

## Service Charter

**A clear and sincere statement of our intention to provide the best possible service within the organisational framework of our business.**

### Bespoke travel

The travel arrangements we make are as different as the people who book them. We find, match, modify or design every trip to meet your wishes as closely as possible. In fact, we can deal with almost **any** travel-related service.

### High standards

Whatever your travel needs, we offer a superb standard of break, tour, event, activity or special occasion.

### Personal service

We are not an anonymous Internet-based organisation. Our level of knowledge and experience is vital to meet the expectations of our discerning clients. We provide quick decision-making, quick problem-solving, and go the extra mile to make sure you are satisfied.

### Experienced

We use our years of experience in the travel industry, plus first-hand knowledge of many destinations, to provide you with a truly memorable and pleasurable trip.

### Out-of-hours consultations

We'll happily come to your home, office or any other convenient location to discuss your travel plans, at whatever time is most suitable for you.

### Independence

As a privately owned company, we are not tied to one supplier, so we can offer you the pick of the market backed by impartial advice.

### Competitive prices

We have set up close travel partnerships in many locations around the world. By going direct we cut out third parties and pass on the savings to you.

### Confidentiality

Whatever your circumstances, you can trust our discretion to handle any type of booking in confidence.

### Special needs

We're used to making travel arrangements for people with disabilities, to ensure the transportation, hotels and tour operators are suitably prepared.

### 24/7 emergency support

A dedicated 24-hour emergency hotline is available, so you get a quick response in case you need our support while you're away.

### Contact us to arrange a personalised consultation

We challenge you to find anyone who can provide you with a memorable and pleasurable holiday experience better than we do!

Phone us

**0844 888 8383**

email us

**[travel@livingstonestravel.co.uk](mailto:travel@livingstonestravel.co.uk)**

Register online for travel offers and information

**[www.livingstonestravel.co.uk](http://www.livingstonestravel.co.uk)**

#### Livingstone's World of Travel

3, Station Road West, Oxted, Surrey, RH8 9EE, United Kingdom

Tel: 0844 888 8383 Fax: 0844 888 8789 Email: [travel@livingstonestravel.co.uk](mailto:travel@livingstonestravel.co.uk) Web: [www.livingstonestravel.co.uk](http://www.livingstonestravel.co.uk)

Livingstone's World of Travel is a trading name of Travelforyou (Livingstones) Limited.

Registered in England & Wales: Company Number 6878490 Registered Office: Bridge House, High Street, Horam, Heathfield, East Sussex TN21 0EY