

LETTER OF GUARANTEE

Dear traveller,

Please be advised that all documentation handed over to you by Centre Holidays Inc. for your trip is on a confirmed status. Centre Holidays Inc. does not issue tickets if your booking is wait-listed.

Vacation package documents are issued by the tour operator only if confirmed.

If you are told at the airport you are unable to board the flight because it is your travel agent's fault, it is not true. This is due to the fact that the airline or tour operator has either overbooked or cancelled the flight. If this is the case, you are due compensation in lieu of their mistake.

Please do not leave the airport unless you have their reason in writing. Take the name of the airline personnel you have dealt with at the airport and the name of the supervisor or manager on duty.

If this procedure is not carried out by you, Centre Holidays Inc. will not be able to process your claim on your behalf.

Sincerely,



Carlton Montaut
CEO, Centre Holidays Inc.