



FHT CUSTOMER CHARTER

The FHT Customer Charter is our commitment to you to provide the very best service at the very best price:

OUTSTANDING PERSONAL SERVICE

- All calls answered within 3 rings – because we know your time is valuable.
- Same day response to all emails.
- Written quotation within 48 hours for all standard destinations.
- A dedicated Account Manager to look after you from the very beginning to the very end of your tour so you have complete trust in their ability to service your needs every time, first time.
- All itinerary documents received within 2 weeks of departure
- An experienced and dedicated team always available to help with 24 hours support during your tour, supporting you every step of the way.
- Complaints handled and resolved with ABTA Guidelines.

COMPETITIVE

- Best Price Guaranteed – We will beat any like-for-like quotation to get the best deal the students.

CHOICE

- More destinations, more hotels, more excursions than ever before
- New and enhanced product offerings.