants • 3 bars • Spa*

Rooms Double Queen Guest Rooms sleep max 4 adults.

Guide price 7-night holiday £1,119pp – Room Only

Price includes flights, hotel and car hire; based on King Guest Room.

Child 2-11 £569 | Teen 12-16 £969 | Extra Nights £64

*Denotes local charge. Price shown is a guide price only and may change. Prices for Clarion Inn Lake Buena Vista, A Rosen Hotel, Hawthorn Suites Lake Buena Vista, Wyndham Lake Buena Vista Resort, Sheraton's Vistana Resort at Lake Buena Vista and Hilton Orlando Bonnet Creek Resort are per person, based on 2 adults sharing for departures between 05-22 Jun '17. Prices for Lake Buena Vista Resort Village & Spa are per person, based on 4 adults sharing for departures between 05-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Guy Harvey Outpost, a TradeWinds Beach Resort 111+ Wi-Fi ♿

This laid-back resort has a relaxed ambience.

Location Beachfront, St Pete Beach.

Facilities 2 swimming pools • 2 restaurants • 2 bars • Water sports*

Rooms Standard Rooms sleep max 4 adults or 2 adults and 2 children.

Guide price per night £46pp – Room Only

Based on Standard Room.

A Resort Fee of \$35 plus tax per room per day is payable locally.



Sheraton Sand Key Resort 1111 ♿

An attractive, well-run and well-equipped resort, with a selection of eateries.

Location On Sand Key, one of the USA's best beaches.

Facilities 2 swimming pools • 3 eateries • 2 bars • Golf* • Fitness centre

Rooms Standard Rooms sleep max 5 adults or 3 adults and 2 children with a rollaway bed*.

Guide price per night £63pp – Room Only

Based on Standard Room.

Marriott Suites Clearwater Beach on Sand Key 1111 ♿

Accommodation is modern, spacious and well-equipped for all the family.

Location Across the road from Sand Key Park.

Facilities Swimming pool • 3 eateries • Lounge • Lisa's Klubhouse • Spa*

Rooms Suites sleep max 4 adults and 2 children.

Guide price per night £69pp – Room Only

Based on Suite.



Pelican Grand Beach Resort 1111 Wi-Fi

The hotel perfectly captures that old-style Floridian grandeur.

Location Directly on Fort Lauderdale Beach.

Facilities Swimming pool with lazy river tubing ride • Restaurant • Lounge bar

Rooms City View Rooms (no balcony) sleep max 2 adults.

Guide price per night £67pp – Room Only

Based on City View Room.



La Playa Beach & Golf Club 1111+ Wi-Fi ♿

This elegant hotel offers a wide range of activities.

Location Beachfront, Naples.

Facilities Swimming pool • Restaurant • Bar • Spa* • Golf* • Water sports*

Rooms Standard Rooms sleep max 4 adults or 2 adults and 2 children.

Guide price per night £55pp – Room Only

Based on Standard Room.

Fontainebleau Miami Beach 1111 Wi-Fi ♿

A spectacular blend of Miami's golden era and stylish modern luxury.

Location On 22 beachfront acres in the heart of mid Miami Beach.

Facilities 6 swimming pools • 11 restaurants and lounges • Bar • Spa*

Rooms Chateau/Versailles Standard Rooms, located on the lower floors sleep max 4 adults or 2 adults and 2 children.

Guide price 5-night holiday £1,349pp – Room Only

Price includes flights, hotel and car hire; based on Chateau/Versailles Standard.

Child 2-11 £669 | Teen 12-16 £859 | Extra Nights £99

A Resort Fee of \$24.95 plus tax per room per day is payable locally.

*Denotes local charge. Price shown is a guide price only and may change. Prices for Guy Harvey Outpost, a TradeWinds Island Beach Resort, Marriott Suites Clearwater Beach on Sand Key, Sheraton Sand Key Resort, Pelican Grand Beach Resort and La Playa Beach & Golf Resort are per person, per night based on 2 adults sharing for departures between 01-20 Sep '17. Prices for Fontainebleau Miami Beach are per person, based on 2 adults sharing for departures between 01-20 Sep '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.

Cruise & Stay



Sure, you could stay on-deck, soaking up the sun. But it shouldn't just be other sailors who get to appreciate those sea legs. Get them out on dry land with a Florida Cruise & Stay holiday, featuring some time on land, some adrift. That way, everyone can enjoy the view.

Magic at your Own Pace Combine your Disney Cruise Line holiday with a Walt Disney World Resort stay for the ultimate Disney experience. Share unrivaled fun and entertainment across six incredible Disney Parks packed with an amazing range of activities. On board Disney Cruise Line, sailors of all ages can kick back together as a family or separately in their own private dedicated areas, each designed exclusively for adults or kids, while enjoying a vast array of clubs and activities on each spectacular Disney cruise to the Bahamas or the Caribbean.

Ship's registry: The Bahamas ©Disney



Disney CRUISE LINE



Whether it's live skating shows or tropical parks, who'd have thought you'd see such epic activities aboard a cruise ship? Well, on a Royal Caribbean cruise ship anything is possible. Why not board the *Oasis of the Seas* for a blissful 7-night Caribbean cruise? This amazing ship pushes the limits of your imagination and families can meet Shrek and other exciting Dreamworks characters. With a world of choice, it's anchors away and hello cruise holiday of a lifetime.



You'll be hooked on sea adventures after a holiday with Norwegian Cruise Line! With the exciting and innovative *Norwegian Getaway* sailing all year from Miami there's never been a better time to book. Climb aboard and enjoy 7 nights in the Eastern Caribbean with a modern boutique vibe and a wide array of dining and entertainment options. Why not combine with a Florida stay for the best of both worlds?

Celebrity X Cruises

Experience the world in modern luxury. What sets Celebrity Cruises apart from other holiday choices today is the cruise line's passionate dedication to providing guests with a cruise experience that exceeds expectations. This extraordinary performance level has become the definition of Celebrity Cruises – high quality, superior design, spacious accommodations, grand style, attentive service and exceptional cuisine. Celebrity Cruises are now on sale for 2017 Florida Stay & Caribbean cruise holidays.



Carnival Cruise Lines make their guests of all ages feel right at home – think comfy stateroom accommodations, attentive service, delicious food and drink – and all against the beautiful backdrop of the Caribbean. So whether it's a relaxed couple's break or a fun-filled family adventure that you're after, the Carnival experience offers more fun for your money. And now their 'Cheers' Drink package is available to pre-book – for even greater value for money.

There's a reason why so many celebs flock to the Caribbean and Mexico – when it comes to idyllic postcard perfect beaches, nothing else compares. From Jamaica to Antigua, Barbados and Mexico and every island in between, expect nothing less than powder-white sand, coconut tree-lined coasts and warm, azure seas. And A-list treatment? You don't deserve anything less.

Caribbean & Mexico



Caribbean & Mexico DESTINATION GUIDE

BARBADOS

From the Lord Nelson statue to the National Heroes Square, Barbados is steeped in colonial history. Take a tour of the Garrison Savannah, a former British military base and marvel at its architectural splendour.

MEXICO

With both archaeological ruins of Chichen Itza and ethereal marine life, Mexico is an enchanting mythical land. Dive under the Riviera Maya's sea and find the artificial reef that mimics life-sized human figures – an incredible 'underwater museum'.

ANTIGUA

Antigua's 365 beaches rarely fail to impress any traveller. White and pristine, they range from the lively to the secluded and always beautiful. Home to lush tropical rainforests, you can travel your inner nature lover here.

