FLIGHT DETAILS & SEATING PREFERENCES: Airline tickets 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, the timings of flights and connecting flights as advertised may change. While every effort is made to ensure that 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 Sometimes routes are withdrawn, in which case we will adjust our programme and offer alternatives if possible.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. Where airlines charge separately for checked baggage, this is included in the price of the holiday. Precise information on baggage allowances will be sent with your travel documents. For operating airlines, this will be 10-14 days before departure along with your boarding passes for those airlines where we have checked you in on-line. Specific seats, for example aisle or window seats, can be pre-booked at an extra cost. Otherwise, airlines will choose seats for you. However, we cannot guarantee that seats will be next to each other. Please note that any requests received within four weeks of your departure date may not be possible, even with payment of an extra cost.

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 for access to spa, safety deposits, 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 in the price, it will be limited in quantities 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 check-out is required you will 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 on an extra cost and are subject to minimum numbers. Changes may be made to the particulars in this brochure at any time.

MOBILITY – ESCORTED TOURS: Please note that in order to get the most from your visit 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...! Please refer to Clause 12 of our booking conditions.

WALKING HOLIDAYS: MOBILITY, 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, for points where the ankle might be required, ankle boots with 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 and the brochure is not to be substituted with tickets of confirmed space. Similarly the order of days selected may be subject to confirmation. Distances and elevations should be taken as indicative only and may not agree with official survey or 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 terrain can vary and local regulations and environmental concerns mean that these are often very different to those you would find in the UK. Life is different!

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 times to below those advertised. 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. If you have taken out travel insurance, we shall pass on your Personal Information to the relevant insurance company to assist with any claim. We shall only transfer the data we collect from you outside the European Economic Area if your travel arrangements are to be conducted on a non-EU territory. 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, please check the box on the booking form. If you do not want to receive such information, please contact us. 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 Commissioner’s website (www.ico.org.uk), or contact us.

By phone: 0116 279 3929. By email: mail@preferredts.com
By post: Preferred Travel Services, 1 High Street, Kilburn Beauchamp, Leicester, LE8 0HS
Online: https://www.preferredts.com/contact/
Preferred Travel Services is a trading name of High Concepts Ltd.

RESERVATIONS HOTLINE: 0116 279 3929

PREFERRED TRAVEL SERVICES GENERAL INFORMATION, BOOKING CONDITIONS AND BOOKING FORM

ISSUED DECEMBER 2019
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 competitive travel insurance from Travel & General Insurance Services Limited to specifically meet your needs on your holiday.

Policies sold before the 1st January 2020 are underwritten by ETI – International Travel Protection (ETI), the UK branch of Europäische Reiseversicherung AG, who are licensed by the Bundesanstalt für Finanzdienstleistungsüberwachung (BAFIN – www.bafin.de) and approved by the Financial Conduct Authority (FCA – www.fca.org.uk) to undertake insurance business in the UK.

Policies sold after the 1st January 2020 will be underwritten by Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstraße 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ, company number SE000083. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsüberwachung and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority: register number 769884. This policy is administered by ERGO Travel Insurance Services Ltd (ETI): registered in the UK, company number 11091555. Authorised and regulated by the Financial Conduct Authority, register number 558570 and registered office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Details about the extent of GLUSE’s and ETI’s authorisation and regulation by the Prudential Regulation Authority and the Financial Conduct Authority are available on request.

The schedule opposite sets out a summary of the cover provided by this tailored insurance.

High Concepts Ltd t/a Preferred Travel Services is an appointed representative of Travel & General Insurance Services Limited and are authorised and regulated by the Financial Conduct Authority. Full details can be found at www.fca.org.uk.

THE SCHEDULE BELOW APPLIES TO PERSONS UNDER THE AGE OF EIGHTY YEARS AT THE DATE OF DEPARTURE. Premiums 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 2019 and are subject to change without notice. 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 travel insurance policy 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.

