

WALKING IN TENERIFE - Apr 2010

Thank you all for your efforts on our behalf in sorting out accommodation and flights home after the problems caused by the volcanic eruption during our recent holiday. Your representative in Tenerife looked after us very well and kept us informed which was a big help. We thoroughly enjoyed our holiday, the hotel, food, walks and both walking guides were excellent. We look forward to travelling with you again.

Mr & Mrs H, Bristol.

WALKING IN THE VALLEYS OF ROUSSILLON – Apr 2010

Just to let you know how much I enjoyed my holiday at the Hotel Kursaal in Calafell and the Grand Hotel in Amelie – good food, clean rooms and good service. Transport equally good and walks led by Christian who was very informative and considerate of walkers' abilities. Our courier did an excellent job in view of the tremendous extra workload put on him by the volcanic ash. He seemed to work tirelessly in sorting everything out on our behalf and I am sure this applies to the admin staff in the UK. I have not flown with Ryanair before but found no problems with the flight at all – within 2 ¼ hrs. from leaving Girona I had collected my bags and was waiting to be picked up at East Midlands airport. Thanks for organising a lovely holiday, I shall look forward to travelling with you in the future.

Miss R, Leek.

I want to say what a good holiday this one was. We had excellent accommodation and a wonderful guide for the walks. Above all we appreciated how hard Tony and Yvonne worked, in conjunction with the office, to make sure of a speedy and secure return home. I would very much like to book with your firm again. With thanks

Mrs S, Sheffield.

BARCELONA & GAUDI'S CATALONIA – Apr 2010

This trip was just what I wanted not only good value but we enjoyed an excellent time. The hotel in Barcelona was wonderful. I am disabled and got every assistance in the hotel and from your guides who were superb – knowledgeable, approachable and helpful. However, my main reason in writing is to thank you for your superb service looking after us when the 'ash crisis' developed and our flights to the UK were cancelled. We were kept informed from the start on a daily (and hourly) basis. Alternative flight booked as soon as original flight cancelled. Accommodation secured you even booked a night at Heathrow as the flight didn't arrive until midnight. Your staff listened to our concerns, sought possible resolutions and eventually were able to get us back to Glasgow to our great relief. Thank you all so much. Thanks too for being so helpful about the financial follow up. Again, it is really appreciated. I have mentioned your superb care whenever I have retold the story of our return. Others were not so fortunate as to be in your care. As a disabled person you can imagine I was particularly anxious but reassured along the way by the constant flow of information – well done. I have worked in customer service myself and know this is down to your good training. I will be making a point of travelling with your company again. Thank you so much for getting us all home safely and with minimum fuss.

Mr & Mrs K, Cheshire

I just wanted to thank all the staff in the UK for working around the clock to ensure that we all got home quickly after the volcanic eruption. We would also like to thank the guides for keeping us all informed during our extra days' stay. Many thanks for all your help.

Mr A MacK, Edinburgh

Many thanks to you and all the Preferred team for your care and attention over the last few “interesting” days. We arrived home on time and were well served by Monarch, as well as you and your colleagues.

Miss & Mrs C, Ayr

CARCASSONNE, CATHAR COUNTRY AND CATALONIA – Spring 2010

Thank you for your help and assistance we shall be using Preferred Travel in the future and will recommend you to all our friends.

Mrs R. Berwickshire

Thanks for your excellent service. We look forward to travelling with you again.

Mr Mcl.Northumberland

Thank you for your letter enclosing cheque for £20.57 which covers the additional expenses we incurred because of our delayed flight due to the volcanic ash disruption. Many thanks again for your excellent service. We look forward to travelling with you again.

Mr G M, Northumberland

Thank you for your help and assistance in settling this matter on our behalf. It is very much appreciated. Certainly, we shall be using Preferred Travel in the future and will persuade our friends to do similar.

Mrs M R, Glasgow

Once again may I say thank you for the care & attention shown by all your staff. I certainly hope to travel with Preferred again.

Ms M H, Cumbria

We really enjoyed the holiday and cannot praise Tony enough for assisting in getting us home as painlessly as possible following the volcanic panic. Thanks too to your UK office staff with whom he was liaising.

Mr G, Hampshire.

