

Off to a flying start ...Your Ticket

You must present a printed copy of this document at check-in along with your passport. Electronic versions on phones and other devices are not currently accepted. Please retain this page for your return flight.

Booking reference: 10023417

Who's Going	Age	Passenger Type
Miss G McCool		Adult
Mrs L Fitzpatrick		Adult

Going Away

*Hold Luggage	Choose Your Seat	In-Flight Meal
20Kgs	No	Yes
20Kgs	No	Yes

Returning Home

*Hold Luggage	Choose Your Seat	In-Flight Meal
20Kgs	No	Yes
20Kgs	No	Yes

If you have booked or upgraded any of these services via the Thomas Cook Airlines website, www.thomascookairlines.co.uk these will not be shown above, please refer to the website or the confirmation you received.

Going Away

Flight: TCX2364 Thomas Cook Airlines Boeing 757 200
Departs: Saturday 08 February 2014 at 06:10 Manchester, Terminal Terminal 1
Arrives: Saturday 08 February 2014 at 09:25 Salzburg

Check-in information: Check-in opens 3 hours prior to the departure time shown above. We recommend that you arrive at least 2 hours before and advise all passengers to check-in at least 90 minutes prior to the scheduled flight departure time. Please note check-in closes 60 minutes prior to departure.
If you choose to check in on line via www.flythomascook.com/retrievebooking.aspx your bag drop desk will close 60 minutes before departure.



Returning Home

Flight: TCX2365 Thomas Cook Airlines Boeing 757 200
Departs: Saturday 15 February 2014 at 10:25 Salzburg, Terminal Terminal 1
Arrives: Saturday 15 February 2014 at 11:45 Manchester

Check-in information: Check-in opens 2 hours prior to the departure time shown above. We recommend that you arrive at least 2 hours before and advise all passengers to check-in at least 90 minutes prior to the scheduled flight departure time. Please note check-in closes 60 minutes prior to departure.



***For lifting purposes, individual items of luggage should not exceed 30kg on Thomas Cook Airlines flights.**

Hand Luggage Allowance: you are permitted to carry onboard a maximum of 5kg of hand luggage per person (excluding infants), which cannot exceed a specific size/dimension (55cm x 40cm x 20cm).

Maximum one item per customer which includes ladies handbags and laptops. Sharp items must be placed in your hold luggage. Charges apply for sporting equipment.

Check the latest advice on www.thomascookairlines.co.uk.

Notes:

Timings shown are in local time. Timings are subject to change. If a change is made to your flight times that amounts to more than 3 hours difference we will inform you as soon as possible. Flight schedules are often subject to frequent small changes - if changes occur that amount to a difference of less than 3 hours, we will issue you with details of any new timings approximately 12 weeks before departure. We will endeavour to inform you of changes to your flight number, airline or airport terminal (where applicable) as soon as possible. Latest flight timings can be found by going to www.tgo.me/YourFlight

Advanced Passenger Information

For security reasons, Tour Operators and Airlines are required to provide specific data on all passengers to Border Control Agencies before your departure date. You can complete your Advanced Passenger Information, whatever airline you are travelling with, on our designated website www.tgo.me/YourFlight. Information can be completed from NOW until 72 hours prior to departure. You will be required to enter each of the following references, which are **G1P7JY**.

Please note: If you are travelling within 4 days of making your booking this information will be collected at check-in. You may experience a short delay as a result so please allow extra time at the airport.

Your Requests:

Meal requests:

Going Away - In-flight Meal - Miss G McCool

Going Away - Vegetarian Meal - Mrs L Fitzpatrick

Returning Home - In-flight Meal - Miss G McCool

Returning Home - Vegetarian Meal - Mrs L Fitzpatrick

Please note that special requests are subject to availability and cannot be guaranteed.

You're on your way...

