

# Preferred Travel ✓ Services

## Customer Comments

We would like to express our thanks to Mr A G, of Dundee, and his son, who sent us their personal reports from four holidays. These were published in their local Walking magazine.

Walking in the Pyrenees – Sept 2011 – [www.preferredts.com/brochures/wpyreport.pdf](http://www.preferredts.com/brochures/wpyreport.pdf)

Walking in Poland – May 2010 - [www.preferredts.com/brochures/wkzreport.pdf](http://www.preferredts.com/brochures/wkzreport.pdf)

Italy's most beautiful Lakes – April 2010 - [www.preferredts.com/brochures/magreport.pdf](http://www.preferredts.com/brochures/magreport.pdf)

Walking in Gran Canaria – January 2010 - [www.preferredts.com/brochures/wgcreport.pdf](http://www.preferredts.com/brochures/wgcreport.pdf)

Walking in Catalonia – October 2009 - [www.preferredts.com/brochures/wccreport.pdf](http://www.preferredts.com/brochures/wccreport.pdf)

A BIG thank-you to also Mr Tony Severs, of North Yorkshire – we think he (with his wife) is our most travelled customer. 21 holidays with Preferred, and still counting. He recently sent us a report, which we reproduce at [www.preferredts.com/brochures/21holidays.pdf](http://www.preferredts.com/brochures/21holidays.pdf)

2010 was quite an exciting (!) year, what with the Icelandic volcano crisis in the spring and disruption to flights caused by strike action in France and Spain in the autumn. We are experienced tour operators, we try to deal with the unexpected and to make our customers' holidays as trouble-free as possible. We received many compliments about how we dealt with flight cancellations in September 2010. You can read some of them at [www.preferredts.com/brochures/strikes2010.pdf](http://www.preferredts.com/brochures/strikes2010.pdf)

We also received many compliments on how we dealt with customers whose flights were disrupted by volcanic ash in spring 2010. You can read some of them at <http://www.preferredts.com/brochures/volcano2010.pdf>

2011 is proving interesting too. Although one holiday to Tunisia was cancelled (naturally, we follow Foreign Office advice), one holiday did operate in March 2011. By all accounts, travellers were made especially welcome. One report we received, also shown below, can be found at [www.preferredts.com/brochures/tunisia2011.pdf](http://www.preferredts.com/brochures/tunisia2011.pdf)

Unsolicited comments about particular holidays follow:-

### **ANDALUCIA & GIBRALTAR**

Thank you so much for a wonderful tour and all your help. We do hope to use your company on future tours, they are so informative. Our grateful thanks.

Mr & Mrs F, Devon

The excursions were all excellent and Tangiers well worth the money. As previously, the organisation was good and re-assuring, which as a lone traveller, encourages me to book again. Thank you to all your staff.

Mrs E, Nottingham

We have thoroughly enjoyed our holiday and would certainly recommend to friends/relatives. Tour directors' knowledge and organisational skills were first class. Our sincere thanks.

Mr and Mrs H, Lanarkshire

A very enjoyable holiday. Definitely travel with Preferred Travel Services again.

Mrs R, Devon

We have enjoyed this holiday very much indeed. Tour Guide has been first class always available. We would definitely use Preferred Travel Services again.

Mr & Mrs H, Newcastle upon Tyne

First trip with Preferred Travel Services. Looking forward to seeing next years brochures.

Mr & Mrs D, Leeds

#### **SEVILLE & THE COSTA DEL SOL**

Good itinerary, good tour representative, enjoyable holiday.

Mr & Mrs B, Bangor

As before, well thought out and executed. Tour director was friendly calm and full of information and help (as expected from a Preferred Travel Services member of staff). Already booked another Preferred Travel Services holiday.

Mrs M, Bristol

This has been a very enjoyable holiday experience and is to be thoroughly recommended.

Miss B, Cumbria

#### **TENERIFE – ISLAND OF CONTRASTS**

Loved our holiday – Thank you to all involved.

Mr & Mrs B, Midlothian

Hotel Staff very helpful. Tour Guide excellent.

Ms G, London

#### **CARCASSONNE, CATHAR COUNTRY & CATALONIA**

We had an enjoyable week's break, interesting trips and good value for money. The 5 days with your guide and driver were so good and because of their attitude we felt under no pressure whatsoever. Would travel with your company in future.

