



W3692

sundayherald **EveningTimes**

The Herald

THE ANCIENT ISLE OF CRETE

Departing Tuesday 14th October 2003



**7 nights,
8 days
from only
£459!**

- ✓ Return direct flights from Glasgow Airport
- ✓ 7 nights half board accommodation (4 nights in the Rethymon area and 3 nights in the Gouves area)
- ✓ Full day excursion visiting Argrioupolis, Akrotiri and Chania
- ✓ Full day scenic tour visiting the Roman ruins of Saint Titus Church, Phaestos Minoan site, Monastery of Kalivianni and the Idi mountains
- ✓ Services of a local representative

**Preferred
Travel Services**

THE ANCIENT ISLE OF CRETE

Departing Tuesday 14th October 2003

8 Days from only £459

Highlights: 7 nights half board accommodation (4 nights - Rethymnon & 3 nights - Gouves).

A full day excursion visiting Argiroupolis, Akrotiri and Chania.

A full day scenic tour visiting the Roman ruins of Saint Titus Church,

Phaestos Minoan site, Monastery of Kalivianni and the Idi mountains!

Crete is a land of citrus groves, vines, sandy beaches, spectacular mountains, picturesque fishing harbours, fascinating history and, just as important, warm hospitality. This is a rare opportunity to experience all these things on our 8 day holiday to this wonderful island.

The sunbaked isle of Crete is the largest of the Greek Islands. Nowadays it is very much part of Greece but this has not always been the case. The beginning of civilisation in Crete pre-dates that of Ancient Greece on the mainland and archaeological finds show that there was a sophisticated society on the island from about 3000BC. Conquered by a variety of powers, including the Romans and Venetians, Crete was under Turkish control for most of its recent history and did not become

part of Greece until 1913. The island was the scene of fierce fighting during the German occupation between 1941 and 1945.

On this holiday you will get to know most of the island - from the pretty coastline to the stunning mountain scenery of the interior. You spend the first 3 nights in the resort of **Gouves**, near Heraklion. During your time here you can enjoy the beach, stroll along the promenade or walk up the hill to the old village. Our optional excursions from Gouves include a visit to the Minoan Palace at **Knossos** and the archaeological museum in **Heraklion**; a trip to the east of the island to **Elounda** and a boat ride to the tiny island of **Spinalonga**. On the fourth day we move on to the resort of **Rethymnon** to the west of Heraklion.

We travel down to the south coast across the mountains before returning north to Rethymnon. On the way we shall visit the Minoan palace of **Phaestos** and the attractive resort of **Matala**. 4 nights are spent in **Rethymnon** with its wonderful beach and old town where the Venetian and Turkish influences are much in evidence. There is an included full day excursion to the west of the island to **Chania**, **Argiroupolis**, and **Akrotiri**. You can also take an optional 'photo-safari' excursion to the south coast travelling through stunning scenery to visit **Imbros**, **Francocastello** and the **Kourtaliotiko Gorge**.

Our 7 night holiday is tailored to ensure that you will see the very best that the Island has to offer both culturally and scenically along with the chance to relax on warm sandy beaches.

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YOUR HOLIDAY PROGRAMME:

Day one: on arrival at Heraklion, you make the short transfer to your hotel in Gouves, just 30 minutes away, where 3 nights half board accommodation is reserved

Day two and three: you are free to enjoy the peaceful and traditional atmosphere of this small resort with its clean beach. There is a 2km promenade walk along the coastline or you can walk uphill to the authentic village of Gouves. From Gouves there are 2 optional excursions on offer. The first is to the Minoan palace at **Knossos**, centre of the Minoan civilisation where you will wonder at the technology available to such an ancient culture. The tour also includes a journey through the island's countryside filled for over 4000 years with olive groves and vineyards. A stop, with time for lunch, is made at the market town of **Archanes** from where you can see the profile of Zeus etched into Mt. Juchtas. Sandstone houses from the Turkish period and an inviting tree-lined square make your visit all the more enjoyable. On the way back to Gouves there is an included visit to the archaeological museum in **Heraklion** where you can see unique exhibits of Minoan culture. The second optional excursion is a boat trip to the former leper colony of **Spinalonga**. First we travel through mountain villages to **Elounda** with magnificent views over Mirabello Bay before taking the boat to Spinalonga. Wandering through the narrow main street you will wonder what hardships were faced by the soldiers housed in the Venetian fortress or the long-suffering lepers who were banished here. On your return to the quiet fishing village of Elounda, there is time for lunch and relaxation.