ST LUCIA

The sun-kissed shores and dramatic backdrop of the Pitons make for a romantic experience. Create heavenly chocolate at the Rabot Estate. Coupled with stunning panoramic mountain views, this really is a lovers paradise.

JAMAICA

Visit Negril for its Seven Mile Beach, known for being a 'sunset mecca' and Ricks' café, for heart-stopping cliff diving exhibitions, excellent live music and bustling social scene.

TOBAGO AND GRENADA

To view Mother Nature's proudest work, Grenada's topography is a sight to behold. From extinct volcanoes and palm fringed beaches, wild life lovers will be in their element. Tobago offers ultimate relaxation, visit the waters of Nylon Pool where it is claimed you could benefit from their 'magical' rejuvenating powers.



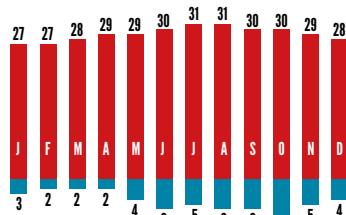
Travel INFO

FLIGHT TIME Depending on which fantastic destination you visit, flight times vary between 8 hours 30 min to 11 hours 5 min.

TIME DIFFERENCE Between GMT -5 and -4 hours.

Weather GUIDE

■ Average temperature (°C)
■ Average rainfall (inches)



**EXCLUSIVE to
VIRGIN HOLIDAYS
in the UK**



Deluxe Beachfront Room

Savannah Beach

CLUB ROOM

A beautiful beachfront resort with a warm Caribbean welcome. Offering the Pauline Quirke Academy of Performing Arts for all budding entertainers.

Location On the South Coast of Barbados. Transfer time from airport 20 min.

Facilities 3 restaurants • 3 bars • 2 swimming pools • Spa* • Kids' club

Rooms Plantation House Rooms with 1 king-size bed, sleeping max 2 adults and 1 child. Club Rooms are available at a supplement.

Guide price 7-night holiday £1,229pp – All Inclusive

Price includes flights, hotel and transfer; based on Plantation House Room.

Child 2-12 £789 | Extra Nights £75

**VIRGIN HOLIDAYS
Favourites**



Pool/Garden View Room



Sea Breeze Beach Hotel

A delightful boutique all-inclusive hotel nestled on a fabulous white sand beach. With stunning views and friendly staff, it will feel like your home away from home.

Location On Maxwell Coast beach. Transfer time from airport: 15 min.

Facilities 3 restaurants • 3 bars • 2 swimming pools • Spa* • Kids' club

Rooms Standard Rooms with 1 king-size bed and space for extra rollaway bed or 2 queen beds, sleeping max 3 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,439pp – All Inclusive

Price includes flights, hotel and transfer; based on Standard Room.

Child 3-16 £779 | Extra Nights £105

**VIRGIN HOLIDAYS
Favourites**



Pool/Garden View Room

Crystal Cove by Elegant Hotels

This is a beautiful resort, with its lush gardens and 3 freshwater swimming pools, complete with a spectacular waterfall and a swim-up cave bar.

Location In St James, on the West Coast. Transfer time from airport: 45 min.

Facilities 2 restaurants • 2 bars • Swimming pool • Water sports • Kids' club

Rooms Pool Garden View Rooms with 1 king-size bed or 2 twin beds, sleep max 2 adults and 1 infant (up to age 2 years).

Guide price 7-night holiday £1,759pp – All Inclusive

Price includes flights, hotel and transfer; based on Pool Garden View Room.

Child 2-16 £779 | Extra Nights £150

*Denotes local charge. Price shown is a guide price only and may change. Prices for Savannah Beach, Southern Palms Beach Club and Hotel, Sea Breeze Beach Hotel, Turtle Beach by Elegant Hotels, Crystal Cove by Elegant Hotels and Sandals Barbados are per person, based on 2 adults sharing for departures between 01-15 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are per person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Luxury Suite

Southern Palms Beach Club and Hotel

This lovely hotel is spread out along 1,000ft of oceanfront at St Lawrence Gap. Restaurants, shops and bars are just a 5-min walk away.

Location On beautiful Dover Beach. Transfer time from airport: 25 min.

Facilities Restaurant and bar • 2 swimming pools • Water sports • Mini-golf

Rooms Garden Rooms with twin beds or 1 king-size bed, sleeping max 3 adults or 2 adults and 1 child.

Guide price 7-night holiday £1,019pp – Room Only

Price includes flights, hotel and transfer; based on Garden Room.

Child 3-16 £779 | Extra Nights £105

**VIRGIN HOLIDAYS
Favourites**



Junior Suite Pool/Garden View Room



Turtle Beach by Elegant Hotels

A premium all-inclusive, all-suite hotel set within pristine gardens. Located just moments away from the lively St. Lawrence Gap.

Location On Dover Beach. Transfer time from airport: 15 min.

Facilities 3 restaurants • 2 swimming pools • Water sports • Spa* • Kids' club

Rooms Junior Suite Pool/Garden View Rooms with 1 queen-size bed or 2 twin beds plus sofa bed, sleeping max 3 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,659pp – All Inclusive

Price includes flights, hotel and transfer; based on Junior Suite Pool/Garden View.

Child 2-16 £779 | Extra Nights £137



Ocean Village Beachfront Club Level Suite with Balcony Tranquility Soaking Tub

Sandals Barbados

Luxury Included®, all-inclusive resort exclusively for couples. Set between lush, green gardens and a beautiful white sandy beach.

Location On the vibrant South Coast. Transfer time from airport: 15 min.

Facilities 11 restaurants • 7 bars • 3 swimming pools • Yoga pavilion • Spa*

Rooms Caribbean Village Deluxe Rooms are set amongst tropical gardens on the ground or 1st floor.

Guide price 7-night holiday £1,979pp – Luxury Included®

Price includes flights, hotel and transfer; based on Caribbean Village Deluxe Room.

Extra Nights £185



Premium Ocean View Splash Room



Premium Garden View Room

Coconut Bay Beach Resort, St Lucia 4/4/4+ WiFi

Set amid 85 tropical acres of coconut palms. Children are spoilt with CocoLand Waterpark or at their own water-feature play area at the superb Kidz Klub.

Location Beachfront on the Atlantic coast. Transfer time from airport: 5 min.

Facilities 5 restaurants • 6 bars • 5 swimming pools • Water park • Spa*

Rooms Deluxe Garden Splash Rooms are located in the families 'Splash' wing on the ground floor, sleeping max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,479pp – All Inclusive

Price includes flights, hotel and transfer; based on Deluxe Garden Splash Room.

Child 3-16 £519 | Extra Nights £115



Luxury Ocean View Room



The BodyHoliday, St Lucia 4/4/4+ WiFi

A rejuvenating holiday experience with an incredible daily programme of complimentary body treatments in the Wellness Centre, set in gorgeous scenery.

Location On Cariblue Beach. Transfer time from airport: 1 hour 30 min.

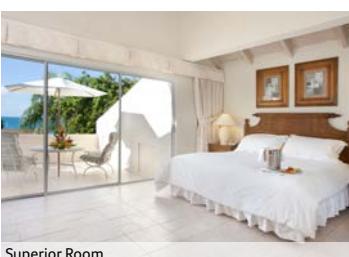
Facilities 5 restaurants • 2 bars • 3 swimming pools • Relaxation classes

Rooms Luxury Rooms with 1 king-size bed or 2 queen-size beds, sleeping max 3 adults or 2 adults and 1 child. Children over 12 years only on certain dates.

Guide price 7-night holiday £2,049pp – All Inclusive

Price includes flights, hotel and transfer; based on Luxury Room.

