

TRAVEL & HOLIDAY GUIDE

Essential reading




Brittany Ferries
New horizons, fantastic destinations

Thank you for choosing a Brittany Ferries holiday!

We hope you will have a wonderful time. To help you get the best out of your holiday please read the advice and important information in this booklet before you travel and also go through the checklist on page 14.

Holidays in France

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Tourist information

To help plan your route and for ideas of places to discover see the Guides section on our website brittanyferries.co.uk or visit uk.france.fr.

Tourist tax (taxe de séjour)

A tax from €0.50 to €2.50 (can be more at 4 or 5★ properties) per person over 18 per day, may be levied by the local authorities. Where this applies your host, agent or hotelier will collect the sum required.

Some places (mainly campsites & apartments) may also charge an **Eco-tax** collected to support and protect the environment in tourist areas, payable on site - details are on your information document.

Self-catering properties

Arrival

Your hosts' contact details and the time you may arrive at your accommodation are on the information document supplied with your ticket. As a matter of courtesy please email them to give an estimated arrival time and, if there will be more people staying at the accommodation than you have booked with us, please advise your exact party size (up to the capacity of the property) in advance to avoid extra charges on arrival.

Should you be delayed en route for any reason, please ring the owner, agent or caretaker so that alternative key collection arrangements can be made.



Special requests

If you have asked for a special request at the time of booking we will already have been in contact with you about the outcome. Please also refer to your travel documents which will have been annotated with the details - it may be that there is a supplement to pay direct or that the request has been noted but cannot be guaranteed.

Deposit

A deposit is payable on arrival to cover against damage, excess usage of electricity, gas & water (if not included in the rental price) and any extra cleaning. Please check your accommodation on arrival and if anything is damaged or broken inform the host/agency immediately. When you are due to leave, the property will be checked and in the event of any charges having to be made this amount will be deducted from the deposit before it is returned.

For deposits paid in cash where the damage exceeds the deposit value Brittany Ferries will recover any outstanding amount from you on behalf of the supplier.

Maintenance

Please point out any minor problems should they arise during your stay (such as a dripping tap or blown light bulb) to your host when you leave so that it can be fixed for the next visitors.

Small breakages and damage

A reasonable charge may be made by the owner or caretaker for the repair or replacement of articles damaged during your stay. We regret we cannot accept responsibility for the recovery of deposits or any disputes over the amounts charged so please ask for an itemised account. In our experience very few clients have been penalised and this has only happened when the property was not looked after during the holiday.

Pets

Where pets are accepted there may be a charge or extra deposit to pay. If this is the case details are shown on your holiday information document.

If you are taking your dog, please also ensure that you clean up after them indoors and outside.

Cleaning

The property should be clean and tidy on arrival. At many locations an end of stay cleaning service is offered (or occasionally compulsory) for a charge which is shown on the holiday information document. If this extra service is not available or you do not wish to pay, the property must be left clean. If this is not done a deduction will be made from your deposit.

Departure

You will need to vacate your accommodation by 10am. If you plan to leave very early and are unable to wait for it to be checked please let the owner, caretaker or agency know beforehand so that alternative arrangements can be made. In this case your deposit may be sent back to your home address so make sure you leave your details.

Bed linen and towels

Where bed linen and towels are not provided nor available for hire (see holiday information document) you will need to take your own - please refer to our website descriptions for bed types.

At gites blankets and square pillows are supplied although at most British owned cottages you will find English pillows. If duvets are provided this is shown in the property description on our website. Also take tea towels. At chalets and apartments blankets (sometimes duvets) and pillows are always provided.

Equipment

Properties are fully equipped, although some items, such as a kettle, mugs or teapot may not always be available in French owned accommodation. You will find all basic utensils, cutlery and crockery, however it's a good idea to pack your favourite sharp knife or potato peeler, continental adaptors, tea bags and bin liners. It is also worth taking kitchen basics such as salt, sugar etc, in sealable containers.

