

Thank you for booking with Travelsmith Ltd - trading as

www.jerseyandguernsey.com

The master craftsman in holidays and travel

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IMPORTANT HOLIDAY INFORMATION

valid for holidays with

Travelsmith - Flyjersey.com - Flyguernsey.com
Alderneyholidays.com

To make the most of your holiday we recommend that you carefully read the enclosed advice and information which is applicable to all holidays with the Travelsmith/FlyjerseyandGuernsey group.

GENERAL INFORMATION

DISABLED CLIENTS

We are most anxious to assist wherever possible. It is therefore vitally important that full details are provided to us in good time and to avoid any possible confusion, in writing. If you need any further information or advice at any time, please ask.

This is of paramount importance where clients are confined to a wheelchair as special transfer arrangements may also be necessary.

WCHR – can climb steps/walk cabin. **WCHS** - unable to climb steps or walk around the cabin **WCHC** – confined to wheelchair. Are you taking your own wheelchair? Is it collapsible? Dry or wet battery?

When fitness to travel is in doubt as evidenced by recent illness, hospitalization, injury or instability or where special services are required e.g. oxygen, stretcher or authority to carry accompanying medical equipment then the airline or carrier may require a Medical Declaration to be signed by an attending physician. Hypodermic needles must be advised to the Airline prior to travel.

TRAVELSMITH – FAITHFULLY YOURS

In keeping with Company policy we are always striving to provide the very best of service. We have a team of highly experienced representatives in Jersey and Guernsey on hand seven days a week to offer assistance and to try to resolve any problems that may occur in a fast, friendly and efficient manner.

No one likes a complaint– neither client nor tour operator, although it is inevitable, however hard we try, that some complaints will be received. Our immediate priority is to resolve such problems on the spot so that little or no holiday disruption is caused.

Should you have a complaint while on holiday, it is vitally important that you contact the supplier of the service (e.g. Hotel Manager) and our representatives so that we may have the opportunity to restore holiday satisfaction with a minimum of delay, and in accordance with our booking conditions.

Remember too, in extreme cases our Head Office is open daily year round (excluding 25-26 Dec, 1 Jan) and we will be pleased to assist wherever possible.

If, on your return from holiday, you have an unresolved complaint, you must contact the Operations department at Travelsmith with full written details, in order that we can carry out a swift investigation.

We are a privately-owned family company and wholly dependent upon the goodwill and future recommendation of our clients. We are always receptive to suggestions and ideas which may further improve the quality of our service.

Special requests We regret that any requests made are not guaranteed unless confirmed on your service voucher.

SPECIAL DIETS

Higher grade hotels usually offer a sufficient choice of menu to cater for all tastes. However we must point out that in guesthouses and many middle range hotels where special diets such as vegetarian meals are requested, the menu will be very limited and you should advise us in advance.

BREAKFASTS may not always be a cooked English breakfast, but may be a full Continental style breakfast.

HOTEL EXTRAS TO BUDGET FOR

Please note that any extra costs incurred whilst on holiday such as laundry, additional drinks, telephone calls, etc, should be settled direct with the hotel, prior to departure, and will be subject to 5% Goods and Sales tax.

DUTY-FREE ALLOWANCE

Leaflets are available detailing what the duty-free allowance is per person. Some airlines do not always provide a duty-free service on board and we advise you to check on your outbound journey. The Channel Islands are outside of the European Union and Duty Free Allowances still apply.

DELAYS TO YOUR JOURNEY

Should there be any delay in travel in either direction, or connecting road and rail services due to adverse weather conditions or other operational reasons, the cost of meals and/or accommodation will remain the responsibility of clients. Please note that no refund of accommodation will be made. A mobile telephone contact number will help us keep in touch!

To cater for such circumstances please ensure that you have sufficient funds to pay for any additional expenses. For those clients who have taken out an insurance cover such cover may, in certain instances, be reclaimed – please keep receipts. Holiday insurance is absolutely essential and is considered a condition of booking. See para below.

SECURITY CHECKS

Please take with you a proper means of identity – photographic identification e.g. passport, driving licence with photograph, Citizen Card or photographic bus pass and ensure it is readily accessible at the airport.

HOLIDAY INSURANCE

Holiday insurance cover is considered essential; see Delays to your Journey and Health Costs in the Channel Islands.