HEALTH CONDITIONS

You must be able to comply with the following conditions to have the full protection of your policy. If you do not comply your insurer may refuse to deal with any relevant claim or reduce the amount of any relevant claim payment.

If you are travelling within the UK you are not required to declare your medical conditions. However, to be covered for any medical conditions you have or have had, you must be able to answer NO to questions 1. to 4. and YES to questions 5. and 6. a) and b) below:

1. Are you aware of any reason why the trip could be cancelled or cut short (such as the health of a close relative)?
2. Are you travelling:
   a) against the advice of a medical practitioner, or
   b) for the purpose of obtaining medical treatment?
3. Have you been given a terminal prognosis?
4. Are you receiving or awaiting treatment for any bodily injury, illness or disease as a hospital day case or in-patient.
5. If you are on prescribed medication, are your medical condition(s) stable and well controlled.
6. If you suffer from stress, anxiety, depression or any other mental or nervous disorder, have you received written confirmation (at your cost) that you are fit enough to take this trip by either:
   a) a registered mental health professional (if you are under the care of a Community Mental Health Team), or
   b) a consultant specialising in the relevant field.

If you are travelling outside of the UK you must telephone MediScreen on 0344 892 1698 if anyone to be covered by this policy, or any person upon whose health the trip depends:

1. Has or has had a medical condition (excluding childhood and minor ailments not requiring treatment).
2. Is taking prescribed medication.
3. Has or has had any medical condition still requiring periodic review.
4. Is awaiting any tests, treatment, investigation, referral or the results of these.

MediScreen’s office hours are 9am to 5pm Monday to Thursday and 9am to 4pm Friday excluding Bank Holidays.

You must notify MediScreen immediately of any changes in medical circumstances arising between the date the policy is issued and the time of departure for the trip. You may have to pay an additional premium to cover your medical conditions.

This applies to all destinations including trips solely within the United Kingdom (being defined as England, Scotland, Wales, Northern Ireland and the Isles of Scilly).

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 documentation to us within 14 days of receipt and we will refund the premium in full, provided you have not travelled or made a claim.

Significant or unusual limitations or What is not covered

1. The cover under this policy is only available to United Kingdom residents for travel within the Geographical limits contained in this policy and which begins and ends in the United Kingdom. Repatriation will be to the United Kingdom only.
2. Cover is only available for the whole duration of a booked trip to a maximum 15-consecutive days and cover cannot be purchased once a trip has already begun.
3. Certain hazardous sports and activities.
4. Personal effects – claims will be paid based on the value at today’s prices less a deduction for wear, tear and depreciation (loss of value).
5. Losses of personal property, valuables, passport, visa or money must be reported to police within 24 hours of discovery and a written police report obtained.
6. If you are not covered for valuables, your passport or visa (if left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or public transport operator) unless deposited in a hotel safe, safety deposit box or left in your locked accommodation.
7. Stolen property: You are not covered for baggage stolen from:
   a. an unattended coach/bus unless it was locked in the luggage compartment of the coach/bus and evidence of force or violent entry to the vehicle is available, or
   b. the passenger compartment of any unattended vehicle.
8. You being under the influence of drink or drugs (unless prescribed by a doctor).
9. Circumstances known to you before you booked your trip or purchased this insurance which could reasonably have been expected to lead to cancellation of the trip.