Invoice and Ticket Document

Reference : 10023417
Lead Name : Miss G McCool
Date of Travel : 8th February 2014
Duration : 7 nights
Issue Date : 18th April 2013
Issue Number : 1

Next stop... Austria

Dear Miss McCool

Thanks for booking your holiday with Neilson.

You've made a great choice and we'll do everything we can to make sure you have a fantastic holiday. When you arrive we'll take good care of you and will always be on hand if you need anything at all, after all, it's your holiday and you deserve to have a great time.

Please take a few minutes to read through this document and its content, which you must take with you when you travel, and check all your details. This includes your **Ticket** which you will need to present at check-in. If you do have any queries please contact TRAVEL COUNSELLORS. Contact details are shown within the 'It all adds up' section within this document.

Have a great holiday and we look forward to welcoming you in Austria.

Things you will find in this document

*Ticket - THIS IS ALL YOU NEED TO TAKE WITH YOU TO CHECK IN TO YOUR FLIGHT

- Details of your flight and accommodation
- Holiday costings and Contact Details
- Travel Updates and Information
- Booking Conditions
- Your Resort, Your Safety and wellbeing

Here's your summary...

Full details can be found on the next pages

Who's Going	Miss G McCool (Adult); Mrs L Fitzpatrick (Adult)	
Going Away	Saturday 08 February 2014	Departs: Saturday 08 February 2014 at 06:10 From: Manchester, Terminal Terminal 1 To: Salzburg Arrives: Saturday 08 February 2014 at 09:25 Flight No: TCX2364 Passengers: Miss G McCool; Mrs L Fitzpatrick Adults 2 Children 0 Infants 0
Where you're staying	Saturday 08 February 2014	Accommodation Name: Tyrol Landhaus Resort: Soll, Austria Duration: 7 nights on Half Board Passengers: Miss G McCool; Mrs L Fitzpatrick Adults 2 Children 0 Infants 0
Returning Home	Saturday 15 February 2014	Departs: Saturday 15 February 2014 at 10:25 From: Salzburg, Terminal Terminal 1 To: Manchester Arrives: Saturday 15 February 2014 at 11:45 Flight No: TCX2365 Passengers: Miss G McCool; Mrs L Fitzpatrick Adults 2 Children 0 Infants 0
What's Included	In-Flight Meals: See Ticket Luggage: Please refer to your ticket for details Choose Your Seat: Not included In-Resort Service: Included	

IMPORTANT: For security reasons, Tour Operators and Airlines are required to provide specific data on all passengers to Border Control Agencies before your departure date. Please see the Advanced Passenger Information details on your Ticket.



NEILSON
RELAX AS HARD AS YOU LIKE

Here's your summary...(contd)

Ski Essentials: Booked

Transfers: Coach Transfers Included

If you have booked or upgraded any of these services via the Thomas Cook Airlines website, www.thomascookairlines.co.uk these will not be shown above, please refer to the website or the confirmation you received.

Here's where you'll stay ...

Accommodation: Tyrol Landhaus

Resort: Soll, Austria

Board: Half Board

Room Type: Twin Room Facilities - Bath Balc/Terr

Miss G McCool (Adult); Mrs L Fitzpatrick (Adult)

Commences: Saturday 08 February 2014 for 7 nights

Information

The last night in your accommodation is Friday 14 February 2014, rooms are normally vacated at 12 noon or earlier the next day.



It all adds up to a great holiday ...

Your Austria holiday

Here's how the cost breaks down...

Hotel - Twin Room, Bath, Balc/Terr

2 x Adult Accommodation

@ £759.00

£1,518.00

1 x Discount

@ £-40.00

£-40.00

Other Costs:

2 x 19yrs+ 6 day Lift Pass

@ £180.00

£360.00

Additional Items:

2 x Atol Protection - Miss G McCool, Mrs L Fitzpatrick

TOTAL COST

£ 1,838.00

Your Financial Protection

ATOL Protection Contribution (APC)

When you buy an ATOL protected flight or flight inclusive Holiday from us you will receive an ATOL Certificate. This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. Our ATOL number is 1179. This is an important document, which you should retain.

