

Holidays within this brochure are operated by Atkins Travel Limited trading as 'Prestige Holidays', a fully bonded tour operator. Our flight based holidays provide full financial protection by way of our Air Travel Organiser's Licence number (ATOL) 2509 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 tour 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. For more information about ATOL go to: www.caa.co.uk. Atkins Travel Ltd is a member of ABTA, where a flight is not included you are protected by means of a bond held by ABTA, The Travel Association, 30 Park Street, London, SE1 9EQ, www.abta.com. In the unlikely event of our insolvency, the CAA or ABTA will ensure you are not stranded abroad or will arrange to refund any money you have paid to us for an advance booking. The contact details for Atkins Travel Limited are 1 Fridays Court, High Street, Ringwood, Hampshire, BH24 1JA ('the Company's Office'), Email: tours@prestige-holidays.co.uk. Telephone: 01425 480 600. Our office hours are 09:00 – 17:30 weekdays, 09:00 – 17:00 on Saturdays.

For a copy of our full Terms and Conditions please ask prior to booking.

All prices are based on two people sharing a hotel room. For cruise bookings the fare is based on the lowest cabins category and will increase for higher grades and depending on your chosen flights. Single rooms may be capacity restricted and a supplement will apply – please call for rates. Prices, availability and inclusions are correct at the time of going to press and can be changed at any time, without notice, prior to booking.

BOOKING PROCEDURE

A completed booking form is required. Our standard deposit is £350.00 per person, however, on occasions we may require a higher or a lower amount, and this will be advised at the time of booking. Deposits are non-refundable and non-transferable.

- Cheque made payable to "Prestige Holidays"
- Bank transfer - A/C Name - Atkins Travel t/a Prestige Holidays, A/C No. 50129194 A/C Sort Code. 20-53-79
- Credit or debit card (no fee, American Express not accepted) by calling our team on 01425 480 600.
- Or see your Travel Agent.

A provisional booking may be made by telephone but must be confirmed with a completed booking form and deposit within one week.

Upon receipt of your completed booking form and deposit we will send you a confirmation invoice and ATOL certificate (where applicable).

Approximately 2 weeks prior to the tour departure we will send you the final tour programme and all necessary travel documents.

FINAL PAYMENT

Final balance payment is due 10 weeks prior to the tour departure and will be detailed on your confirmation invoice. If you make your booking within 8 weeks of departure, full payment will be required immediately. Please note: payment reminders are not sent. If we do not receive your final balance payment by the due date given, we reserve the right to cancel your holiday. All deposit and part payments are non-refundable.

MINIMUM NUMBERS

Our average group size is 20 passengers, however, the maximum will be no higher than 26. For a tour to operate, we require a minimum number of participants. If for any reason we do not meet this minimum the tour may be cancelled, but we will endeavour to inform you no later than 8 weeks prior. At this point you will be offered a full refund or the option to rebook on an alternative tour.

TOUR ALTERATION

From time to time it may be necessary for us to make minor alterations to a tour, whether it is using a different hotel, flights or change to an excursion. Whilst most of these changes are only made to further improve our product some may be forced changes that are out of our control.

CANCELLATION BY YOU

We sincerely hope you will not have to cancel, but we understand unforeseen circumstances can cause problems. Cancellation fees vary from tour to tour and you will be given details of these at the time of booking. Our general conditions are:

- Cancel more than 70 days prior to tour:
Loss of deposit
- Cancel between 31 - 70 days prior:
50% cancellation charge
- Cancel between 15 - 30 days prior:
95% cancellation charge
- Cancel between 1 - 14 days of departure:
100% cancellation charge

FITNESS

A tour is a tour; it is not a relaxing holiday, and because of this, there is very limited free time, as the schedules are normally quite busy. If you prefer not to join in any of the sightseeing, visits or meals, of course you may do so. Please advise your tour manager in advance if you will not be with the group at any time. You will also need to arrange your own transport (own cost) to the collective departure point of the coach for our onward travel. Taxis are available via all hotel receptions.

The majority of our tours involve a significant amount of walking, often over uneven ground, cobbled streets, hillsides or steps. You should be prepared to walk at a reasonable pace for up to two hours at a time and additionally be able to stand unaided during site visits.

Prestige Holidays treats their guests comfort as a priority so if any of the above sounds too challenging, this tour may not be for you, as the smooth operation

of the tour and participants' enjoyment could be compromised. If in doubt please call us on 01425 480 600 and we will be happy to discuss this with you in more depth.

DECLARATIONS BY YOU

If you have any medical condition or mobility issue that could impact your comfort during the tour, you must declare this on your booking form at the time of booking so we can assess your suitability for the itinerary. We also must be advised of any change in condition or mobility as it occurs.

Your comfort and safety is absolutely paramount and if we feel we are unable to properly accommodate your needs, we reserve the right to decline your booking either at the initial booking stage or if your situation changes prior to travel. On certain occasions we may ask you to complete a medical form which will need to be signed by your doctor but we will advise you of this.

If you fail to declare a condition or disability to Prestige Holidays which compromises either your or other travellers' safety or comfort during the tour you may be asked by the Tour Manager to not partake in the activities or curtail your trip and return home (at your own expense)

SPECIAL REQUESTS

We will endeavour to arrange any reasonable special request where possible but this can not always be guaranteed. Please ensure you detail all requests on your booking form. Any additional requests must be received in writing at least 8 weeks prior to the tour departure date.

ACCOMMODATION

We hand pick all our hotels to ensure they are of a good standard which will never be less than a 3-star equivalent. Please bear in mind not all countries operate on the same star-rating system and a 3-star in the UK could be noticeably different to a 3-star in Albania. We will advise you in the tour itinerary of the proposed hotels but reserve the right to change these due to operational reasons prior to the tour. We will make every effort to advise you of this in advance. Alternatives will always be of a similar standard.

TRAVEL DOCUMENTS

Please ensure you travel with a passport of at least six months remaining validity beyond your return date. It is your sole responsibility to ensure you are in possession of all necessary travel documents prior to departure. Please remember to carry your EHIC card if travelling within Europe. We are happy to give advice where we can.

INSURANCE

We strongly recommend you take out adequate travel insurance that meets your particular needs and that of the cost you are paying. You must advise us of these details on your booking form and take your policy documents with you. We reserve the right to cancel your booking if you do not travel with adequate cover.

DATA PROTECTION

To process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we and your travel agent need to use the information you provide (such as name, address, passport information, email address, mobile number any special needs/dietary requirements, etc.).

We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies, etc. The information may also be provided to public authorities such as customs/immigration if required by them, or as required by law.

Additionally, where your holiday is outside the European Economic Area, controls on data protection in your destination may not be as stringent as the legal requirements in this country. We will only pass on your information to providers/suppliers responsible for the provision of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. In making this booking, you consent to this information being passed on to the relevant providers/suppliers.

Please note where information is also held by your travel agent, this is subject to your agent's own data protection policy.

We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future, please tell us.

Our full privacy policy can be found on our website.

THE AITO QUALITY CHARTER

Prestige Holidays is a member of the Association of Independent Tour Operators. The Association represents Britain's leading independent tour operators and encourages high standards of quality and service. Prestige Holidays abides by the Association's Code of Conduct and adheres to the AITO Quality Charter which can be viewed on www.aito.co.uk. Visit the website to find out more about the Association or call 020 8744 9280.

THE ASSOCIATION OF INDEPENDENT TOUR OPERATORS THE QUALITY ALTERNATIVE.

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100% FINANCIAL PROTECTION

