

Information

Duration of Holidays Please note that the day of departure and arrival home are included in the number of days of the tour.

Gratuities Gratuities to drivers and couriers are not included in the tour cost, as we consider this a personal way of saying thank you. We suggest that any such gratuities are made upon leaving the coach at the end of the tour. Gratuities to hotel staff are not included in the cost of the tour. However if you receive good service from waiters/waitresses, it is usual to give a small gratuity upon leaving.

Holiday hotels Details of all hotels used by Angela holidays are shown under the tour details. Where meals are included these are usually set meals without a choice of menu. Single rooms are often small and very limited.

Timings Final pick-up times will be sent approximately 10 days before departure.

Porterage Porterage is included in the tour cost, where shown.

Private Groups We can arrange a private group departure for you anywhere in Great Britain or Europe for any length of time. Just tell us what you have in mind, and we will be quite happy to give you a free quotation. For small groups, why not take a block booking on one of our normal holidays? We will give you a party discount for 10 or more passengers.

Passports Please note that all clients travelling on any continental holiday will require a passport. Please allow plenty of time to obtain your passport as this can often take up to four

weeks. Passengers with a passport from a country that is not a member of the EU may require a visa for entry into France.

EHIC Card When travelling to Europe, you should apply for a free European Health Insurance Card, which may give you access to reduced-cost medical treatment. This is not an alternative to travel insurance and it is recommended that you take both. Details and how to obtain your FREE card are available at www.nhs.uk/NHSEngland/Healthcareabroad.

Please note that the EHIC card is not valid in the Channel Islands and medical insurance is recommended.

Coach Seating Seat numbers are issued at the time of booking. Our coaches have different layouts so we cannot show a coach seating plan or guarantee the position of your seat.

Things to note when exploring Europe

We go abroad to experience new countries and cultures. With this in mind we ask you to please be aware of the following differences between some European hotels and those we are used to at home in the UK

- Tea / coffee making facilities are generally not included in the room.
- Entertainment is unlikely to be provided by the hotel, unless stated in our brochure.
- Limited diets cannot be accommodated in the same way as we are used to at home in the UK, so please notify us of any requirements at the time of booking.
- Although we always try to arrange porterage, this is not possible at some hotels.
- Some European cities do not allow coaches to drop centrally. Please be aware there could be a fair amount of walking to reach the centre.

HOLIDAY TRAVEL INSURANCE

A Special Holiday Travel Insurance Scheme is available for all passengers travelling on our holidays which is arranged by Wrightsure Services (Hampshire) Limited and is underwritten by Travel Insurance Facilities plc and insured by Union Reiseversicherung AG, UK Branch. Travel Insurance Facilities PLC are authorised and regulated by the Financial Conduct Authority. Union Reiseversicherung AG are authorised in Germany by BaFin and regulated in the United Kingdom by the Financial Conduct Authority and in The Republic of Ireland by the Insurance Regulator.

Should you wish to take advantage of our Holiday Travel Insurance please include the appropriate premium when booking your holiday.

DEMANDS AND NEEDS

This insurance policy will suit the Demands and Needs of an individual or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified claim limits.

IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes **TRAVEL ASSISTANCE FACILITIES** - 24-hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

COVER	SUM INSURED UP TO
Cancellation	£1,750
Missed Departure/Travel Delay	£300/£60
Personal Accident	£15,000
Medical and other Expenses including Curtailment	£2,000,000
Additional Travelling Expenses – United Kingdom	£1,500
Medical Inconvenience Benefit	£100 UK/£450 Europe (€10 UK/€15 Europe per 24 hours)
Personal Property/Loss of Passport	£1,500/£200
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£25,000
14 day refund	Insurance Premium

POLICY EXCESS

Cancellation, Curtailment, Holiday Abandonment £50 (£20 in respect of Loss of Deposit Claims), Medical and other Expenses, Additional Travelling Expenses – United Kingdom, Personal Property and Money excess £50.00 each and every incident per Insured Person.

HEALTH CONDITIONS applying to travel to all destinations

1. We shall not be liable for claims WHERE AT THE TIME OF TAKING OUT THIS POLICY:
 - a) You are aware of any medical condition or set of circumstances that could reasonably be expected to give rise to a claim (for example the state of health of a **Close Relative**, **Business Associate** or any person on whom **Your** travel plans depend).
 - (b) **The Insured Person** whose medical condition gives rise to a claim:
 - (i) Is receiving, or on a waiting list for, surgery, in-patient treatment or investigations in a hospital, clinic or nursing home, or
 - (ii) Is expected to give birth before, or within two months of the date of return to their **Home**;
 - Or
 - (iii) Is travelling against the advice of a **Medical Practitioner** or for the purpose of obtaining medical treatment abroad; or
 - (iv) Has been given a terminal prognosis.
2. All material facts must be disclosed to **us**. Failure to do so may after your rights under the policy. A material fact is a fact likely to influence us in the acceptance or assessment of the insurance (for example, **your** own state of health or that of a **Close Relative**). If you are in any doubt as to whether a fact is 'material' then for **your** own protection it should be disclosed.

The Policy contains the following General Exclusions:

YOU ARE NOT COVERED for anything caused directly or indirectly by you suffering from stress, anxiety or depression unless it has been investigated and diagnosed as such by a Consultant specialising in the relevant field, who must confirm in writing, at your cost, that you are fit enough to take this trip.

Please note our Holiday Travel Insurance Scheme is only available to United Kingdom Residents.

Angela Holidays Limited are an Appointed Representative of Wrightsure Services (Hampshire) Limited who are authorised and regulated by the Financial Conduct Authority. (Their firm reference is 311394).

PROTECTING YOUR INFORMATION

We will only use your personal details in line with our Privacy Notice. This can be found on our website or is available in hard copy format upon request and you should read this carefully and contact us immediately if you have any queries. Your personal information includes all of the details you have given us to process your insurance policy (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your insurance policy. Your data may be transferred outside the UK. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.