



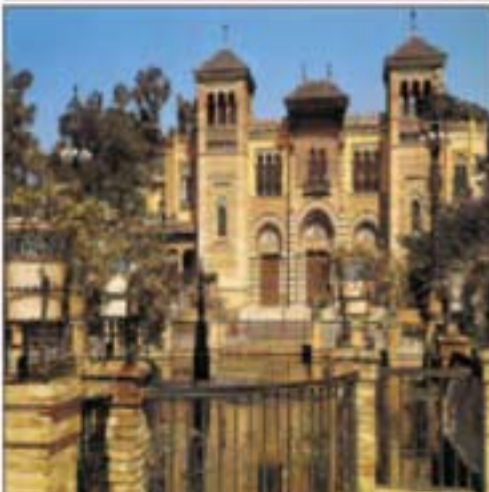
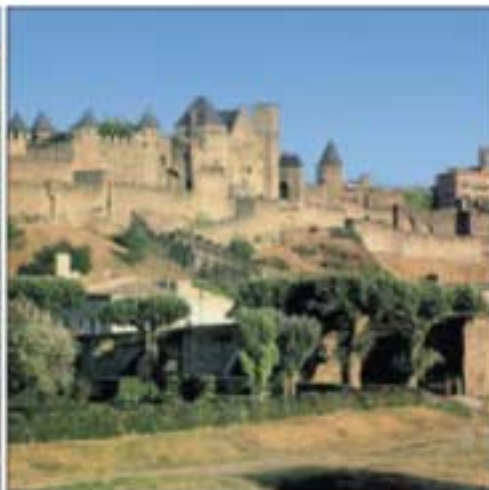
**Preferred
Travel Services**



sundayherald **EveningTimes** **The Herald**

4-STAR ANDALUCIA AND GIBRALTAR

Departing Sunday 10th October 2004



**7 nights,
from only
£549!**

- ✓ *Return direct flights from Glasgow or Edinburgh airport to Malaga*
- ✓ *Return coach transfers from Malaga airport to your hotels*
- ✓ *4-star accommodation, 4 nights half board in Antequera and 3 nights bed and breakfast in Gibraltar*
- ✓ *Included visits to Granada, Ronda and a ride on the Ronda-Algeciras Railway*
- ✓ *Services of our tour representative*

● tel 0116 279 3929 ● fax 0116 279 3214 ● email mail@preferredts.com
● group travel ● corporate events ● individual & family holidays

4-STAR ANDALUCIA AND GIBRALTAR

Preferred
Travel Services

Departing Sunday 10th October 2004

7 Nights from only £549

Highlights: 7 nights in 4-star accommodation throughout.

Included visits to Ronda, the Granada Alhambra, and featuring the spectacular British built Ronda to Algeciras railway.

Our unusual twin-centre holiday combines the best of traditional Andalucia with a visit to the British corner – Gibraltar, with a spectacular train journey – on a British built line – to link the two! And the chance to take in Seville, Cordoba, and a taste of Morocco too!

We start with a direct flight from your local airport to Malaga. Your first four nights are spent at the Antequera Golf Hotel, a 4-star hotel with every modern amenity you can imagine. The hotel has a wide range of leisure facilities, and its own nearby golf course (currently 9-hole, but being expanded for summer 2004 – reduced green fees available). It is just a short walk from the historic centre of Antequera, a typical Andalusian town with a pleasant old centre and the outlandishly baroque church of El Carmen. Meals in the hotel are buffet style, with an impressive range of Spanish and international cuisine.

ANTEQUERA – is an enchanting town with its long history clearly visible. Built around a Moorish castle, its Gothic church spires and Baroque bell towers are surrounded by a patchwork of ploughed fields cultivated for asparagus, olives, almonds and yellow sunflowers. Points of special interest are the recently excavated Roman baths, the Renaissance church of Santa Maria la Mayor, the Baroque church of El Carmen which contains one of the finest altarpieces in all Spain, the 19th century bull ring and the Arch of the Giants, built in 1585.

