

GENERAL INFORMATION

FLIGHT DELAYS

If you have booked your flight with us and suffer a delay, please let us know, so that we can contact the property and try to amend car hire/transfer, on your behalf. We will be more than happy to do this for you and it rarely poses a problem.

LUGGAGE ALLOWANCE

When we send you your flight tickets we will inform you of the current luggage allowances. These can sometimes change and although we will do our best to inform you of any changes, we cannot be held responsible for any additional charges or losses you may incur due to not complying with the most up to date ruling.

LOST LUGGAGE

Whilst, of course, we cannot be held responsible for lost luggage, if you draw a blank with the airline, and you booked your flight through us, we will gladly do what we can to seek information for you. Thankfully, this happens rarely these days, but we will be happy to help, especially if you are at the beginning of your holiday.

FLIGHTS NOT BOOKED THROUGH LONG TRAVEL

We are also more than happy to be flexible for clients, who wish to book other flights and we have no supplements for accommodation only bookings.

HOWEVER, CLIENTS WHO BOOK THEIR OWN FLIGHTS SHOULD NOTE:

- You should arrive at the accommodation at a reasonable time, so late flights could pose problems. Check with us, if in doubt, **before you book the flight.**
- In the case of late arrival, we should be informed at the time of telephone confirmation. We reserve the right to refuse accommodation, where we have not been informed of late arrival and it later proves impractical for a particular property.
- The booking will not be accepted unless you complete the flights section of the booking form. (We will also need this and full flight numbers, if we need to book car hire or airport transfer.)
- If you are delayed in any way, or if there are delays on your flights, it will be **entirely your responsibility** to inform owners/agents **direct** of possible late arrival. There will be no guarantee that owners will be able to accommodate this, in which case, you will be responsible for the costs and arrangement of your own overnight stay in alternative accommodation, and you will be expected to arrive the next day. Any amendments made by us, on your behalf, due to changes of flights bought independently from us, will automatically incur our amendment charges.
- If we have to amend or cancel an accommodation only booking we cannot accept liability for any costs you may incur in respect of any other services, including flights, that you have bought independently.
- Our advice is to secure your chosen accommodation, before booking your flight, making sure that we actually have it on hold for you. If you choose to take the risk of booking the flight first, we will always do our very best for you and we are usually very successful at finding something suitable, even at the very last minute. However, this is your risk and we will not be responsible for disappointment or extra cost involved.

CAR HIRE

Your car hire arrangements are subject to the terms and conditions of the car hire companies and other principals providing these services. For any amendments made by you once the booking has been confirmed, the principal's amendment charges and our own will be passed on to you. See page 25 for car hire details.

At times when it is very busy it may be necessary to queue for your hire car. Due to the volume of bookings in these periods, it can take a considerable time for each client to complete the necessary paperwork. It is not reasonable to expect that a queue will move quickly, when an aeroplane full of people has arrived. We have no control over the amount of bookings made with each supplier and we are not responsible for the delays. We suffer them ourselves, when we travel. It is a harsh fact of life and although it is not an ideal way to start a holiday, at certain times, we all have to suffer it!

These days, car hire companies are less flexible about names on vouchers, so please check them carefully:

- You must ensure that you complete the booking form, with all of the correct name and flight details for car hire.
- You must declare, at the time of booking, whether the driver has any endorsements. This usually causes no problem, but it is your duty to inform the car hire company via us.
- You must inform us if you need a child or baby seat, at the time of booking (see page 25). These are always on a first come, first served basis, and we cannot guarantee that they will always be available. Child/booster seats are not available for children aged 4yrs or over. Many clients choose to take their own child seats, to avoid delay, when collecting the car, as they often have to be chosen, according to size of child and then fitted. To be satisfied that the child seat will adhere to safety standards one would expect in the U.K., we recommend that you take your own seat as any child seat provided will only adhere to Italian safety standards, which are not as stringent.

- It is better to choose the correct car size, at the time of booking, as they are often in short supply later on. The less touristy areas of Southern Italy, in which we operate, often have a limited supply of certain cars.
- We do not recommend hiring a car for a stay in the centre of Naples, Rome or Palermo.
- Any fines incurred whilst you are in possession of the hire car are your sole responsibility, we cannot advise or help out with any problems arising from the non-payment of these. Our advice is to pay your fine locally, before returning home. Failure to do so could involve you being issued with a far bigger fine in the end.
- If you sign locally for any extras, or additional insurances, this is an agreement between you and the local car hire office. We will endeavour to recoup any charges resulting from this, which you think are unjustified. However we cannot guarantee this, and cannot be held responsible for any additional expenses you may incur.

OUR BROCHURE AND WEBSITE

We have expanded our website this year so that it is much easier to see what we offer. It is now possible to order a brochure and to enquire about specific availability through the website. If you live overseas it is sometimes easier to use the website as a guide to what you want us to book for you. Once you have an idea you can contact us, either by phone or email, and we will get your booking underway.

Our website has been developed alongside our brochure and, in addition to all of the properties in our brochure, due to printing deadlines, we have some extra properties featured. Once you have found the property you are interested in, you can contact us by email or by phone. We may also, from time to time, email you with holiday ideas and news. We are aware that it is increasingly common for people to want to deal only by email, however, we feel that everyone wishing to book with us should always contact us by phone at some point during the booking process. This is because the holidays we organise require personal service and any extensive queries are always best answered over the phone. All email enquiries will be dealt with as quickly as possible, but please include a daytime contact phone number, as not all of our sales staff have access to email.