Mr & Mrs M, Midlothian

My husband and I were very impressed with all of the holiday, the tour guide and the driver. The hotels were lovely, inviting and friendly and the food was especially good. We shall definitely want to travel with you again.

Mr & Mrs B, Liverpool

I have just returned from an excellent holiday to Carcassonne, and would like to say that it was an excellent holiday – good value, accommodation, guides etc. and will have no hesitation in travelling with your company in the future.

Mrs Y, Edinburgh

We enjoyed the holiday very much, as we did our last holiday with Preferred Travel Services and will certainly use you again.

Mr & Mrs B, Leeds

One of the best holidays I have had and I do 3 a year! Thinking of Andorra next year. Certainly Preferred Travel is excellent and value for money.

Ms. C, Glasgow

Grand Hotel de la Reine Amelie was charming whilst Hotel Marvel and Amelie les Bains were both modern and efficient. Optional excursions well worth going on with pride of place going to the town of Prats de Mollo but not by much over Roman Tarragona and Collioure - I enjoyed them all! Good value for money and a chance to see some out of the way places that otherwise I would never have visited.

Mr B, West Yorkshire

### **CORSICA, ELBA & THE TUSCAN COAST**

Congratulations! This was an excellent tour. Our guides were so kind and considerate and our driver was superb - A superb tour we will certainly recommend your company and use you on any possible occasion. Thank you all for your hard work.

Mr & Mrs M, Buckinghamshire

The holiday was great. Tour Director and Driver were Marvellous. Corte was a very interesting place and the highlight of the holiday. We would be more than happy to use Preferred Travel Services again.

Mr & Mrs E, Essex

We enjoyed our holiday! The ambience and effort at the hotel in Corte was commendable and added to the enjoyment of our stay. Full marks for presentation of food.

Mr & Mrs S, Dumbartonshire

### **THE CINQUE TERRE, PORTOFINO AND THE ITALIAN LAKES**

We have enjoyed a lovely holiday. Everything was wonderful including our excellent tour guide.

Mrs A, Dunfermline

### **TUSCAN COAST, FLORENCE AND PISA**

A delightful holiday! The organisation of the trip was excellent and I was impressed by the accommodation offered to single travellers. We were delayed a day by the volcanic ash problem but were treated with the greatest consideration by your rep and the hotel staff. We had a very good local guide in Florence, which was a lovely day trip, as was the included trip to Lucca and Pisa. I'm sure I will be continuing to travel with you, and will recommend you to friends.

Ms P, Edinburgh

## **THE COAST & LANDSCAPES OF TUNISIA**

PTS Note: following the troubles in early 2011, one departure to Tunisia was cancelled on Foreign Office Advice. But by late March 2011, the advice was that it was safe to travel. By all accounts, our party was welcomed with open arms. We reproduce some comments below.

The composition of the tour was excellent. We could not praise our guide, Sami, too highly. He worked tirelessly on our behalf and gave us quite a deep insight into the country, its politics, religion, economy, agriculture, history, etc etc – without boring us or getting too serious. His efforts to teach us some Arabic had mixed results. He soon gauged what we would like to see and arranged some interesting add-ons. We made a jolly group on our 'safe adventure' to the interior and were warmly welcomed by the locals.

Whilst some burnt-out government buildings gave evidence of the past civil unrest we never felt threatened. The only places that there was an overt military presence was near the Presidential palace in Tunis and at Gafsa where the local factory was either on strike or lock-out. At both sites it appeared that the military were there just to deter any local hotheads.

Because of the problems at Gafsa the Red Lizard train wasn't operating. Whilst we were disappointed initially, Sami advised us that 4x4 alternative was much better and gave us greater opportunities to get into the mountains.

The hotels at Port el Kantaoui and Tozeur were excellent. The one at Matmata was 'different' but we knew that we were there for just one night and that it completed the link in the chain. Never slept in a cave before!