Nearby lie the spectacular limestone rocks of the El Torcal de Antequera National Park. The city of Malaga is only half an hour away (with its new Picasso museum, cathedral, and other attractions).

GRANADA – from Antequera we include a day trip to Granada, overlooking the Sierra Nevada, and home to the **world famous Alhambra Palace** (entrance fee and specialist guide included). Granada was the capital of the Moorish

Kingdom and the palaces, which comprise the Alhambra, are exotically and richly decorated.

There are also optional visits to Seville and to Cordoba, again with local expert guides as a feature.

SEVILLE – in a splendid location on the Guadalquivir River lies the city of Carmen and Don Juan, with its exquisite Moorish Alcazar (fortress/palace), in Mudéjar style; its Giralda tower is one of Spain's most famous images. Nearby stands the massive 15th century Cathedral, the largest Gothic building in the world, where Christopher Columbus is said to be buried (mind you, they say he is buried in at least two other places too!) As you stroll the narrow streets and the broad squares you will find there is plenty to do. Seville is a charming city and entrance fees to both the Alcazar Palace and the Cathedral are included in the excursion.

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CORDOBA (optional excursion) – where the Moorish Caliphs and Emirs held court from the 8th to 11th century. Here, too, there is an Alcazar, but above all Cordoba is the site of the Mezquita. The Moorish craftsmanship of the 10th century is topped by Charles V's Baroque Cathedral. Entrance fee to the Mezquita is included in the excursion.

After 4 nights in Antequera, we drive to **RONDA**, 60 miles of pleasant scenery away. You will have time to explore before **we take in one of Europe's most spectacular rail journeys, the Algeciras to Ronda Railway**, designed by a British engineer, John Morrison, and backed by the wealthy financier Sir Alexander Henderson – later, the first Lord Faringdon. The first section of the railway up to Jimena was officially opened in October 1890, and the next to Ronda in November 1892, operating six passenger trains daily through 22 stations and costing 11 pesetas/65 centimos (6p) for a first class seat from an Roque to Ronda.

Knowing that it was necessary to provide decent food and accommodation for their passengers to encourage them to make frequent use of the line, Henderson decided to build a sumptuous hotel in Algeciras, where Gibraltar residents would alight from the packet

steamer that carried them across the Bay of Algeciras. As you travel the spectacular railway route, your coach will take your luggage and meet you at Algeciras, just a few minutes drive from Gibraltar, Britain's own Pillar of Hercules!

While you cross the border your coach takes your luggage straight to your hotel. Border crossing today is not normally a problem – unlike the days when the border was closed and all goods had to come in by air, onto the runway... which you will cross in the coach on your way to the hotel.

GIBRALTAR – British since 1704, has undergone quite 'a facelift' in recent years and is situated in a unique location on the southern tip of the Iberian Peninsula, overlooking the Strait of Gibraltar, and offers something for everyone. There are the natural history and heritage sites of the Upper Rock - St Michael's Cave is a dramatic natural grotto; the Siege Tunnels – a network of tunnelled defences excavated in The Rock to allow the mounting of a prototype gun, the first ever able to fire downwards; the famous Rock Apes – mischievous Barbary Apes who live in a semi-wild state on the Upper Rock.

Don't forget to leave some time for shopping too! Much of the bustling high street has been pedestrianised, and well-

placed benches, pavement cafés and bars offer a welcome relief for weary shoppers. There are a number of electrical/audio-visual equipment shops. You can also buy gold jewellery, watches, perfumes, designer wear – all VAT free!

As Gibraltar is part of the UK and English speaking, we have left you free to sample some of the UK's sunniest pubs and restaurants, or eat in the hotel if you prefer. Nowhere in Gibraltar is too far away – taxis and local buses are very cheap to anywhere in the colony.