Please take your policy with you as it should contain the relevant procedure in the event of a possible claim. Non-compliance may result in your claim being invalid.

Travelsmith is an introducer Appointed Representative of Ancile Insurance Group Limited who are authorised and regulated by the Financial Services Authority. For quotations please call Insurewithease on 0844 334 0155 and quote Travelsmith, or visit the website: <https://www.insurewithease.com/>

As a general rule remember to obtain receipts for any expenses incurred that may be included in a claim.

Any loss or damage to your luggage by the airline or transfer company whilst in their custody must be reported immediately and an official report obtained from the Carrier. If you lose any valuables, e.g. cash, jewellery, etc., please report to the police within 24 hours and obtain acknowledgement from them for insurance purposes.

HEALTH COSTS IN THE CHANNEL ISLANDS

Guernsey does not have a reciprocal agreement with the UK, meaning that visitors from the UK will have to pay for medical treatment provided in the C.I. if taken ill during their stay. <http://www.gov.gg/tourist>

Whilst emergency treatment will be provided in the A&E departments, it is strongly recommended that all visitors to the C.I. be in possession of appropriate travel insurance which includes cover for all other medical expenses incurred during their stay, and possible repatriation.

Please carefully check your current travel insurance because most policies do NOT cover medical expenses incurred in the C.I. This is because most travel insurance policies only provide cover for medical expenses incurred outside the UK, but for the purposes of the policy cover, insurers usually include the C.I. within their definition of the United Kingdom. This has the effect that the policy would not respond to a claim for any medical expenses incurred during your stay.

Jersey have recently reinstated the reciprocal agreement with the NHS, for emergency cover.

<http://www.gov.je/Health/Travelling/Pages/VisitingJersey.aspx>

If you require insurance please refer to our websites for the link. Travelsmith are an introducer appointed representative of Ancile Insurance Group Ltd, tel: 0844 334 0155 quoting Travelsmith when calling for a quotation, or to book insurance.

The EHIC card is NOT valid in the Channel Islands.

CHANNEL ISLANDS CURRENCY

Jersey and Guernsey are both in the sterling area thus British coins and notes mix freely with their own, so there's no problem. All the big banks have branches in the Islands and cheques and credit cards are widely accepted.

CHECK IN AT THE AIRPORT

Please check in at the appropriate airline departure desk with your photographic identification at least 2 hours prior to the departure time shown on your air ticket. For obvious reasons we cannot be held responsible for any delays incurred in reaching your UK departure point.

PASSPORTS

Although passports are not required in the Channel Islands for citizens of the UK or Eire (other nationalities should check with their travel agent or embassy) please note that **photographic identification**, (e.g. passport, driving licence, Citizen Card www.citizencard.com or bus pass) is required for domestic flights.

In the light of increased security requirements please ensure your photo ID is readily available at the airport. Different carriers and their rules may be subject to change with regard to the need for photographic identification. Please read your documents carefully, and check with us, or your travel agent, if you are not sure.

FREE LUGGAGE ALLOWANCE

For adults and children aged two years and over the allowance is one suitcase per person, the three dimensions of which (i.e. length, height, breadth) should not exceed 67 inches when added together, maximum weight usually 20kg. Certain airlines restrict this allowance to 33lb (15kg) weight – please check your confirmation or ticket. Also personal items, e.g. wheelchair, briefcase, coat, camera, etc, are permissible. Any luggage in excess of this free allowance may be carried subject to space, at additional cost payable direct to the airline. See www.caa.co.uk

There is no free luggage allowance for infants under two years of age.

If you have booked with a low cost airline, please check their booking conditions carefully for luggage restrictions and possible extra costs.

Important safety information For the safety and security of all passengers there are certain important legal requirements including items that may not be carried in your luggage. We recommend that you pack any vital items e.g. medication in your hand luggage. Hypodermic needles must be advised to the airline prior to travel.

AIRLINE TICKETS – these are issued electronically and an e-ticket for all passengers named on your confirmation. Simply check-in as normal at the airlines desk. We recommend 2 hours prior to departure. Present your photographic identification, (e.g. passport, driving licence, Citizen Card or bus pass) and the airline will issue your boarding cards.

CAR PARKING AT UK AIRPORTS

Parking is available at every UK airport, most offer a choice of open or covered parking and long or short-term parking, at a varied scale of charges. If your **SUPERDEALS** holiday included free airport parking, please ensure that you have your car parking instructions and their contact telephone number.

