

General Information

ITINERARIES AND HOTELS: Accommodation has been reserved in the hotels mentioned, but we do reserve the right to substitute similar hotels should circumstances dictate. Please note that at the discretion of the hotels (and their view of the local climate), lido and pool areas, as well as air-conditioning, may not be operational, and hotels' charging policies for access to spas, safety deposits, wifi, etc are always subject to change. Half board normally includes evening dinner and breakfast. We make group bookings in hotels. In some hotels this will mean a set menu at dinner with no or limited choice, so please make sure we are aware of any special dietary requirements. Where house wine is included with dinner, this will be limited in colour, type and quantity by the hotel! Please refer to Clause 19 of our Booking Conditions for further information regarding hotels. Hotel check-in times are usually between 2pm and 3pm, check-out times between 10am and 12 noon on the day of departure. However, times do vary. Therefore, if you check-in immediately after a night flight this would normally count as one night's accommodation. Similarly if your return flight is at night you will normally be required to vacate your room in the morning prior to leaving for the airport later on. Day rooms are subject to availability/cost and should be arranged locally with the hotel. The order of visits described may be subject to change. Where a train or boat journey features in a programme the journey will be made by road if, for any reason, the train or boat is not operating. Optional excursions operate at extra cost and are subject to minimum numbers. Changes may be made to the particulars in this brochure at any time.

FLIGHT TIMINGS, IN-FLIGHT MEALS, AND BAGGAGE ALLOWANCES: Airlines and timings are subject to change. Please refer to Clause 6 of the Booking Conditions. Our brochures are printed some time in advance and, in some cases, before the airline has published its timetable. In these cases timings shown are based on experience of previous years. While latest known flight timings will be given at the time of booking these can change. Sometimes an airline will add a new route: when possible, we may add this to our programme. Sometimes routes are withdrawn, in which case we will adjust our programme and offer alternatives if possible. In-flight meals are not included. One suitcase per person (usually 20Kgs) to be checked-in and carried in the hold is included in the holiday price. Cabin bag allowances in terms of size, weight and number vary from airline to airline. Ryanair's size limit for a cabin bag (40x20x25cm) is smaller than other airlines. It is possible to take on a larger cabin bag as well as the smaller one by purchasing priority boarding. The cost currently (August 2018) is £16 per person return and is subject to availability. You should tell us at the time of booking if you want to pay for this option. Precise information on baggage allowances will be sent with your travel documents 10-14 days before departure along with your boarding passes for those airlines where we have checked you in on-line.

SEATING PREFERENCES ON FLIGHTS (including seats together) Specific seats, for example aisle or window seats, can be pre-booked at an extra cost. Otherwise, airlines will choose seats for you. While most airlines allocate seats together on the same booking free of charge, this is not guaranteed, and you could be seated away from your travelling companion(s). Therefore, if you have any seating preferences (including guaranteed seats together), it is important that you tell us when you book, and, in any event, at least four weeks before your departure date. We shall tell you if your preferences can be accommodated and at what extra cost, if any. Please note that any requests received within four weeks of your departure date may not be possible, even with payment of an extra cost.

EXTENDED STAYS: These are subject to change - please see Clause 3 of our Booking Conditions. However, once we have confirmed your booking, your holiday price is guaranteed. Please Where it is possible to extend your holiday and have an extra week, all excursions are planned to take place during the first week. Please note that in some cases during the second week an emergency contact number will be given in lieu of the services of a local representative. Naturally, your return airport transfer will be arranged for you note that optional excursions, portorage, drinks with main meals and travel insurance are not normally included in the holiday price. In some places tourist taxes are being introduced, which are paid in resort by hotel guests. These are not included in the holiday price and will have to be paid by you directly to the hotel. We shall let you know if such taxes apply when you book or as soon as we become aware if they are introduced after you booked.

MOBILITY: Please note that in order to get the most from your visits to many of the attractions mentioned, reasonable amounts of walking will be necessary. The terrain of archaeological sites may be uneven, and scenic hill towns are...hilly! Please refer to Clause 12 of our booking conditions.

WALKING HOLIDAYS: WALKING GROUPS AND INSURANCE: The walks are designed for regular walkers of average fitness. If you wish to walk further, our guides will assist you with information on other walking possibilities in the area. If you wish to stick to shorter distances, some of our walks can be abridged to suit – though in some instances you may have to pay for a taxi back to the hotel from a convenient point!

