

- | You have no rights against the tour operator regarding problems with parts of your holiday **you** arranged direct with someone else, e.g. car hire or excursions.
- | If the tour operator is a member of a trade association e.g. ABTA, they may also be able to help.



If you go on a Package Holiday, it must be:

- 👉 AS DESCRIBED
- 👉 OF A REASONABLE STANDARD

This means, for example:

- | The resort, accommodation, facilities and cost must be correctly described to you.
- | The accommodation must be reasonably clean and comfortable.
- | The standard of food and service should be adequate.
- | The travel arrangements should work reasonably well.

It also means the holiday **MUST NOT** be:

- | In a different resort or hotel from the one you booked (unless you agreed to change).
- | Distressing or disappointing because of a failure in the tour operator's arrangements.

But **remember**, you must bear in mind the **price** you paid for your holiday. You can't expect four star standards in a one star hotel.

make a **reduction** from the price you paid to allow for the use you have had from the pram.

👉 If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the pram.

👉 **Remember**, if you are entitled to a **refund**, a **repair** or **compensation** it is the trader who must sort out your problem. **The trader cannot tell you to go back to the manufacturer.**

### IMPORTANT

- | You have no rights if you simply change your mind.
- | You have no rights if **you** damage the pram by overloading it with shopping or additional children.
- | All prams need to be looked after and used in line with the instructions.
- | Fair wear and tear is **not** a fault.