If you have any queries with regards to this document please contact TRAVEL COUNSELLORS on 01204 536000 or at the following address: TRAVEL HOUSE, CHURCH GATE, BOLTON, BL1 1TH.

If you have any comments to make with regards to the layout and content of this document, we'd love to hear from you.

Go to <http://feedback.thomascook.com/> to give your feedback.

All payments are processed by Thomas Cook Retail Limited.

Travel Updates and Information...

Your Requests:

- Bath
- Double bed

We will pass your special requests on to the supplier but they cannot be guaranteed.

Ski or Snowboard packages:

If a ski or snowboard package has been pre-booked, please check the lift pass, equipment and tuition durations with your booking agent, as items within the package may vary in duration.

Choose Your Seat

Choose Your Seat is a great service that allows you to choose the specific seat you want on your flight. **This is the only way all your party is guaranteed to sit together.**

All you need to do is visit www.flythomascook.com/manage-my-booking, enter your booking reference and follow the simple instructions. Prices start from £10 return per person and includes on-line check-in, this will take all the hassle out of queuing at check-in desks, just turn up at the airport and take your luggage to the drop-off area and then move to the duty free!

While you're visiting this website, why not also do the following at the same time:

- Increase your luggage allowance (to a maximum of 25kg per person)

Passport, Visa, Health Travel Advice & Special Assistance Information

Travel Advice

Health Precautions

You should take health advice about your specific needs, or any required or recommended vaccinations, as early as possible. Sources of information include the following websites; www.gov.uk/fco, www.hpa.org.uk and www.nathnac.org. You are also advised to contact your General Practitioner or a specialist clinic.

If you are visiting a European Union (EU) country you should obtain a European Health Insurance Card (EHIC) and take it with you when you travel. The EHIC can be obtained free of charge from main Post Offices and from www.dh.gov.uk/travellers. Please note, the EHIC is in addition to Travel Insurance, not instead of it.

For the latest guide to Health requirements for British Citizens, click here (for e-mailed documents) or visit <http://images.thomascook.com/Live/PVR.pdf>

Foreign Office Advice

The Foreign and Commonwealth Office (FCO) Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information by calling 0845 850 2829 or visit www.gov.uk/fco, or e-mail traveladvicepublicenquiries@fco.gov.uk

Passports & Visa Checklist:

- You may not be able to travel and insurance may be invalid if the names on your passport and travel documents don't match. If any member of your party changes their name, we must be notified immediately so that we can change booking documentation.
- All passengers must ensure they have valid, acceptable passports, any required visa, any other documentation for both the final destination and any stop-off points en-route.
- Failure to hold correct documentation or submitting incorrect details with advanced passenger information or visa applications may result in refusal of carriage or entry to a country. Neither we, nor the airline will accept liability if this happens.
- You may be liable to pay fines, surcharges, other financial penalty, costs (including the cost of an immediate return flight) and any other sums of any description, which are incurred or imposed by the airline or incurred by us.

Our guide to visa/passport requirements: for our latest quick reference guide to Passport and visa requirements for British Citizens, please [click here](#). (N.B. The information on this guide is subject to change)

How to contact the Passport Service: General passport enquiries should be directed to the Identity and Passport Service. Visit: www.gov.uk/browse/driving/passports-travelling-abroad or telephone: 0300 222 0000.

How to find out about visa requirements: The Foreign and Commonwealth Travel Advice Unit provides information about visa requirements and also provides contact details for relevant Embassies. Visit: www.gov.uk/fco, or telephone the Unit on 0845 850 2829. Alternatively the Travel Visa Company can provide assistance with any visa or passport matters – contact 01270 250 590.