For your comfort and security, and in recognition of the fact that paths in places may be stony or wet, it is essential that you should have appropriate footwear: either strong walking shoes or boots (new boots should be broken in) which give ankle support and have soles with a good grip – walking poles (collapsible to fit inside hold luggage), if you have them, take the strain off the joints, and are handy if not essential. A light waterproof coat is advisable, as is sun cream and a hat; binoculars and camera are an extremely good idea, and drinking water is essential.

The details of the walks are believed correct at the time of printing. However, they may be amended due to local conditions or substituted with walks of similar content and quality. Similarly the order of operation of the walks is subject to confirmation. Distances and elevations should be taken as indicative only and may not agree with local signage nor with GPS systems' readings, which, as we have found out, do not always agree with each other! Please bear in mind that while walks are on marked paths, farm tracks and tarmac roads, the different nature of terrain, vegetation and local standards in the resort areas means that these are often very different to those you would find in the UK. Vive la difference!

We normally provide a walking guide/assistant guide for every 15-20 walkers. This ratio can change slightly for operational reasons (e.g. terrain, local regulations, guide availability). When required, transport to the start point is included. If we use a larger coach to get more than one walking group to a start point, you may be asked to delay starting out so as to keep walking groups separate.

Please check with your insurer if in doubt. Our travel insurance covers you for group walks up to an altitude of 3000m (approx 9850ft). The highest altitude reached on any of our group walks is 2550m (8415ft). If you decide to walk separately from our group, or if you have not taken out our insurance please ensure your cover is valid, particularly if you are going above 2000m/6560ft.

PAYMENTS BY COMMERCIAL CREDIT OR DEBIT CARD: Please note that all payments by commercial credit or debit card are subject to a charge of 2% of the payment being made.

CUSTOMER CARE: Our customers can have complete confidence when booking an ATOL protected holiday with a tour operator which cares about its customers. Our customers were full of praise for the way our staff looked after them during the ash cloud crisis in 2010 and during various Air Traffic Control strikes since. More recently, when Monarch Airlines collapsed, none of our customers lost their holiday, and, those already abroad flew home without any delay. If your homeward flight is disrupted, we will get you home as soon as possible. If the airline has not made arrangements for accommodation and meals we shall do so. Please note that in order to offer this service we rely on your cooperation in dealing with claims for reimbursement from the airline concerned. Please see clause 18 for our general policy on flight cancellations and delays.

FLEXIBLE ARRANGEMENTS: Obviously the departure dates of our holidays are set and as advertised. Occasionally extra dates will be added due to demand – please look at our website www.preferredts.com or call us. If you wish to combine two holidays into a longer break, or e.g. stay behind in your destination country to visit friends, we will try to assist and arrange special flight arrangements. Please note that for bookings including special flight arrangements there will be an administration fee of £15 per person, and the deposit payment (non-refundable) will be £250 per person.

HEALTH REQUIREMENTS AND TRAVEL ADVICE: There are no compulsory health requirements for the countries we visit. For up to date UK government health and travel advice please visit www.dh.gov.uk/travellers (020 7210 4850) or check with your GP, practice nurse or travel health clinic for advice. The Foreign & Commonwealth Office provides up-to-date travel advice at www.fco.gov.uk/knowbeforeyougo EUROPEAN HEALTH INSURANCE CARD (EHIC): The EHIC replaced the old E111 in 2006. Your EHIC lets you get state healthcare at a reduced cost or sometimes for free. It will cover you for treatment that is needed to allow you to continue your stay until your planned return. The card is not an alternative to travel insurance. It will not cover any private medical healthcare or costs such as mountain rescue in ski resorts, being flown back to the UK, or lost or stolen property. Therefore, it is important to have both an EHIC and a valid private travel insurance policy. Most insurers now insist you hold an EHIC. The EHIC is valid in all European Economic Area (EEA) countries. The EEA is a free trade zone between countries of the European Union (EU), Iceland, Norway and Liechtenstein. The regulations on access to healthcare in the EEA also apply in Switzerland. Applying for an EHIC is free of charge. You can apply online at www.ehic.org.uk or by phoning the automated service on 0300 3301350.

PASSPORTS/VISAS: Full British passport required. No visa requirements for UK citizens. Nationals of other countries should consult the appropriate authorities. For visits to countries in the EU, passports must be valid on the day of return, but you should give yourself some leeway. Furthermore, requirements for countries outside the EU vary so we suggest you have 6 months validity from the date of your return to cover all eventualities. Please call us if you would like information about a specific country. You must have a passport for travel to/from the UK. In case your passport is lost or stolen overseas, a photocopy of the photograph page will be of help in obtaining an emergency passport from the Consulate for return travel. Make sure you are insured for the costs of obtaining an emergency passport. These will be the application fees but may also include expensive transport costs getting to/from the Consulate.

