

## Service Charter

This is 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 travel need to meet the wishes of our clientele as closely as is possible. In fact we can deal with almost any travel-related service, subject to availability and any budgetary restraint.

### Travel tours

The small group escorted tours we organise for liked minded travellers, who simply love travel, include special interests, cultural and lifestyle experiences. The non-escorted tours are predominately centred on golfing holidays, major international sporting events and activities brought about by natural phenomena.

### High standards

Whatever our clients travel needs we are always prepared to go that extra mile to meet their expectations. We offer a superb standard of breaks, holidays and tours, with the emphasis on value-for-money taking into account the standard of accommodation, mode of travel and the related travel services.

### Personal service

We are not an anonymous internet-based business, customer services is paramount to us and we continue offer old fashioned values of customer care. That includes an out-of-hours service, very useful for clients with heavy or busy work schedule. Consultations can be also arranged at your home, office or a convenient location to discuss those important travel plans.

### Experience counts

Like most businesses experience and knowledge of its products and or services is vital to its success. This businesses is most fortunate in that regard, our travel consultants are supported by a management that has been involved with every aspect of the travel industry for more years than we care to mention.

### Impartial advice

As a privately owned company who has specifically chosen to remain independent of any travel group or consortium, we are not tied to any particular travel suppliers. This independence of main stream online and high street agencies enables us to offer unbiased opinions on the travel services we are asked to provide.

### Competitive prices

We recognise that airline and tour operator early booking offers and promotions will always have an influence on cost but the agreements we have in place with our network of carefully selected licensed UK & International travel partners enable us to offer travel services that are as competitive as anyone, on a like-for-like basis.

### Key benefits

Our clients can be fairly sure that at some time we have successfully arranged something similar in the past. The extensive network of licensed travel partners and suppliers allows us to offer an almost limitless variety of travel options. Whatever your circumstances, you can trust our discretion to handle any type of booking in confidence.

### Contact us

We challenge you to find another travel business that can provide you with a more innovative, memorable and pleasurable holiday experience better than we do! So call us on **020 7118 2110** or email: **client@livingstonestw.co.uk** and book that hassle free dream holiday or fascinating tour - you will not be disappointed.

### Special needs

We're used to making travels arrangements for people with disabilities and ensure that the transportation, hotels, travel partners, ground handlers and tour operators are suitably prepared. Our telephones also offer 24/7 emergency support – so you get a quick response if you need help while you're away.

#### Livingstone's Travel World

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