You will have 3 nights in Gibraltar. We recommend The Rock tour, but there is also the chance to take in a day trip to Africa! To Morocco to be precise...

The trip to Morocco includes a return fast ferry from Algeciras to the Spanish enclave of Ceuta on the African mainland. From there you enter Morocco and travel to the bustling city of Tetuan for sightseeing, lunch with entertainment, and shopping (for carpets and spices in particular). Your local guide will take you through the narrow streets of Tetuan, and show you how life goes on there. You then return to Gibraltar in the late afternoon.

This holiday is best of Andalucia, a spectacular train ride and the chance to visit Britain whilst abroad.
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YOUR HOLIDAY PROGRAMME:

Day one: flight from UK airport to Malaga. On arrival transfer to your hotel in Antequera for 4 nights half board accommodation.

Days two - four: free time to explore Andalucia. The Preferred Travel Services Representative will be on hand to advise how best to get around. There will be a full day included excursion to Granada with included entrance to the Alhambra Palace. There are also optional visits to Seville and Cordoba.

Day five: today, we travel to Ronda, where there will be freetime to explore before boarding the train for your rail journey to Algeciras, passing valleys, meandering rivers and tiny villages during the two hour journey. There is a buffet car on board the train, selling sandwiches, drinks, etc. On arrival at Algeciras, your coach will transfer you to your hotel in Gibraltar for 3 nights bed and breakfast accommodation.

Day six - seven: free time to explore Gibraltar. Why not take The Rock tour, which will visit St Michael's Cave, the Siege Tunnels and the Barbary Apes. Or join an optional excursion by ferry to Morocco, where a local guide will introduce you to the delights of Tetuan.

Day eight: freetime until your transfer to Malaga Airport and your return flight.

PLEASE NOTE: the order of the excursions described may be subject to change, although the content of the holiday will remain the same. All optional excursions are subject to minimum numbers.

| FLIGHT DETAILS - All information is subject to confirmation | |
|--|---|
| CARRIER: Britannia Airways | |
| DEPARTS | ARRIVES |
| Glasgow airport at 0910 hrs Malaga airport at 1440 hrs | Malaga airport at 1330 hrs Glasgow airport at 1650 hrs |
| Edinburgh airport at 1550 hrs Malaga airport at 1155 hrs | Malaga airport at 2000 hrs Edinburgh airport at 1400 hrs |

In-flight meals can be pre-booked using the attached booking form. These charges are detailed on the booking form.

The baggage allowance is 20kg per person, plus one piece of hand luggage.

The air holiday and flights in this brochure are ATOL protected by the Civil Aviation Authority. Our ATOL number is ATOL 5537.



YOUR HOTELS:☆☆☆☆- ANTEQUERA GOLF HOTEL AND THE CALETA PALACE HOTEL

Located in a quiet and residential area in Antequera, the Antequera Golf hotel offers wide halls, piano bar, and modern covered heated swimming pool, jacuzzi, saunas, steam bath, Turkish bath, etc. All of the 169 rooms are fully air-conditioned and are equipped with full bathroom, hair dryer, satellite tv, direct dial phone and mini-bar. A charge applies to some of the leisure facilities. The town centre is 10 minutes walk away.

The Caleta Palace Hotel enjoys stunning views of Catalan Bay, yet is just a few minutes by reasonably-priced taxi or local bus from the town centre. At Catalan Bay there are bars, restaurants and a few shops. The hotel has two restaurants, ample lounges and all the facilities of a 4-star Hotel, including leisure (extra charges apply to some items). Bedrooms have bathroom, satellite tv and are comfortably appointed. Some (for which an extra charge applies) have a stunning sea view.