YOUR FINANCIAL PROTECTION: All the flights and flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see Clause 14 of our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLcertificate.

PRIVACY POLICY SUMMARY: Please be assured that we have measures in place to protect the Personal Information we collect from you. Personal Information includes your name, address, email address, telephone number, date of birth, passport details, and any other information you provide, for example, a medical condition or dietary requirement. We collect this information in order to provide the travel arrangements you have booked. Where necessary, this information will be passed on to the relevant suppliers of your travel arrangements including, but not limited to, airlines, hotels, land and sea transport companies, our Tour Directors and Resort Representatives. Where you have chosen to take and pay for travel insurance, we shall pass on your Personal Information to the relevant insurance company. We shall only transfer the data we collect from you outside the European Economic Area if your travel arrangements include such a destination. Your Personal Information will also be provided to public authorities such as customs or immigration if required by them, or as required by law. We shall retain your Personal Information in order to deal with post-travel queries for the minimum periods required by law. We may also send you from time to time details of our products and services. If you do not want to receive such details in future, tick the box on the booking form, or just let us know. We shall not share your Personal Information with our newspaper partners and carefully selected third parties unless you consent by opting in on the booking form. Our full Privacy Policy can be found on our website www.preferredts.com. You have certain rights under data protection law, for example, to access, correct, or erase the data we hold about you, or to make a complaint. Details can be found on the Information Commissioners' website (www.ico.org.uk), or contact us.

By phone: 0116 279 3929. By email: mail@preferredts.com

By post: Preferred Travel Services, 41 High Street, Kibworth Beauchamp, Leicester, LE8 0HS.

Online: <https://www.preferredts.com/contacts/>

Preferred Travel Services is a trading name of High Concepts Ltd.

ISSUED AUGUST 2018

TRAVEL INSURANCE FOR BOOKINGS TAKEN UP TO 31 DECEMBER 2018

This information is subject to change without notice.

Travel insurance is a vital aspect to booking a holiday, giving you protection against unforeseen circumstances that could otherwise spoil your holiday. It is important that you purchase travel insurance that properly covers your participation in whatever activities you may undertake at the time that you make your booking. To assist you with this, we have arranged travel insurance from Travel & General Insurance Services Limited. Should you decide not to purchase our insurance, you must provide us with details of your alternative insurance with your final payment.

The schedule of the cover opposite sets out a summary of the cover provided by our insurance. Preferred Travel Services is a trading name of High Concepts Limited. High Concepts Limited is an Appointed Representative of Travel & General Insurance Services Limited who are authorised and regulated by the Financial Conduct Authority, firm number 304788. Further details can be found at <https://register.fca.org.uk> or by calling 0800 111 6768.

THIS SUMMARY APPLIES TO PERSONS UNDER THE AGE OF EIGHTY YEARS AT THE DATE OF DEPARTURE.

Premiums for persons under the age of 80 years at the time of departure are shown elsewhere in the brochure. We regret cover is not available to persons aged over 80 years at the date of departure. These details are correct as at 1 December 2017 and are subject to change without notice. As cover under the Cancellation section commences immediately the holiday booking has been confirmed, no refund in premium can be allowed. In the unlikely event that we have to cancel your holiday, any insurance premiums paid to Preferred Travel Services will automatically be refunded. However, we cannot refund premiums paid to other insurers. If you have arranged your own insurance please check that the premium will be refunded in the event of cancellation by us.

Walking Holidays. Please check with your insurer if in doubt. Our travel insurance covers you for group walks up to an altitude of 3000m. Some insurers have lower limits – usually 2000m. If you decide to walk separately from our group, or if you have not taken out our insurance please ensure your cover is valid.

Important declaration

An insurance policy can only provide cover in respect of an event/occurrence which is sudden, unforeseen and beyond your reasonable control. Any facts known to you, which could possibly result in you having to make a claim, must be disclosed otherwise you may not be covered. In addition, anyone named under the policy must have read and understood the following relating to Pre-Existing Medical Conditions which are defined as:

- Any respiratory condition (relating to the lungs or breathing), heart condition, stroke, Crohn's disease, epilepsy, allergy, or cancer for which you (or any other person not necessarily travelling but upon whom travel depends such as a Close Relative) have ever received treatment (including surgery, tests or investigations by your doctor or a consultant/specialist, or prescribed drugs/medication).
- Any Medical Condition for which you (or any other person not necessarily travelling but upon whom travel depends such as a Close Relative) have received surgery, in-patient treatment or investigations in a hospital or clinic within the last twelve months, or prescribed drugs/medication.