Disabled travellers and passengers with reduced mobility

By now, you will have made appropriate enquiries about the suitability of your overseas holiday arrangements. If you require any further information or

help/assistance at the airport/on your flight and haven't yet contacted your travel agent do so as soon as possible. Please ask your travel agent to contact us. We cannot be held responsible if you have failed to tell us about special needs/requirements that will affect your holiday experience.

Neilson Active Holidays Booking Conditions

Your Booking

This invoice confirms that we have accepted your booking, i.e. we have reserved for you and your party, the accommodation and/or travel arrangements set out overleaf from our allocation of accommodation and transport arrangements, subject to any updates or amendments notified to you. If any of the details shown on this Invoice are either not correct, or are not in accordance with your reservation, then you must advise your travel agent, or Thomas Cook if you have made the booking directly with us, within 14 days of receipt, or immediately in the case of a late booking.

The Holiday Contract

You have entered into a binding contract with Neilson Active Holidays. Booking Conditions can be found: (i) in the brochure valid at the time you booked or on the website you booked through: (ii) by visiting our brochure store website using the following link:

www.tcgo.me/tc/Neilson/NEI1W13/20130418/10023417;

(iii) by phoning 01274 470579, a printed copy can be sent to you upon your request. 'Holiday Information' found in brochures and websites also applies to your Holiday Contract. This provides essential information about your holiday, including your accommodation, travel arrangements, resort, health, safety, travel advice and entry requirements. If you are flying with Thomas Cook Airlines and have purchased additional services connected with your flight (such as 'Choose Your Seat', extra leg room seats, or carriage of sports equipment), please refer to the Flight Services Terms & Conditions on www.thomascookairlines.co.uk. Latest flight timings can be found by going to www.tcgo.me/YourFlight

Insurance

It is a condition of booking with us that you and your party have suitable travel insurance for your holiday. If you haven't booked insurance yet please ask your Thomas Cook travel agent for details of insurance they can offer.

Complaints Whilst on Holiday

Naturally, we want all of our customers to have enjoyable and successful holidays. Should you be dissatisfied for any reason, it is a condition of booking that you bring any complaint to the attention of our Representative at the first possible opportunity. We will only consider complaints that have been registered in resort and followed up within 28 days of your return from holiday. Our representatives are trained and authorised to sort out problems on the spot wherever possible, and will do their best to rectify any justified complaint there and then as soon as they become aware.

Company Information

Neilson is a trading name of Thomas Cook Tour Operations Limited
Registered Office: The Thomas Cook Business Park, Coningsby Road,
Peterborough PE3 8SB
Registered in England No. 3772199

Register your complaint online at: www.thomascook.com/customer-relations

Correspondence Address

The address to send your completed form and covering letter to is:
Customer Relations - Neilson,
Thomas Cook Group,
2/4 Godwin Street,
Bradford, West Yorkshire,
BD1 2ST

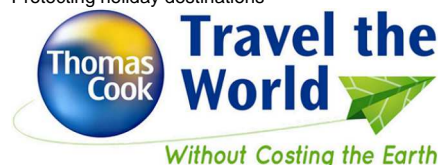
To speak to us personally please call 0845 070 3464. Alternatively you can email us using the relevant address below:
customerservices@neilson.com

Calls to 0844 numbers are charged at 6p per minute and calls to 0871 numbers are charged at 11p per minute. (Costs are from BT landlines, charges from other networks and mobiles may vary).

If you have any comments to make with regards to the layout and content of this document, we'd love to hear from you.
Go to <http://feedback.thomascook.com/> to give your feedback.

Your Resort, Your Safety and wellbeing

Protecting holiday destinations



We're passionate about the places we visit and want to protect and preserve them for future generations to enjoy. We're sure it's a passion you share so for ideas of what you can do, go to <http://bit.ly/UcRWC>

Austria Welcome Information: We have organised a Welcome Introduction which you will receive details about on your arrival. Your representative can assist you with any questions you may have about your holiday and ensure everything is in place for you to enjoy a fantastic and carefree holiday! So, if this is your first visit or if you are a frequent visitor, we can answer any of your questions, or update you on what's changed. Your Austria Thomas Cook team is looking forward to meeting you!