INCLUDED IN THE PRICE:

- ✓ RETURN FLIGHTS from UK airport to Malaga
- ✓ RETURN COACH TRANSFERS from Malaga airport to the hotels
- ✓ HOTEL ACCOMMODATION for 4 nights half board (with house wine and water) in Antequera and 3 nights bed and breakfast in Gibraltar
- ✓ INCLUDED VISITS to Granada, Ronda and a ride on the Ronda-Algeciras Railway
- ✓ SERVICES OF OUR TOUR REPRESENTATIVE
- ✓ current rate of VAT where applicable

NOT INCLUDED IN THE PRICE:

- ✓ MEALS other than those stated as included
- ✓ OPTIONAL EXCURSIONS
- ✓ Items of a personal nature
- ✓ Porterage and drinks with meals (other than breakfast)
- ✓ Meals on flights
- ✓ Holiday insurance

ACCOMMODATION AND PRICES:

The price of the holiday is £549 per person and is based on the shared occupancy of twin/double-bedded rooms with private bath or shower and wc en suite. A few single rooms are available at a supplement of £110 per holiday. A limited number of rooms are available with sea views at the Caleta Palace Hotel in Gibraltar at an additional supplement of £25 per person. There is a reduction of 15% for the first child aged 2-12 sharing a room with two adults. The holiday cost for an infant under the age of 2 is £50. In some hotels, triple bedded rooms may consist of a double or two single beds, plus a folding bed for the third occupant. The insurance premium applicable to this holiday is £32.95 per person. If you would like to take our insurance, please indicate this on the booking form. (We will automatically invoice you accordingly unless you specify your alternative insurer on the booking form.) This holiday may be subject to surcharges. Please see clause 4 of the Booking Conditions.

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HOLIDAY INSURANCE:

We strongly recommend all clients arrange travel insurance. For your protection and peace of mind we have arranged a Holiday Travel Insurance Scheme with AXA Insurance (UK) plc who are members of the General Insurance Standards Council and Financial Ombudsman Service. Our competitively priced insurance policy underwritten by AXA, provides benefits payable including: personal accident/death (no excess) £15,000, medical and other expenses (£35 excess) up to £2,000,000, loss of deposit, cancellation and curtailment (£35 excess) up to £1,500 UK\Channel Islands\Europe and £3,500 World-wide, baggage and personal belongings (£30 excess) up to £1,500 (single article limit £200) and personal liability (no excess) up to £2,000,000. A full statement of cover will be sent to you with confirmation of your booking. **Please provide details of any pre-existing problems at time of insuring** so as not to risk invalidating any future claims. Always carry your invoice with you on holiday – it's your proof of insurance and makes any assistance easier. These details are correct as at 30/06/03 and are subject to change without notice. As cover under the Cancellation section commences immediately the holiday booking has been accepted, no refund in premium can be allowed.

HOW TO BOOK - MADE EASY!

RESERVATIONS HOTLINE: 0116 2793929



Telephone our **Reservations Hotline on 0116 2793929**. Fax 0116 2793214 or Email us at: mail@preferredts.com to check availability and make a provisional booking.



Complete the booking form and return it with **deposit payment per person of £99 plus £32.95 insurance premium** (or full payment plus insurance) if applicable to:- Preferred Travel Services, 41 High Street, Kibworth, Leicester, LE8 0HS. Please make cheques/PO's payable to '**Preferred Travel Services**'.

What happens after you've made your booking:-

- ✓ Upon receipt of your completed Booking Form, we will send you a Confirmation/Invoice – please read through this document very carefully and advise us by return if you have any queries. Any special request that you have made should be stated on this invoice.
- ✓ **Please note:** this holiday is **Group A**– see clause 2 of the Booking Conditions. The **BALANCE DUE** date is stated on your Confirmation/Invoice – no further reminder will be sent to you. **We do not issue receipts for balance payments.**
- ✓ **You will receive your Holiday Itinerary and Joining Instructions approximately 10 days prior to departure.**

HEALTH – advice on health matters abroad is available in Form T4, available from Post Offices.

