

## **Key information for package holidays booked by customers within the UK and European Economic Area (“EEA”)**

If the above applies to you, the combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights applying to packages. The Belmond company described in the table below (“**Belmond**”) will be fully responsible for the proper performance of the package as a whole.

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

### Key rights under Directive (EU) 2015/2302

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8 % of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

— The organiser has to provide assistance if the traveller is in difficulty.

— If the organiser or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Belmond has taken out insolvency protection as described in the table below. Travellers may contact these entities using the details below if services are denied because of Belmond's insolvency:

Booking type	Belmond Company	Insolvency Protection
Trains and Cruises bookings made by consumers booking within the UK	Venice Simplon-Orient-Express Limited	<p><b><u>Flight-inclusive packages</u></b></p> <p>ATOL Protection arranged by the UK Civil Aviation Authority.</p> <p>In the event of a claim, please contact: Civil Aviation Authority, Aviation House, Beehive Ringroad, West Sussex, RH6 0YR, UK</p> <p>Telephone: +44 (0)333 103 6350 Email: <a href="mailto:claims@caa.co.uk">claims@caa.co.uk</a></p> <p><b><u>Non-flight packages</u></b></p> <p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ, United Kingdom</p> <p>Telephone +44 (0)345 266 1872 Email: <a href="mailto:insolvency-claims@ipplondon.co.uk">insolvency-claims@ipplondon.co.uk</a> Website: <a href="http://www.ipplondon.co.uk/claims.asp">www.ipplondon.co.uk/claims.asp</a></p> <p>Quote Reference: IPP UK TOFI V1 22</p>
Trains and Cruises bookings made by consumers booking within the EEA	Belmond Luxury Travel Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact: IPP Claims at Sedgwick, Postbus 23212, 3001 KE Rotterdam,</p>

		<p>The Netherlands</p> <p>Telephone +31 103120666,  Email: <a href="mailto:ippclaims@nl.sedgwick.com">ippclaims@nl.sedgwick.com</a>  Website: <a href="https://www.ippmalta.com/claims.asp">https://www.ippmalta.com/claims.asp</a></p> <p>Quote Reference: TOFI CAR IRELAND V4-21</p>
Trains and Cruises bookings made by consumers booking from outside of the EEA or the UK	<p><b>There is no insolvency protection for bookings made by consumers outside of the EEA or the UK</b></p>	
Safaris bookings made by consumers booking within the UK	Venice Simplon-Orient-Express Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick  Oakleigh House,  14-15 Park Place,  Cardiff CF10 3DQ,  United Kingdom</p> <p>Telephone +44 (0)345 266 1872  Email: <a href="mailto:insolvency-claims@ipplondon.co.uk">insolvency-claims@ipplondon.co.uk</a>  Website: <a href="http://www.ipplondon.co.uk/claims.asp">www.ipplondon.co.uk/claims.asp</a></p> <p>Quote Reference: IPP UK TOFI V1 22</p>
Safaris bookings made by consumers booking within the EEA	Belmond Luxury Travel Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick,  Postbus 23212,  3001 KE Rotterdam,  The Netherlands</p> <p>Telephone +31 103120666,  Email: <a href="mailto:ippclaims@nl.sedgwick.com">ippclaims@nl.sedgwick.com</a>  Website: <a href="https://www.ippmalta.com/claims.asp">https://www.ippmalta.com/claims.asp</a></p> <p>Quote Reference: TOFI CAR IRELAND V4-21</p>
Safaris bookings made by consumers	<p><b>There is no insolvency protection for bookings made by consumers</b></p>	

booking from outside of the EEA or the UK	<b>outside of the EEA or the UK</b>	
Journeys in Africa bookings made by consumers booking from within the UK	Venice Simplon-Orient-Express Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ, United Kingdom</p> <p>Telephone +44 (0)345 266 1872 Email: <a href="mailto:Insolvency-claims@ipplondon.co.uk">Insolvency-claims@ipplondon.co.uk</a> Website: <a href="http://www.ipplondon.co.uk/claims.asp">www.ipplondon.co.uk/claims.asp</a></p> <p>Quote Reference: IPP UK TOFI V1 22</p>
Journeys in Africa bookings made by consumers booking from within the EEA	Belmond Luxury Travel Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick, Postbus 23212, 3001 KE Rotterdam, The Netherlands</p> <p>Telephone +31 103120666, <a href="mailto:ippclaims@nl.sedgwick.com">Email: ippclaims@nl.sedgwick.com</a> Website: <a href="https://www.ippmalta.com/claims.asp">https://www.ippmalta.com/claims.asp</a></p> <p>Quote Reference: TOFI CAR IRELAND V4-21</p>
Journeys in Africa bookings made by consumers from outside of the EEA or the UK	<b>There is no insolvency protection for bookings made by consumers outside of the EEA or the UK</b>	
Journeys in Peru bookings made by consumers booking within the UK	Venice Simplon-Orient-Express Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p>

