

COMPLAINTS PROCEDURE

Our booking conditions state:

IF YOU HAVE A COMPLAINT: If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our local ground handlers immediately who will endeavour to put things right. If you feel your issue is not resolved to your satisfaction you must call our Head office where our staff are able to assist 24/7. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to us at 3, Grain House, Mill Court, Shelford, Cambs CB22 5LD giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question without delay and complete a report form locally. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

BEFORE YOUR TOUR

If at any time you are unhappy with any aspect of our service or arrangements, please contact your Sales and Operations Consultant in the first instance, who will try and resolve any complaints you have working with you. Your Sales and Operations Consultant will escalate any issues to the General Manager, where necessary.

ON TOUR

Your call will be taken by our call handlers and the nature of the call will then be passed on to a member of the team 24/7.

The team member will call you back and work with you and our suppliers to resolve your complaint and put things right, following company guidelines and with access to your tour details and senior staff members in case of a major emergency. All staff are trained in handling such situations.

ON RETURN FROM TOUR

Your Sales and Operations Consultant will always contact you to see how your trip arrangements went both positively and negatively as we really do want to improve our services. A phone call is preferable but where not available email contact will be made. We will then encourage you to send in our Group Leader Feedback Form with all feedback. Once received, we distribute all the GLF to all staff to learn from any issues good or bad. These are assessed and then a holding email is sent to you whilst we investigate your complaint.

We will get back to you within 28 days with a written response.

If you are not happy with this response, you can contact the General Manager, who will look into your complaint further and respond in full within a further 28 days.



If your issue cannot be resolved to your satisfaction, then you can contact ABTA under the terms of their Code of Conduct for them to investigate.

ABTA'S ROLE IN COMPLAINTS

ABTA are a voluntary trade association that represents travel agent and tour operator Members. They are not an ombudsman, and currently there is no ombudsman in the travel industry.

They maintain a [Code of Conduct](#), which applies to all ABTA Members, which aims to ensure that ABTA Members maintain higher standards and allows you to travel with confidence.

It covers your holiday from start to finish: from the information before you book, through the booking process, to helping you complain if anything goes wrong.