DELAYS - in the event of a travel delay at the port/airport meals/overnight accommodation will not normally be provided but your insurance policy may offer compensation.

ISSUED - April 2004

PASSPORTS/VISAS – A full British passport is required - minimum validity 6 months. A Visa is not required unless the British passport was issued in Gibraltar. Contact the Spanish Consulate, 20 Draycott Place, London SW3 2RZ. Tel: 0207-589-8989.

CONSUMER PROTECTION – The air holiday and flights in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5537. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL [website at www.atol.org.uk](http://www.atol.org.uk).

This holiday is operated by High Concepts Ltd t/a Preferred Travel Services, 41 High Street, Kibworth, Leicester. LE8 0HS. Tel: 0116 2793929. Fax: 0116 2793214. Email: mail@preferredts.com www.preferredts.com. Registered in England No. 4000185. ABTA Membership No. W3692. Atol Protected 5537.

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BOOKING CONDITIONS – AIR 2004

These Booking Conditions and the information in the brochure form the basis of your contract with Preferred Travel Services ('we' and 'us').

'You' means all persons named on the booking (including anyone who is added or substituted at a later date).

1. Making your booking – the first-named person on a booking form ("lead name") must be at least 18 and must be authorised to make the booking by all persons named on the booking. By signing the booking form or making a telephone booking and giving us debit or credit card details, the lead name confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions. The lead name is responsible for making all payments due to us. Once you have sent the booking form to us, or given those details by telephone, we will (subject to availability) confirm your holiday by issuing a confirmation/invoice. Please check all details and contact us immediately to correct any discrepancies; we regret we cannot accept any liability if we are not notified of any inaccuracies within ten days of dispatch (five days for tickets). If the person making the booking and paying the deposit or full payment, as the case may be, is not travelling then that person will be treated as the lead name for the purpose of clause 6.

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. The Balance Due Date is 8 weeks before departure for Group A Holidays (overseas holidays by air), 6 weeks before departure for Group B Holidays (holidays by coach and UK holidays with air content of more than 4 days duration) and 4 weeks before departure for Group C Holidays (holidays by coach and UK holidays with air content 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 reserve the right to treat your booking as cancelled by you. In this case the cancellation charges in clause 6 will be payable.

3. Your contract - a binding contract between us comes into existence as soon as we issue our confirmation/invoice. This contract (and any matter arising) is governed by English law. We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday will be dealt with under the ABTA Arbitration Scheme (see clause 10) or by the Courts of England and Wales only. Changes to these Booking Conditions, or the information shown in our brochure, will only be valid if agreed by a company director in writing.

4. The cost of your holiday

a) UK Holidays with no air content - once we have sent your confirmation invoice the price of your holiday is fully guaranteed and will not be subject to any surcharges.

b) All other holidays – the price of your travel arrangements is subject to surcharges on the following items for increases in: transportation costs e.g. fuel, scheduled airfares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator/organiser, Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations. Even in this case we will absorb an amount equal to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged but where a surcharge is payable there will be an administration charge of £1. If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any insurance premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice. The price of your holiday was calculated using exchange rates quoted in the Financial Times Guide to World Currencies on 30th June 2003 £1=EUR 1.44.

5. Changes by you - should you wish to make any changes to your confirmed holiday, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee to meet any such requests. Where we can, an amendment fee of £15 per person will be payable together with any costs incurred by ourselves and any costs/charges incurred or imposed by any of our suppliers. If any member of your party is prevented from travelling, that person may transfer their place to someone else (introduced by you) providing we are notified not less than two weeks before departure: all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with the amendment fee must be paid before the transfer can be effected.