		<p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ, United Kingdom</p> <p>Telephone +44 (0)345 266 1872 Email: <a href="mailto:Insolvency-claims@ipplondon.co.uk">Insolvency-claims@ipplondon.co.uk</a> Website: <a href="http://www.ipplondon.co.uk/claims.asp">www.ipplondon.co.uk/claims.asp</a></p> <p>Quote Reference: IPP UK TOFI V1 22</p>
Journeys in Peru bookings made by consumers booking within the EEA	Belmond Luxury Travel Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact: IPP Claims at Sedgwick, Postbus 23212, 3001 KE Rotterdam, The Netherlands</p> <p>Telephone +31 103120666, <a href="mailto:ippclaims@nl.sedgwick.com">Email: ippclaims@nl.sedgwick.com</a> Website: <a href="https://www.ippmalta.com/claims.asp">https://www.ippmalta.com/claims.asp</a></p> <p>Quote Reference: TOFI CAR IRELAND V4-21</p>
Journeys in Peru bookings made by consumers booking from outside of the EEA or the UK	<b>There is no insolvency protection for bookings made by consumers outside of the EEA or the UK</b>	
Hotel Package bookings made by consumers booking within the UK	Belmond Management Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:</p> <p>IPP Claims at Sedgwick Oakleigh House, 14-15 Park Place, Cardiff CF10 3DQ, United Kingdom</p> <p>Telephone +44 (0)345 266 1872 Email: <a href="mailto:Insolvency-claims@ipplondon.co.uk">Insolvency-claims@ipplondon.co.uk</a></p>

		<p>Website: <a href="http://www.ipplondon.co.uk/claims.asp">www.ipplondon.co.uk/claims.asp</a></p> <p>Quote Reference: IPP UK TOFI V1 22</p>
Hotel Package bookings made by consumers booking within the EEA	Belmond Luxury Travel Limited	<p>We have arranged an insurance policy with International Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group.</p> <p>To make a claim, please contact:          IPP Claims at Sedgwick,          Postbus 23212,          3001 KE Rotterdam,          The Netherlands</p> <p>Telephone +31 103120666,  <a href="mailto:ippclaims@nl.sedgwick.com">Email: ippclaims@nl.sedgwick.com</a>          Website: <a href="https://www.ippmalta.com/claims.asp">https://www.ippmalta.com/claims.asp</a></p> <p>Quote Reference: TOFI CAR IRELAND V4-21</p>
Hotel Package bookings made consumers booking from outside of the EEA or the UK	<p><b>There is no insolvency protection for bookings made by consumers outside of the EEA or the UK</b></p>	

[Directive \(EU\) 2015/2302 as transposed into national law - UK](#)

[Directive \(EU\) 2015/2302 as transposed in all other Member States of the EU](#)

### **For UK Operators selling Packages in the UK only - Belmond Management Limited**

In accordance with the UK Package Travel & Linked Travel Regulations 2018 all passengers booking with **Belmond Management Ltd** are fully protected for the initial deposit and subsequently the balance of all monies received by us, including repatriation costs and arrangements, arising from cancellation or curtailment of your travel arrangements due to the insolvency of **Belmond Management Ltd**

There is no requirement for Financial Protection of day trips or single elements, and none is provided.

**Belmond Management Ltd** has taken out an insurance provided by International Passenger Protection Ltd (IPP) with Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. LMIE's registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by

the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company. This insurance is only valid for passengers who book and pay directly with/to **Belmond Management Ltd**

In the event of our insolvency please make contact as soon as practically possible giving full details of what has happened quoting the name of your Travel Operator:

IPP Claims at Sedgwick

Telephone: +44 (0)345 266 1872

Email: [Insolvency-claims@ipplondon.co.uk](mailto:Insolvency-claims@ipplondon.co.uk)

or online at <http://www.ipplondon.co.uk/claims.asp>

### **For UK Operators selling Packages in the UK only - Venice Simplon-Orient Express Ltd**

In accordance with the UK Package Travel & Linked Travel Regulations 2018 all passengers booking with **Venice Simplon-Orient Express Ltd** are fully protected for the initial deposit and subsequently the balance of all monies received by us, including repatriation costs and arrangements, arising from cancellation or curtailment of your travel arrangements due to the insolvency of **Venice Simplon-Orient Express Ltd**

There is no requirement for Financial Protection of day trips or single elements, and none is provided.

**Venice Simplon-Orient Express Ltd** has taken out an insurance provided by International Passenger Protection Ltd (IPP) with Liberty Mutual Insurance Europe SE (LMIE) trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. LMIE's registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company. This insurance is only valid for passengers who book and pay directly with/to **Venice Simplon-Orient Express Ltd**

In the event of our insolvency please make contact as soon as practically possible giving full details of what has happened quoting the name of your Travel Operator:

IPP Claims at Sedgwick

Telephone: +44 (0)345 266 1872

Email: [Insolvency-claims@ipplondon.co.uk](mailto:Insolvency-claims@ipplondon.co.uk)

or online at <http://www.ipplondon.co.uk/claims.asp>