

Your booking confirmation

Dear Philip Marsh,

Thank you for booking with Avios Group (AGL) Limited and British Airways Plc.

For hotel room bookings, you will need to present your voucher to your hotel at check-in. Print your voucher now by clicking on the 'Print voucher' link. For car rental bookings, you will need the Avis confirmation number shown in your booking details.

Booking summary

Booking reference 31658917

Booking date: 02/01/17

Price includes: Taxes, fees, and charges unless otherwise stated.

Off-line Service Fee USD 0.00

Payments received 19,650 Avios

Traveller details

Lead traveller
Philip Marsh
3573 SE Vineyard Rd
PORTLAND, OR 97267
US

Main phone number: 5033071348
Email: PHILipMARSH1879@GMAIL.COM

Booking details

[Print Voucher](#)

Room

Confirmation: 277494948-134824568480

Swiss Inn Pyramids Golf Resort

Al Wahat Road, Dream Land
6th of October City 2500
EG
Main phone number 2 3855-3311

Room description: 1 King Bed or 2 Twin Beds

366-sq-foot (34-sq-meter) room with city views

Layout - 2 bedrooms

Entertainment - Free WiFi and premium channels

Food & Drink - 24-hour room service, minibar, and free bottled water

Bathroom - Private bathroom, a hair dryer, and a shower

Practical - Safe and phone; rollaway/extra beds and free cribs/infant beds available on request

Comfort - Air conditioning

Free Wireless Internet Half Board

Room type: Standard Room (For Egyptians & Residents Only) - 1
king bed

Check-in: Sunday 15/01/17 2:00PM

Check-out: Wednesday 18/01/17 12:00PM

Nights: 3

Occupants: 1 Adult
Philip Marsh

Special Request: Quiet Room

Yours sincerely,

British Airways Customer Services

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Avios Group (AGL) Limited, Astral Towers, Betts Way, London Road, Crawley West Sussex RH10 9XY registered in England and Wales. Registered number 02266073

Terms and conditions

Changing your booking

- You will not be able to change your booking when it has been confirmed.
- You will be able to cancel your booking, for a fee, and make a new booking. However, we cannot guarantee that the same hotel room or car rental option will still be available.

Cancelling your booking

- Cancellations made outside of 72 hours to travel will be charged a cancellation fee of £35 or local equivalent, plus any applicable Supplier Fees as advised at time of booking. Cancellation/Supplier fees are payable in CASH by credit/debit card only.
- Cancellations made within 72 hours to travel will be charged 100% of the booking value and no refund will be made.
- Failure to cancel prior to scheduled check-in time will be considered a no-show and will not be eligible for refund. There will be no refund for unused services or early check-out.

Cancellation fees

- In addition to the hotel cancellation policy described above, there will be an additional fee equivalent to £15 for any cancellations made by an agent over the phone.
- Cancellations made online are only subject to applicable supplier cancellation fees.
- Your car rental booking is with Avis Budget EMEA Limited with Avios Group (AGL) Limited acting as the agent only. See T&C's at <http://www.avis.co.uk/TermsAndCondition> or <http://www.avis.co.uk/TermsAndCondition>

[> Service fees](#)

[> View full terms and conditions](#)

For bookings which include car rental

Your car rental booking is with Avis Budget EMEA Limited with Avios Group (AGL) Limited acting as agent. See T&C's at <http://www.avis.co.uk/TermsAndCondition> or <http://www.avis.co.uk/TermsAndCondition>

Unless shown as included, Collision/Loss Damage Waiver, Theft Protection and Additional Liability Insurance are excluded from the rental but will be available, if required, to purchase locally. The terms of the cover is provided in or with the Rental Agreement at the time you collect your vehicle.

There will be an excess applicable in the event of the rental vehicle being damaged or stolen. Any optional extras and surcharges, including additional cover to reduce the excess amount, may be available to purchase locally. A full breakdown of the inclusions will be displayed on your Rental Agreement which you will be required to sign before collecting your rental vehicle.

Important information for the named driver

If you hold a UK driving licence and are renting a car, you must bring a DVLA licence code with you when collecting your vehicle. Codes can be requested from <http://www.gov.uk/view-driving-licence> (you will be asked to submit your driving licence number, National Insurance number and home postcode), or by calling the DVLA on 0300 083 0013 (Monday to Friday 8am – 7pm, Saturday 8am – 2pm). The code (which will be valid for a maximum period of 21 days from the point it is generated) must be presented to the depot and still be valid when picking up the vehicle. Budget will not be able to rent to you unless you have this code. Foreign nationals living outside the UK without a National Insurance number do not need to provide the code. This policy only applies to rentals in mainland UK.

A full driving licence will need to be held for a minimum of one year. An international driving licence is required for licences in non-roman alphabet, for licences issued in a non European country where the rental is outside that country, for licences issued in a European country where the rental is outside of Europe. UK licence holders will need to take their Photocard Licence but do not need

to take its paper counterpart. Licence holders with only a Paper Licence need to take it.

Licence endorsements may exclude a driver from renting a vehicle, please check prior to booking. Indian driving licences are only valid in India regardless of the language they are written in. All licences from India must be supported with an international driving permit (IDP) along with the local licence.

The renter must provide a major credit card, in their name, to cover the rental charges and any additional items at the time of rental.

The minimum age for drivers is 23. For drivers between 23 and 25 a young drivers' surcharge, payable locally, will be applicable.

How to contact us

Although we are unable to respond to individual replies to this email we have a comprehensive section that may help you if you have a question about your booking or travelling with British Airways.

If you need any help with your booking before travel you can contact us on

UK customers- 0344 493 0787

US customers- 0344 493 0747

ZA customers- +27 10 344 0135

If you have a query upon arrival or during your stay please contact the British Airways helpline, lines are open 06:00 - 01:00 daily (UK time):

From the UK: 01925 848882

From outside the UK: +44 1925 848882

The quicker you get in touch with us, the faster we can help.

Complaints and Claims

We can usually sort our problems on the spot if we know about them, if you have cause to complain about the land arrangements of your holiday (hotel, car rental, transfers, experiences) please:

- Tell the relevant service supplier;
- if the problem cannot be sorted out this way please contact our Duty Office, lines open 06:00 - 01:00 daily (UK time) on +44 (0)1925 848882;
- If the problem can still not be resolved, then please notify us in writing;

British Airways Customer Relations

PO Box 5169

Sudbury

Suffolk

CO10 2PG

You should notify us in writing of all complaints as soon as possible and in any event no later than 30 days after you return home. This is to give us a reasonable opportunity to make appropriate enquiries and obtain evidence. If you do not follow this procedure it will make it harder for us to resolve your complaint and this could prejudice any claim for compensation that you wish to make.

You must in any event notify us in writing of any claim for compensation within 42 days of the claim arising.

ABTA Code of Conduct

Avios Group (AGL) Limited comply with the ABTA code of conduct. A copy of the code can be found at <http://abta.com/about-abta/code-of-conduct>

If you have received this email in error

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