6. Cancellation by you - should you or a member of your party need to cancel the holiday once it has been confirmed, the lead name 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). As we incur costs from the time we confirm your booking and may be unable to re-sell your holiday, the following cancellation charges will be payable (excluding insurance premiums, which are non-refundable in this case).

| Date Received | Group A | Group B | Group C |
|-------------------|-----------------|-----------------|-----------------|
| More than 56 days | loss of deposit | N/A | N/A |
| More than 42 days | N/A | loss of deposit | N/A |
| 57-29 days | 50% | N/A | N/A |
| 42-29 days | N/A | 50% | N/A |
| More than 28 days | N/A | N/A | 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.

7. Changes and cancellation by us - we plan holidays many months in advance. Occasionally we have to correct errors in brochures and other details both before and after bookings have been confirmed. Most changes are minor, but in the unlikely event of our having to make a significant alteration to your holiday, or to cancel it (eg due to insufficient numbers), we will tell you as soon as possible, and for cancellation, no later than the Balance Due Date (see Clause 2). Significant alterations may include a change flight departure time of more than 12 hours, a change to a hotel of a lower standard than described a change of itinerary omitting a major place or event. In the case of a significant alteration or cancellation, where possible we will offer you a choice of alternative tour arrangements or a full, prompt refund of all monies paid. Compensation per person will be paid in accordance with the table below if the advice of cancellation or significant alteration is issued later than the Balance Due Date (force majeure excepted - by this we mean actual or threatened war, terrorism, fire, industrial dispute, riot or civil strife, nuclear or natural disaster, adverse weather conditions, etc).

Number of days before departure Group A Group B Group C

We advise you of cancellation or

Significant alteration

| | | | |
|-------------------|-----|-----|-----|
| 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.

Minor alterations will be advised with your tickets. In the event of force majeure which we feel at our absolute discretion prevents us from operating the holiday, our sole obligation is to refund all money paid, less reasonable expenses incurred. If we have to make a significant change or cancel on or after the holiday balance date, we will pay you compensation subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. In all cases, our liability for significant changes and cancellations is limited to offering you the above mentioned options and, where applicable, compensation payments. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation. No compensation is payable for minor changes. Compensation is not payable where we make a significant change or cancel before the Balance Due Date. Very rarely, we may be forced by "force majeure" to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but in this situation, we regret we will be unable to make refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result. Compensation is not payable if we have not received full payment from you by the Balance Due Date.

8. Our Liability to you - (a) We make every effort to ensure that all arrangements are made correctly and efficiently. We accept responsibility if any of the services which we have agreed to provide for you as part of our contract with you prove deficient or not of a reasonable standard. We also accept responsibility for what our employees, agents, suppliers and sub-contractors do or do not do (providing they were at the time carrying out work authorised by us) except for death, personal injury or illness results (dealt with below). This acceptance of responsibility is, however, subject to force majeure and the other terms of these Booking Conditions.

(b) Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury, illness, loss or damage as a result of any failure to perform or improper performance of any part of our contract with you by any of our employees, agents, suppliers or sub-contractors (providing they were at the time carrying out work authorised by us) except in the following situations. We will not be liable where any failure to perform or improper performance was due to:- the act(s) and/or omission(s) of the person(s) affected; or those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or an event which either ourselves or the supplier of the service(s) in question could not have foreseen or avoided even with all due care.

(c) We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £40 per person or £100 per affected group, whichever is the less as you are assumed to have taken out adequate insurance at the time of booking.

(d) It is a condition of the acceptance of liability set out in clauses 8(a) and 8(b) of these Booking Conditions that you notify us of any claim made by you or any member of your party in accordance with clause 10. Any person(s) to whom any payment 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. You must provide ourselves and our insurers with all assistance we may reasonably require.

(e) In all cases, we limit the maximum amount we may have to pay you and/or any member of your party for any or all claims or parts of claims which involve, air, sea, rail or road carriers and/or hotel keepers and other services they provide as if we were carriers/hotel keepers within the applicable international conventions (e.g., Warsaw Convention as amended for travel by air, Athens Convention for travel by sea). Therefore for all claims which result from international carriage, compensation will only be paid for those conditions where the carriers concerned would be obliged to pay compensation at the relevant international convention were a claim made against that carrier in that particular situation. You must give credit for all payments received from the carrier or other suppliers.

