

The holidays in this brochure are advertised and 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 or 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. Please see our booking condition 13 for information, or for more information about ATOL go to: www.caa.co.uk. Atkins Travel Ltd is a member of ABTA and our package holidays that don't include a flight 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'), enquiries@prestigeholidays.co.uk, 01425 480 400. Our office hours are 09:00- 18:30 weekdays (seasonal), 09:00-17:00 on Saturdays and 10:00-16:00 Sundays (seasonal).

1. We want you to have an enjoyable holiday and so that there is no misunderstanding you should carefully read the following terms and conditions as these will apply to any contract you make with us.

2. We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

3. The contract is between Atkins Travel Limited ('the Company') and the person making the booking and/or the person(s) on whose behalf the booking has been made ('the Client').

4. In order to confirm a booking we will require you or our authorised agent to:

(a) send us the appropriate deposit of £350, or more, per person.

(b) A contract will exist between the Company and you when you pay a deposit/full payment to the Company or its agent or the Company has verbally confirmed the booking and you confirm with the Company that you have the authority of all persons named to contract on their behalf the services requested.

At the time of booking, you will be sent a Booking Form and we ask that you please complete, sign and return it to us via our authorised agent or using our Freepost address: Tours Department, Prestige Holidays, FREEPOST RTHC-JLRA-YLEC, Ringwood, Hampshire, BH24 1ZZ within 10 days of the booking being made.

Approximately 2 weeks prior to the tour departure, we will send you, or our authorised agent, your tour programme and all necessary travel documents.

5. The balance of the holiday price shall be paid by the date to be advised but in any event shall not be more than ten weeks prior to your departure. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

6. Once you have booked, whatever happens to the value of the Pound, the price of your holiday will not be subject to any currency surcharges or refunds due to the bank contracts we have in place. (a) The price of your holiday is, however, subject to surcharges or reductions on the following items: the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, and the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports. However there will be no change within 20 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel because of this reason, you must exercise your right to do so within 14 days from the issue date on your final invoice. Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

On occasion we may offer Early Booking discounts or Last Minute booking discounts on our tours, which unfortunately apply to new bookings only. These may be used tactically to boost bookings and help prevent any tour cancellations by us.

7. As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time. This could be for a number of reasons including but not limited to: failing to meet the minimum number of participants required, civil unrest in the destination or extreme weather

conditions. You will be informed without delay of a cancellation (for any reason) by the Company and on such a cancellation except where it occurs due to non payment by you, the Company will offer you the choice of an alternative holiday of at least comparable standard (if available) or a full refund of all monies, payable within 10 days of you requesting such refund. Compensation may be payable on a sliding scale. See No. 8 (c).

8. (a) A major change to the contract is one which would involve a significant change to the holiday (e.g. change of departure date or airport, change of destination, or change of price).

(b) If the Company makes a major change after it has confirmed the booking the Company will immediately inform you and offer the choice of an alternative holiday of at least comparable standard (if available) or cancelling and receiving a full refund of all monies, payable within 10 days of you requesting such refund. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.

(c) Subject to (d) below if the Company cancels, or makes a major change and you accept a refund rather than an alternative, after the date of payment of the balance of the holiday price it will in addition to the choice offered in subparagraph (b) of this clause compensate you as follows:

Period before departure date	Compensation due payable per person
More than 70 days	NIL
70-29 days	£25
28-15 days	£40
14-0 days	£50

(d) The provisions of clause (c) will not apply in the event of a major change or cancellation due to any cause beyond the Company's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. The following shall be regarded as causes beyond the Company's control:

(i) Act of God, explosion, flood, fire or accident. (ii) War, terrorism or any threat thereof, insurrection, civil disturbance. (iii) Any government or local authority restrictions or regulations. (iv) Strikes or other industrial actions (or threat thereof). (v) Weather conditions, epidemic or pandemic illness.