Currency & Money: We recommend the purchase of a 'Cash Passport' for the bulk of your holiday money, with a small amount of local currency for initial sundry items. Major credit cards are also widely accepted in all our holiday destinations. In some cases local currencies may have to be purchased after arrival or there may be restrictions on the amount you are permitted to buy in advance. We suggest you contact your Travel Agent for details. Currency: The currency in Austria is the .

Weather & Natural Disasters: Some holiday destinations may be affected by weather patterns such as tropical storms, monsoons and hurricanes. An example is the 'hurricane season', which affects the Atlantic, Caribbean Sea and Gulf of Mexico and is generally considered to be between June and November. Weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit www.fco.gov.uk/travel for information. When a storm or natural disaster occurs, travel and accommodation arrangements may be significantly disrupted, we work with local and international authorities, our Health and Safety / resort teams and local agents to try to minimise disruption and keep you well informed. In the event of changes to your holiday due to actual or threatened bad weather, we are not able to offer any compensation.

Airport Information

For directions to the airport please refer to the airport's website: www.manchesterairport.co.uk/manweb.nsf

Thomas Cook has a ticket desk and representation at Manchester airport. The contact telephone number for Manchester airport is 08712 710 711.

If you need to contact Thomas Cook Tour Operations in an emergency before you arrive at the airport, please use the following number: 0870 0104599

Your Journey

We want to ensure your flight is as enjoyable and comfortable as possible. The NHS has produced a 'Travel Health' guide to air travel which can be found on their website at www.nhs.uk

This provides guidance on flying with different medical conditions. You will find helpful advice on how to prepare for the cabin air pressure and preventing dehydration. Here you will also find advice about Deep Vein Thrombosis (DVT), including measures that can be taken to prevent blood clots, such as wearing loose, baggy clothing and elastic compression stockings during your flight, also, drinking plenty of water and doing simple exercises, regularly from your seat. Medication should always be carried in your hand luggage.

Drink plenty of water during the flight to avoid dehydration.

Mobile telephones or any other device that transmits data must remain switched-off for the duration of the flight. This applies even if the device has a specific 'flight mode' or 'flight safe' setting.

Fitness to Fly

Most people with existing medical conditions are able to fly on a commercial aircraft without difficulty. We only request medical clearance when fitness to fly is in doubt, maybe as a result of recent illness, injury or hospitalisation, surgery, instability or where special services may be required.

In-flight safety

Although we want you to start and end your holiday on a high note, please make sure that you keep any drinking to a minimum before the departure of your flight. We will deny boarding to any passenger who appears to be intoxicated or whose behaviour we consider to be disruptive. While we wish to create a genuine holiday mood, we will deny boarding or impose additional conditions of carriage on any passenger who is:

- intoxicated and/or disruptive
- found to be smoking on board our aircraft
- abusive to any Thomas Cook Airlines staff or representative on either the ground or in-flight

- makes an inappropriate remark. Inappropriate remarks are considered as any comment or statement made by a person, which indicates that they may be carrying a bomb (or other explosive device), a firearm or weapon regardless of that person's intent or reason for making the comment or statement.

Passengers who are refused travel due to their behaviour will be responsible for arranging alternative transportation at their own expense.

Your Safety & Wellbeing on Holiday

Your health and safety on holiday is of paramount concern to us, especially if children are involved. It is appropriate that we bring to your attention the need for you to be careful and to take necessary precautions whilst overseas and we need your help and co-operation with this. We would ask you to pay close attention to the following information, together with any other information we, our agents or suppliers provide to you before you go, during your flight and when you arrive at your destination and at your accommodation.