Mr and Mrs J J, Manchester

Thanks for a great holiday! We were a little apprehensive when we set off, but were soon very glad we had done so. I would like to mention the very high quality of care we received and special competence, knowledge and enthusiasm of our tour director. His organisation throughout the tour was superb. Our driver was safe, cool and courteous very friendly and helpful at all times. Our trust in his driving added to the enjoyment of the tour

Mrs B, Isle of Arran – March 2011

### **Other comments about previous PTS Holidays to Tunisia**

A very enjoyable holiday.

Mrs S, Perthshire

I thoroughly enjoyed the tour. The tour was very well organised and our guide and driver were excellent.

Mrs C, Refrewshire

We thoroughly enjoyed the holiday. The guide was excellent, knowledgeable, polite and friendly, as was the coach driver. This was our first time with Preferred Travel Services. I am going to recommend the holiday to a friend who is interested in seeing Tunisia.

Mrs W, Penarth

### **ITALY'S MOST BEAUTIFUL LAKES – LAKE MAGGIORE**

We would like to thank you most sincerely for arranging such a super holiday in Lake Maggiore. The hotel room, food and staff were excellent.

Mr & Mrs S, Ipswich

Beautiful location in Arona, terrific hotel staff – all so friendly and very helpful.

Representative couldn't have been more helpful and informative.

Mrs B, Glasgow

Overall an excellent value for money holiday. Top marks!

Mr & Mrs F, Edinburgh

### **GREEN SPAIN & THE ROAD TO SANTIAGO**

A wonderful Guide with a super manner, great knowledge and a superb command of English. She has kept us entertained and has a great rapport with everybody. It has been a very happy group, there have been many laughs! We hope we might meet up with her again.

Mr & Mrs. S, Argyll

Once again a splendid holiday! The travel arrangements were good, the Tour Manager again, very good. Lots of useful information, interesting places and good weather. This is our seventh holiday with Preferred Travel and we look forward to further holidays.

Mr & Mrs. H, Yorkshire

We always wanted to visit Asturias and it did not disappoint! Santiago was another place on our 'must see' list and again, we were not disappointed. We found our first journey with Preferred Travel a very positive experience and we hope to travel with you again.

Mr & Mrs W, Ormskirk

My wife and I have just returned from your Green Spain and the Road to Santiago holiday and it would be remiss of us not to congratulate you on a holiday that ticked all the boxes. We would also like to highlight the superb service and the hard work of our courier.

Mr and Mrs M, Perthshire

We have just come back off our first Preferred Travel Services holiday to Green Spain and the Road to Santiago and am writing to say how good it was and made all the better by our guide who was informative and interesting.

Mr & Mrs P, Liverpool

We had a lovely holiday in Madrid & Green Spain so different from the Med Coast.

Our Representative was an absolute Gem always willing to help and explain things.

Hoping to join you again on another holiday.

Mr & Mrs T, Aberdeen

### **SEVILLE, JEREZ & THE COSTA DE LA LUZ**

I wish to take the opportunity to congratulate your company for an enjoyable holiday to Seville, Jerez and the Costa de la Luz but in particular to express my sincere thanks to your Tour Director for her care and dedication.

Mr F. H, Doncaster

A very good enjoyable holiday. The driver, and guides very knowledgeable and competent and my travelling companions made this a fantastic start to many more 'single' holidays.

Mrs G, West Yorkshire

### **SPRINGTIME IN THE PYRENEES**

We wish to convey our heartfelt thanks for a fabulous holiday which just flowed with not one hiccup. Our tour guide was amazing his knowledge knew no bounds his delivery left us spellbound – one of the best tour guides we have ever encountered. The hotels were excellent with helpful and courteous staff. We would not have to think twice about booking another tour through Preferred Travel and will be recommending you to all our friends and relatives. Thank you.

Mr & Mrs T, Carlisle

### **KRAKOW, ZAKOPANE & THE HIGH TATRAS**

We have just returned from our holiday to Krakow, Zakopane and the High Tatras and just wanted to say a big thank you to Preferred Travel Services. We had a really good time in Krakow where the temperature reached the high 20'sc. It is a beautiful city with plenty to see and do. Our guide met us at the airport with a welcome smile and was with us until we reached Zakopane. She was excellent and very knowledgeable. Zakopane was much cooler and quite different from the big city but every bit as enjoyable. Both hotels were excellent and return flights from Edinburgh on time and hassle free. We hope to use your services again in the future and will certainly recommend you to others.

