

Double S Travel

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Double S Travel Worldchoice - Celebrating Twenty Four Years of service to the residents and businesses in the South Bedfordshire area 1985 - 2009

Factsheet for 14 April 2009

Today's Exchange Rates

Euro. Our tourist sell rate today: £1 = 1.07451 better than last week
US Dollar. Our tourist sell rate today: £1 = 1.43441 better than last week

Stop Press

Thailand. The FCO advises against all but essential travel to Bangkok. British nationals should also review travel plans to other parts of Thailand. For further information see <http://www.fco.gov.uk/en/travelling-and-living-overseas/travel-advice-by-country/asia-oceania/thailand> .

Rights and Responsibilities.

The information below is only the view of the Author and does not have any legal backing.

- Always complain in writing to the tour operator whilst away on holiday if at all possible. If this is not possible then do it as soon as you return.
- The lead person on the booking is the person that should make the complaint.

ABTA

All ABTA tour operators must follow the ABTA Code of Conduct. Anyone not in ABTA does not.

Building works. All ABTA tour operators shall alert clients to any building works which may reasonably be considered to seriously impair the enjoyment of travel arrangements and provide them with accurate information about the extent of the building works.

Ticket on departure. ABTA tour operators must not impose a charge for the provision of a ticket on departure more than 14 days prior to the date of departure unless they can show that other means of distribution were not practicable.

Alterations. ABTA tour operators must inform their clients without delay when they themselves are advised of any alterations to travel arrangements. Tour operators are not to make a significant alteration within 14 days of travel unless it is necessary to do so as a result of force majeure. Client's options after significant alterations are:

- Accept the alteration
- Cancel the travel arrangements and receive a full refund

Members of ABTA, Association of Cruise Experts, Leading Cruise Agent
IATA accredited. CAA ATOL licence 6766.

Proprietor: **SJ Pattenden TD, BA (Hons).** VAT Number 449 3040 53.

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Accept alternative arrangements of a comparable standard if available.

Compensation for significant alterations. ABTA tour operators must offer reasonable compensation if the alteration is made on or after the balance due date.

Building works. If an ABTA member is acting as principal and they become aware or ought reasonably to have become aware of building works which may reasonably be considered to seriously impair the enjoyment of the travel arrangements, they must notify the client without undue delay.

Surcharges. ABTA tour operators must absorb an amount equal to 2% of the holiday cost before surcharging the client.

Complaints. When a client *writes* to a tour operator it must deal with correspondence as promptly as possible and within the following time limits:

- An acknowledgement shall be sent no later than 14 days from the day of receipt of correspondence.
- A detailed reply containing a detailed explanation for any delay shall be sent not later than 28 days from the receipt of correspondence.

Arbitration. ABTA tour operators must allow any dispute arising out of a breach of the ABTA code of conduct or negligence to be referred to arbitration. All ABTA tour operators have to abide by the decision of the arbitrator. This is free to the client but costs the tour operator.

EU Flight legislation 2005**. Any over-bookings or cancellations by airlines will require a payout of up to €600, depending on the length of time your flight was cancelled before you were due to fly, the distance of the booked flight and the delay suffered in reaching your final destination. The legislation applies to all flights which have an EU airport as either their departure point or final destination.

Cancellations. When a flight is cancelled you have the right to either a refund or transportation to your destination as soon as possible. This is on top of the compensation payout.

| Flight length | 0 - 1500km | 0 – 1500km | 1501 - 3500 | 1501 – 3500 | Over 3500km | Over 3500km |
|----------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Delay to destination | Up to 2 hours | More than 2 hours | Up to 2 hours | More than 2 hours | Up to 2 hours | More than 2 hours |
| Compensation | 125EUR | 250EUR | 200EUR | 400EUR | 300EUR | 600EUR |

Delays. Flights which are subject to late take-off times should also become mildly more bearable thanks to the regulation. Airlines will be required to provide free meals, drinks and two phone calls, emails, telexes or faxes to all passengers on flights subject to long delays.

Our aim is to be your most trusted dream provider

To qualify for this assistance, passengers must experience delays of 2 hours for flights up to 1,500km, 3 hours for journeys between 1,500 and 3,500 km, and at least 4 hour delays for flights over 3,500km.

Any delays of longer than 5 hours also makes passengers eligible for reimbursement of the ticket (if they decide not to travel), and if it continues into the night, hotel rooms, and transfer to it, must also be provided for poor weary customers.

How do you claim? In the event of either a cancellation or flight delay, the first thing you must do is contact the airline directly, and make it known that you'll be claiming the compensation. If the flight operator doesn't resolve the matter, you should then contact the [Air Transport Users Council](#).

Possible problems making a claim. The only possible stumbling block occurs within the confusing definition of the kind of delays that are or aren't within the airline's control. Airlines are exempt from paying out compensation if cancellations are due to 'extraordinary circumstances'. Basically this covers unpreventable occurrences such as extreme weather conditions, security risks and worker strikes.

** This information has been taken from
<http://www.moneysavingexpert.com/travel/flight-delays#howget>

Double S Travel Worldchoice 01582 752752.
Visit our website at www.doublestravel.co.uk .

In brief:

Thinking of going to New Zealand next year? Join my group! Call me on 01582 752752 or email me at steve@doublestravel.co.uk for details.

Interested in a cruise? Visit our cruise club website at www.upadeck.co.uk it contains details of over 20,000 cruises, port descriptions and ship details!

The Passenger Shipping Association has revealed nearly 1.5 million UK passengers took a cruise in 2008 - an 11% increase on 2007.

Inghams is pulling its summer short-breaks programme due to poor sales.

Eurostar is running a full timetable as of the end of February – the first time since the fire in the tunnel last year.

Do you Twitter? Follow Double_S_Travel.

Travelling to the USA? You need a visa (called an ESTA) in order to travel.

If you would like to join my emailing-list to receive offers and news, simply email steve@doublestravel.co.uk and put 'Mailing List' in the subject box.

Always:

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- Check that your passport does not expire within six months of your return date.
- Ensure you have taken out good travel insurance and if going to Europe, take your EHIC (European Health Insurance Card) with you too.
- Put the 24hour UK Consular Assistance number - +44 020 7008 1500 into your mobile telephone – just in case you need emergency help.
- If hiring a car, don't forget to take both parts of your photo driving licence (the card and the paper sheet) and a credit card with you. Some rental companies no longer accept the old style green paper non-photo driving licences.
- Ensure you have all the visas you need to travel.
- If you have booked connecting flights, the baggage allowance may be smaller than your long haul flights. To avoid extra charges, pack to the lowest baggage allowance.
- Tell your credit card and debit card issuer where you are going and for how long otherwise you may find you cannot use your cards. Take a Cash Passport instead of your debit card – much safer.
- Use public transport to get to the airport. Most travel insurance will only cover you for a missed departure if you used public transport.
- Take a photocopy of your passport with you. If you lose your original it is much simpler to replace if you have a copy available to you.
- Protect your money and your holiday by booking an ATOL protected holiday through a reputable travel agent. Even short-breaks using no-frills airlines can be covered if booked through an agent.
- Declare all medical conditions and hospital visits at the time of taking insurance and tell the insurer if you develop a medical condition before you travel otherwise they may not settle if you try to make a claim.

Remember, travel safely, protect your money by booking through an ATOL holder, but most of all - enjoy your travelling.

All the best,

Steve Pattenden.

steve@doublestravel.co.uk

Acknowledgements. DG&G Gazetteers for much of the destination information.

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