- Have You or a Close Relative ever received treatment (including surgery, tests or investigations by Your doctor, a consultant or specialist), or been prescribed drugs or medication for any respiratory condition (relating to the lungs or breathing), heart condition, stroke, Crohn's disease, epilepsy, allergy, or cancer?
- Have You or a Close Relative received surgery, in-patient treatment or investigations in a hospital or clinic or been prescribed drugs or medication, within the last twelve months, for any other medical condition?
- Are You aware of any circumstances that could reasonably be expected to give rise to a claim on this policy?

If you have answered yes to any of these questions or are in any doubt you must call Healthcheck in confidence on: 01702 427 253. The medical screening helpline may be contacted between 09.00 and

Single trip policy – Summary of Schedule of Standard Cover			
Section		Sum insured per person	Excess per person
A	Cancellation and curtailment charges	Up to £5,000	£75*
	Medical Expenses	Up to £5,000,000	£75
B	In Patient Benefit	£500	Nil
	Criminal Injuries Benefit	£5,000	Nil
C	Personal Accident – disability	£25,000	Nil
	Death	£10,000	Nil
D	Delayed Departure or Arrival, or	£100	Nil
	Cancellation due to Delayed Departure	£5,000	Nil
	Hi-jack of Aircraft, train or sea vessel	£3,000	Nil
	Failure of Transport	£1,000	Nil
	Missed Connection	£1,000	Nil
E	Personal Effects single item limit £400 (Valuables limited to £500 in total)	£2,500	£75
	Money	£500	£75
	Tickets	£1,000	£75
	Passport or Visas	£250	£75
F	Personal Liability	£2,000,000	£250
	Legal Expenses	£15,000	Nil

* Cancellation excess for loss of deposit on air holidays is nil. Cancellation excess for UK trips of three days or less is nil.

17.00 Monday to Friday and 10.00 to 16.00 on Saturdays. Healthcheck will confirm whether or not cover is available for the condition. An additional premium may be payable.

A policy document that fully defines the cover, conditions and exclusions will be sent to you with your booking confirmation. When you receive your policy, please take the time to read it carefully to ensure you understand what is and what is not covered, and that all activities that you may wish to participate in are included. If it does not meet your requirements, please return the policy, proof of premium and any other relevant documents to us within 14 days of receipt and we will refund the premium in full, provided you have not travelled or made a claim.

Failure to comply with the terms & conditions of the policy may result in cover being restricted.

BOOKING CONDITIONS – 2019 SEASON

KEY POINTS You enter into a booking with us when we issue our confirmation invoice. If you then cancel, there will be a cancellation charge. Initially this may only be a deposit, but can go up to 100%. You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances. We are responsible to you for providing your holiday but there are legal limits. Your contract will be with High Concepts Ltd trading as Preferred Travel Services, 41 High Street, Kibworth Beauchamp, Leicestershire, LE8 0NT. Tel: 0116 279 39 29 mail@preferredts.com NB read the full terms below for more information and for other important rights and obligations.

These Booking Conditions and the information in the brochure and our website form the basis of your contract with Preferred Travel Services ('we' and 'us'). 'You' means the person making the booking (including anyone who is added or substituted at a later date). References to 'brochure' in these conditions shall also include references to our website.

1. Your contract – when you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we send our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

2. Payment – in order to confirm your holiday, the appropriate deposit must be paid at the time of booking. The balance of the holiday cost must be received by the Balance Due Date which will be shown on our confirmation invoice. The Balance Due Date is 8 weeks before departure for Group A Holidays (holidays by air), 6 weeks before departure for Group B Holidays (holidays with no flight of more than 4 days duration) and 4 weeks before departure for Group C Holidays (holidays with no flight of 4 days or less). If you are booking after that date full payment must accompany your booking form. Reminders are not sent. If we do not receive payments due in full, on time, we shall cancel your travel arrangements and retain your deposit.

3. Your holiday price – we reserve the right to change the prices of any of our holidays at any time. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed. The price we charge for your travel arrangements is fully guaranteed and will not be subject to any surcharges after your contract

is confirmed. Please note that items such as local city taxes at your holiday destination are not included in our prices and will be payable by you in situ.