(f) This clause 8 is intended to set out our obligations to you as a tour operator in the light of the Package Travel, Package Holidays and Package Tours Regulations 1992. 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.

9. Injury, illness or death not resulting from the holiday arrangements - if you or any member of your party suffers illness, injury or death, through misadventure, as a result of an activity which does not form part of your contracted holiday arrangements, we will provide you with all reasonable assistance. This assistance may include our making a contribution towards your initial legal costs in taking action against the person(s) responsible providing you request this within 90 days of the incident. All assistance (financial or otherwise) is subject to our reasonable discretion and a maximum cost to ourselves of £5,000 per booking form. If you are entitled to have any costs and expenses arising met by any insurance policy or if you obtain a costs order against any one in relation to the incident, you must repay to us any costs and expenses we incur.

10. Complaints and problems - in the unlikely event that you have any reason to complain about your holiday, you must immediately inform our representative and the supplier of the service(s) in question. Any verbal notification must be put in writing and given to our representative and the supplier as soon as possible. Until we know about a problem or complaint, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days giving your booking reference and full details of your complaint. We regret we cannot accept liability in relation to any complaint or claim which is not notified entirely in accordance with this clause: any complaint which does not follow this procedure will be noted and treated as information only for the benefit of future clients. Any matter arising which cannot be settled amicably may, if you so wish, be referred to a scheme arranged with ABTA but operated quite independently by the Chartered Institute of Arbitrators. The scheme allows for a simple, inexpensive method of arbitration based on documents alone with limited liability on you in regard to costs. There is a limit for the scheme of £5,000 per person and £25,000 per booking form; also, the scheme does not apply to claims solely or mainly regarding illness or injury or consequences thereof. A completed form for the arbitration must be sent to ABTA within 9 months of your return from holiday (although in special circumstances it may be offered outside this period). A copy of the scheme is available upon request.

11. 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.

12. Conditions of suppliers - many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

13. Special requests and medical problems - 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 fulfillment of a particular request. All such bookings will be treated as standard bookings subject to the above provisions on special requests. 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, also, you must give us full details in writing at the time of booking. 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.

14. Passports, visas and health requirements - the passport, visa and health requirements applicable at the time of printing to British citizens for the holidays we offer are shown elsewhere in this brochure. Requirements may change and you must check the up to date position in good time before departure. Information on health is contained in a leaflet (Health Advice for Travellers) available from local Department of Health offices and most Post Offices. For holidays outside the UK you should complete Form E111 (referred to in the leaflet mentioned above) prior to departure. It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly. The Foreign & Commonwealth Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information on BBC2 (Ceefax) page 470 onwards/on the internet under the address <http://www.fco.gov.uk/> or the ABTA Information Dept. on 0891 202520 (calls charged at 50p/minute).

15. Your Financial Protection - The air holidays in this brochure are ATOL Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5537. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.

16. 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.

17. 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.

18. 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 stay in resort by less than 12 hours are not significant alterations for the purposes of Clause 7. We reserve the right to withdraw coach departure points shown on the booking form and to add departure points outside your local area. Precise timings, pick-up routes, hotel name, intended order of excursions/visits and joining instructions will be sent with your tickets approximately ten days before departure. You are asked to remember that very occasionally resort or other facilities may be withdrawn for maintenance or other reasons beyond our control, such as the sudden onset of adverse weather conditions. In these unusual 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.