Child 12-16 £2,039 | Extra Nights £192



Superior Room

Blue Waters, Antigua 4/4/4+ WiFi

A truly superb hotel with elegant surroundings, outstanding service and an enviable location on 2 white sand beaches lapped by gentle aqua waves.

Location Located in historic Soldiers Bay. Transfer time from airport: 15 min.

Facilities 3 restaurants • 3 bars • 3 swimming pools • Water sports • Spa*

Rooms Superior Rooms, situated on the hillside, have luxury showers, with 1 king-size bed, sleeping max 2 adults and 1 child.

Guide price 7-night holiday £1,549pp – Breakfast Included

Price includes flights, hotel and transfer; based on Superior Room.

Child 6-11 £539 | Extra Nights £124

*Denotes local charge. Price shown is a guide price only and may change. Prices for Coconut Bay Beach Resort & Spa, Rendezvous, The BodyHoliday, Jolly Beach Resort & Spa, Blue Waters and Sandals Grand Antigua Resort & Spa are per person, based on 2 adults sharing for departures between 01-20 Sep '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.

Find a store at virginholidays.co.uk/stores

Rendezvous, St Lucia 4/4/4+ WiFi

This recently refurbished, All-Inclusive couples-only resort is set on a magnificent 2-mile stretch of unspoilt beach.

Location On Malabar Beach. Transfer time from airport: 1 hour.

Facilities 3 restaurants • 3 bars • 2 swimming pools • Water sports • Spa*

Rooms Premium Garden View Rooms with 1 king-size bed, sleeping max 2 adults. Guests over 18 years only.

Guide price 7-night holiday £1,719pp – All Inclusive

Price includes flights, hotel and transfer; based on Premium Garden View Room.

Extra Nights £145

Value Collection
Standard Room

Jolly Beach Resort & Spa, Antigua WiFi

Surrounded by 40-acres of tropical gardens, the Jolly Beach offers simple and good value accommodation for families and groups alike.

Location In St Mary's on the west coast. Transfer time from airport: 35 min.

Facilities 5 restaurants • 5 bars • 2 swimming pools • Water sports • Kids' club

Rooms Standard Rooms with 1 king-size bed or 2 twin beds, sleeping max 2 adults.

Guide price 7-night holiday £1,229pp – All Inclusive

Price includes flights, hotel and transfer; based on Standard Room.

Child 3-16 £539 | Extra Nights £98



Mediterranean Walkout Club Level Suite

Sandals Grande Antigua Resort & Spa WiFi

Voted the 'World's Most Romantic Resort' year after year, offering the ultimate in Luxury Included®. Set amidst tropical gardens on one of Antigua's best beaches.

Location On Dickenson Bay. Transfer time from airport: 15 min.

Facilities 11 restaurants • 7 bars • 6 swimming pools • Water sports • Spa*

Rooms Caribbean Deluxe Rooms are located in 1-storey cottages in the tropical gardens of the Caribbean Village.

Guide price 7-night holiday £2,079pp – Luxury Included®

Price includes flights, hotel and transfer; based on Caribbean Deluxe Room.

Extra Nights £202



Turtle Beach by rex resorts, Tobago VVVV+ Wi-Fi

A family orientated resort, offering the Caribbean experience at excellent value for money, tucked away on its very own beach on Great Courland Bay.

Location On Great Courland Bay. Transfer time from airport: 20 min.

Facilities 4 restaurants • 1 bar • Swimming pool

Rooms Standard Seafacing Rooms with 1 king-size bed or twin beds, sleeping max 3 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,199pp – All Inclusive

Price includes flights, hotel and transfer; based on Standard Seafacing Room.

Child 2-12 £759 | Extra Nights £72



Sandals LaSource Grenada Resort & Spa VVV+ Wi-Fi

The first ever Sandals resort to open in Grenada, offering Luxury Included® in an exotic, unspoiled hideaway for couples-only that will take your breath away!

Location On the beautiful Pink Gin beach, just minutes from the airport.

Facilities 10 restaurants • 6 bars • 5 swimming pools • Water sports • Spa*

Rooms South Seas Premium Rooms with Outdoor Tranquility Soaking Tub with 1 king-size bed and a patio or balcony with garden views.

Guide price 7-night holiday £1,899pp – Luxury Included®

Price includes flights, hotel and transfer; based on South Seas Premium Room with Outdoor Soaking Tub. Extra Nights £177



Secrets Wild Orchid, Jamaica VVVV Wi-Fi Club Room

An adult-only resort in Montego Bay, offering Unlimited-Luxury® with an incredible range of amenities at your disposal.

Location On the Montego Bay peninsula. Transfer time from airport: 15 min.

Facilities 9 restaurants • 8 bars • 2 swimming pools • Water sports • Spa*

Rooms Junior Suite Oceanview Rooms with living area and either 1 king-size bed or 2 double beds, sleeping max 3 adults.

Guide price 7-night holiday £1,679pp – All Inclusive

Price includes flights, hotel and transfer; based on Junior Suite Oceanview Double Room. Extra Nights £125

Price shown is a guide price only and may change. Prices for Turtle Beach by rex resorts, Coco Reef Resort & Spa, Sandals LaSource Grenada Resort & Spa, Sunscape Montego Bay, Secrets Wild Orchid Montego Bay and Moon Palace Jamaica Grande are per person, based on 2 adults sharing for departures between 01-20 Sep '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.

Coco Reef Resort & Spa, Tobago VVVV+ Wi-Fi

Located upon a private white sand beach, known to be one of the best in the island, with a specially built lagoon to create a calm swimming area for kids.

Location 20 min to Scarborough. Transfer time from airport: 5 min.

Facilities 2 restaurants • 2 bars • Swimming pool • Water sports • Spa*

Rooms Superior Garden View Rooms with 1 king-size bed, 1 queen-size bed or 2 double beds, sleeping max 3 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,249pp – Breakfast Included

Price includes flights, hotel and transfer; based on Superior Garden View Room.

Child 3-12 £529 | Extra Nights £81



Sunscape Montego Bay Jamaica VVVV Wi-Fi

Surrounded by Montego Bay Marine Park on its own private peninsula, with a fantastic range of activities for everyone to enjoy an Unlimited-Fun® getaway.

Location 10-min from the 'Hip Strip'. Transfer time from airport: 15 min.

Facilities 5 restaurants • 6 bars • Pirate's Paradise Waterpark • Spa*

Rooms Deluxe Rooms located in the Sunrise and Sunset Towers, sleeping max 3 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,299pp – All Inclusive

Price includes flights, hotel and transfer; based on Deluxe Room King.

Child 3-12 £639 | Extra Nights £69



Moon Palace Jamaica Grande VVVV Wi-Fi

Occupying centre stage on the largest private beach in Ocho Rios. With excellent spa facilities and loads of daily activities, there's never a dull moment.

Location In the heart of Ocho Rios. Transfer time from airport: 1 hour and 30 min.

Facilities 4 restaurants • 6 bars • Kids' Club • Resort credit included

Rooms Rooms with 1 king-size bed or 2 double beds, sleeping 3 adults or 2 adults and 2 children. Upgrade to Family Deluxe for interconnecting rooms.

Guide price 7-night holiday £1,849pp – All Inclusive

Price includes flights, hotel and transfer; based on Partial Ocean View Room.

Child 4-16 £969 | Extra Nights £148



Hard Rock Cancun

Rejoice rock n' roll lovers, we've found your perfect Caribbean resort! All rooms have been refurbished to include special rock star twists.

Location On the white sands of Cancun. Transfer time from airport: 30 min.

Facilities 6 restaurants • 7 bars • Swimming pool • Resort Credit included

Rooms Deluxe Gold Rooms with 1 king-size bed or 2 double beds, sleeping max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,639pp – All Inclusive

Price includes flights, hotel and transfer; based on Deluxe Gold Room.