CREDIT CARDS & CURRENCY

Note that we charge 1.8% for all payments made to us by credit card. We do not charge a supplement for payment by debit cards or cheques. At the time of going to print we were unable to accept payment by American Express.

Credit and debit cards are increasingly more accepted in Italian cities and towns, and there are holes in the wall, for cash. However, more rural areas are sometimes less reliable. We will be happy to discuss this with you and advise where possible.

WEATHER

The weather is unpredictable. For early and late season holidays, if you are unlucky, it could be cold or wet, so you should bear that in mind, when choosing a property. Many now have some form of heating and, whilst they may cost more, it will prove well worth the extra expense, if you meet a spell of unpredictably poor weather. However, in general, Southern Italy has a wonderful climate.

PUBLIC HOLIDAYS IN ITALY

Jan 1 & 6; April 12,13 & 25; May 1; June 2; August 15; Nov 1; Dec 8, 25 & 26; for further details please ring the Italian Tourist Board on 0207 408 1254. Local/regional festivals throughout the year are also treated like public holidays and therefore the roads and many properties can be much busier during these periods. Dates often vary from year to year.

OTHER TOURISTS

Italians are very welcoming and are happy to see tourists of all nationalities. Whilst we offer more unusual areas, it is unrealistic to expect that you will not encounter other English, Germans, French, Italians and so on.

ITALY AND ITS TOWNS

Southern Italian towns are not Hollywood film sets. Even when they are absolute gems of architectural quality and have picturesque historic centres, the whole town will probably not be like that. Most also have modern areas, which may be less attractive. For the historic centres, head for "centro storico".

YOUR HEALTH AND SAFETY ABROAD

Health facilities, hygiene and disease risks vary worldwide. You should take health advice about your specific needs as early as possible. Sources of information include the Department of Health free leaflet "Health advice for travellers" (available from 0207 210 4850), your General Practitioner, or a specialist travel clinic. At the time of publication, no inoculations are required for travellers to Italy from the UK. The Department of Health leaflet "Health advice for travellers" gives general health information for travellers inside the European Community. The leaflet is obtainable from post offices only. All members of the party must have a completed EHIC form in addition to travel insurance (available with

leaflet "Health advice for travellers" or online at www.dh.gov.uk/travellers).

Everyone in the holiday party must take their own personal safety and the safety of others, in a serious and responsible manner. We give more information and advice on this in our "final details", which are sent out once all balances have been received.

When in Italy, as at home, use common sense to avoid problems. Lock car doors and do not leave valuables in cars, especially not visible. Where there are security measures in houses, such as alarms, locking gates, etc, use them or you may be held responsible, if something happens.

PASSPORTS & VISAS

A full 10 year passport is necessary, for travel to Italy by British citizens. All children (even infants) who are not already included on a valid 10 year passport will need to hold their own passport.

A visa is not necessary for British Passport holders. Holders of non-EC passports and non-British citizens are **STRONGLY** advised to check with the relevant Consulate as to whether a visa is required, and to check with British Immigration for re-entry into the UK.

Italian Consulate 0207 235 9371

British Immigration 0870 606 7766

Passport Agency Website www.passport.gov.uk

It is your responsibility to have a valid passport and any necessary visa – be sure to apply in time. As requirements may change, you should check the current position in good time for departure.

YOUR FINANCIAL SECURITY

As detailed in our colour brochure, Long Travel is bonded with the CAA (ATOL No. 4029) and with AITO Trust Ltd (No. 1094), so ensuring that in the event of Long Travel's financial failure, either a full refund will be given or the holiday will continue as planned.

DATA PROTECTION

We do not pass on any client details to any other organisation.

COMPLAINTS

In the event of cause for complaint, you should first seek satisfaction locally through the proprietor of the property or hotel or his/her agent. Many hotels etc will no longer co-operate with any investigations about problems, if clients do not inform them direct at the time of the problem occurring. This seems only fair and logical, as it gives them the opportunity to sort things out, and help, wherever possible. There is absolutely no point in complaining after the event, when nothing can be done. **It is therefore clients' absolute responsibility, if a problem occurs, to speak direct to the owner/agent first.**

If you are still not satisfied, contact Long Travel immediately by telephone. We will do our utmost to help you. You should also confirm the detail of your complaint in writing to us, whilst you are still in occupation of the property. It is essential that you do this. If you do not we will have been denied the possibility of resolving and investigating matters.

If, at the end of your holiday, you still feel that you have cause for complaint, you should write to us, with full details, within four weeks.

Allowing us the opportunity to help solve a problem, whilst you are on holiday, forms part of the booking contract. If you cannot resolve it locally, you must inform us. Failure to do so is confirmation that the problem was not serious enough to spoil your holiday or justify complaint on your return.

Occasionally, clients have difficulties with car hire or flights. If you have booked them through us, contact us and we will do our very best to support you. However, often, these difficulties are more speedily resolved when clients deal directly with the airlines or car hire companies concerned. Clearly, they all have their own procedures for helping people and these usually involve direct contact with the client. However, although we have no control over these companies, if you are less than satisfied with their response, please contact us and we shall certainly do what we can.

We fully expect and hope that you have a great holiday, when you book with us, and your satisfaction is our main aim. We take all complaints seriously and hope that we seem approachable and supportive enough to help out with any reasonable complaints. Of course, we are only human and we cannot do the impossible! Please do not think that, the moment you leave these shores, you are forgotten about. We will help before, during and after your trip and we are here if you need us. We value constructive criticism and any extra information gleaned by clients to pass on to future clients. Please complete our questionnaire on your return or send an email to info@long-travel.co.uk and help us to improve the service we give.

It's always nice when you say lovely things about us, too!