<table>
<thead>
<tr>
<th>SECTION OF COVER</th>
<th>MAXIMUM SUMS INSURED AND/OR BENEFITS PER PERSON</th>
<th>MAXIMUM EXCESS PER PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation</td>
<td>£5,000</td>
<td>Nil Loss of Deposit</td>
</tr>
<tr>
<td>Delayed Departure (Northern Ireland, Isles of Scilly, Isle of Man, Channel Islands &amp; Europe)</td>
<td>£100 (£20 after first 12-hours and £10 for each subsequent 12-hours) Delayed Travel</td>
<td>£75 Cancellation</td>
</tr>
<tr>
<td>Missed Departure</td>
<td>£5,000 Holiday Abandonment (after 12-hours)</td>
<td>£75 Holiday Abandonment</td>
</tr>
<tr>
<td>Personal Accident</td>
<td>£25,000 (subject to age)</td>
<td>Nil</td>
</tr>
<tr>
<td>Medical &amp; Other Expenses</td>
<td>£1,500 Additional Accommodation, Repatriation &amp; Travel Expenses (England, Scotland, Wales, Northern Ireland &amp; Isles of Scilly)</td>
<td>£75</td>
</tr>
<tr>
<td>Personal Property (including Personal Money)</td>
<td>£1,000 Local Funeral Expenses (Isle of Man, Channel Islands &amp; Europe)</td>
<td>Nil</td>
</tr>
<tr>
<td>Hospital Benefit</td>
<td>£10 per day up to £100 (England, Scotland, Wales, Northern Ireland &amp; Isles of Scilly)</td>
<td>Nil Delayed Baggage</td>
</tr>
<tr>
<td>Personal Property (including Personal Money)</td>
<td>£15 per day up to £450 (Isle of Man, Channel Islands &amp; Europe)</td>
<td>£75 Baggage &amp; Personal Money</td>
</tr>
<tr>
<td>Medical &amp; Other Expenses</td>
<td>£2,500 Personal Property in all, sub-limited to:</td>
<td>Nil</td>
</tr>
<tr>
<td>Personal Liability</td>
<td>£400 Single Article Limit</td>
<td>£75 Baggage &amp; Personal Money</td>
</tr>
<tr>
<td>Legal Expenses</td>
<td>£2,000,000</td>
<td>Nil</td>
</tr>
<tr>
<td>Lost Passport &amp; / or Visa Expenses</td>
<td>£200</td>
<td>Nil</td>
</tr>
<tr>
<td>Personal Liability</td>
<td>£25,000</td>
<td>Nil</td>
</tr>
</tbody>
</table>
BOOKING CONDITIONS – 2020 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, Leicester, LE8 0HS. 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 provided that you make all the necessary arrangements 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 below). 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.

6. 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 star rating, 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).

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, 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, illness, damage to persons and property, money, death, injury or illness. We shall not be liable for any 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 published 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) must assign to themselves 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.

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% | 50% | 50%
6-29 days | 50% | 50% | 50%
42-29 days | 50% | 50% | 50%
More than 28 days | 50% | 50% | 50%
28-8 days | 75% | 75% | 75%
7 days or less | 100% | 100% | 100%

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

Number of days before departure | Compensation for each
---|---
we advise you of a cancellation or significant change | 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.
Clause 7 continued

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 communications 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 booking and clearly set out 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 are behaving in a way which is likely 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 in writing when you book. We will do our best to honour your request but we cannot guarantee it 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 cobbled 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 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 a copy of 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 the rights you (or your agents) 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 at the time of printing, regrettably errors cannot be lower.

Preferred Travel Services is a trading name of High Concepts Limited. Reg. in England No. 4000185.

Reg. Office: Christopher House, 94B London Road, Leicester LE2 9QS

ATOL 5537 ABTA No. W3692

Issued DECEMBER 2019

changes that flight departures 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/duration of numbers 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 cannot 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 travel insurance, and you should ensure your 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 your airline will be deducted from your refund. 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 whether one or two guests 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 tour operator 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.
**Preferred Travel Services Booking Form**