Day four: today you head for **Rethymnon** on the coast west of Heraklion, where your journey will take you through some of the most beautiful areas of Crete. You travel through the Aghia Varvara pass to **Phaestos** where a stop will be made at the Minoan palace, seat of King Radamanthis, brother of King Minos. After a guided tour, you continue to the resort of **Matala** on the south coast. Matala is surrounded by rocks and caves and was home to a much more recent civilisation - the hippies of the 1970's! Leaving Matala after lunch you continue to Rethymnon, making a short stop at the Kalivianni monastery which overlooks the Messara plain and is surrounded by beautiful vegetation and flowers. You arrive at your hotel in Rethymnon in the late afternoon where 4 nights half board accommodation is reserved.

Day five to seven: one day is devoted to an included excursion to the **Gulf of Chania**. Our route will surprise you. You pass through **Argiroupolis** - a different world of greenery, springs and waterfalls. You then travel up the Akrotiri peninsular where there are wonderful views of the city before continuing to the city itself. There will be a guided walking tour of the city of the former capital of Crete. Built on the ruins of ancient Kydonia, the monuments, buildings and churches all bear testament to Crete's varied and turbulent history. There is free time for lunch and sightseeing or shopping in the Old Town or Venetian harbour. The rest of your time in Rethymnon is at your leisure or you can join a 'photo-safari' by coach to the more remote parts of the south of the island making stops on the **Askifou** plateau, the village of **Imbros** and the fortification at **Francocastello**. Free time is given at the resort of **Plakias**.

Day eight: free until departure etc.

PLEASE NOTE that the order of the excursions described may be subject to change, although the content of the holiday will remain the same.

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FLIGHT DETAILS - All information is subject to confirmation	
CARRIER: Excel Airways	
DEPARTS	ARRIVES
Glasgow airport at 0925 hrs	Heraklion airport at 1600 hrs
Heraklion airport at 1700 hrs	Glasgow airport at 1950 hrs

The baggage allowance is 15kg 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: ☆☆☆ Superior - Hotel Astir Beach, Gouves
 ☆☆☆☆ - Orion Hotel, Rethymnon.

The first **3 nights** of your holiday will be spent at the **3 Star Superior Hotel Astir Beach**, situated in Gouves on the north coast. In front of the hotel you will find a lovely clean beach and clear blue sea providing the ideal place for a relaxing vacation. The hotel is modern in style and has a reception area, lounge with satellite TV and fireplace corner, an indoor bar, spacious restaurant/dining room, a games room, two elevators, a pool bar, a snack bar, and a mini market. All of the 130 comfortable guest rooms have been cheerfully furnished and equipped with bath or shower/wc, hair dryer, direct dial telephone, safe box (at a nominal daily charge), radio, satellite TV, air-conditioning, refrigerator and balcony. Outside the hotel you will find a large sun terrace and a smartly designed freshwater swimming pool. Sporting facilities and entertainment include a floodlit tennis court, table tennis, darts, volleyball, aerobic, gymnastics etc. You will also find several water sports on offer on the neighbouring beach.

A further **4 nights** will be spent at the **4 Star Orion Hotel**, at Rethymnon with its beautiful gardens offering guests all the modern comforts, whilst still retaining the original atmosphere of Crete. The spacious, tastefully furnished, air conditioned and centrally heated modern rooms all have private balcony and bathroom with bath/shower and wc, telephone, hair dryer, satellite TV, radio, refrigerator and safety deposit box. The elegant restaurant features fine international and local cuisine. The Orion Hotel has a large fresh water swimming pool in the garden surrounded by sun terraces so that you can enjoy both sun bathing at the pool and the refreshing shade of the large old trees in the garden. Around the pool sun beds are provided with umbrellas free of charge and you will also find tables and chairs where you can relax and enjoy a drink. Just beside the pool is the bar and cocktail lounge. A golden sandy beach is situated only 200m away from the hotel where you will find water sports on offer.

