



# lumi Tugeda Holidays – Terms & Conditions

**Please note** the conditions that apply to your booking and ensure you read the below and our airline [Conditions of Carriage](#) carefully.

Solomon Airlines is not itself an accommodation provider. Except for any Solomon Airlines airfare component, services are not provided by Solomon Airlines and are provided by other service providers as set out in your booking. You should obtain and read the applicable service provider's terms and conditions as they may limit or exclude liability in respect of death, personal injury, delay and loss or damage.

In some cases, Solomon Airlines uses a third-party intermediary, or additional agent, to facilitate your booking with the service provider. Your booking may reference this third party as the booking agent.

All Solomon Airlines air travel has a flight number starting with "IE" and is subject to the applicable fare rules and the airline's [Conditions of Carriage](#). All other services are subject to the normal conditions of the service provider. All airfares and other package components are subject to availability. Bookings may be made through Solomon Airlines Reservations, or online via [www.flysolomons.com](http://www.flysolomons.com) if possible at the time of booking.

## 1.1 Bookings with Solomon Airlines flights

Except as otherwise stated or in certain circumstances including under Solomon Islands Law, your booking is non-refundable. Changes or cancellations to your flights can be made only as permitted by the fare rules of the flights you have purchased and charges may apply. Changes incur an SBD\$100 fee, are subject to availability and must be made at least 24 hours prior to departure. If cancellation is made at least 24 hours prior to departure, unused tickets can be used as a credit for 12 months from date of ticket issue towards a higher fare. Any additional fare and tax will apply.

## 1.2 Bookings with accommodation

Hotels may require photo identification at check in and proof that the guest checking in is over 18 years old. Guests may be required by the hotel to present a valid credit (not debit) card or cash deposit at check-in for incidentals. To check such requirements and re-confirm your booking please call the hotel's reservations department prior to check in. Except as otherwise stated, your booking is non-refundable except in certain circumstances including under the Solomon Islands Law. Changes or cancellations must be made through phoning Solomon Airlines Reservations and cannot be made online. We recommend changes are made at least 3 days prior to check-in.

The hotel supplier may impose change or cancellation fees or charges which may amount to all the cost paid for the hotel. These amounts will be at your expense. At the time of making a change, you must re-book for available dates (subject to availability) per the conditions and validity of the hotel the date you make the change.

## 2. Specific Assistance and Requests

If you require specific assistance, please ensure that you inform Solomon Airlines Reservations of your needs before you make a booking. Solomon Airlines cannot guarantee requests will be met by service providers.

## 3. Product Descriptions

Descriptions featured for land content are based on information provided by hotels and other service providers. Any facilities shown as included are subject to change by the service provider. Solomon Airlines does not guarantee any particular standard or class of accommodation or other service provided by a third party. Photos may show places in the geographic areas, and these are not necessarily included in the holiday package price. Hotel room photos are representative only, actual rooms occupied may vary in decor and inclusions from those shown. Images may be supplied courtesy of third parties such as tourist bureaus, hotels and tour operators.

## 4. Travel Insurance

It is recommended that you consider purchasing a travel insurance policy of your choice.

## 5. Baggage limits and check-in requirements

Please check your travel documents for applicable baggage allowances and check-in times. Solomon Airlines enforces strict baggage limits and flight closure times.

## 6. Contact Information

It is essential you or the person making your booking advises Solomon Airlines of an email address and telephone number where you can be reached if it is necessary before and after your departure. We may leave messages for you on the number/s you provide.

If any part of your booking is changed, for example, if a hotelier overbooks hotel accommodation, or there is a schedule change for your flight, or one of the land components of you have booked becomes unavailable, we will use reasonable endeavours to notify you on the phone contact you provide to us with your booking.

## 7. Not Included in Price of Holiday

The cost of anything not specifically included in a holiday package is at your expense.

## 8. Booking Arrangements

If you make a booking on behalf of another person you must bring these Booking Conditions to that person's attention. Each traveller booked is deemed to have accepted these Booking Conditions.

No variation to the Booking Conditions will be effective unless made in writing by Solomon Airlines.

All communications from us will be communicated to the email address or phone number/s listed in your booking. We may leave messages for you on the number/s you provide.

## 9. Limit of Liability

Responsibility and liability for any loss or damage relating to products and services of third parties, including without limitation accommodation and other service providers, rests with that third party and is governed by that third party's terms and conditions.

To the extent permitted by law, such as Solomon Islands Law, Solomon Airlines excludes all liability for any loss or damage whatsoever (including but not limited to physical and psychological injury, and loss or damage to property of whatever nature) that may arise in any way in connection with the offer of services by Solomon Airlines or any third-party service providers, or in connection with the supply of such services. If Solomon Islands Law or any similar law implies a condition or warranty that cannot be excluded, to the maximum extent permitted by law the liability of Solomon Airlines for a breach of the condition or warranty will be limited as determined by Solomon Airlines in its absolute discretion to: supplying of the services again; or the payment of the cost of having the services supplied again.

## 10. Events Beyond our Control

Unless otherwise required by law, Solomon Airlines does not accept any liability whatsoever for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond its control including weather events, air traffic control issues, industrial action by a third party, security issues or any other unusual and unforeseen circumstance which we cannot control and the consequences of which it could not have avoided.

## 11. Destination Passenger Enquiries

Solomon Airlines makes no representation as to the safety, conditions or other issues that may exist at any destination.

## 12. Governing Law

These Booking Conditions are governed in all respects by the laws of Solomon Islands and any action arising under them or in any way connected with the holiday may be brought only in a court in Solomon Islands, subject to any applicable law which is expressly inconsistent with this.