Child 4-17 £839 | Extra Nights £120



Moon Palace Golf & Spa Resort

Recently refurbished, it really is a palace and a spectacular one at that. Lying on Cancun's tranquil south shore, nestled between a long, white sand beach.

Location On a long sprawling beach. Transfer time from airport: 10 min.

Facilities 13 restaurants • 17 bars • 7 swimming pools • Kids' and teens' clubs

Rooms Deluxe Resort View Rooms have a resort view, 1 king-size bed or 2 double beds and sleep max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,399pp – All Inclusive

Price includes flights, hotel and transfer; based on Deluxe Resort View Room.

Child 2-16 £889 | Extra Nights £120



Secrets Silversands Riviera Cancun

Offering adults the ultimate Unlimited-Luxury® all inclusive holiday experience. There are 8 crystal clear swimming pools to choose from plus an infinity pool.

Location 15-miles south of Cancun. Transfer time from airport: 20 min.

Facilities 9 restaurants • 8 bars • 8 swimming pools • Spa* • Water sports

Rooms Junior Suite Tropical View Rooms with 2 double beds, sleeping max 3 adults.

Guide price 7-night holiday £1,519pp – All Inclusive

Price includes flights, hotel and transfer; based on Junior Suite Tropical View Room.

Extra Nights £105



Occidental Grand Xcaret

Located adjacent to Xcaret Park-Mexico's celebrated natural theme park, this resort is a fantastic choice for an exciting family holiday.

Location 15-min from Playa del Carmen. Transfer time from airport: 50 min.

Facilities 11 restaurants • 10 bars • 5 swimming pools • Xcaret Park*

Rooms Deluxe Rooms with 1 king-size bed or 2 double beds, sleeping max 3 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,179pp – All Inclusive

Price includes flights, hotel and transfer; based on Double Room.

Child 3-12 £769 | Extra Nights £56



Barceló Maya Beach Resort

Set amidst lush tropical gardens and a pristine private beach, the resort grounds are breathtaking. Choose from the Tropical or Palace Deluxe sections.

Location On the Riviera Maya. Transfer time from airport: 1 hour.

Facilities 16 restaurants • 14 bars • 5 swimming pools • Kids' water park • Spa*

Rooms Superior Rooms – Tropical, are located in the Barceló Maya Tropical section with garden views, sleeping max 4 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,249pp – All Inclusive

Price includes flights, hotel and transfer; based on Superior Room Double.

Child 2-12 £829 | Extra Nights £73



Dreams Tulum

This Unlimited-Luxury® beachfront property lies on a secluded beach with a reef just offshore ideal for snorkelling and is surrounded by lush, mangrove forests.

Location on the Yucatan Peninsula. Transfer time from airport: 1 hour 10 min.

Facilities 8 restaurants • 7 bars • 2 swimming pools • Water sports • Spa*

Rooms Deluxe Garden View Rooms with 1 king-size bed or 2 double beds, sleeping max 2 adults or 2 adults and 2 children.

Guide price 7-night holiday £1,349pp – All Inclusive

Price includes flights, hotel and transfer; based on Deluxe Garden View Room.

Child 2-12 £619 | Extra Nights £79

*Denotes local charge. Price shown is a guide price only and may change. Prices for Hard Rock Cancun, Moon Palace Golf & Spa Resort, Secrets Silversands Riviera Cancun, Occidental Grand Xcaret, Barceló Maya Beach Resort and Dreams Tulum are per person, based on 2 adults sharing for departures between 01-20 Sep '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices are person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.



Dubai & Beyond



Dubai & Beyond DESTINATION GUIDE

TOP TIPS FOR DESTINATION

Weather – Sunny and hot all year round. Summer Months are particularly hot.

Ramadan – is a religious festival celebrated during May-June. Make sure you get the lowdown on important etiquette before you go!

Concierge Lounge – exclusive concierge lounges at both the Atlantis, The Palm and Hilton Ras Al Khaimah. Somewhere you can chill out and take advantage of the complimentary technology and services the lounge has to offer.

TOP TIPS FOR COUPLES

Spas – and Relax! Both hotels offer great spa facilities where you can kick back and unwind.

Restaurants – date night? You will be spoilt for choice with 12 restaurants at the Atlantis, The Palm (including NOBU and Bread Street Kitchen & Bar.) OR upgrade to Platinum All inclusive at the Hilton RAK where you can dine à la carte up to 4 times per 7 night stay

Beaches – Sun, sea and 1.5km stretch of white sandy beach! There's plenty of room at the The Hilton Ras Al Khaimah!

Nightlife – throw some shapes on the dancefloor at Atlantis adults only N'Dulge Nightclub!

TOP TIPS FOR FAMILIES

Kids club – ditch the kids? No problem. Both hotels offer fantastic kids clubs to keep the little ones entertained.

Marine life – get lost in the Lost Chambers Aquarium, discover Dolphin Bay and explore the wonders of the Sea Lion point.

Baby concierge – travelling with infants? Select a Virgin Holidays club room at the Hilton Ras Al Khaimah and receive our exclusive baby concierge package in resort.

VIP package – with benefits such as sting ray feeding and spa treatments the whole family is made to feel like a VIP! Ask for details.

Dubai makes for an unforgettable holiday destination: bursting with culture and ancient wonders, yet packed with modern delights and luxurious hotels. This city in the sun can feel like a dream, but this is no mirage. Ras Al Khaimah offers a more relaxed pace with soft golden sands and warm Arabian shores. Both destinations are a great getaway providing the perfect blend of city and sand.

THINGS TO DO...

- AQUAVENTURE** – For the perfect way to cool off, why not plunge down the famous leap of faith or lounge around in the lazy river.
- FAMOUS SIGHTSEEING** – Take a trip to Downtown Dubai, home to the Burj Khalifa (the world's tallest building), experience the famous dancing fountains (UAE's answer to the Bellagio) or relax in one of the many sky bars or Michelin starred restaurants.
- SHOPPING** – Shopaholic? You're in luck, Dubai is home to over 520 international brands. The Malls are an experience of their own, with indoor skiing, ice skating and an Aquarium!
- THE PALM JUMEIRAH** – A man-made island shaped like a Palm Tree? It could only happen in Dubai! Located off the coast of Jumeirah Beach, it's a magnet for the rich and famous and claimed to be the '8th Wonder of the World'!
- DESERT AND ADVENTURES** – Away from the city, rolling sand dunes are waiting to be explored. Looking for something adventurous? After a thrilling ride across the desert try sand boarding or camel trekking.
- CULTURE** – Looking for a more traditional Arabian experience? We suggest a visit to the gold and spice souks, or if you are staying in Ras Al Khaimah then why not visit one of the traditional fishing villages or the historical old town?

Travel INFO

FLIGHT TIME Approx 7 hours to Dubai. If you are looking to head down in to Ras Al Khaimah then it's a 1 hour 15 min transfer from Dubai Airport.

TIME DIFFERENCE +4 hours in winter and +3 hours in summer.

Weather GUIDE

■ Average temperature (°C)
■ Average rainfall (inches)





Palm Beach Deluxe Room

**VIRGIN HOLIDAYS
Favourites**

Atlantis The Palm

Wow – the legend of Atlantis is coming to Arabia and it more than lives up to the myth! This lavish marine-themed resort combines luxury with a whole host of unique attractions that will keep you and the kids awe-struck from the first day of your holiday through to the last.