ON-BOARD CATERING

Most flights to the Channel Islands are of short duration and on-board catering normally means the serving of tea/coffee or soft drinks. On very short duration flights there may be insufficient time to offer any catering.

ADVERSE WEATHER

Where flights are delayed or cancelled the airline will assist where possible in making alternative arrangements. However, for obvious reasons no guarantee can be given and neither the airline nor Travelsmith are liable in respect of any extra costs incurred or loss of holiday time. Holiday insurance is absolutely essential and is considered a condition of booking, please ensure that your policy covers outbound and inbound delays.

TRAVELSMITH VOUCHERS

If applicable there are vouchers attached to your document pack. You may be asked to give up these vouchers and important to keep them handy at all times.

CHILDREN'S MEALTIMES

It should be noted that some hotels in the Channel Islands (mainly higher grade), provide earlier evening meals for children, in order to enable adult guests to dine in a more relaxed manner. Some of these establishments insist that families use this facility. Some hotels may make a charge for food consumed by children under two years where Travelsmith have made no charge for the holiday.

BABY-LISTENING SERVICES

Those hotels offering this facility normally make arrangements for their reception staff to 'listen-in' on a regular, although not permanent, basis. Certain higher-grade establishments may be able to offer full baby-sitting facilities, arranged directly with the hotel on arrival and payable direct. If this service is specifically required, please ask in advance.

SWIMMING POOLS

Where the brochure shows holiday accommodation with pools, they may not always be in use during the early and late seasons. It should also be noted that lifeguards are generally not provided. All pools may be subject to closure or restricted use in line with regulations that may be imposed by the local authority at any time. You are not permitted to use a swimming pool outside certain hours – please check with the establishment – due to safety measures and cleaning procedures.

SHOPPING

The Channel Islands are free of VAT in the shops and restaurants; however there is 5% GST tax in Jersey.

A WORD ABOUT CONDUCT

We should point out that with the support of ABTA (the Association of British Travel Agents) all hotels, airlines, shipping lines, etc, have the right to refuse admission/transportation to any persons behaving in a disorderly manner to the discomfort of fellow holidaymakers. Moreover, any such persons will have no redress regarding refunds on tickets, etc. We are sure that this ruling can only help improve matters for the vast majority of clients.

AMENDMENTS TO TRAVEL ARRANGEMENTS

Should you wish to amend your return travel arrangements please notify your Travelsmith representative. If it is possible for us to change, higher charges will apply as in many cases the special rates upon which your holiday cost has been based, are linked to specific flight departures and/or days. Furthermore, some airlines do not permit amendments once the ticket has been issued and in the case of charter and internet flights, no refund is given in respect of unused seats. Obviously, in the case of an emergency (e.g. family illness) such costs may be covered by holiday insurance.

**CAR HIRE IN THE CHANNEL ISLANDS
COLLECTION/DELIVERY**

If you have reserved a hire car for the full duration of your holiday we will automatically arrange for collection and return of the vehicle at the airport. Please advise us of your arrival times if you have booked accommodation only. Where car hire is offered in conjunction with a specific hotel, arrangements will be as detailed above unless separately advised in your travel documents. On your arrival in the Island free transport is provided to the hire depot nearby – look out for the Travelsmith and/or car rental representatives who will direct you.

Should you have requested alternative arrangements, please check your rental ticket for delivery/collection times. If you wish to make any alteration to the arrangements please ring the car rental company direct on your arrival at your holiday accommodation. Should such an alteration affect your homeward transfer arrangements to the port please notify your Travelsmith representative.

In Jersey your hire car is arranged by Polar Cars, who are an Avis Licensee. Tel: 0800 7351110 for airport or hotel deliveries. In Guernsey, Europcar Guernsey who trade under the Name of Harlequin Hire Cars Limited tel: 01481 239511

MAIN CONDITIONS OF HIRE

For Jersey - <https://www.flyjersey.com/car-hire/>

For Guernsey - <https://www.flyguernsey.com/car-hire/>

A current full UK driving licence must be produced before taking delivery of the car (not photocopies or faxed copies).

Should you have any endorsements please notify us in order that we may seek clearance from the rental company. All car rental companies reserve the right to refuse or withdraw hire.