(e) We will confirm the airline/ferry company identity when you book. If it changes we will advise you. This may be at the airport on the day of departure. A change of airline/ferry company is a minor change to your holiday, as is an alteration of less than 12 hours to the outward/return flight or change of accommodation to the same or higher standard. For minor changes we will advise you of these as soon as is possible but this will not form the basis of a refund claim

9. (a) The Company will consider any reasonable request by you to amend or vary the terms of your travel arrangements but shall not be under any obligation to comply with such a request. Charges will be kept to a minimum, in some cases this may mean amendment or replacement cost of airline tickets. Any request for changes to be made must be in writing from the person who made the booking or your travel agent.

(b) In the event of a reduction by you in the number of persons taking a self contained apartment or hotel room (or hire car) the Company may need to charge for any beds, transfers or seats unused as a result of that reduction. Please ask for a price.

(c) 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: 10.

(a) You may cancel the holiday at any time. The Company will charge you the cancellation fees set out below. A cancellation by you must be in writing signed by the person who made the booking or sent the email acceptance and sent to the Company's Office and acknowledged by the company.

(b) The Cancellation charges (expressed as a percentage of the confirmed holiday price) are as follows:

- Cancel more than 70 days prior to departure:
 - loss of deposit and any part payments.
- Cancel between 31-70 days prior to departure:
 - 50% Cancellation Fee
- Cancel between 15-30 days prior to departure:
 - 95% Cancellation Fee
- Cancel between 1-14 days prior to departure:
 - 100% Cancellation Fee

We will acknowledge all cancellations within 24 hours and issue you with a detailed cancellation invoice which you may require for your insurance provider. In signing the tour booking form, you agree to these conditions.

Please note on occasion, some tours may have slightly different cancellation terms but these will be clearly detailed on your booking form.

Any amendments made by you after receiving your initial booking and deposit may incur an amendment fee. We will make you aware of this fee prior to confirming the amendment.

11. We will make your holiday arrangements with every care. We cannot, however, be responsible for any damage or loss of your luggage or other property unless caused by any of our staff or suppliers. We cannot be responsible for any fatal or other injury or illness unless caused by the negligence of any of our staff or suppliers whilst on duty. 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 and is unforeseeable or unavoidable; 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.

12. All arrangements made by or through the Company in connection with the booking are subject to the contractual terms of the suppliers providing the services that make up your booking. These terms are incorporated into this contract and may limit or extinguish your right to compensation. Further, we are to be regarded as having the benefit of any limit on compensation contained in the relevant international convention. These limit liability for death, injury and loss or damage to baggage. Copies of the contractual terms and international conventions are available on request.

13. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are 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, or the suppliers identified on your ATOL certificate, 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, the travel agent (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.

14. In the unlikely event of any dissatisfaction with the accommodation or any of the services provided during your holiday the matter must be reported immediately to the local representative or agent of the Company AND the hotelier so that action can be taken to remedy the problem. If we have not been given the opportunity to rectify the complaint at the time this may affect your rights. If the problem is not resolved satisfactorily during the holiday you should submit your complaint in writing to the Company at the Company's Office as soon as possible after your return home, ideally within 28 days, advising the Company of the action taken and the names of the people to whom the matter was reported. A written report must be obtained from our representative where we have one. Except in personal injury or death claims, our liability shall be limited to three times the cost of the holiday paid to the Company. We are a Member of ABTA, membership number V2715. 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 registering your complaint with us; it will not determine how your complaint should be resolved. Alternatively AITO & TTA operate similar schemes, please ask for details. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation.

15. Every effort is made by the Company to give as accurate a description as possible for the hotels, guest houses, villas and apartments in this brochure. All facilities mentioned in the descriptions are generally available for the duration of the brochure but in certain circumstances (particularly in the low and off seasons) their provision may be limited e.g. weather conditions, maintenance, etc. Please note that the provisions of these facilities and any charges imposed for their use are totally outside the control of the Company.