Location On Dubai's exclusive Palm Island on 46 hectares of the Crescent, overlooking the Dubai skyline. Atlantis is just a 25-min drive from the centre of Dubai, using the 6-lane highway connecting The Palm to the mainland. There is also a monorail to the mainland. Transfer time from airport: 45 min.

Facilities 12 restaurants, 4 café/snackbars, tea lounge, cocktail bar and nightclub • Aquaventure Waterpark • The Ambassador Lagoon • 2 pools • Dolphin Bay* • Sea Lion Point* • ShuiQi Spa* & Fitness Centre* • Atlantis Kids' Club* • Club Rush* for teens • Exclusive Virgin Holidays Concierge Lounge

Rooms 1,539 rooms including 165 suites. All with air-conditioning, TV, tea/coffee-making facilities, mini-bar*, safe, iron and board and hairdryer. Deluxe Rooms all offer partial views of the Arabian Sea or Palm Island and are located on the 2nd-6th floors with 1 king-size or 2 queen-size beds, sleeping max 3 adults or 2 adults and 2 children.

Guide price 5-night holiday £1,329pp – Breakfast Included

Price includes flights, hotel and transfer; based on Deluxe Room.

Child 4-11 £519 | Extra Nights £130

**COMPLIMENTARY
Half Board**

Book early and receive complimentary upgrade to Half Board



Deluxe Sea View Room

**EXCLUSIVE to
VIRGIN HOLIDAYS
in the UK**

Hilton Ras Al Khaimah Resort & Spa



Exclusive to Virgin Holidays in the UK, the Hilton Ras Al Khaimah Resort, Spa & Villas offers great service, accommodation and amenities. Arabesque in design with an International vibe this relaxed resort is a firm favourite with Virgin Holidays guests. Located in a spectacular private bay on the most Northern tip of the Arabian Peninsula overlooking a stunning sandy beach with calm, clear waters, ideal for splashing about in. The kids have a pool to call their own, a water slide and their own club to hang out in with a great indoor/outdoor play area.

Location At the tip of the Arabian Peninsula in Ras Al Khaimah, the resort is set on an 1.5km stretch of white sandy beach. The old town is 5 min away. Transfer time from Dubai airport: 1 hour 15 min.

Facilities 5 restaurants and 6 bars • 7 swimming pools, including 2 kids' pools • Spa* • Water sports* • Kidz Paradise kids' club* • Evening shuttle service to various Ras Al Khaimah malls • Virgin Holidays Concierge lounge

Rooms 475 rooms, suites and villas. All with air-conditioning, TV, tea/coffee making facilities, mini-bar*, safe, alarm/clock radio, iron and board, and hairdryer. King Hilton Guest Room Garden Access Rooms are located on the ground floor with a terrace with 1 king-size bed, sleeping max 2 adults.

Guide price 5-night holiday £789pp – Breakfast Included

Price includes flights, hotel and transfer;
based on Double Queen Guest Room Garden Access.

Child 6-11 £479 | Extra Nights £31

*Denotes local charge. Price shown is a guide price only and may change. Prices for Atlantis The Palm and Hilton Ras Al Kaimah Resort & Spa are per person, based on 2 adults sharing for departures between 04-22 Jun '17. Alternative durations can be easily tailor-made to suit your requirements. Extra night prices person per night. Prices will vary according to date of travel. For full details of our pricing policy and booking conditions see pages 32-35.

Useful Information...

Here we have detailed some general information and helpful hints, which we think will help you when planning your holiday.

BROCHURE VALIDITY AND PRICES

This brochure was published in February and the details and guide prices contained within it are valid from 11 Feb '15 until publication of any revised edition or until we or your travel agent advise you further. This brochure offers holidays with departure dates between 01 May '17 and 31 Oct '17. Your holiday must be completed by 14 Nov '17. Holidays that extend beyond that date will require a special quotation.

PRICING CONDITIONS

Package holidays, tours and cruise prices are described as Guide prices in this brochure and may vary due to availability, date of departure and time of the year. In this way we ensure our customers receive the best holiday prices available at the date of booking. All our guide prices reflect all relevant offers and discounts at the time the brochure was printed. Prices are per person based on a minimum of 2 adults (unless otherwise stated) sharing a room. Prices do not include car hire or transfers unless otherwise stated in the price panel. Please note prices may vary depending on choice of airline and departure airport. Extra night prices are also described as Guide prices in this brochure and prices will vary within each season and are per person based upon a minimum of two adults (unless otherwise stated), sharing a room. The extra night guide prices are based upon different date bands please call us or check the website for updated prices. The price is correct at the time of printing and is subject to change – reductions or increases may apply at the time of booking. We reserve the right to alter the prices of any of the holidays before your booking is confirmed. Please call us or check the website for up-to-date prices.

Child Prices – applicable for 2-11 years (with the exception of Disney Resort Hotels where the child age is 2-9 years) when sharing a room with a minimum of 2 adults. Child prices are for length of stay unless otherwise stated.

Infants (0-1 years) – pay a price dependent on the airline they travel with and this will vary according to the date of travel. Infants are subject to fuel surcharges that may be imposed. On Virgin Atlantic flights, an infant will pay from £175 return in Economy. This price is correct at time of printing and is subject to change (reductions or increases may apply at the time of booking). In addition to this, for cruises, infants also pay the child cruise only price. Please note that infants share a flight and transfer seat with parent/guardian.

Teen Prices – applicable in selected destinations (12-16 years), when sharing a room with a minimum of 2 adults. Teen prices are for length of stay unless otherwise stated (any additional charges are listed within hotel price panel).

Per Night Prices – allow you the flexibility to create your own holiday. Prices are quoted per person per night and DO NOT include car hire or transfers. The per night prices are not valid for accommodation-only bookings.

Single Supplements – prices are either quoted per person per night or for tours are shown as a fixed price for the duration of your stay. In the case of tailor-made holidays, the per night prices are based on 2 adults sharing a room and should be doubled if the room is occupied by only 1 person.

Meal/Gala Supplements – where quoted, are per person per night.

Peak Season Supplements – will be quoted at time of booking and are per room per night.

Cruises – Cruise price quoted is based on two adults sharing a standard inside grade cabin and hotel room accommodation; the offer includes return economy flights from a London airport (unless otherwise stated), and transfers where applicable. Cruise prices include all applicable taxes and fuel surcharges. Prices exclude discretionary daily service charges payable on board or in advance and auto gratuity charges payable on board, which will vary depending on cruise line. A non-refundable booking fee may apply at time of booking.

Attraction tickets and excursions – the prices shown in the brochure are only available when purchased as part of your Virgin Holidays package and are subject to change. Attraction ticket only prices will vary and will be confirmed at time of booking.

EARLY BOOKING/SPECIAL OFFERS

Please note, these offers are subject to availability and may be withdrawn at any time.

CAR HIRE INFORMATION

Although your car hire agreement comes with our Basic package which includes Third Party Liability Protection of up to US\$1 million and Uninsured Motorist/Underinsured Motorist protection with a combined single limit of \$100,000, this covers you for any damage to a third party vehicle. It is vital that you have adequate cover to protect yourself against financial risk in the event of total loss of your own hire vehicle or any damage or accidents, especially as some US drivers carry little or no insurance. If you pre-purchase one of our inclusive car packages, Fully Inclusive or Platinum, these risks are covered, however if you decide just to take the Basic package the following extra charges may be payable on arrival.

Collision Damage Waiver (CDW) – Daily cost from \$25 excluding taxes and surcharges.

Collision Damage Waiver provides Comprehensive Cover for all damage to the car, no matter how caused, provided you have not violated the rental agreement. It is technically optional, but if you do not take it, you will be asked to provide evidence of credit worthiness, including a major credit card with a minimum credit limit of \$1,500 and you will be liable for any and all damage or loss – including loss of use of the rental vehicle up to its full retail value – regardless of fault.