Below you will find some important safety advice on different aspects of your holiday which you should be aware of prior to traveling such as:-

- Balcony Safety
- Fire Safety
- Gas Safety
- Pool Safety
- Food & Drink
- Glass

A full set of our safety guidelines can be viewed by clicking [here](#) or viewing the following web page:

http://images.thomascook.com/live/How_To_have_a_safe_and_healthy_holiday.pdf. Alternatively you can view safety advice provided by ABTA at www.abta.com/consumer-services/worry_free_travel.

If you are travelling to a Ski resort, please also familiarise yourself with the following safety advice by clicking [here](#) or viewing the following web page: <http://images.thomascook.com/live/SKIHs.pdf>.

Balcony Safety

Children should NEVER be left unsupervised on balconies. Do not climb or stand on balcony furniture. Keep all furniture away from the balcony wall/railings. Never lean over, sit or climb on balcony walls/railings.

Fire Safety

Familiarise yourself with all escape routes and locate the nearest fire exit to your room. Walk the nearest escape route from your room. Study the fire instruction notice displayed in your room. Identify the method of raising the alarm on discovering a fire. Ensure that all smoking materials are safely extinguished and do not smoke in bed.

If a fire occurs

Evacuate the room/area immediately - do not stop to collect personal belongings.

Close any doors behind you.

Raise the alarm.

Proceed to an assembly point outside and well clear of the building.

If you cannot leave your room, close all doors, put wet towels or clothes around the door seals and shout for help from the window or telephone reception.

Glass windows and doors

Be aware that glass doors and windows may not necessarily be equipped with toughened glass. Caution should be taken at all times. Take extra care in bright sunlight as it may not be obvious whether the window/door is opened or closed.

Gas Safety

Familiarise yourself with how the appliances work, if you are unsure please ask for assistance. If you smell gas within your accommodation:

- extinguish all naked flames and do not use matches or lighters.
 - do not switch lights or any other electrical appliance on or off.
 - if possible isolate the gas supply (i.e. turn off the supply using the tap on the bottle).
 - open all doors and windows.
 - inform reception, the agent, owner.
 - leave the building and allow time for the gas to disperse.
- Never attempt to locate a gas leak yourself or tamper with the gas supply. If you spot any defects or hazards in your property during the holiday please ensure that you bring them to your representative's or agent's attention.

Food & Drink

It is advisable to always drink bottled water and to use it for brushing your teeth. Ensure that the seal of the bottle is intact. Where appropriate avoid ice in drinks. Never accept drinks from strangers or from anyone you do not completely trust. Do not share or exchange drinks. Try to keep your drink with you at all times. Nominate someone to watch your drinks, especially if you are leaving the group you are with to go to the toilet. Be aware of how much you have had to drink and remember alcohol will dehydrate you.

Whilst hotels will try and cater for a range of international guests, food in hotels is always going to be influenced by the local culture. This is all part of the holiday experience and provides you with the perfect opportunity to experience the local cuisine. Wash your hands before eating and after going to the toilet. Make sure your food has been thoroughly cooked and is still hot when served.

Make sure that any food that is re-heated is piping hot all the way through. Avoid any uncooked food (apart from local fruits and vegetables, food that can be peeled or shelled).

Pool Safety

- Every pool is different. Most hotels and apartments do not employ life guards so please supervise any young members of your party. Familiarise yourself with the layout of the pool to identify the deep and shallow areas before use.
- Ensure that children use the toilet BEFORE entering the pool and take regular toilet breaks during the day. In the event of a faecal accident in or around the pool, please report it immediately; this will assist the hotel management in ensuring the highest levels of pool hygiene.
- Shower before entering the pool.
- Do not swim (or allow children to swim) if suffering from an upset stomach.
- Do not change nappies at the poolside.
- Young children and babies must wear appropriate swimwear e.g. rubber-lined swimming trunks. Swimming in nappies and nude bathing is unacceptable.
- Wash hands thoroughly after using the toilet and changing nappies.
- Have fun, but avoid unruly behaviour; observe pool rules and information signs at all times.
- Pool surrounds can be very slippery; do not run around them.
- Do not swim immediately after a meal and never swim when you have been drinking alcohol.
- When jumping or diving into the pool, check the water depth first and never dive from the deck side into water less than 1.5m deep.
- Do not jump or dive from any raised features or from poolside furniture.
- Do not use the pool after dark or when closed, even if it has underwater lights.
- In the event of an emergency, know how to summon help.