Mr & Mrs B, Midlothian

Hotel Wyspianski - location excellent. Nice hotel room was very clean. Zakopane the hotel is lovely, location, setting and service very good. The rafts on the way were great fun and an experience we shall not forget. Tour director excellent. Poland is a lovely country with friendly people.

Mr & Mrs B, Perth

This holiday has been very worthwhile and we have received a high quality of care from the tour couriers. Hotel in Krakow was ideally situated whilst the Hotel in Zakopane was wonderful. Auschwitz tour was remarkable and very emotional – the tour guide here was amazing in both knowledge and delivery. We have enjoyed our time here and would certainly use PTS again.

Mr H, Scarborough

We cannot praise enough our Tour Director who was superb and really added to our holiday. Also the Hotel Werscel was exceptional for a 3\*. We had a wonderful holiday – our first with PTS. Many thanks.

Mr & Mrs M, Dundee

I really enjoyed this holiday Krakow is a lovely city, lots to see and do. Zakopane is also a lively interesting town and the area is a complete contrast to that of Krakow. Another plus is the cost of living in Poland. It is a very inexpensive holiday once you arrive which is quite important bearing in mind the economic climate. I would certainly recommend this holiday to others.

Mrs M, Scarborough

The best PTS holiday we have had (not that any have been poor). Hotels ideally

located. Rooms at hotel Wyspianski were small but we felt adequate and the different traditions had a certain appeal. Courier was excellent and bed and breakfast arrangement in Krakow a much better option due to excellent choice of inexpensive restaurants nearby.

Mr & Mrs C, Lanarkshire

#### **APULIA, THE GARGANO & CASTEL DEL MONTE**

We have just returned from Apulia, Gargano and Castel del Monte and are writing to let you know how impressed we were with our Tour Manager and Driver. We would like to express our thanks and appreciation for their professional, yet friendly, expertise and do hope to travel with you again next year.

Mr and Mrs B, Dundee

#### **FRANCE, SPAIN, ANDORRA & THE PYRENEES**

Our holiday representative was excellent, great knowledge of the whole area, very pleasant and approachable. We would certainly consider another holiday with Preferred. Mrs W, Edinburgh

Andorra surpassed all expectations. Hotel friendly, Tour Guide excellent and so was our driver. It is always enjoyable on your holidays to meet with interesting people from all over the UK.

Mr & Mrs G, Exeter – Sep.09

I cannot praise highly enough the skill and attitude of our driver and our tour guides friendly touch throughout.

Miss M, Edinburgh

Excursions added greatly to the holiday. We didn't know the area before we went and learnt a great deal.

Mr and Mrs M, Halifax

#### **WALKING IN THE EAST & WEST ALGARVE**

Thank you to all concerned for our Portugal holiday, with special mention to your guides. The walks were superb and very educational.

Mrs McC, Plymouth

Thank you for such a well-planned holiday. The idea of having a two-centre break in this very attractive area was well received. Our guide's pleasant manner and attention to detail appeared to be effortless. Both hotels were of a high standard and very comfortable. We met up with other walkers who had been on your holidays a number of times and keep coming back for more. Thank you again.

Mr & Mrs S, Devon

#### **WALKING IN MALLORCA**

Thank you for our fantastic holiday and making it such a pleasant experience for us. From start to finish we could not recommend your company more highly. From receipt of our ticket and holiday information to landing back at Leeds Bradford airport everything was superb. The hotel was first class, the food, staff and cleanliness faultless and its position near to the beach could not have been better. The walking was well organised and the guides a pleasure to be with. A superb, trouble free holiday with very happy memories. We would highly recommend Preferred Travel to family and friends and would definitely travel with you again.

Mr & Mrs C. East Yorkshire

Have just returned today from your seven day walking holiday in Mallorca and have to say what a superb time we had, everything was on time, the hotel Bella Playa was excellent in every aspect and the walks absolutely fabulous. Many thanks for a memorable holiday. Mr & Mrs G, Northumberland

Thank you for the very professional way you handled the ash cloud situation. Your evening phone call was most welcome, as was your seamless reorganisation of an extra night at the hotel, and my new boarding card. The superb response to circumstances completely outwith your control prevented a possible spoiler to what had been an enjoyable holiday. The hotel is everything that Trip Advisor says – great food, clean and comfortable rooms, and friendly staff. The guides and local rep were also excellent. I would recommend this holiday and Preferred Travel Services to anyone.

