

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](http://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 inside, 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](http://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.

## 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 properties will no longer co-operate with investigations into 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 resolve matters, 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. It is essential that you do this. We will do our utmost to help you. If you do not, we will have been denied the possibility of resolving and investigating matters.

Allowing us the opportunity to help solve a problem, whilst you are on holiday, forms part of your 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.

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.

If you have difficulties with car hire or flights, booked 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. They 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](mailto: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!

## HOW TO BOOK

### ACCOMMODATION

**CONTACT US TO MAKE SURE THAT YOUR CHOSEN PROPERTY IS AVAILABLE. IF IT IS, WE WILL HOLD IT ON OPTION FOR YOU, FOR 24 HOURS ONLY.**

**ONCE YOU BOOK**, by email, through our website or over the telephone, we will require credit/debit card details, to secure the booking. **The moment you give us your card details, you are committed to proceed with the booking, as discussed, and you are liable to pay deposits, etc. Any changes will be treated as an amendment to the booking.**

### FLIGHTS

**ONCE YOU DECIDE TO BOOK ACCOMMODATION, IT IS ALSO VITAL TO BOOK FLIGHTS.**

- If you book flights through us, you receive the full protection given by our ATOL bonding.
- We may already have made preliminary flight enquiries for you, but flight companies will not hold flights. When you book accommodation, if you also require our flights, we will have to book them immediately.
- **You are totally liable for the flight charges, from this moment, and we will immediately take the full cost of these, from your credit/debit card (always in sterling).**
- You must ensure that you give us the **absolutely correct** passenger full names and titles (as on passports). Giving us credit/debit card details and passenger names will be treated as confirmation of your instructions to book.
- Although we debit the full cost of flights from your card immediately, for accommodation and car hire we are happy to wait for a cheque, if you prefer. However, we reserve the right to debit the card, with any charges incurred, if you fail to send in the booking form. If we have booked flights for you, you will be liable to pay for these in full. For late bookings (within two months of departure), we will need to debit your card immediately, to guarantee the booking. We will still need your completed booking form.
- If you are booking accommodation only, always have confirmation from us that the accommodation is available and on hold for you (**for 24 hours only**), before booking a flight. Some flight companies will pressurise you into booking, but do not be tempted. If you book flights first and then discover that the accommodation is not available, we cannot be held responsible.

### SENDING YOUR BOOKING FORM

Before sending in your booking form, it is **important** that you take the time to read all of our information and booking conditions.

**WITHIN 5 DAYS OF CONFIRMING YOUR HOLIDAY OVER THE PHONE OR BY EMAIL, WE WILL NEED YOUR COMPLETED BOOKING FORM, WITH A NON-RETURNABLE DEPOSIT OF:-**

**ACCOMMODATION** - One third\*\* of full rental/hotel cost/the per person cost of transfer inclusive holidays. \*\* Some properties require different deposits, as stated in price box.

**FLIGHTS** - All flights must be paid IN FULL at time of booking.

**CAR HIRE** - £25 per car (unless already included in accommodation rental costs) & Collision Damage Excess and Theft Excess Insurance insurance in full.

**INSURANCE** - Must be paid IN FULL at time of booking. (All members of the party should be insured from the time of booking. TRAVEL INSURANCE IS ESSENTIAL. Payment by credit card does not always guarantee full cover - check with your provider.)

**LATE BOOKINGS (WITHIN TWO MONTHS OF DEPARTURE) REQUIRE 100% OF HOLIDAY COST, AT THE TIME OF BOOKING.** Within one month of the day of departure, we will insist on 100% credit/debit card payment or, in some cases, a bank transfer.

- Payment by debit card or cheque does not incur a surcharge. Debit cards accepted are Switch (Maestro), Visa Debit and Solo.
- Payment by Visa and Mastercard (credit cards) is welcome, and will carry a 1.8% surcharge. At the time of going to print we were unable to accept payment by American Express.
- Some bank to bank transfers will incur a charge and this varies.

The Booking Form is included with this brochure, and is also in the "Contact Us" section of our website - [www.long-travel.co.uk](http://www.long-travel.co.uk).

If you download the form, we will, in any case, need a signed copy, via post or fax.

- The signatory should remember that he/she is signing on behalf of all members of the party. Accordingly, please ensure that all members of the party have read the descriptions of the chosen holiday (in our brochure and, in more detail on the website) and our Booking Conditions and agree with the signatory's choice. The signatory should be the "LEAD NAME" on the booking form (always a member of the party travelling) and all correspondence will be addressed to him/her.
- The titles and full names on the form must be the same as on the relevant passports. Flight companies charge us for any amendments and we will have to pass these charges on, if we have not received the correct information from you, as described.
- Similarly, the car driver's name given, must be as stated on your driving licence and passport. Please inform us if they differ in any way, so that we can advise, as necessary. If no specific name is given, we will book the car in the "LEAD NAME" on the booking form. Drivers should also inform us of any endorsements on their licence. Failure to do so could result in the local suppliers' refusal to supply the car.
- If possible, please provide us with the name and telephone number of a person you would like us to contact, in the event of an emergency, as well as your own mobile phone number, if you have one.

## OUR CONFIRMATION TO YOU

- A letter, confirming your booking details and confirmation vouchers for accommodation, will be issued, on receipt of your booking form and deposit/full payment. If a holiday has been booked at short notice, and for any non-U.K. residents, we may email these to you.
- It is **essential that you check these details carefully**, as soon as you receive them, and **inform us immediately** of any errors or omissions.
- Please also keep them safe. You will need to take them to Italy with you.
- If you have taken our TRAVEL INSURANCE, you will also receive our policy document at this stage.
- If you do not receive our confirmation voucher(s) or insurance policy, at this stage, **it is your responsibility to inform us immediately.**

## PAYMENT OF BALANCE & FINAL HOLIDAY INFORMATION

- The balance of your holiday will be due TWO CALENDAR MONTHS before departure. Late payment will automatically incur a £25 administrative charge and/or cancellation of the holiday.
- On receipt of the final balance, we will forward "final details" of how to reach the property and our agents, general advice, information etc.
- Flight tickets, e-ticket references and car hire vouchers will be sent out approximately 10 days prior to departure.
- If you have not booked flights through us, or if we have already sent your flight tickets to you, we will usually send your car hire voucher to you by e-mail.
- It is **your responsibility to inform us**, if tickets or vouchers do not arrive.

## AMENDMENT & CANCELLATION CHARGES

- Any amendment made after receipt of the booking form must be confirmed to us in writing and will incur an administration charge of £25 per person, per element (including children, but not infants), plus any additional charges imposed by proprietors, airlines or other suppliers. Car hire amendments will incur an administration charge of £25 per car, plus any additional charges imposed by the car hire companies.
- If you have to cancel, it is prudent to act quickly, to minimise charges. We always require cancellation in writing and will act within the terms of our booking conditions. However, in practice, we are always happy to help as much as we can, and we will do our best, on your behalf. You should also inform your insurance company immediately.