INCLUDED IN THE PRICE:

- ✓ RETURN DIRECT FLIGHTS from your UK airport
- ✓ RETURN COACH TRANSFERS from Heraklion Airport to your hotel
- ✓ 7 NIGHTS HALF BOARD HOTEL ACCOMMODATION – 3 nights at the Hotel Astir Beach in Gouves and 4 nights at the Orion Hotel in Rethymnon
- ✓ A FULL DAY EXCURSION visiting Argrioupolis, Akrotiri and Chania
- ✓ A FULL DAY SCENIC TOUR visiting the Roman ruins of Saint Titus Church, Phaestos Minoan site, Monastery of Kalivianni and the Idi mountains
- ✓ Meals on flights
- ✓ Services of a local representative

NOT INCLUDED IN THE PRICE:

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

ACCOMMODATION AND PRICES:

The price of the holiday is £459 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 £90 per holiday. 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 under 65yrs, £42.95 per person aged 65-69yrs and £52.95 per person aged 70+yrs. Annual Insurance is also available **under the age of 65yrs only** at a cost of £59 per person and £99 per couple sharing the same address. 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.



HOLIDAY INSURANCE:

Unforeseen circumstances can mean that even with the best laid plans you can find yourself out of pocket when going on holiday. Our recommended policy, underwritten by ABC, offers a hassle free, no paperwork, telephone claim policy and freephone number for advice and queries. Our comprehensive insurance policy provides benefits payable including : personal accident/death (no excess) £25,000, medical and other expenses (£50 excess) up to £5,000,000, loss of deposit, cancellation and curtailment (£50 excess) up to £5,000, baggage and personal belongings (£50 excess) up to £1,500 (single article limit £250) 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 ages and details of any pre-existing problems at time of booking 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 9 April 2003 and are subject to change without notice.

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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 the relevant insurance premium, or full payment plus insurance** if applicable (Annual Insurance is also available **under the age of 65yrs only** at a cost of £59 per person and £99 per couple sharing the same address) 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 **BALANCEDUE** 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 - May 2003

PASSPORTS/VISAS – a full British passport is required. Visas are not required by full British passport holders.

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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PREFERRED TRAVEL SERVICES ~ BOOKING FORM: TEL 0116 2793929

NAME OF HOLIDAY: THE ANCIENT ISLE OF CRETE

PROVISIONAL BOOKING NO: 2066\

Departure date: Tuesday 14th – Tuesday 21st October 2003

Tour number: 2066

Price: £459

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	Initial	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.£90 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

Insurance per person
 £32.95 under 65 yrs
 £42.95 65-69 yrs
 £52.95 70+ yrs

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.
Annual insurance (available under the age of 65 only) required – YES/NO* (delete as applicable) cover for 1 person at a cost of £59 [] or £99 for a couple sharing the same address []

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

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:GHER7HER3G.14.10.03** **ASB: GLA\HER**

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IF YOU DO NOT WISH TO RECEIVE FUTURE MAILINGS FROM THE SCOTTISH MEDIA NEWSPAPERS OR COMPANIES APPROVED BY SCOTTISH MEDIA NEWSPAPERS PLEASE TICK THIS BOX []

RECOMMEND A FRIEND – THE ANCIENT ISLE OF CRETE (GHER/7HER)

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: _____

Preferred Travel Services – 0116-2793929

Preferred for : **GROUP TRAVEL UK & ABROAD; INCENTIVE TRAVEL & CORPORATE EVENTS**

Please call Preferred on 0116 2793929 for all your travel requirements

THANK YOU FOR YOUR BOOKING!

BOOKING CONDITIONS - 2003

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 inaccuracies; 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 when we dispatch our confirmation/invoice to you. 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 4 March 2002 £1=EUR 1.6384

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
<u>We advise you of cancellation or Significant alteration</u>			
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
14-8 days	£40	£20	£15
7 days or less	£50	£25	£20

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 anyone 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 £1500 per person and £7500 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 on to 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. Financial security - 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. For holidays by coach a bond has been lodged with ABTA affording the same protection on these holidays as that given by the CAA for air holidays.

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 of less than 12 hours are not significant alterations for the purposes of Clause 7. We reserve the right to withdraw 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 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.

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