Taxes and Fees – Our Basic package does not include mandatory taxes, surcharges and airport fees. These will be payable when you collect your car. These will vary according to duration and car type. If you have taken either the Fully Inclusive or Platinum package then the only taxes and fees payable will be on items purchased directly with Alamo e.g. Sat Nav, Fuel, one-way fees etc.

Vehicle descriptions – The vehicle description provided is not necessarily the vehicle you will receive, it is for guidance only. You should always take into consideration your party size and luggage when choosing your car as it will cost more to upgrade on arrival than prior to departure.

Deposit – You must have a credit card in the lead driver's name. Alamo will swipe this card for security but will not charge anything to it unless you have purchased items locally.

Fuel – Every car comes with a full tank of fuel and you are required to return it full by filling up locally before you return the car. If you return it empty or part full then Alamo will charge you for the missing fuel. You can pre-pay for a tank of fuel at the counter using Alamo's local rates. If you choose to do this you can then return the car empty. Alamo's pre-paid option is subject to taxes and fees.

If you have purchased our Platinum package then one tank of fuel is included and you can return your car empty.

Child seats – Virgin Holidays' Platinum Prepaid Package also includes the cost for child seats, which is compulsory for children under the age of 5 years in the US. If paid locally, this would cost an additional \$6.99 per day plus taxes and surcharges.

Minimum Age & Underage driver charges – You must be aged 21 or over to hire a car. If you are between 21-24 years of age you will also be required to pay an underage driver fee on arrival of \$25 per day plus taxes and surcharges unless you have purchased the Virgin Holidays' Platinum Package where the underage driver fee is included.

Some car groups have a minimum requirement to be age 25 years or over.

Additional driver charges – Virgin Holidays' Platinum Package also includes the cost of up to 3 additional drivers. If paid locally, this would cost an additional \$15 per day plus tax.

Satellite navigation system – If you book one of these systems, you will need to leave a credit card imprint when you collect your vehicle. Any loss or damage to the equipment will incur a penalty to the full value of the unit currently at \$250. You must purchase one of our optional car packages if you wish to purchase prepaid sat nav.

FOREIGN OFFICE TRAVEL ADVICE

We recommend that you seek advice from the Foreign Office regarding your holiday destination(s) prior to your reservation at www.fco.gov.uk/travel

PASSPORT AND VISAS

You MUST have a FULL and VALID passport. Some destinations require you to have 6 months validity on your passport from the return date of travel. You should check with the Embassy for current requirements as these are subject to change.

If your passport shows you are a British or Irish Citizen, you do not usually need a visa* to visit the US and may be entitled to use the VISA WAIVER PROGRAMME (VWP). It is mandatory for anyone travelling to or transferring through the US under the VWP, to obtain approval to travel no later than 72 hours prior to travel by completing an online process ESTA (Electronic System for Travel Authorisation) at <https://esta.cbp.dhs.gov/>. The cost of an ESTA is currently \$14 per person (subject to change). Failure to obtain an ESTA could result in the passenger being denied boarding by the airline.

*Under certain circumstances (e.g. if you have a criminal record) you may require a visa and you could be refused entry into the USA.

If your passport shows you are a BRITISH SUBJECT, you WILL need a VISA. This particularly applies if you are Irish but have a British Subject passport. In both these cases, you must check with the US Embassy or nearest consulate. All other passport holders in doubt should check with a US Embassy or consulate. All British passport holders will now only be permitted to enter the States if they hold a machine-readable passport. Please contact the British Passport Office if you are not sure.

All children, including newborn babies, must now have their own individual passport.

Please note: Some destinations require a letter of authority if children are not accompanied by both legal guardians. Please check with us for further information if this applies to you.

If you haven't yet got a valid passport, we recommend that you should apply for one at least 8 weeks before your holiday departure date. The Passport Service has to confirm your identity before issuing your first passport, and everybody aged 16 or over applying for their first passport will need to have an interview as part of the application process. Please note that this new process will increase the time it takes for your application to be processed. In all cases, the Passport Office advises you not to book any travel arrangements until you have received your new passport.

For full details on passport requirements for your chosen holiday destination, please contact the 'Identity and Passport Service' on 0300 222 0000 or www.direct.gov.uk or the US Embassy on 0207 499 9000 or www.usembassy.org.uk. You should check the most up-to-date requirements before travelling. Further information is available from our website virginholidays.co.uk.

The name on each person's ticket MUST match the name as stated in their passport. When making your booking, please ensure the information given to us is correct. Failure to do so may result in significant charges being incurred, as some airlines treat an amendment as a name change and will charge accordingly.

Universal Orlando® Resort

*2-Park Bonus Ticket entitles ONE (1) guest admission to Universal Studios Florida® and Universal's Islands of Adventure® theme parks, plus select live entertainment venues of Universal CityWalk®, on all days during a fourteen (14) consecutive calendar day period which includes the first day any theme park or CityWalk® portion of the ticket is used. Unused days shall be forfeited. Not valid for separately ticketed concerts and special events at either Universal theme parks or CityWalk. Does not include admission to AMC® Universal Cineplex 20 with IMAX®, the Blue Man Group show, or Hollywood Drive-In Golf™. Some CityWalk venues require ages 21 or older for admission. Valid photo ID required. Additional restrictions apply and benefits are subject to change without notice.

Booking Conditions

All you need to know...

Your contract is with Virgin Holidays Limited, a member of ABTA with membership number V2043 and ATOL holder number 2358.

The following terms in this brochure shall have the meanings set out below when used in these Booking Conditions:

'We', 'Our', 'Us', 'Virgin Holidays' means Virgin Holidays Limited.

'Holiday' means the Holiday booked by you or any person on your behalf.

'Travel Agent' means any Agent through whom your booking with Virgin Holidays is made.

'Force Majeure' means any circumstances which are unusual and/or unforeseeable which are beyond the control of Virgin Holidays, the consequence of which could not have been avoided even if all due care had been exercised, including (but not limited to) war or threat of war; riot; civil strife; hostilities; political unrest; government action; industrial dispute; natural or other disaster; nuclear incident; terrorist activity; weather conditions; closure of airports; fire; flood; drought; re-scheduling or cancellation of flights or alteration of the airline or aircraft type by an airline and technical problems with transportation and all similar events outside our control.

'Major Change' includes the following when made before departure:

- (a) A change of resort area for the whole or a major part of your holiday,
- (b) A change of accommodation to that of a lower official classification for the whole or a major part of your holiday,
- (c) A change of UK departure airport (excluding change of London airports),
- (d) A change of outward departure time or overall length of your holiday of twelve or more hours.

'Package' means a package as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992.

These conditions and the 'Useful Information' in this brochure apply to all Holidays and govern your relationship with Virgin Holidays. Please read them carefully before making a booking.

1. YOUR HOLIDAY CONTRACT

When a booking is made, the 'lead name' on the booking guarantees that he or she has the authority to accept and does accept on behalf of all members of your party the terms of these booking conditions. After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will issue a **confirmation invoice**. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name' or your Travel Agent. This contract is governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

It is important to check the details on your invoice when you get it, or if booking late at the time of booking, that all the details are exactly as you requested. In the event of any discrepancy, please contact us or your Travel Agent immediately as it may not be possible to make changes later.

