



## FAQ's from Escape Beach

**Q: How Much are Deposits with Escape Holidays?**

<b>A:</b> Beach Packages	£130.00 per person
Cities	£130.00 per person
Accommodation Only	£50.00 per unit (per room)
Flights – Low Cost	Full payment at the time of booking
Flights - Scheduled	Speak to reservations

**Q: Can we offer Low Deposits on Escape Holidays?**

**A:** At present we do not offer low deposits and have no flexibility to offer reduced deposits. All deposits are inline with Standard Terms and Conditions which are available for download via the website. Should Low Deposits be offered this will be communicated from CTTG.

**Q: What information do I need to make a booking with the call centre?**

**A:** Full names as per the customer's passports and Dates of Birth will be required to make any bookings via the Call Centre or Via the Website. Please have these to hand PRIOR to calling.

**Q: What is a "Hot Property"?**

**A:** This is a hotel which Escape has a direct contract with offering us some fantastic deals with the Hotelier concerned. This include Long Stay Discounts and also special offers/early booking Discounts. These can be easily recognised on the system by the following logo:



**Q: I have tried to Book Online, but no reference has appeared online what do I do next?**

**A:** You should contact our Online Support Team on 0161 829 6888, option 1 and see if the Package/Element has booked, you should obtain the name of the person you have spoken with.

**Q: What is classed as a Group?**

**A:** A group enquiry or booking is 10 adults or more. This requires to be done via our dedicated team in Groups compared to on line. Normally we can get better rates with our suppliers or extras included. Feel free to contact them for any enquiry. Should your enquiry be for 9 adults + 4 children this is handled by our Beach/Cities Reservations Teams via the normally reservation telephone number.

**Q: Board Basis and what they actually mean?**




**A:** We use a lot of 3<sup>rd</sup> Party suppliers therefore "means" are sometimes different, in general you will find the following available to book on our website, these can be based on either a Standard Bedroom or Apartment:

Board Basis	What this means
Room Only	Accommodation Only
Bed & Breakfast	Accommodation & Breakfast per day
Half Board	Accommodation, Breakfast & Evening Meal
Full Board	Accommodation, Breakfast, Dinner & Evening Meal
Full Board Plus	Accommodation, Breakfast, Dinner, Evening Meal and Drink During Meal Times Only
All Inclusive	**PLEASE SEE ALL INCLUSIVE BELOW**



**Q: I am booking an All Inclusive Holiday, however it states All Inclusive Light, Bronze, Silver, Gold what does this mean?**

**A:** Some of our supplier indicate that depending on the hotel they have different all inclusive packages. These are explained below:

All Inclusive Package	What is Included?
	The Light All Inclusive Programme is based on a Full Board Basis Plus Drinks which include unlimited locally produced drinks including spirits, beer and wine, soft drinks and mineral water for a specified period of the day. All the other activities & conditions are as per hotel description and can incur a cost should that be the case.
	The Bronze All Inclusive programme includes Full Board, Local Alcohol drinks, beverages and snacks
	The Silver All Inclusive programme includes all of Bronze plus sports (tennis and some water sports – except Egypt, where water-sports are prohibited due to government laws in regards to the protection of the coral reefs), drinks between 10.30 and 23.00, minimum two restaurants (main restaurant and snack bar)
	The Gold All Inclusive programme includes all of Silver Plus minimum 3 bars, 3 restaurants/snack bars, international imported drinks, minibar in the room (regularly filled) or drinks 24 hours a day.

\*\* Please note \*\* Escape are not responsible for variations in the services described, please accept the above is a GUIDELINE ONLY to what is included and can be subject to change, more information is available within the “Hotel Descriptions” page.

**Q: The property I am looking for is a “Thomson Exclusive” can Escape book this for us?**

**A:** Unfortunately we are unable to book Thomson Exclusive properties. Where you see the following logo on a “Thomson Brochure page” this means the hotel has signed an exclusive agreement with Thomson and are unavailable to any other travel company in the UK.