We just wanted to commend Tony and Yvonne for the superb service given to us during the volcanic crises. Tony could not do enough for us and went over and above our expectations in helping us to overcome what had been an extremely adverse crisis for many but for us; as smooth as if there had been no crisis at all. We were kept informed at all times and we could see the effort that was being put in not only to get us home but also reduce any stress the situation could have caused. We were reassured at all times that we would not be left without accommodation and were not put out at all. Both myself and my travelling companion would like to say a great big thank you. We will be recommending your company to all our friends and family, it was an excellent holiday with just a bit of a twist at the end.

Miss L and Mrs P, Hampshire

Thanks to everyone for a wonderful holiday. Our flight to Belfast was cancelled due to volcanic ash and we really appreciated the excellent way we were looked after by your company. Special thanks to those who organised transport and accommodation and rebooked flights for the next day. They were superb. Thanks also to our driver who did

an excellent job. This is our third trip with PTS and we would have no hesitation in recommending the company to anyone – in fact we already have.

Mr & Mrs H, Belfast

I have just returned from my first (definitely not the last!) holiday arranged by your company. I wish to express my most sincere and profound thanks for an excellent and very efficiently arranged holiday in the face of some very difficult and unusual circumstances. Not only was the entire experience most enjoyable and fascinating in its content but it was highly educational and so well put together that I really will study your catalogue with huge enthusiasm as I choose my next excursion with your company. For the first day or two Spain and France received its worst May weather in living memory and the skill and expertise of your local staff and guides was such that they ensured we all had as good a time as we possibly could and it was very much appreciated. At the end of the holiday when volcanic ash closed down so many of Europe's airports your staff were absolutely brilliant in ensuring that every individual holidaymaker was properly escorted through all the complexities of dealing with the crises. I cannot praise them enough for their tireless efforts, and for the tremendously reassuring effect they had on us all. They acted with great professionalism in a situation which they could have had virtually no previous experience. The hotels were good without being ostentatious and the meals served were excellent. The coach provided for the tour was first-class but above all I congratulate your company on your imaginative holiday destination and the excellence of the package you put together. I hope I might be able to enjoy many more such well thought out holidays with you in the future.

Mr W, Cheshire

ITALY'S MOST BEAUTIFUL LAKES – Apr 2010

We were both grateful and impressed by the way your company dealt with the disruption caused by the ash cloud. Your representative, handled a difficult situation very well. Thank you again for looking after us so well. We will certainly have no hesitation in booking with you again.

Mr W, Orkney

We would like to thank everyone at Preferred Travel Services for the excellent organisation to return us to the UK in unique and very difficult circumstances. We were kept fully informed of fast changing arrangements by our Tour Director who did everything she could to make our extended holiday as enjoyable as possible. The hotel staff were also very helpful and made us feel extremely welcome. However it is the background team at Preferred Travel Services that we would particularly like to thank for the tremendous amount of work that must have been necessary behind the scenes. We really are very appreciative of everyone's efforts. Thank you all for a very enjoyable holiday, we certainly hope to travel with you again.

Mr & Mrs C, Exeter

We have returned safely from the Italian Lakes holiday. Thank you for your efforts to get us back, we appreciate your care and help very much. Particular thanks to our representative in Italy who was magnificent.

Mr & Mrs L, Somerset

Whilst in Italy, we were both grateful and impressed by the way your company dealt with the disruption caused by the ash cloud. We will certainly have no hesitation in booking with you again in the future.

Mr & Mrs W, Orkney

WALKING IN GRAN CANARIA. Apr 2010

Just a note to say thank you for the hassle free way PTS refunded our money following the volcano erupting. It was very much appreciated. We were also pleased with the way PTS kept us informed so that we didn't waste time going to the airport needlessly. Last time we spoke, you said PTS were thinking about another trip to Gran Canaria this year - perhaps October / November. If you decide to do this could you let us know.

Mr & Mrs W, Co. Durham

TENERIFE – ISLAND OF CONTRASTS

Thank you very much to all at Preferred Travel Services for everything you did to ensure our accommodation during the delay and for securing a flight home at the earliest opportunity. We are full of gratitude for all your hard work. I would like to add that your representative in Tenerife was excellent throughout everything. Once again, our warmest thanks to you all at Preferred Travel Services.

Mr & Mrs P, Bristol