Advance Registration

Some airlines and accommodation providers only load their seats/accommodation to sell approximately 10 months before the departure. If this applies, we will tell you at time of booking and will issue an invoice setting out the details of your booking and we will take a deposit. A contract will then exist between us on the basis that, the actual price payable will be the applicable price once the airline/ accommodation provider releases the seats/accommodation. The flight timings and other details will be those confirmed by the airline at the time the seats are released and may differ from those advised at the time of booking. We will also advise you of the confirmed price, flight timings and other details when the seats are released for booking by the airline. You will then have 7 days to confirm whether you wish to continue with the booking on the basis of the confirmed price, flight timings and other details or cancel the holiday and receive a full refund. We will issue a revised invoice if

you confirm that you wish to continue with the booking. We will refund your deposit if the flight seats/accommodation do not become available. We will have no other liability and will not be responsible for refunding any other associated costs incurred.

2. BROCHURE ACCURACY

Although Virgin Holidays make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do occasionally occur. You must therefore ensure you check the price and all other details of your chosen arrangements with us at the time of booking.

3. PASSPORTS, VISAS, HEALTH REQUIREMENTS AND TRAVEL DOCUMENTS

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. A full and valid passport is required for destinations we feature (including children) and Visas may be required for some destinations. Requirements may change and you must check the up to date position in good time before departure. If you or any member of your party is not a British Citizen or holds a non-British passport, you must check passport and visa requirements with the consulate or Embassy in which you are intending to travel, prior to booking.

USA – Travel Authorisation (ESTA)

It is mandatory for anyone travelling to or transferring through the US under the Visa Waiver Program, to obtain approval to travel no later than 72 hours prior to travel by completing an online process ESTA (Electronic System for Travel Authorisation) scheme. The cost of an ESTA is currently approx \$14 per person and can be obtained by visiting <https://esta.cbp.dhs.gov> or the Visit USA Website at www.visitusa.org.uk where further information on the scheme and up to date fee can also be found. Once completed and approved, the ESTA application is valid for two years and allows multiple visits without the need to reapply. Travellers can apply for an ESTA even if they have no firm plans to travel to the US. Failure to obtain an ESTA could result in the passenger being denied boarding by the airline.

4. INSURANCE

We consider adequate travel insurance to be essential. Please read and take it with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

5. YOUR FINANCIAL PROTECTION

We provide full financial protection for our package holidays, by way of our Air Travel Organiser's Licence number 2358. When you buy an ATOL protected flight or flight inclusive holiday 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 will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the 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 are unable to provide the 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 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 re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme. If you book arrangements other than a package holiday (e.g. accommodation only), the financial protection referred to above does not apply.

6. PAYING FOR YOUR HOLIDAY

In order to confirm your chosen arrangements, you must pay a non-refundable deposit, which may be higher than the standard deposit to secure specific types of airline tickets, tours, cruises etc, and this will be confirmed to you at time of booking. (If booking within 12 weeks of departure full payment will be required by credit card or debit card.) The balance of the cost of your arrangements (including any surcharge where applicable) is due not less than 12 weeks prior to departure. If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 9 will become payable.

All monies you pay to one of our authorised travel agents are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for as long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and continues to be held 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 accept payment by cheque, credit card and debit card. As of 1st March 2016 direct payments to Virgin Holidays by credit card will incur a charge of 1.5% of the value of the transaction. (Please note the current charge is 2% – this charge is correct at time of print and we reserve the right to increase/decrease this charge and you will be advised at the time of booking). Late bookings made within 14 days prior to departure may require ticket pickup at the airport. An administration charge of £25 per booking will apply.

Booking through Virgin Holidays Retail Stores and Call Centre

If you make a booking with us through our dedicated retail stores and call centre rather than booking online, a non-refundable booking fee will be charged.

Credit Card Fraud Contingency

If you do not supply the correct credit or debit card billing address and/or cardholder information, the issue of your tickets may be delayed and the overall cost may increase. We reserve the right to cancel your holiday if payment is declined or if you have supplied incorrect credit card information. We also reserve the right to do random checks (including the electoral roll) in order to minimise credit card fraud. As a result of this, before issuing tickets we may require you to provide us with a fax or postal copy of proof of address, a copy of your credit card and a recent statement.

7. YOUR HOLIDAY PRICE

Virgin Holidays endeavour to ensure that the most up to date and correct prices are shown on our website (our brochures indicate a guide price). Virgin Holidays reserves the right to raise or lower their prices at any time. Occasionally, an incorrect price may be shown, due to an error. When Virgin Holidays become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is actually applicable to the holiday.

In respect of Packages, changes in fees (including transportation costs, fuel costs, dues, taxes, fees such as landing taxes or embarkation/dismbarkation fees at ports/airports and exchange rates) and services mean that the price of your travel arrangements may change after you have booked your holiday. However, there will be no change to the cost of your holiday within 30 days of departure. In relation to package holidays, we will absorb and you will not be charged for any increase equivalent to up to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover the agent's commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements (excluding insurance premiums and amendment charges), you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality, you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of monies paid.

Booking Conditions (continued)

except for any amendment charges and cancellation charges already incurred. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. The price of your travel arrangements was calculated using the rate of exchange rates on 29 December 2015 and known costs on that date.

Air Passenger Duty

Taxes and surcharges referred to on price panels throughout the brochure have been calculated to include the UK Government's Air Passenger Duty (reductions or increases may apply at the time of booking).

8. IF YOU CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be from the 'lead name' on the booking or your Travel Agent. You will be asked to pay an administration charge of £35 per person and any further cost we incur in making this alteration.

You should be aware that these costs could increase the closer to the departure date that changes are made. Only one change of departure date, per booking may be permitted. Any change in departure date will be treated as a cancellation and full cancellation charges will apply. You will be asked to pay an admin fee of £35 per person and a new deposit per person to secure the new departure date. Any further changes may be treated as a cancellation by you and result in cancellation charges being applied.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements. In some cases, any changes made may mean you having to pay for the cancelled arrangements and purchasing new ones at full cost.

9. IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your travel arrangements at any time. Written notification by mail, fax or email from the 'lead name' on the booking or your Travel Agent, must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will be required to pay the applicable cancellation charges shown in the grid below.

Note: if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges from your insurance company.

Holiday cancellation charges

Period before departure within which notice of cancellation is received by us in writing	% of total booking price*
More than 84 days	Loss of Deposit
57-84 days	30%
37-56 days	50%
22-36 days	70%
7-21 days	90%
Less than 7 days	100%

*In some cases the deposit may be a higher amount to secure your arrangements, this will be non-refundable and the charges will be added to the cancellation charges above.

Our cancellation charges are a percentage of the total holiday cost, (not including your insurance premium). These charges are based on how many days before your departure we receive your cancellation notice and not when your correspondence was sent to us. Please note that any amendment charges are non-refundable. For insurance premiums, you should refer to your insurance provider's cancellation policy.

Please note: If you have booked a cruise, any cancellation or amendments (including name changes) will incur an additional charge to the amendment or cancellation charges stated above, in line with the relevant cruise line's charges.

Please note: That in the case of cancellation after receipt of documents, no refund will be given unless unused tickets are returned to us.

Please note: If only some members of your party cancel, in addition to incurring the applicable cancellation charges, we will recalculate the holiday cost for the remaining travellers. You may have to pay the extra room charges such as single room supplements.

In cases where cancellation charges made by our suppliers are higher than the cost of the deposit, we may pass the charge on to you. Please ask for full details and we will notify you of the specific charges applicable to your booking.

Note: Certain arrangements may not be cancelled after they have been confirmed and any cancellation could incur a cancellation charge of up to 100% of that part of the arrangements.

10. IF WE CHANGE OR CANCEL YOUR HOLIDAY

We begin planning the arrangements we offer many months in advance and so we reserve the right to make changes to and correct errors in holiday details both before and after bookings have been confirmed. We must also reserve the right to cancel confirmed bookings at any time. For example, if the minimum number of clients required for a particular travel arrangement is not reached we may have to cancel it.