Mosquitoes: can be a real nuisance, especially at night. Biting insects (including mosquitoes) are common in many countries, and they can spread disease. Insect repellents, especially those containing DEET, can be useful in helping to prevent bites. You can also reduce the risk of bites by wearing clothes that cover your skin, including your arms and legs, especially during the evening and at night.

Quality & Safety Management

Thomas Cook group has demonstrated it has a quality management system in place and has been assessed and certified as meeting the requirement of ISO 9001: 2008, for the period October 2012 to October 2013. We are committed to continuous improvement in the provision of quality, safety services and systems to our customers. Our certificate number is 180948. Visit www.british-assessment.co.uk for more information on ISO 9001.



DANGEROUS GOODS (HAZARDOUS MATERIALS): For safety reasons, dangerous goods must not be packed in checked or cabin (unchecked) baggage except as specifically permitted. Dangerous goods include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices. For security reasons, other restrictions may apply. Check with your carrier.

Airline Conditions of Contract and other Important Notices

Conditions of Carriage: Carriage is subject to the applicable tariffs, conditions of carriage of the airline you are flying with and conditions of contract and other important notices. If you are travelling with Thomas Cook Airlines, the conditions of carriage can be viewed at www.thomascookairlines.co.uk. For other airlines, conditions of carriage are available on application at the office of the carrier or on the carrier's website.

NOTICE: Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that International Treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments (the Warsaw Convention system), may apply to the entire journey, including any portion thereof within a country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier.

NOTICE of Liability Limitations: The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay. For more information, please visit <http://images.thomascook.com/Live/Cond.pdf>

This is an important document. Make sure that you take it with you when you travel.

ATOL Certificate

This confirms that your money is protected by the ATOL scheme and that you can get home if your travel company collapses.

This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

Who is protected?

Miss G McCool
Mrs L Fitzpatrick

Number of passengers: 2

What is protected?

Neilson package to Soll, Austria for 7 nights

Sat 08 Feb 2014	Manchester	Salzburg	Thomas Cook Airlines
Sat 15 Feb 2014	Salzburg	Manchester	Thomas Cook Airlines

You can find more detailed information on your booking, including price, on the confirmation you will receive from Neilson.

Who is protecting your trip?

Neilson, 1179
10023417

Your protection

You are protected from when you were given this certificate to the end of your trip. If Neilson stops trading, the passengers named above will either:

- 1 complete their trip and return to the UK; or
- 2 receive a refund.

Your protection depends on the terms of the ATOL scheme (available at www.atol.org.uk).

If Neilson stops trading, you must follow the instructions at www.atol.org.uk (where there will be details of arrangements to bring people back to the UK, and information on how people can claim their money back) or you can call (+44) 20 7453 6350.

By issuing this ATOL Certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012, TRAVEL COUNSELLORS confirms that the trip to which it applies is sold in line with the ATOL held by the organiser named above.

The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on its terms and conditions, go to www.atol.org.uk.

As well as the protection of the ATOL scheme, you have protection under the Package Travel Regulations. For more information see www.direct.gov.uk in the Travel and Transport section.

Unique reference number	Date of issue:	ATOL Certificate Issuer:	ATOL number:	Package sale
10023417	18/4/2013	TRAVEL COUNSELLORS	1179	