

# INFORMATION



## FLIGHTS BOOKED THROUGH LONG TRAVEL

See detailed flight information on pages 218 - 219. Flight details shown are as planned by the airlines, but, as our brochure is printed months in advance, they may change. This is beyond our control. Check your confirmation letter, and later your tickets (for E-tickets, see scheduled flights page) carefully and telephone if you have any queries. Tickets will be with you approximately 10 days prior to departure. **These days, flight companies are less flexible about names on tickets, so please check them carefully.**

Children's dates of birth must be provided accurately. A false age could result in refusal to board. Children booked as infants could be refused, if found to be older than the age stated, on the basis that there may be no seat. Child discounts apply, if a child is under 12 yrs, on the return leg. Infant discounts apply, if an infant is under 2 yrs, on the return leg.

**Flights can only be paid for in sterling**

## 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

Your flight ticket information will inform you of the current luggage allowances. These sometimes change. We will do our best to inform you, but 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.

## FLIGHTS NOT BOOKED THROUGH LONG TRAVEL

We are also 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 booking. 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 relevant 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, it will be **entirely your responsibility** to inform owners/agents **direct** of possible late arrival. There is no guarantee that owners will accommodate this, in which case, you will be responsible for the costs and arrangement of your 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 bought independently.
- Our advice is to secure your chosen accommodation, before booking your flight, ensuring that we have it on hold for you. If you take the risk of booking the flight first, we will do our very best for you and we are usually successful at finding something suitable, even at the last minute. However, this is your risk and we will not be responsible for disappointment or extra cost involved.

## CAR HIRE

**Car hire prices on our website are also in euro and we are happy to accept payment in sterling or euro.**

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 220 for car hire details.

At times when it is very busy it may be necessary to queue for your hire car. It can take a considerable time for each client to complete the 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, we all have to suffer it!

**These days, car hire companies are less flexible about names on vouchers, so:**

- 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 220). These are always on a first come, first served basis, and we cannot guarantee that they will 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 UK safety standards, we recommend you take your own, 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. 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 with any problems arising from non-payment of these. Our advice is to pay your fine locally, before returning home. Failure to do so could involve a far bigger fine ultimately.
- If you sign locally for any extras, or additional insurances, this is an agreement between you and the local car hire office. We will try to recoup any charges resulting from this, which you think are unjustified. However we cannot guarantee nor be held responsible for any additional expenses you may have incurred.

**Check your confirmation letter, and later your car hire voucher carefully and telephone if you have any queries. The voucher will be with you approximately 10 days prior to departure.**

## CREDIT/DEBIT CARD PAYMENT

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

For payment in euro the charge is 2% for all cards.

## 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 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 poor weather. However, in general, Southern Italy has a wonderful climate.

## PUBLIC HOLIDAYS IN ITALY

Jan 1 & 6; April 4, 5 & 25; May 1; June 2; August 15; Nov 1; Dec 8, 25 & 26; for further details ring the Italian Tourist Board on 0207 408 1254. Local/regional festivals throughout the year are also treated like public holidays and therefore roads and many properties can be much busier. Dates often vary from year to year.

## TRANSFERS

We are happy to arrange transfers to many of our properties. Transfer prices were correct at the time of going to print and we do not envisage any change in 2010. However, if there are increases by our supplier, we reserve the right to pass on the additional cost.

Where transfer costs are given in hotel extra information boxes, these are approximate and provided for us by the hotels (through us), confirmed at the time of booking, and should be paid locally. Hotel transfers have to be pre-booked, even when they are included in the price. A transfer cost would normally apply to a taxi for 2 people (maximum 3), but passenger numbers should be checked before booking. These costs do not cover waiting time, if your flight is delayed.

The transfers to the Hotel Al Duemila, are usually included in the hotel package price, but you should always note on your booking form that you want us to organise these for you. There are specific instructions, which you will receive, when we send out your final details. Please read these carefully.

**If we arrange a transfer for you: In the unlikely event that your driver is delayed due to traffic, please wait for them. Do not take an alternative transfer as we will not assume responsibility for any additional costs that you may incur. Please call if you are in any doubt.**

### ALDO'S AMALFI COAST & SORRENTO AIRPORT TRANSFERS AND EXCURSIONS

For all Sorrento and Amalfi Coast properties, we offer an excellent value taxi transfer from Naples airport, with our friend Aldo (Cataldo Esposito), who runs a private taxi service. We, and many past clients, can certainly vouch for his reliability and he speaks excellent English. If you would like to use him, please make it clear on your booking form, or ring us and we will organise the transfers for you.

#### COST PER TAXI, EACH WAY (1 TO 6 PASSENGERS):

Including delays up to 2 hrs, on arrival. After that, there will be an extra charge of €30 per hour, payable locally. £102 to Sorrento and £115 to Amalfi, Praiano or Ravello.

**Night Supplement 2100 - 0700: + 20%**

Aldo is also happy to do tours and special day trips. Please enquire direct with him.

### ALFIO'S SICILY AIRPORT TRANSFERS AND EXCURSIONS

For Taormina properties, we offer an excellent value taxi transfer from Catania airport, with Alfio, for only £68 per taxi (max. 4 people) or £82 per minibus (max. 7 people), each way.

Alfio runs a private taxi service and we can certainly vouch for his reliability and he speaks a little English. If you would like to use him, please make it clear on your booking form, or ring us and we will organise the transfers for you.

As Alfio runs a small taxi firm, the above transfers are subject to availability and are booked on a first come, first served basis. If we are unable to arrange a transfer with Alfio, due to demand, we may still be able to arrange an alternative transfer - a supplement may be payable, or hotels may need payment locally.

Alfio also offers excursions. You must contact him **direct** to arrange these - we will give you his telephone number or email address, to make arrangements.

## 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

[www.long-travel.co.uk](http://www.long-travel.co.uk) for further information