16. These conditions are subject to English Law and the jurisdiction shall rest with the English, Scottish or Northern Ireland courts as appropriate. Back section pages 46 - 52.indd 50 03/07/2019 12:42:38

FITNESS / MOBILITY

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 usually 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 onward travel.

Most of our tours do not present any problems for anyone of average fitness. The majority of our tours involve a significant amount of walking each day, often over uneven ground, cobbled streets, hillsides or steps. You should be able to walk at a reasonable pace for up to two hours at a time and to be able to stand unaided during site visits.

Prestige Holidays considers their guests' comfort as a priority, so if any of the above sounds too challenging, our tours may not be for you, as the smooth operation of the tour and participants' enjoyment could be compromised. If during the tour it transpires that you are not adequately fit or well enough to undertake the planned activities, you may be asked to opt out of certain site visits, or invited to leave the tour altogether (at your own expense). Refunds or part refund will not be given for any parts of the trip that you do not undertake.

If in doubt, please call us on 01425 480600 and we will be happy to discuss this further with you.

TRAVELLERS WITH DISABILITIES

Whilst we would like to be able to invite guests of any ability onto our tours, unfortunately this is not always possible. We often visit countries and destinations where they do not have the same standard of facilities and accessibility as you would expect to find in the UK, and this can make travel very difficult for someone with a disability. On occasion, hotels may lack even the simplest of facilities such as ramps and lifts, and our journeys can include modes of transport that involve difficult embarkation such as boats, ferries and trains. Our guided walks are often over uneven, hilly and cobbled ground. If you are unsure as to your suitability, please call our team on 01425 480600 to discuss, and we will be happy to advise.

DECLARATIONS BY YOU

If you have any medical condition or mobility issue that could impact on your ability to comfortably take part in the tour, you must declare this on your booking form at the time of booking so we can assess your suitability for the itinerary. You should also advise us of any change in condition or mobility which presents itself after your initial booking.

We are sure you agree that your comfort and safety are extremely important, and if we feel we are unable to fully 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). Refunds or part refunds will not be given for any parts of the trip that you do not undertake.

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 10 weeks prior to the tour departure date.

FLIGHTS

For most of our escorted tours, you may notice that the departure point from the UK is most commonly from a London based airport. The reason for this is because it opens up a larger choice of flights and subsequently destinations with better flight times and more direct journeys. Where possible, we are happy to look into regional flights and connections for you, but please be aware that these may not always be possible

and may incur a supplement. Please call us on 01425 480600 to discuss.

On the majority of our escorted group tours, we are able to take advantage of group fares by making a dedicated group booking with an airline. As we are a preferred British Airways partner, we tend to make use of their services on the majority of our tours. Any airline booking of 10 people or more must always be booked as a group. Unfortunately with group flight bookings you will be unable to check in online as you may be used to, meaning you will not be able to choose your seat or print your boarding pass. On most occasions the airline will pre-book a block of seats which we are able to use for our group and individually assign within this block. Where possible we will always try to accommodate any seating requests (i.e. aisle or window) but this is never 100% guaranteed. We will not, however, be able to accommodate any requests for extra legroom or specific rows. It is also worth noting that as your agent we are able to add any frequent flyer membership numbers into your booking but often group flights will not allow you to accrue air miles - please check with the operating airline.

ACCOMMODATION

We hand pick all of our hotels to ensure they are of a good standard which will never normally be less than a 3-star equivalent. On rare occasions we may be limited to 'best available' meaning the property may be uncategoryed or of a lesser star rating. This will be clearly marked on the itinerary. 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.

SINGLE TRAVELLERS

We are delighted that we are able to welcome so many single travellers on our tours. We are proud to say that we offer some of the lowest single supplements in the industry and look forward to the day when these supplements can be abolished altogether, but unfortunately until hoteliers and other suppliers adopt the same attitude, this is just not feasible. Single places are often limited on tours and do fill very quickly. We will advise you of the single supplement at the time of booking. For the majority of our tours a single person will be accommodated in a Double/Twin room for sole use, however in certain destinations or properties this may not be the case and you may be accommodated in a dedicated single room with single bed. Please ask at the time of booking for details.