Most changes are minor but occasionally, we may have to make a Major Change. If we have to make a Major Change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of the following options:

- (a) (For Major Changes) accepting the changed arrangements or
- (b) Purchasing alternative arrangements from us, of a similar standard to those originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or
- (c) Cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

However, we will not cancel your confirmed booking 12 weeks or less before departure except for reasons of "Force Majeure" (as explained above) or failure by you to make full payment on time.

Due to the unpredictability of Force Majeure events we shall not be liable for any changes either before departure or during the holiday, which in our opinion are necessary to protect your safety. In this event, we will offer you suitable alternative arrangements, or, if you do not travel, return the monies you have paid us but we will not pay you compensation.

In all cases, except where the Major Change arises due to reasons of Force Majeure and subject to the exceptions below, we will pay you the following compensation as detailed below:

Compensation

These scales are based on how many days before your booked holiday departure date, we notify you of a major change

Period before departure when a major change is notified	Compensation payable per adult (for children see below)
More than 84 days	£0.00
29-84 days	£25.00
15-28 days	£35.00
7-14 days	£40.00
Less than 7 days	£50.00

Please note that the above payments are per full fare-paying passenger (excluding infants). For children invoiced at

reduced rates, compensation will be paid on a pro-rata basis of the adult rate.

We will not pay you compensation and the above options will not be available if we make a minor change or cancel as a result of your failure to make full payment on time. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation.

We will not pay you compensation where we make a Major Change or cancel more than 12 weeks before departure or in the event of Force Majeure.

Very rarely, we may be forced by Force Majeure to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

11. FLIGHT

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. Your rights to a refund and/or compensation from us are set out in clause 10.

If you are delayed for a reason other than Force Majeure and in respect of the main flights included in your Holiday, if the delay exceeds 4 hours we will ensure that you receive light refreshments from the airline; if it exceeds 6 hours, you will receive a main meal and in the event of a longer delay, wherever possible, you will receive meals and accommodation appropriate for the time of day.

We are not always in a position at the time of booking to confirm the carrier(s), aircraft type and flight timings which will be used in connection with your flight. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) or any change in the identity of the actual carrier(s) as soon as we become aware of this. The carrier(s), flight timings and types of aircraft shown in this brochure and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be dispatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been dispatched – we will contact you as soon as possible if this occurs. Any change in the identity of the carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.

Please note that, in accordance with Air Navigation Orders, in order to qualify for infant status, a child must be under 2 years of age on the day of its return flight.

Please note the existence of a 'community list' (available for inspection at http://ec.europa.eu/transport/air-ban/list_en.htm) detailing air carriers that are subject to an operating ban with the EU Community.

12. BEHAVIOUR

When you book a Holiday with Virgin Holidays you accept responsibility for the proper conduct for yourself and your party whilst on Holiday. If we or any other person in authority is of the reasonable opinion that you or any member of your party is behaving in such a way as to cause or be likely to cause danger or upset to any other person or damage to property, we will be entitled to terminate the holiday of the person(s) concerned. The person(s) concerned will be required to leave the accommodation or other service and we will have no further responsibility to them including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. You will be responsible for making full payment

for any damage or loss caused by you or any member of your party during your time away. Payment must be paid direct at the time to the service supplier concerned failing which, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

13. IF YOU HAVE A COMPLAINT

In the unlikely event that you have any reason to complain or experience any problems with your holiday arrangements whilst away, you must immediately inform our representative and the supplier of the service(s) in question and complete a report form whilst in resort. Most problems or complaints can be resolved while you are away, however if not resolved, please call us on 0344 557 8830 option 2, email us at homeandunhappy@virginholidays.com or write to Customer Relations Department at Virgin Holidays Limited, The Galleria, Station Road, Crawley, West Sussex, RH10 1WW within 28 days of your return to the UK giving your booking reference and full details of your complaint and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

If this procedure is not followed we will not have the opportunity to investigate and rectify your complaint whilst in resort and this may affect your rights under this contract.

14. WHAT HAPPENS TO COMPLAINTS

We are a Member of ABTA, membership number V2043. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found at www.abta.com

15. OUR LIABILITY TO YOU

(1) In respect of Packages

We promise that your Holiday arrangements will be made, performed or provided with reasonable skill and care. This means that we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing your arrangements. Further, we will be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment or carrying out work we had asked them to do.

(2) In respect of other arrangements

We promise to use reasonable skill and care in the performance of our contractual obligations, subject to and in accordance with these Booking Conditions. Our contractual obligations consist of using our reasonable skill and care in making your booking and arranging your accommodation/car hire/flight, as well as using our reasonable skill and care in choosing our suppliers.

(3) In respect of Packages and other arrangements

We will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from:

- The act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- The act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable or
- 'Force Majeure' as defined above.

(4) Except as specifically set out in these conditions, we will not accept any further or different liability than the Package Travel, Package Tours and Package Holidays Regulations impose. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

(5) We limit the maximum amount we may have to pay you for any claims you may make against us. The maximum amount we will have to pay you where we are found liable for loss of and/or damage to any luggage or personal possessions (including money) is £50 per person affected unless a lower limitation applies to your claim under this clause.

For all other claims which do not involve death or personal injury, the maximum amount we will have to pay you if we are found liable to you on any basis is three times the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(6) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Montreal Convention for international travel by air and/or for airlines with an operating license granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by air, the Athens convention for international travel by sea). Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we will not be obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request. In any circumstances in which the carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier; any sums you receive from the carrier will be deducted from any amount due from ourselves.

(7) Local Excursions/Activities/Events

We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you. Excursions, tours, activities or other events that you may choose to book or pay for through our Concierge Service or whilst you are on holiday ("Local Events") are not part of your package holiday provided by us and these brochure terms and conditions do not apply. For any Local Event your contract will be with the supplier of that Local Event and not with us. We are not responsible for the provision of the Local Event or for anything that happens during the course of its provision by the supplier. Please note that this position also includes all hazardous activities.

(8) The services and facilities included in your holiday will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are

no applicable local regulations, if they are reasonable when compared to the local standards in practice.

16. DATA PROTECTION/PRIVACY

In order to process your booking and meet your requirements, we must pass your personal details on to the relevant suppliers of your travel arrangements. We would also like to hold your information (including any email address), where collected by us, for our own and the Virgin Holidays Family group future marketing purposes (for example, to inform you of promotional/competition offers or to send you our brochure). If you do not wish to receive such approaches in future, please inform us as soon as possible. For full details of our data protection and privacy policy, and an explanation of how your personal details will be used by us, please refer to our website at virginholidays.co.uk

17. SPECIAL REQUESTS AND MEDICAL PROBLEMS

If you wish to make a special request, you must do so at the time of booking. We will try to pass any reasonable requests on to the relevant supplier but we cannot guarantee that requests will be met. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed.

We are happy to advise and assist you in choosing a suitable holiday. As some of the accommodation and resorts featured may lack even the simplest facilities, such as ramps for wheelchairs, lifts etc, it is important that, when booking, you advise us of any disabilities and special requirements to make sure the holiday meets your specific needs. If we reasonably feel unable to properly accommodate the particular needs of the person(s) concerned, we will not confirm the booking or, if full details are not given at the time of booking, cancel when we become aware of these details. For further assistance, please call the Virgin Holidays' Special Assistance Department on 0344 557 3998.

Registered in England: company number 1873815. Registered address: Company Secretariat, The Office, Manor Royal, Crawley, West Sussex RH10 9NU.

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