INSURANCE

All named drivers are insured to include the basic Collision Damage Waiver CDW which reduces your risk to £700 for Group A-B or £800 for Groups C, F and J or £1000 for Group D. Local fees and petrol charges apply

WE STRONGLY RECOMMEND THAT YOU TAKE THE SUPER CDW WHICH REDUCES YOUR RISK TO ZERO; PAYABLE LOCALLY.

Super CDW is £7 per day for Group A-B. £8 per day for Groups C, F and J. £10 per day for Group D

FREE Island map will be provided in the hire car.

OTHER CAR RENTAL COMPANIES

Where an alternative company to Avis or Europcar has been used, details will be provided with your rental ticket.

DISABLED INFORMATION

If you are hiring a self-drive car in Jersey or Guernsey please take with you your UK disabled car-driver sticker.

In Jersey disabled clients can park in official disabled areas although a Jersey 'disc' card is required from the Visitor Centre at Jersey Tourism. In other areas where 'scratch' cards are required for parking in authorised areas clients displaying their UK disabled car sticker are entitled to park for double the normally allowed time.

<http://www.jersey.com/english/holidays/information-for-disabled-visitors-to-jersey/pages/car-parking-blue-badge-holders.aspx>

In Guernsey, UK parking discs are permissible. However, it is not permitted to park on a yellow line. In any short term parking areas where the UK disc is displayed, parking is allowed for up to 2 hours. Please check for updated information.

CAR PARKING

Jersey operates a scratch card system in St Helier and some other areas of the island. These cards can be purchased from Avis, and other outlets, and further information can be supplied by them on request.

In Guernsey a parking disc is provided in your hire car at no charge and this is valid for most areas in the island. Further details can be provided by Europcar when collecting your car.

EXCURSIONS

There is a wide range of excursions available, all bookable through your Travelsmith representative. Please note that no refunds are available for unused excursions except when bad weather or operational reasons prevent the excursion from taking place. In such circumstances our liability is restricted to providing a refund of the cost that we pay to the supplier. Clients who have booked one of our Explorer holidays which includes arranged excursions should refer to the separate Explorer itineraries leaflet enclosed.

HOLIDAYS IN JERSEY

TRANSFERS

Transfers from Jersey airport or harbour and vice versa with Tantivy Blue Coaches are included in the holiday cost where indicated. A coach will be waiting to take you to your accommodation: please contact your Travelsmith representative.

NB Please check your return pick-up time with Tantivy Blue Coaches prior to your departure telephone 01534 706706.

For clients staying at the Norfolk hotel transfers are with Waverley Coaches. To check your return pick-up time, 48 hours prior to your departure, or if you have any other queries, check with hotel reception.

Special note – if a private taxi transfer in Jersey has been arranged, please ensure you re-confirm your return travel arrangements with our local representative, or directly with the taxi firm.

**Transfers are not provided for those clients who have booked a self-drive hire car for the full holiday duration with arrangements to pick up/leave the car at the airport, nor for any client who has booked from our Travelsmith accommodation-only programme, unless pre-booked.*

GOODS AND SALES TAX

Please note that the States of Jersey have introduced a 5% GST. This will be added on to the price of any items you purchase in Jersey. This will include any extras purchased at your holiday accommodation such as drinks etc. Any meals that have been confirmed by ourselves with your accommodation will be exempt from this tax. If your arrangements include just bed and breakfast, any additional meals booked direct with the hotel will be subject to the 5% charge.

TRAVELSMITH REPRESENTATIVES

We have representatives at your service and our local staff will always be pleased to assist if you have a query or problem. Just phone them. If your query or problem is materially affecting the enjoyment of your holiday, it is vitally important that you contact our representatives at once in order that we are given the opportunity to resolve any problems whilst you are on holiday as for obvious reasons, it is impossible to resolve such matters retrospectively.

Our Jersey representative can be contacted on 01534 737317 and their local mobile number will be detailed on the Welcome Pack upon arrival.

Nov-Mar: Mon-Sat 9am midday

Apr-Oct: Mon-Fri 9am-2pm. Sat 9am-1pm Sun 9am-midday

Answerphone at other times, telephone 01534 737317.

If you should require us to secure alternative accommodation on arrival or during your stay (due simply to it being unsuited to your requirements) our representatives will, of course, render their assistance but we should point out that you will be asked to meet any additional cost incurred.

