

FINANCIAL PROTECTION FROM SOMEONE YOU CAN TRUST

Many of the travel arrangements provided by ABTA Members are protected in case of financial failure of the travel company. You should always ask your travel company if protection applies to your travel arrangements. Where they aren't already protected, your ABTA travel company may be able to offer suitable insurance to cover you. The ABTA Protection Plan is designed especially for this purpose.

Remember, always ask for detailed confirmation documentation and receipts showing all the elements of your holiday and the amount you have paid.

For more information, ask for a copy of our leaflets *Your Protection Checklist: Important Information When Making a Booking with an ABTA Member*, also *Here to Help You*, or download copies from www.abta.com

COMPLAINTS PROCEDURE

Complaints about holidays are best dealt with on the spot by the tour operator's staff or representative. But, if you're still not happy, raise the problem with your travel agent or tour operator when you get home. Our Code of Conduct ensures that ABTA Members respond to any complaint within strict time limits.



For more than 50 years ABTA and its Members have been helping holidaymakers to get the most from their travel plans. We have a great range of services to help make your travel worry-free, responsible and accessible. They are available from your ABTA travel company so that you can travel with confidence.

You can safeguard your travel arrangements through financial protection. And ABTA Members provide much more besides. Ask your ABTA travel company about the services in this leaflet or visit our website www.abta.com



For further information about ABTA, our Members, consumer services, and the Code of Conduct, visit our website www.abta.com or contact:

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RELAX! YOU CAN BECAUSE WE DON'T

SERVICES FOR TRAVELLERS AND HOLIDAYMAKERS



WORRY-FREE TRAVEL

Wherever you're planning to go and whatever you're planning to do, it makes sense to protect your travel arrangements.

ABTA's services will help to cover any concerns you may have about your overseas travel arrangements so that with all the right safeguards in place, you can relax and enjoy your holiday.

ABTASURE – THE RIGHT COVER AT THE RIGHT PRICE

ABTASure travel insurance policies are competitively priced and provide cover for a wide range of holiday types and travel plans. They can also cover travellers up to the age of 85. ABTASure is only available through ABTA Members, so make sure that you ask for a quotation when you're making your booking.



SECURITY FOR YOUR FAMILY

Family Safe Holidays offers a secure online account where you can store vital information in case of emergencies on holiday. Use your account to store photos, medical conditions, travel itineraries, insurance policy details and emergency numbers for credit cards, all of which can be accessed via a unique family ID password.

And if a child or adult goes missing, a poster can be produced in six different languages and made available on the Internet or via email.

Ask for details when you're making your booking.

RESPONSIBLE TRAVEL

Wherever we go on holiday, however we get there, and whatever we do once there, our activities have an impact on the society, environment and the economy. Of course, these impacts have the potential to be good as well as bad.

Reduce My Footprint is the travel industry climate programme, designed to mitigate the effects of travel on climate change. It provides you with a way to understand the impact we all have, and to calculate the emissions created by your travel plans. You can contribute toward reducing these carbon emissions through a variety of projects. Ask your ABTA travel company to advise you on how you can make a contribution that will help combat climate change.

www.reducemyfootprint.travel

ACCESSIBLE TRAVEL

Travel can be challenging for everyone, but some travellers may want to plan trips with particular care – for example, if they're very elderly, or have a disability. There's advice on preparing for your trip on our website.

ABTA's checklist for disabled and less mobile passengers can help you to get your travel arrangements right. Ask your ABTA travel company for a copy, or download it from www.abta.com and complete it when you're making your booking.

