



KEY TRAVEL

GROUP TERMS (SUPPLEMENTAL)

PLEASE READ THESE GROUP TERMS CAREFULLY AS THEY APPLY, IN ADDITION TO KEY TRAVEL'S STANDARD BOOKING TERMS IN FORCE FROM TIME TO TIME ("STANDARD BOOKING TERMS"), TO TRAVEL BOOKINGS MADE WITH KEY TRAVEL WHICH RELATE TO GROUPS OF PASSENGERS.

1. Definitions

Expressions defined in the Standard Booking Terms and used in these Group Terms shall have the meaning set out in the Standard Booking Terms.

2. Application

The Customer will be notified at the time of placing its booking with Key Travel as to whether the number of Passengers is categorised as a Group by Key Travel, or any applicable Third Party Supplier.

3. Deposit

When placing a booking with Key Travel for a Group of Passengers, the Customer may be required to pay a deposit for the Travel Services. The amount of the Deposit will vary depending on which Third Party Supplier is being engaged and their terms and conditions. Key Travel will notify the Customer of how much the deposit will be prior to making the booking. Please note, where a deposit is required, Key Travel is unable to book any Group Travel Services until the deposit has been paid. All deposits are non-refundable.

4. Further Payment Schedule and Conditions

a. Advance Payment

With certain Group Travel Services Key Travel may require payment in full at the time of booking (for example, those bookings made with low cost carriers). Key Travel will notify the Customer at the time of issuing its quote or at the time the booking is made if this is the case (and whether such advance payments are refundable).

b. Balance Payments

Balance (or full) payment (as applicable) for the Group Travel Services must be received by Key Travel at least 8 weeks before the Group's travel (or within such other timeframes as Key Travel may specify). Where Third Party Suppliers require earlier balance (or full) payment Key Travel will notify the Customer as such when the booking is made. If balance (or full) payments are not received by Key Travel by the due date(s) Key Travel shall be entitled to cancel the booking and any deposit paid may be forfeited.

c. Required Names and Traveller Information

The Customer is required to provide Key Travel with a complete list of all Passengers travelling in the Group at least 8 weeks in advance of the Group's travel. The list must include each Passenger's full name, address, date of birth and any other information relating to each Passenger's identity as specified by Key Travel from time to time. It is the Customer's responsibility to ensure that such information is current, accurate, complete and matches any applicable visa and passport documentation for each Passenger. If the Customer fails to provide Key Travel with this information at least 8 weeks in advance of the



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Group travel (or within such other timeframes as Key Travel may specify) Key Travel may cancel the booking and any deposit paid may be forfeited.

5. Replacing Passengers and Cancellations

a. Replacing Passengers

If the Customer notifies Key Travel that it wishes to replace one (or more) of the Passengers within the Group with a substitute passenger(s): (i) the deposit(s) for the existing Passenger(s) may, at Key Travel's sole discretion, be used for the substitute passenger(s); or (ii) an additional deposit(s) may be required for the substitute passenger(s); and (iii) Key Travel reserves the right to charge the Customer an administration fee plus any charges imposed by the relevant Third Party Supplier(s) in facilitating such Passenger changes.

b. Cancellation

The Customer must notify Key Travel immediately on becoming aware if one or more of the Passengers wishes to cancel its Travel Services. In such circumstances Key Travel will advise the Customer as to whether any refund of the booking fee(s) is available. Eligibility for a refund will be dependent on the applicable Third Party Supplier's refund and cancellation policy which will be communicated to the Customer at the time of booking. Key Travel reserves the right to charge a cancellation fee plus any charges imposed by the relevant Third Party Supplier(s) in facilitating such Passenger cancellation.

If any cancellation brings the number of Passengers below the minimum number required to qualify for a particular Group price, Key Travel will notify the Customer if the overall booking price is affected. If the overall price has been affected, the Customer will be responsible for paying an amount equivalent to the difference between what has been paid and the recalculated price.

6. Waiver

In the event that Key Travel should at any time expressly or by implication waive any of its rights contained herein such waiver shall not be deemed to prejudice in any way the enforcement of such rights by Key Travel on any subsequent occasion.

7. Variation

- a. Key Travel reserves the right to vary the terms of these Group Terms at any time; such variation shall take effect immediately and will be available to view online.
- b. Key Travel reserves the right to review and adjust all elements of fees without prior notice to take account of (but not limited to) inflation, increased charges, costs, or changes to terms and conditions by Third Party Suppliers or other parties that may impact on Key Travel.

8. Jurisdiction and Governing Law

These Group Terms are governed by the laws of England and shall be subject to the jurisdiction of the English Courts, without prejudice to the right of Key Travel to seek recovery of any sums due from the Customer before any court of competent jurisdiction.