**PASSENGER DETAILS**

<table>
<thead>
<tr>
<th>Lead Passenger (who must sign this form in the PAYMENTS section):</th>
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<tbody>
<tr>
<td>Title: ..................................................................................</td>
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<td>Forenames: ...........................................................................</td>
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<td>Email: ..................................................................................</td>
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<td>Date of birth: dd / mm / yy</td>
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<td>Nationality: .........................................................................</td>
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<td>Passport No.: .......................................................................</td>
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<tr>
<td>Issue Date: dd / mm / yy, Expiry date: dd / mm / yy</td>
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<tr>
<td>Issuing Country: ..................................................................</td>
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</tbody>
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**Passenger 2:**

| Forenames: ........................................................................... |  |
| Surname: ............................................................................... |  |
| Date of birth: dd / mm / yy |  |
| Nationality: ......................................................................... |  |
| Passport No.: ....................................................................... |  |
| Issue Date: dd / mm / yy, Expiry date: dd / mm / yy |  |
| Issuing Country: .................................................................. |  |

**Passenger 3:**

| Forenames: ........................................................................... |  |
| Surname: ............................................................................... |  |
| Date of birth: dd / mm / yy |  |
| Nationality: ......................................................................... |  |
| Passport No.: ....................................................................... |  |
| Issue Date: dd / mm / yy, Expiry date: dd / mm / yy |  |
| Issuing Country: .................................................................. |  |

**Passenger 4:**

| Forenames: ........................................................................... |  |
| Surname: ............................................................................... |  |
| Date of birth: dd / mm / yy |  |
| Nationality: ......................................................................... |  |
| Passport No.: ....................................................................... |  |
| Issue Date: dd / mm / yy, Expiry date: dd / mm / yy |  |
| Issuing Country: .................................................................. |  |

To make a provisional booking please refer to the How to Book section enclosed with the brochure. Then COMPLETE THIS BOOKING FORM IN BLOCK CAPITALS and return it with deposit payment or full payment (plus insurance if applicable) to Preferred Travel Services, 41 High Street, Kibworth Beauchamp, Leicester, LE8 0HS. Cheques should be made payable to Preferred Travel Services.

**HOLIDAY TITLE**

| HOLIDAY CODE: ............................................................................... |  |

**PROVISIONAL BOOKING No.**

**DEPARTURE AIRPORT**

**DEPARTURE DATE** dd / mm / yy **DURATION**

**NUMBER OF ROOMS**

Twin/doubles.................Triples/Family..................................Singles.................................

Room type (if not standard)..............................................................................................................

**SPECIAL REQUESTS** (not guaranteed). You may also wish to advise us here of any special needs so that we can inform the hotel and/or transport company.

**INSURANCE**

If not taking our insurance:

Your Insurer:.............................................................................

Policy No.: ..................................................24 hr emergency No.: ..............................

**PAYMENT ENCLOSED WITH THIS BOOKING**

(please refer to How to Book)

Deposit £..............................

Full Payment (including supplements and extras if applicable) £..............................

Insurance premiums £..............................

**TOTAL £**..............................

Please make your cheque/postal order payable to Preferred Travel Services.

In signing I have read and accept all details in the booking conditions and do so on behalf of all those named under Passenger Details.

Signed: .................................................. Date: dd / mm / yy

We’ll automatically send you our new brochures and holiday updates when they appear. If you prefer not to receive them, tick this box [ ], or just let us know at any time.

If you want to receive information from our newspaper partners or selected third parties, tick this box [ ].

**IN WHICH NEWSPAPER DID YOU SEE THIS HOLIDAY ADVERTISED?**

**THANK YOU FOR BOOKING**

**PLEASE COMPLETE THE FOLLOWING DETAILS FOR CREDIT/DEBIT CARD PAYMENTS** – we accept Maestro, Visa Debit, Mastercard, Visa

Card Type: .................................................. Valid from: .............................. Expires: ..............................

Please enter the last 3 digits of your security code (shown on the signature strip on the reverse side of your card)

<table>
<thead>
<tr>
<th>Card No.</th>
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<tr>
<td>BN</td>
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<tr>
<td>ASB</td>
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</tbody>
</table>

Please charge my account the sum of £..............................

Card holder’s name if different from the Lead Passenger’s name

Card holder’s signature: .............................................................................

Office use only

£

BN

ASB