4. Changes by you – if, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. You will be asked to pay an administration charge of £15 per person, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing as soon as possible and no later than 7 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer.

Note: Certain travel arrangements (eg. Air Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

5. Cancellation by you – should you or a member of your party need to cancel the holiday once it has been confirmed, you must immediately advise us in writing. Notice of cancellation is only effective when it is received in writing at our offices (see Date Received in the table opposite). Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges in the table (shown as loss of deposit up to the Balance Due Date and percentages of the total holiday cost thereafter). Insurance premiums are non refundable.

Date Received	Group A	Group B	Group C
More than 56 days	loss of deposit	loss of deposit	loss of deposit
More than 42 days	50%	loss of deposit	loss of deposit
56-29 days	50%	50%	loss of deposit
42-29 days	50%	50%	loss of deposit
More than 28 days	50%	50%	loss of deposit
28-8 days	75%	75%	75%
7 days or less	100%	100%	100%

Please see clause 2 for definitions of Group A, B and C. The Date Received is the number of days before the departure date of the holiday we receive your cancellation in writing. Should one of the members of your party cancel who is sharing a double/twin room, the relevant single room supplement will become payable and added to your holiday cost.

6(a) If we cancel your holiday – we reserve the right to cancel your booking. We will not cancel after the Balance Due Date has passed (see clause 2) except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance, or because the minimum number (usually twenty) required for the package to go ahead hasn't been reached. Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value). In the event a refund is paid to you, we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy and pay compensation as shown in the table below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

6(b) If we make changes to your holiday – it is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant changes include alteration of your outward/return flights which reduces your holiday duration by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of airline, a change of overseas airport. If we alter significantly any of the main characteristics of the travel services that make up your package we will give you the choice of accepting the change, receiving a refund, or, if one is offered, switching to an alternative holiday. If you choose to accept a refund we shall pay compensation as shown in the table below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

Number of days before departure we advise you of cancellation or significant change	Compensation for each full fare paying Customer		
	Group A	Group B	Group C
More than 56 days	Nil	Nil	Nil
56-43 days	£10	Nil	Nil
42-29 days	£20	£10	Nil
28-15 days	£30	£15	£10
14-0 days	£40	£20	£15

Please see Clause 2 definitions of Group A, B and C.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Costs incurred by you. If we make a significant change to or cancel your travel arrangements for any reason, we will not reimburse any expenses, costs or losses you incur relating to payments to third parties, including, but not limited to, insurance premiums (unless paid to us), car parking, hotel accommodation, currency, connecting flights, or other travel arrangements such as kennelling fees etc.

7. Our Liability to you – you must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Our liability in cases involving, luggage, personal property, and money is limited to the excess for such items on your travel insurance policy.

Our liability, except in cases involving, luggage, personal property, money, death, injury or illness, shall be limited to a maximum of twice the basic cost of your travel arrangements excluding, supplements, extras, extensions and insurance. Our liability will also be limited in accordance with and/or in an identical manner to a) the contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and b) any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions. You can ask us for copies of the travel service contractual terms, or the international conventions.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details will be publicised at EU airports and available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in these booking conditions. If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted.

It is a condition of our acceptance of liability that you notify us and our supplier(s) in strict accordance with the terms of clause 9 of any claim made by you or any member of your party. Any person(s) to whom any price reduction or compensation is made (and their parent or guardian if that person is under 18 years of age) must assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. In all circumstances you must provide us and our insurers with all assistance we may reasonably require.

This clause 7 is intended to set out our obligations to you as an 'organiser' in the Package Travel and Linked Travel Arrangements Regulations 2018. Please note, we regret we cannot make any payment to you or any member of your party if the person concerned is not entitled to one from us under these Regulations.

8. Additional assistance – if you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

9. Complaints and problems – if you have a complaint about any of the services included in your holiday, you must inform us, our resort representative, and the relevant supplier (e.g. hotelier) without undue delay who will endeavour to put things right. (Please note we deal with all eventual complaints by post after your return and will not engage in email conversations while you are away unless the matter is urgent and capable of immediate remedy on the spot.)

If it is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking.

We are a Member of ABTA, membership number W3692. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved.

10. Behaviour – when you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions. We expect all clients to have consideration for other people. If in our opinion or in the opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, annoyance or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

11. Special requests – if you have a request, you must advise us at time of booking and clearly note it on your booking form. Although we will try to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract. We cannot accept any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as standard bookings subject to these provisions.