19. Coaches - when you contact us to make a booking we act as agent for the relevant carrier which will be disclosed on your documentation. We reserve the right to substitute the carrier if necessary. When we have confirmed your booking a contract exists under which we accept responsibility for the provision of all the services described in our invoice. Your coach will be modern and comfortable and manned by experienced driver/courier(s). Almost all of the coaches we use (particularly those on longer journeys) have video, toilet, drinks machine etc for your greater comfort. NB coaches used on airport/port transfers, shorter weekend trips, etc, do not always have these extra facilities but will still be modern and comfortable. On most holidays in the UK we will allocate you specific coach seat numbers; please mark any special requests (see clause 13) on the booking form. By request of the vast majority of previous passengers, including many smokers, all coaches are now NON smoking.

20. Flight Delays - 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.

21. Website - Website addresses of hotels or other suppliers and tourist boards etc. included in this brochure are for information purposes only and the contents do not form part of our contract with you nor can they be construed as representations by us. 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 0QS. ATOL 5537 ABTA No. W3692 (Issued - Nov, 03).



PREFERRED TRAVEL SERVICES ~ BOOKING FORM: TEL 0116 2793929

NAME OF HOLIDAY 4-STAR ANDALUCIA AND GIBRALTAR | PROVISIONAL BOOKING NO: 3211\3286

Departure date: SUNDAY 10TH – SUNDAY 17TH OCTOBER 2004 | **Tour no: 3211\3286** | Price: £549

To make a provisional booking please refer to the 'How to Book' section in the Brochure. Then complete and return this form with deposit payment or full payment (plus insurance if applicable) to: Preferred Travel Services, 41 High Street, Kibworth, Leicester, LE8 0HS.

| Mr/Mrs etc | First name <u>for air holidays</u> (as shown on passport) | Surname | Age if under 18 or over 65 | Address of first-named, who must sign the booking form |
|------------|--|---------|----------------------------------|--|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

Daytime Tel: _____ Evening Tel: _____ Emergency Contact/Tel.No: _____

Rooms: No. of Twin/Doubles ... No. of Triples/Family ... No. of Singles (Sup.£110 per holiday) ...

Special Requests (not guaranteed) You may also wish to advise us here of any disability so we can inform the hotel/transport company.

Holiday Extras to book if applicable Please reserve room with sea view for ---- persons at the Caleta Palace Hotel in Gibraltar at an additional cost of £25 per person.
In-flight meals required at an additional cost of £10 per person. YES/NO.

Insurance per person £32.95 **Single trip insurance required - YES/NO*** (delete as applicable) please note that, for holidays outside the UK, we will automatically issue insurance for you unless you complete the following information.

Insurer _____ **Policy No.** _____ **24 hr emergency No.** _____

PLEASE INDICATE YOUR CHOSEN DEPARTURE AIRPORT:-
GLASGOW (3211) [] OR EDINBURGH (3286) []

PAYMENT DETAILS

I enclose £_____ as deposit/full payment for the above holiday (cheques/PO's payable to Preferred Travel Services please). In signing I have read and accept all details in the booking conditions and do so on behalf of all those named above.
Signed: _____ Date: _____

(Please tick one) SWITCH [] **DELTA VISA** [] **MASTERCARD** [] – Please charge my account the sum of £_____. If the cardholder is different from the lead name: Cardholders name: _____ Signature: _____ Please note that a £4 surcharge per person applies to balances paid by credit card, no charges apply to debit card payments.

DEBIT OR CREDIT CARD NO:- _____

Valid from: _____ Expires end: _____ Switch card issue number: _____

| | | | | |
|------------------------|---|----|--|---------------------------------------|
| OFFICE USE ONLY | £ | BN | TOUR REF: GHER7AGI1G.10.10.04 GHER7AGI1E.10.10.04 | ASB: GLA\AGP EDI\AGP |
|------------------------|---|----|--|---------------------------------------|

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RECOMMEND A FRIEND – 4 STAR ANDALUCIA AND GIBRALTAR (GHER/7AG)

If you would like us to send a copy of this brochure to a friend, please print their name and address below. Thank you.
NAME: (Mr/Mrs/Miss) _____
ADDRESS: _____

