

# Welcome Pack



## Welcome

Thank you for choosing Explore More With Abi - I'm so excited to help you plan your next trip!

My role is to make your holiday stress-free, well-researched and perfectly suited to you. From the first enquiry to the moment you return home, I'll be here to guide you every step of the way.

This welcome pack explains:

- How the booking process works
- What to expect from me
- Important policies & information
- How to get the most out of your experience

Please take a few minutes to read through it.

## About Me

I'm Abi, an independent travel agent specialising in:

- Package holidays
- City breaks
- Beach getaways
- Staycations
- Cruises

I work with trusted, reputable suppliers to secure great-value holidays while providing personal, one-to-one service you won't get booking online.

My aim is simple:

More exploring, less stress.

## How the booking process works

1. Enquiry - You submit an enquiry via my website, social media or email.
2. Research & Quote - I research the best options based on your preferences and send you a tailored quote.
3. Booking Confirmation - Once you're happy:
  - You confirm in writing
  - A deposit or full payment is made
  - Your holiday is secured
4. Before travel - You'll receive:
  - Booking confirmation

- Travel documents
- Important reminders & tips

5. While you're away - I remain available for support should you need assistance.

## **Payments & Pricing**

Deposits and balance deadlines are set by the travel supplier. Some bookings require full payment at the time of booking. Prices are subject to availability until booked. Late payments may result in cancellation.

I will always be transparent about costs and payment schedules.

## **Amendments & Cancellations**

Changes and cancellations are subject to supplier terms. Fees may be charged and can be up to 100% of the booking value.

Deposits are usually non-refundable.

I'll always explain the implications clearly before any changes are made.

## **Travel Insurance**

Travel insurance is strongly recommended for all bookings and should cover:

- Medical expenses
- Cancellation or curtailment
- Lost or delayed baggage

If you choose to travel without insurance, you accept full responsibility for any costs incurred.

## **Important Responsibilities**

It is your responsibility to ensure:

- Passports are valid for your destination
- Visas and entry requirements are met
- You comply with health and vaccination requirements

I can guide you, but final responsibility rests with the traveller.

## **Privacy & Data Protection**

Your personal information is handled securely and only shared with suppliers when required to complete your booking.

For full details, please refer to the privacy policy on my website.

## **ATOL & Financial Protection**

Some holidays sold by Explore More With Abi are ATOL protected through my host agency. You will receive an ATOL Certificate where applicable, confirming what is protected and who to contact if something goes wrong.

## **Client Promise**

When you book with Explore More With Abi, you can expect:

- Honest advice
- Clear communication
- Trusted suppliers
- Personal service
- Support before, during & after your trip.

## **Let's Explore More**

Thank you again for choosing Explore More With Abi.  
I can't wait to help you create amazing travel memories.

Email: [exploremorewithabi@gmail.com](mailto:exploremorewithabi@gmail.com)

Facebook: Explore More With Abi

Website: [www.exploremorewithabi.com](http://www.exploremorewithabi.com)