Mr T, Ayr

Just returned from a superb week in Ratjada, Mallorca. Hotel cannot be faulted – food, facilities, staff all excellent.

Mr G, Doncaster

Our second trip with Preferred Travel, again an excellent holiday.

Mrs L, Cleveland – October 2010

#### **WALKING IN TENERIFE – FEB 2011**

Another most excellent week in the care of your company! This is the second holiday I have had with you and certainly hope it will not be my last. This was the first walking holiday I have ever done and was a little bit apprehensive about it, but I needn't have been. The utmost care was taken by your local representative to ensure that all of us who were less sure or slightly less competent were able to enjoy ourselves every bit as much as those who were full of experience and fitness! The hotel was excellent beautifully sited with marvellous views and spacious rooms. Excellent food and all staff tried tremendously hard to make our stay enjoyable. Thanks to your rep, whose untiring efforts to look after us and ensure we all had a good time were absolutely marvellous.

Looking forward to selecting my next trip!

Mr W, Cheshire

#### **WALKING IN TENERIFE**

A well organised holiday that achieved all that we hoped for. Your representative was efficient, friendly and informative, responding with a wealth of knowledge to any questions. She was sympathetic and unobtrusively in control thereby making the walks run smoothly. Hotel accommodation was very good, meals and service excellent, weather mostly kind which resulted in a very enjoyable break from the harsh winter already experienced back in Britain. This is our third walking holiday with Preferred Travel Services and undoubtedly will not be the last.

Mr and Mrs M, Swansea

Thoroughly enjoyed the above very well organised holiday and would certainly recommend it to others. The walks were fantastic. Thank you.

Mrs C, Edinburgh

We have just returned home after a very enjoyable holiday as satisfied customers. It was a great bonus for us to be able to fly direct from Aberdeen. The Quinta Park Suites were

excellent and our Courier was first class - there to advise if required but left to ourselves if we wished. Thank you for an excellent holiday.

Mr & Mrs B, Aberdeen

**OTHER UNSOLICITED COMMENTS.**

Thank you for a marvellous holiday. Special and particular thanks to our tour guide and driver – the trip would not have been the same without them. Many thanks. We will use your service again. The organisation was exceptional.

Mrs McC, Co. Antrim

We were delighted that our second Preferred Travel Services holiday was at least, if not better than the equal of the first. We like the whole ‘feeling’ of your company, from the initial contact at booking to the choice of hotels and resorts and your outstanding tour managers. Many thanks again – we look forward to the next holiday with you.

Mr & Mrs F, Cardiff

The hotel was excellent. Our Tour Director was exceptional - extremely popular with everyone. This is one of the best tours I have done. The scenery was magnificent.

Mrs L, Fife

The holiday was quite fantastic. Our special thanks to our guide who made the holiday extra special and the safe hands of our driver. Both are very special people.

Mr & Mrs H, Largs

For me it has been the perfect holiday – wonderful excursions, good holiday hotels, good company, and above all our Guide.

Mrs B, Bridlington

This the first time that we have used PTS and found it to be a very positive experience. Helpful responses to queries from friendly and knowledgeable staff. The holiday itself was a great success. Tour Director was excellent, as was the Driver – a great team. Well done, maintain these standards of service and we will be back.

Mr and Mrs H, Nottingham

Dear All, I feel I had to write to say a very special Thank You, for the most wonderful holiday we have ever had to the Historic Cities of Portugal. The holiday was so well organised and well chosen and there wasn't a single hitch.

Mrs R, Aberdeen

We have just returned from our holiday in Portugal, organised through Preferred Travel Services. We thoroughly enjoyed the trip which was greatly enhanced by the Tour Director. A holiday to remember with excellent company representation.

Mr & Mrs G, Leicester

An excellent tour in every way. The tour guide was a great ambassador for Preferred Travel Services, the driver was competent and friendly driving with care in all situations. Thank you for a great trip!

Mr & Mrs J, Bristol