**Q: Can Escape Price Match a website booking?**

**A:** Escape DO NOT Price Match on Beach Bookings.

**Q: I want to add on Pre-booked Seats / Premium Seats / In-flight Meals, how do I do this?**

**A:** This will need to be done by a member of the Reservations Team at the time of booking due to Pre-booked seats being subject to availability. Normally our agents are able to confirm seat numbers at the time of booking, however this may not be possible on certain airlines i.e. Thomas Cook or Thomson until 72 hours after booking, or 3 months prior to departure. Should you wish to add these on to your reservations our agents will be happy to assist you.

**Q: I want to add on Airport Assistance for my Customers how do I do this?**

**A:** Prior to booking we need to ensure that the airline is available to add on Wheelchair assistance as some airlines will only allow a certain amount passengers to receive this assistance. Our Reservations agents are fully trained in aspects of assistance, and will require as much information as your customers can provide in order to provide information to the airlines.

**Q: I require a disabled room, however one is not showing on the website what should I do?**

**A:** Disabled Rooms or Adapted Rooms are normally available with hotels overseas however, we have to request these room types from suppliers and therefore would not be able to confirm your reservation at this stage. Once receipt of confirmation has been received from the suppliers confirming that the room is available our agents will then confirm on your behalf. Please note this at times can take from 48 – 96 hours depending on the resort operations staff. As soon as this is received a member of our Reservations Team will be in contact with the confirmation of the cost of the holiday.

**Q: I want to add on a special request after I have made my reservation, how do I do this?**

**A:** Please use the Escape Intranet page to add these requests. A member of our Pre Travel Services team will pass the request to the hotel after we have received this. Please note requests are not guaranteed and are only a request.



## Transfers

One of the main questions we get asked regular is transfer times between airports to resorts therefore please see below for a guideline on transfer times. (This is approx and is subject to local conditions).

Transfer From:	Transfer To:	Shuttle / Coach Transfer 	Private Taxi / Mini Bus Transfer 
Majorca (PMI)	Alcudia	90mins	60mins
	Cala D'Or	90mins	60mins
	Calas de Mallorca	60mins	60mins
	Magaluf	30mins	20mins
	Palma Nova	30mins	20mins
	Santa Ponsa	45mins	30mins
Menorca (MAH)	Cala'n Bosch	60mins	60mins
	Cala'n Forcat	30mins	30mins
	Son Bou	30mins	30mins
	Punta Prima	55mins	25mins
Portugal (FAO)	Albufeira	60mins	40mins
	Praia da Rocha	60mins	60mins
	Alvor	70mins	60mins
	Vilamoura	60mins	30mins
Ibiza (IBZ)	San Antonio	60mins	40mins
	Playa d'en Bossa	60mins	20mins
	Es Cana	75mins	60mins
	Santa Eulalia	60mins	40mins
Malaga (AGP)	Benalmadena	20mins	20mins
	Torremolinos	15mins	15mins
	Fuengirola	30mins	20mins
Barcelona (BCN)	Salou	80mins	60mins
	Lloret De Mar	120mins	90mins
	Malgrat	120mins	70mins
	Sitges	Not Available	45mins
	Tossa De Mar	120mins	105mins
Tenerife (TFS)	P'de las Americas	30mins	30mins
	Los Cristianos	30mins	25mins
	Puerto de la Cruz	60mins	45mins
Lanzarote (ACE)	Playa Blanca	30mins	30mins
	Puerto del Carmen	30mins	30mins
	Costa Teguise	30mins	30mins
Gran Canaria (LPA)	Puerto Rico	60mins	50mins
	Playa del Ingles	30mins	30mins
	San Agustin	30mins	30mins
Fuerteventura (FUE)	Corralejo	30mins	30mins
	Costa Caleta	30mins	30mins
	Costa Calma	30mins	30mins

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