

ESSENTIAL INFORMATION

PASSPORTS, VISAS & TRAVEL ADVICE

As a guideline, we advise a full 10-year passport valid for at least six months after your return date to the UK is required for our holidays (The passport will need to be less than 10 years old, even if it has 6 months or more left, on the day you travel). The regulations are constantly changing, we would therefore strongly advise that you contact the applicable Consulate listed below to confirm the relevant requirements for your travel date.

| Country | UK Tel No. | Country | UK Tel No. |
|----------------|-------------------|----------------|-------------------|
| Portugal | 0207 291 3770 | Spain | 0207 589 8989 |
| Cyprus | 0207 321 4100 | Malta | 0207 292 4800 |
| South Africa | 0207 451 7299 | Egypt | 0207 235 9777 |

Passport, visa & travel advice notes

1. Application forms are available from your nearest main Post Office.
2. The Passport Office takes approximately 6-8 weeks to process a new passport application.
3. Visas are not required by British Citizens travelling on any of the European holidays featured in this mailing. You'll be able to stay for up to 90 days in any 180 day period. Different rules will apply to Bulgaria, Croatia, Cyprus and Romania. If you visit these countries, visits to other EU countries will not count towards the 90 day total. For Egypt and Longhaul destinations please check current requirements with the relevant Embassy or Consulate.
4. Non-British Citizens should consult the relevant Embassies and Consulates prior to departure for current visa requirements. (See Section 13 of our Booking Conditions).
5. It is also advisable to check with the Foreign and Commonwealth Office (FCO) for essential travel advice before travelling anywhere abroad. You can visit the FCO at www.gov.uk/foreign-travel-advice

HEALTH ADVICE

In addition to applying for a UK Global Health Insurance Card (GHIC) prior to travelling anywhere in the EU, travellers should also check with their own doctor, prior to departure, as to which inoculations are available and necessary when visiting specific countries. If you have a valid European Health Insurance Card (EHIC) this will remain valid in the EU until it expires, you only need to apply for a GHIC if your EHIC has expired.

From 1 January 2021, GHIC's and most UK EHIC's will not cover you in Norway, Iceland, Liechtenstein or Switzerland. If you're visiting those countries, make sure you have travel insurance with health cover and check the GOV.UK travel advice/

FLIGHTS

We try to give you as much choice as possible. At the time of printing this mailing, the flight times have yet to be confirmed by the airlines. We use both scheduled and charter flights. Regional flights are often subject to a supplement and are subject to availability at the time of booking. Flight supplements, if applicable, will be quoted to you before we confirm the booking, on receipt of your completed booking form. The baggage allowance is 44lbs (20kgs) per person, on most flights. Most airlines will accept bowls packed in bowls bags to be checked-in with the main luggage for an additional charge which should normally be pre-paid – please contact our office for further details. Otherwise your bowls should be packed inside your suitcase and will need to come within your 20kgs weight allowance. There is usually an additional allowance for hand luggage which varies depending on the airline. Most flights do not include in-flight meals but refreshments are usually available to purchase onboard. N.B. In accordance with EU Directive - (EC) No.2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community list', which contains details of air carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm

CHECK-IN & CHECK-OUT TIMES

The standard international practice is to let rooms from midday to midday. However times do vary. Check-in times are usually between 2pm and 3pm, check-out times between 11am and 12 noon on the day of departure. Therefore, if you check-in immediately after a night flight this would normally count as one night's accommodation. Similarly if your return flight is at night you will normally be required to vacate your room at 12 noon prior to leaving for the airport. Day rooms are subject to availability/cost and should be arranged through our UK office.

CHANGES TO MAILING DETAILS

Personal Touch Holidays Ltd reserves the right to make changes to any of the particulars in this mailing at any time after publication.

DELAYS AT POINTS OF DEPARTURE

Arrangements in the event of delays at the outward and/or homeward points of departure are the responsibility of the carrier concerned.

RESORT REPRESENTATIVES

Your resort representative will speak to you and give all commentary in English

FINANCIAL PROTECTION

Personal Touch Holidays is a member of ABTA with membership number V9038 and abides by ABTA's Code of Conduct. We also hold an Air Travel Organisers Licence number 5961 granted by the Civil Aviation Authority. All the flights and/or flight-inclusive holidays in these flyers are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL certificate. Please ask for it and check to ensure that everything you booked (flights, hotel and other services) is listed on it. Please contact us immediately if there are any discrepancies. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate please go to:

www.atol.org.uk/ATOLCertificate

We provide full financial protection for our non-flight package holidays by way of a bond held by ABTA (number P7188)

DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We may have to pass some of the information onto the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. (If we cannot pass this information to the relevant suppliers we cannot provide your booking. In making a booking, you consent to this information being passed onto the relevant persons.) You are entitled to a copy of your information held by us. If you would like to see this please contact us. We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you flyers. If you do not wish to receive such information in the future, please advise our office on 01403 786200. For further information see our privacy policy on our website www.personaltouchholidays.com

DISABILITIES

Personal Touch Holidays will be pleased to welcome clients with special needs. It is however most important that we know what assistance you require from the beginning of your booking. Please note the details in a separate letter to us or on your booking form. Many hotels have specially designed rooms for disabled guests and most airlines will offer additional assistance. Wheelchair clients must be accompanied by an able-bodied person who is willing, and able, to assist them where necessary. If you would like to check the suitability of a holiday before booking, please contact our Office on 01403 786200 and one of our sales team will be happy to answer all your questions.

HOW TO BOOK

The Holidays in this brochure are arranged by Personal Touch Holidays. Your contract is subject to our Booking Conditions. You will find the Booking Conditions attached to the Booking Form. To book, please complete and sign the booking form and return it with your deposit(s) to: -

Personal Touch Holidays Ltd,

Anvil House, West Street, Billingshurst, West Sussex RH14 9HW.

TEL: 01403 786200 FAX: 01403 786858.

E-mail: office@personaltouchholidays.com

PAYMENTS

In order to confirm a booking we require a non-refundable deposit as quoted on your booking form, plus the insurance premium if applicable. As your booking is processed you will receive an invoice indicating the balance due date which will be 70 days before departure.

CHANGES TO BOOKINGS

See numbers 4, 5, 6 and 7 on the Booking Conditions

TRAVEL DOCUMENTS

Approximately 10 days prior to departure, you will be sent your appropriate travel documentation. These will normally include airline e-tickets, luggage labels, travel itinerary and a programme.

GROUP ORGANISER

Many of our holidays are organised through a 'Group Organiser' - that is someone who brings a group of people to holiday together. In these instances decisions to be taken about the holiday - whether to do with the itinerary or travel plans - are made in consultation between our Travel Managers and the Group Organiser. We accept his/her decision as being made on behalf of his/her Group. We expect the Group Organiser to keep his/her group fully informed as to any changes or decisions he/she may have made on their behalf. On tailor made/private bowls tours we also expect that the Group Organiser will be responsible for selecting his/her teams for all matches involving his/her group, informing his/her group of that selection and where applicable also informing the local PT Bowls Coordinator. On our published bowls holidays responsibility for final team selections will lie with the PT Bowls Coordinator (see Bowls Information - Making Your Decision). Where a Group Organiser may be unsure about his/her responsibilities we will be happy to advise and liaise throughout the booking and holiday period.

N.B. This mailing supersedes all previously printed brochures and mailings.

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