In addition, in cases of emergency, our Burnham-on-Crouch office is manned daily (except 25-26 December and 1 January) Mon-Thur 9am to 7pm, Fri/Sat 9am to 5.30pm, Sun and Bank holidays 10am to 4pm. The telephone number is 01621 784666.

HOLIDAYS IN GUERNSEY

TRANSFERS

Transfers from Guernsey airport or harbour and vice versa are included in the holiday cost where indicated on your holiday confirmation. Your transfer is arranged with Island Coachways, tel: 01481 720120 (07:00hrs to 17:30hrs) or outside of these hours, please contact the Duty Manager on 07781 120 210. Island Coachways will be awaiting your arrival to take you to your holiday accommodation

Please check your return pick-up time with our representative or Island Coachways prior to your departure.

Transfers are not provided unless stated.

HOLIDAYS IN ALDERNEY, HERM, SARK

Please refer to your confirmation of included costs as some arrangements may vary with each individual establishment.

Transfers by taxi from Alderney airport or harbour and vice versa are included in the holiday cost. Island Taxi's will be waiting for you outside the "Arrivals Terminal" or pick up the Freephone which goes straight through to them. A return transfer back to the airport has been arranged for your departure and you will normally be collected from your accommodation one hour before your flight home. For queries please contact Island Taxi's on 01481 823823

On Sark, luggage only is transferred from and to the harbour, please ensure it is clearly labelled with your hotel destination and your name. Transfers by horse and carriage are payable direct unless advised by us to the contrary. There is no transfer service available in Sark on Sundays.

For passengers to Herm portage is included from the quayside.

Since there are no Travelsmith representatives resident in these smaller islands please contact the Hotel Manager if you require assistance. In cases of emergency please see Guernsey **Travelsmith representatives** above.

Disabled clients who are travelling to the smaller islands must advise us in advance of travel as special transfer arrangements may be necessary.

YOUR HOLIDAY ACCOMMODATION IN THE CHANNEL ISLANDS

HOTELS AND GUESTHOUSES

Gradings are Visit Britain.

On arrival clients may usually occupy their rooms as from noon and are requested to vacate them on departure day by 10am. Obviously, holidaymakers arrive and depart the Channel Islands at many different times of day. In view of this, hotels sometimes provide a light meal outside normal mealtimes but this is purely at their own discretion. (For this reason clients arriving in the evening are advised to eat en route). Half board commences with the evening meal and terminates with breakfast (these arrangements may vary during Christmas and New Year periods and in some guesthouses and hotels on Sundays where lunch may be substituted in place of an evening meal please check on arrival).

Double bedded rooms may be zip-and-link twins.

MEALS – TEMPORARY ABSENCE

Please note that no allowance can be given for unused accommodation or meals not taken due to temporary absence, including late arrival on first day or early departure on last day.

CAMPING

Notes on camping and equipment <https://www.condorbreaks.com/jersey-holidays/beuvelande/>

Normally clients will be able to occupy their tents by 1pm (or earlier if possible). Departing clients should vacate their tents by 9.30am so that all equipment is ready for new arrivals. However, for those campers with an afternoon departure may request a later departure with the campsite.

In the vast majority of cases, cars cannot be parked alongside tents (for safety reasons). However, the campsite has adequate parking.

Campsite facilities may be limited outside of the peak season.

SELF CATERING

Arriving clients may normally occupy their units as from 1pm and are asked to vacate them on departure day before 10am. Linen, towels and tea towels are provided.

Basic provisions can be ordered on your arrival. Simply send your list direct to your holiday accommodation stating arrival date. Payment to be made on arrival.

CAR PARKING

For motorists hiring a car, where parking at your holiday accommodation is available, advice is shown in the individual description. For obvious reasons town centre hotels are less likely to have parking facilities. There are a number of car parks/parking areas, some requiring scratch card payment available from many outlets -

<http://www.jersey.com/english/Travelling-to-Jersey/withinjersey/Pages/Parking.aspx>

In St Helier and St Peter Port, it may not be possible to obtain public parking adjacent or close to your hotel.

Hire cars in Guernsey provide a parking disc free of charge. If you bring your own car you may buy this disc from garages and other outlets for just £2.50. Parking in designated areas is then free. See <http://www.gov.gg/parking>

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