

Travel Arrangements in Jersey/Europe - Airport Transfers

Introduction -Booking Flights/Train Tickets

These travel arrangements cover non UK destinations where we provide airport transfers to the hotel as part of the holiday package. This excludes holidays taking place in the UK.

Flights must NOT be booked until we authorise you to do so in writing

Under NO circumstances are flights to be booked until we authorise you do so in writing which is usually 3-6 months before the holiday. Please advise us when booking your holiday your preferred originating airport/airline(s), so that we can more easily plan in advance likely transfers.

Long Haul Travellers

We are aware that if you are travelling long haul that you may want to book these sooner and if your long haul flight is dependent on the holiday including pick up please notify us of this fact when completing your booking or as soon after booking as possible.

You need to liaise with us before booking flights

We always try to minimise any waiting times at airports for all our guests and for that reason, the more we can liaise with each customer the easier this becomes for everyone as we need to group transfers together as best as possible in order for the transfers to be time efficient and cost effective. This is why we need to liaise with all guests regarding possible flight times. If you book flights without checking with us we may not be able to provide airport transfers or, if we can there maybe a surcharge of £50-£100 per transfer.

Preferred Arrival Times

When flights are authorised you will be advised of preferred arrival times including the latest preferred arrival time. As a general rule you should aim to arrive at the hotel by 5pm at the latest (but no later than 6pm), so you need to take into account transfer time and disembarkation time when choosing an arrival time.

If Preferred Arrival Times cannot be met

Please advise us of your flight arrival options if not within our preferred times before booking flights. We can advise the best options for a transfer based on other guests arrival times and your available flights. Providing you liaise with us we will ensure you will be met at the airport.

Full Flight Details Must be Supplied - 60 Days beforehand

Once you have booked your flights you need to email the FULL details including originating airport, airline, flight number, departure/arrival time to us ASAP for both your arrival and departure. Until we have received FULL flight details we will not treat any communication as a completed booking. We also need your mobile number, if this wasn't supplied at the time of booking. We need these details by 60 days before the holiday, so that we can organise the transfers for all the guests, unless you are advised otherwise when we authorise the flights. Failure to provide this information may mean that if we use a third party airport transfer company, they will refuse to pick you up. It also makes our job easier!

Pick-up Details - 30 Days beforehand

Pick up details will be emailed to you just before the holidays (usually by 30 days beforehand) once we have collated all the flight details and organised all the transfers. The email will include who is picking you up, their mobile number where possible, where and when you will be met and the number of other people in that transfer. You will be advised as to whether you will be met on arrival or if there is a wait and how long this will be.

Alpha Rep at airport on arrival

We try in most cases to ensure that a representative is waiting for you when you arrive but this cannot be guaranteed. If we are unable to be there when you arrive because we are on other transfers, we try to plan it such that the wait is no longer than an hour approximately. Obviously, if there are flight delays this may not be the case and it may not be your flight that is causing the delay.

Airport Transfer Options by Destination

Destination	Hotel	Airport	Train Station	Transfer Time (in Minutes)
Jersey	St Brelade's Bay Hotel	Jersey	N/A	15
Provence, France	Notre Dame de Lumieres	Avignon	Avignon	25
				45
		Marseille	55	
Cordoba, Spain	Hotel Rural Huerta de las Palomas	Malaga	Malaga	90
Western Algarve, Portugal	Hotel Burgau	Faro	Faro	55
			Lagos	20

Western Algarve - Portugal - If Arriving from Lisbon.

From Faro or Lagos to the hotel are included in the price of the holiday with us and the pick-up points are as above,

However, if you are flying long haul you may not be able to get a direct flight to Faro and so Lisbon is the best place for you to fly into. However, the price of the holiday does not include transfers from Lisbon.

The most cost effective and convenient option is to get the coach from Lisbon to Lagos with a company called Renex, where we can pick you up and then it is 15 minutes from the Coach Station. The cost is around 20€ per person per trip.

You can also catch the train to Faro and we will pick you up from the train station and the cost ranges from 30-40€ per person per trip.

However, if there are a few of you the most convenient would be taxi which can cost 250€ per trip but if this can be shared with 4 people then the cost is 60-65€

We can make no guarantees of these prices as they are only meant as a guide but it gives you an idea of the comparative prices of each mode of transport.