PRE/POST TOUR ARRANGEMENTS

We are able to arrange pre/post tour airport hotels, car parking and lounge access. Please call us for details and a quote.

UPGRADES

Whilst we plan all of our tours with our guests' comfort in mind, we appreciate some clients may wish to consider an extra bit of luxury for certain elements of their trip, whether that be business class flights or a higher room category. Please ask us for details of these options at time of booking, and we will endeavour to assist where possible.

FOOD AND DRINK

A hungry guest is an unhappy guest in our opinion, which is why we always plan to include meals of substantial size and quality throughout. The majority of our tours operate on an included half board basis, meaning daily breakfast (usually taken at the hotel) and then either lunch or dinner. Please check the tour itinerary for full details. Where we do not include a meal, the itinerary will be designed in such a way to accommodate enough time for clients to enjoy a meal at leisure and in a location that offers ample choice. Included lunches are often taken as a meze/tapas style or a two-course set menu, whilst the majority of our included dinners are normally a three-course set menu option, and where possible, this will allow a certain amount of individual choice or a menu that is varied enough to cater for different tastes and appetites. We will also make every effort to cater for any individual dietary requirements, but please bear in mind some countries cater better for this than others.

PRESTIGE REPRESENTATIVES ON TOUR

All of our escorted group tours will be led by an experienced Tour Manager (subject to reaching minimum numbers), whose role is primarily to look after the comfort and safety of the group and ensure the itinerary and plans run smoothly and to schedule. They will be on hand 24/7. Whilst our Tour Managers normally will have a better than average knowledge of the destination concerned, they are not specialists, and as such may not be able to answer all your questions relating to the theme and sites included on the tour. This is why we employ the services of knowledgeable English-speaking local guides, who assist the Tour Manager with their in-depth knowledge.

On some tours we may also include a Guide Lecturer/Expert/Special Guest who will travel as part of the group and will be on hand to bring to life the story of the tour and answer any questions relating to sites visited. They will generally be experts and very knowledgeable in the field and will often provide evening presentations during the tour.

TRAVEL DOCUMENTS

Please ensure you travel with a passport with 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, including any required visas. For full and up to date details regarding entry requirements, please refer to the Foreign Office website at www.fco.gov.uk. Please remember to carry your EHIC card if travelling within Europe. We are happy to give advice where we can.

INSURANCE

To travel on any of our escorted group tours, it is a requirement that you are in possession of adequate travel insurance to cover you whilst on your tour. Please ensure your policy 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.

GROUP SIZE

Our average group size is 20 passengers up to a maximum of 26. For a tour to operate, we often 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 let you know at least ten weeks prior to departure. We strongly recommend you not pre-book any additional services (i.e. pre/post hotel, car parking, train tickets etc) until this time.

GROUP PHOTOS

As part of our Tour Manager duties we encourage them to take as many group photos during the tour as possible for three main reasons:

1. We love to see them
2. So we can use them for future marketing of the tour (via website, brochures and social media)
3. We like to share these images with the rest of the group after the tour finishes as a small memento of the tour

We will always be very considerate of those participants who do not wish to feature in these photos and kindly ask you to make your Tour Manager aware at the start of the trip if you do not wish to be included. No personal details will ever appear with the photographs.

YOUR FEEDBACK

Shortly after you return from your tour with Prestige Holidays, you will receive in the post a detailed feedback form which we kindly ask you to complete and return to us in the Freepost envelope. We appreciate your time in completing these forms and assure you that every point raised is evaluated and acted upon where possible. We also like to include our clients' feedback on future marketing materials (including but not limited to brochures, websites and social media) but only with your consent. We would never publish any of your personal information other than your surname.

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.

The air holiday packages and flights in this brochure are ATOL protected by the Civil Aviation Authority. Our ATOL number is 2509. Please see our booking conditions for more information.



100% FINANCIAL PROTECTION

