



News, Views & Reviews

Hi Subscriber First Name

There's a lot going on right now in the world of travel. People are moving again, anxious to rekindle their love of travel. We think that's fantastic (of course) and more than ever, the travel agent is regarded as a vital link between the customer and service provider for the role we serve in providing sound advice, competitive pricing and ensuring trouble free travel.

We know many of you are awaiting news on our *small group experiences*, and this is discussed further down this newsletter, but we wanted to remind you that we still cater to the individual traveller, as we always have, so please bear us in mind for all your travel needs. It's the same friendly team and excellent service you've come to know and enjoy.

In this weeks edition:

Airline overbooking - know your rights

2023 Still plenty of winter remaining- time to travel

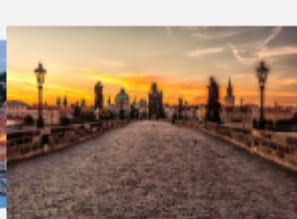
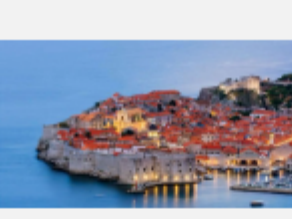
2025 A European winter special including a cruise

2024 Small Group experience update



Airline overbooking: Stand your ground

We received an update from the Travel Agents Association (TAANZ) recently, advising that some airlines have reverted to an undesirable practice commonly used if flights are overbooked, but long thought extinct. At check in some customers are being told words to the effect of *"sorry but you do not have a seat as you are booked on a stand-by ticket and we are full and can't accommodate you"*. **We would never do this.** We can't ticket a flight that is waitlisted, let alone have the conscience to send you off on such a thing. If ever presented with this approach by check-in staff you must confront them head on and say it's nonsense, you're on a confirmed ticket (show them the ticket if need be) and tell them you are aware of this practice but you demand to be flown as booked and ticketed. If need be, ask for a supervisor, but refuse to move from the check-in counter until you have your boarding pass. They will typically look for the most vulnerable or the person late to check in. DON'T be that person!



Planning your 2023 winter escape.....there's still time

We're flat out making travel plans for our valued clients wanting to travel this year. The biggest issue is still seat availability on flights and the next is availability on cruise ships and coach tours. Whilst we can invariably find a seat on a plane 'at any price', few of us really want to pay more than we need to. The same can't be said of cabin availability on cruise ships. Cruise lines around the world are seeing unprecedented demand, from river cruises right through to Ocean cruises. Our recommendation is to get in as quickly as you can, have an open mind, and trust us to use our judgement in making the best decisions on your behalf. There are still some very good deals out there, it's never too late to take a much needed holiday.



2025 European winter holiday exclusive

If laying on a beach working on your tan is less important to you than having landmarks, museums, galleries, restaurants and pedestrian streets largely to yourself, here's something for you. We've put together Flights, Hotels and a Cruise featuring some of the greatest sights from Barcelona to Athens in Jan 2025, when the streets are less crowded with tourists and locals alike. It's not for everyone, but for those not afraid to don a rain jacket now and then, or open an umbrella, the rewards of 'uncrowded Europe' has it's own special appeal.

[Click here](#) for further details.



2024 Escorted Small Group Experiences

Many people are eager to know when and where we're going in 2024. The wait is almost over. Below are the intended dates and destinations we have planned. At the time of writing we are still finalising costs and putting together our brochure and online 'flipping brochure'. Rest assured we are working frantically to have this completed at the very earliest we can. If you haven't already registered your interest we encourage you to do so. This does not commit you to anything, it just ensures you don't miss out on hearing further details and securing a place on a group, should you wish to do so.

In order of departure for 2024 are:

Egypt & Jordan (incl' Nile cruise) 29 April - 22 May

(This would connect to Greece, Turkey & the Med' for those wanting a bit less winter)

Greece, Turkey & the Med' (incl' cruise) 23 May - 19 June

Spain, Portugal & France 1 June - 29 June

Croatia, Dalmatia & Istria 7 June - 28 June

UK & Ireland (incl' cruise) 8 June - 7 July

Southern Belle & the Caribbean (cruise) 30 July - 26 August

NZ & Australia Xmas Cruise 2023 20 December '23 - 4 January '24

If you haven't already done so, register your interest, stating the tour name and number of people interested. [Click Here](#)

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