

First Choice Flex T&Cs

If You Added First Choice Flex to your Holiday on or before 13th July 2025

a) Purchasing First Choice Flex

First Choice Flex can be purchased by you at the time of booking for an additional fee and allows you to cancel your holiday for any reason, up to 48 hours prior to your outbound flight's scheduled departure time and receive a full refund of the price you paid, excluding the First Choice Flex fee. Any extras added to your holiday after you've made your booking won't necessarily be covered by Flex, please see section below 'Post-booking changes to your holiday' for more information. First Choice Flex must be purchased at the time of booking and cannot be added subsequently. First Choice Flex is not available for accommodation only or flight only bookings or for bookings made within 72 hours of departure.

Please note, First Choice Flex does not cover any cancellation by First Choice and only applies where you have chosen to cancel your holiday. Where your holiday has been cancelled by First Choice, the standard cancellation terms and conditions as outlined in the 'If We Cancel Your Holiday' section will apply.

b) Post-booking changes to your holiday

In most cases, where you make post-booking changes to your holiday resulting in an increase to the value of your booking, these additional changes will not be covered by First Choice Flex and only the original value of the booking will be covered. However, in certain circumstances, First Choice reserves the right to give you the option to 'top up' your First Choice Flex fee to cover the whole of the increased booking value.

Where you have made post-booking changes to your holiday resulting in a decrease in the overall price of the holiday, you will not receive a pro-rata refund of the First Choice Flex fee, which will be retained in full by First Choice. The new, decreased booking value will be covered in full, subject to the usual exceptions outlined above.

Please note, only booking amends made at least 72 hours before the scheduled time of your outbound flight departure of the original booking will be accepted.

Please contact First Choice to discuss your First Choice Flex options where you intend to make changes to your booking.

c) Exercising First Choice Flex and cancelling your holiday

If you've added First Choice Flex to your booking and would like to cancel, call us on 0203 451 2690 between 9am-7pm. To use First Choice Flex, you must cancel at least 48 hours before your outbound flight is scheduled to depart. If you are wishing to use Flex but our Contact Centre is closed, please email MyFCflexcancellation@firstchoice.co.uk. A refund can only be requested and made in

respect of a full booking, for all travellers and for all the eligible elements of your booking. Please note that the maximum refund amount is capped at £20,000 per booking.

If you choose to cancel within 48 hours of your outbound flights' scheduled departure time, standard cancellation terms and conditions will apply as outlined in the 'If You Cancel Your Holiday' section above and you may not be entitled to a refund.

d) Your personal data

The processing of your personal data is necessary to provide you with the First Choice Flex service and to manage any refund you may be entitled to. You are expressly informed of and declare that you agree to the processing of your personal data in accordance with these terms and conditions.

If You Added First Choice Flex to your Holiday on or after 14th July 2025

a) Purchasing First Choice Flex

First Choice Flex can be purchased by you at the time of booking for an additional fee and allows you to cancel your holiday for any reason, up to 14 days prior to your outbound flight's scheduled departure time and receive a full refund of the price you paid to First Choice, excluding the First Choice Flex fee and any resort fees/taxes payable locally. Any extras added to your holiday after you've made your booking won't necessarily be covered by Flex, please see section below 'Post-booking changes to your holiday' for more information.

First Choice Flex must be purchased at the time of booking and cannot be added subsequently. First Choice Flex is not available for accommodation only or flight only bookings or for bookings made within 15 days prior to departure.

Please note, First Choice Flex does not cover any cancellation by First Choice and only applies where you have chosen to cancel your holiday. Where your holiday has been cancelled by First Choice, the standard cancellation terms and conditions as outlined in the 'If We Cancel Your Holiday' section will apply.

b) Post-booking changes to your holiday

In most cases, where you make post-booking changes to your holiday resulting in an increase to the value of your booking, these additional changes will not be covered by First Choice Flex and only the original value of the booking will be covered. However, in certain circumstances, First Choice reserves the right to give you the option to 'top up' your First Choice Flex fee to cover the whole of the increased booking value.

Where you have made post-booking changes to your holiday resulting in a decrease in the overall price of the holiday, you will not receive a pro-rata refund of the First Choice

Flex fee, which will be retained in full by First Choice. The new, decreased booking value will be covered in full, subject to the usual exceptions outlined above.

Please note, only booking amends made at least 15 days before the scheduled time of your outbound flight departure of the original booking will be accepted.

Please contact First Choice to discuss your First Choice Flex options where you intend to make changes to your booking.

c) Exercising First Choice Flex and cancelling your holiday

If you've added First Choice Flex to your booking and would like to cancel, call us on 0203 451 2690 between 9am-7pm. To use First Choice Flex, you must cancel at least 14 days before your outbound flight is scheduled to depart. If you are wishing to use Flex but our Contact Centre is closed, please email MyFCflexcancellation@firstchoice.co.uk. A refund can only be requested and made in respect of a full booking, for all travellers and for all the eligible elements of your booking. Please note that the maximum refund amount is capped at £20,000 per booking.

If you choose to cancel within 14 days of your outbound flights' scheduled departure time, standard cancellation terms and conditions will apply as outlined in the 'If You Cancel Your Holiday' section above and you may not be entitled to a refund.

d) Your personal data

The processing of your personal data is necessary to provide you with the First Choice Flex service and to manage any refund you may be entitled to. You are expressly informed of and declare that you agree to the processing of your personal data in accordance with these terms and conditions.