12. Mobility and medical problems – if you or a member of your party has a medical problem/disability which may affect your holiday, please tell us before you book so that we can advise accordingly. You must give us full details in writing at the time of booking. Please note that to get the best out of your visit to certain places may involve walking on inclines, through cobble streets etc. If we feel unable to accommodate the needs of the person concerned, or reasonably feel that the enjoyment of other travellers may be prejudiced, we reserve the right to decline/cancel their reservation. We regret we cannot accept any bookings from wheelchair users unless travelling with a companion able and willing to take responsibility when boarding coaches, trains etc. and on excursions. If this proves not to be the case at the start of or during your holiday, we shall assist in making arrangements for your immediate return to the UK at your own cost and we shall not pay compensation or make any refund in respect of holiday curtailment. NB Our representatives, guides, coach drivers etc. are not permitted to offer physical assistance.

13. Passports, visas and health requirements. Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements (including any procedures required by airlines at check-in). Information on health is contained in a leaflet (Health Advice for Travellers) available from local Department of Health offices and most Post Offices. The Foreign & Commonwealth Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information on the internet. <https://www.gov.uk/foreign-travel-advice>

14. Your Financial Protection – we provide full financial protection for our package holidays, by way of our Air Travel Organiser's Licence number 5537, issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email claims@caa.co.uk. When you buy an ATOL protected flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer

where applicable). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

We provide full financial protection for our package holidays that do not include a flight by way of a bond held by ABTA – The Travel Association 30 Park Street London SE1 9EQ www.abta.co.uk.

15. Brochure Accuracy – the information and prices shown in this brochure may have changed by the time you come to book. Whilst every effort is made to ensure the accuracy of the brochure and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking. This brochure is our sole responsibility. It is not issued on behalf of and does not commit any other organisation/ carriers whose services are featured.

16. Safety standards – please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower.

17. Brochure Information & Timings – all timings given are for general guidance only and are subject to change. Please note that changes to flight departure times which reduce your holiday duration by less than 12 hours are not significant changes for the purposes of clause 6. Precise timings, intended order of excursions/visits and joining instructions will be sent with your joining instructions approximately ten days before departure. You are asked to remember that hotel, resort or other facilities may not be available during your stay due to seasonality or may be withdrawn for maintenance or other reasons beyond our control. In these circumstances we shall bear no resulting liability. Please note: the duration/number of days shown in the brochure includes the days of departure and return. Any photographs/illustrations contained in this brochure are purely representative of the type of places visited, and do not necessarily depict your exact accommodation/destination.

18. Flight Delays and Flights – while we shall try to assist in every way to minimise the effects of any delays we do not accept liability for any delays which occur. Where a delay does occur we shall consult with the airline concerned regarding the provision of appropriate refreshments. Some protection is afforded by our recommended travel insurance, and you should ensure your own insurance policy provides adequate cover for flight delays and cancellation. Under EU Regulation 261 you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. If your airline does not comply with these rules you should complain to the CAA online at www.caa.co.uk. For assistance by phone call 020 7453 6888. However reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 6. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. Please note that any claim for payments from an airline under EU Regulation 261 should be made by the passenger. However, if you ask us to make such a claim on your behalf, we shall deduct from any payment we obtain our reasonable costs incurred in connection with a delay or in re-arranging flights for you. Please note that very occasionally an airline may add a touchdown en route. In this case a flight with an intermediate stop not involving a change of aircraft is still considered a direct flight.

19. Hotel Ratings, Bedrooms and Meals. We are required by law to state the star rating of hotels. All star ratings stated are those given by the authorities of the country concerned and are an indication only of relative standards. Actual standards can vary between hotels of the same category. Similarly, as the basis for star ratings varies from country to country, hotels with the same rating but in different countries may not be of the same standard. Facilities in single rooms may differ from double rooms. Hotels charge a supplement for single rooms even where there is only one single bed as the costs of the upkeep of the room is the same, regardless of how many people occupy it. Triple rooms may consist of a double bed and bed-settee or folding bed. Our aim of providing holidays with interesting and unusual itineraries takes us to places away from mass-market tourism. In some cases, where dinner is included, it may be on a fixed menu basis with no choice as opposed to buffet style. Please notify us of any dietary requirements. Depending on flight timings, dinner may consist of a cold plate on arrival at the hotel if the kitchens are closed.

20. Third Party Websites – We are not responsible for the contents of websites of hotels or other suppliers and tourist boards etc. included in this brochure or on our website. Their contents do not form part of our contract with you nor can they be construed as representations by us.

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