Apartments and chalets all have a hob and usually a microwave but rarely an oven - please refer to our website for detailed information.

Electricity, water, oil & gas

At apartments and chalets, heating, gas, water and electricity are usually included in the rental unless stated otherwise.

For most gites and a few cottages, only limited amounts of electricity (up to 56 kWh per week), water and gas for basic domestic use are included. If this

is the case 'Utility charge: metered' will be shown in the property description and any excess usage will have to be paid for. This will be calculated using meter readings if available, so ensure meters are read with the owner/caretaker/agency on arrival as it is very difficult to check any additional consumption charges unless this is done.

If meters are not easily accessible and the utility charge is not included a set charge is payable - this is shown on the holiday information document.



Heating

Where heating is not included in the rental and owners of gites and cottages have told us of a daily or weekly charge this is shown on the holiday information document with the dates applicable. At other times it is only payable when used.

If the utility charge is metered and the heating is either gas, oil or electric this will generally form part of the readings unless a set charge is quoted.

Wood when provided usually has to be paid for.

Septic tanks

A word of warning that can prevent problems! Do not dispose of anything other than toilet paper in the loo. If you do, it may become blocked and will be expensive to repair, as well as being very inconvenient! Even disinfectants, bleach and special cleaners must not be used as these stop septic tanks functioning properly. If in doubt please ask.

On site facilities

Some of the leisure facilities at the apartment and chalet locations may not be available at quieter times, and most activities such as golf, tennis, children's clubs etc cost extra and are paid for on site.

Health and safety

Please read the information on pages 13 and 14.

Hotels

Foot passengers

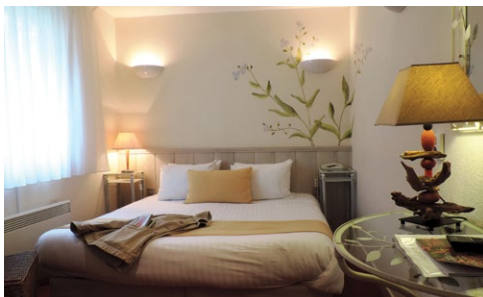
You will need to make your own way to the hotel from the port. There are no porters available but our terminal staff will be pleased to assist with transport queries. If the ferry arrives in the morning, you may leave your luggage with the hotel reception and then be free to wander at leisure until you are able to check in.

Directions

On the outskirts of towns, you often see signs advertising hotels by the roadside. In town, brown and white tourist signs show hotel names and point you in the right direction. We also give brief directions and GPS coordinates on the hotel information document.

Arrival and departure

It's common practice in hotels everywhere that a credit or debit card pre-authorisation is taken (to cover any extra charges for mini bar etc) and for security they will ask to scan or take a copy of your passport. Your room should generally be ready from 2pm local time and vacated by 11am when you check out. If you are unable to check in by 6pm please ring the hotel and let them know your estimated time of arrival.



Bedrooms

All bedrooms have at least a shower & wc - if you have any specific request that you have not told us about please ask when checking in.

Restaurants

In a number of hotels restaurants are closed in winter or on a certain day of the week. Where we have been advised of this the dates are shown on the hotel information document. However, during quieter periods they may close unexpectedly, so please check on arrival.

Pets

When hotels allow pets to stay in the bedroom with their owners, they often only accept dogs that are not too large or noisy and a charge will probably be made (please refer to your hotel information document). The animal must also be house trained and not left alone in the room. Dogs may not be allowed in hotel restaurants.

Car and motorcycle tours

Links to extra information will have been supplied with your holiday documentation.



Parking

This is available at all of our UK ports - for details and more information please visit our website: brittany-ferries.co.uk/ferry-routes/planning/ports

In many French towns and cities parking has to be paid for, whether private parking at a hotel or public parking areas. When known, the approximate cost is shown on the hotel information document. Where hotels have a garage, space may be limited and high vehicles such as large people carriers and Range Rovers cannot always be accommodated.

Holidays in Spain & Portugal



France

Tourist information

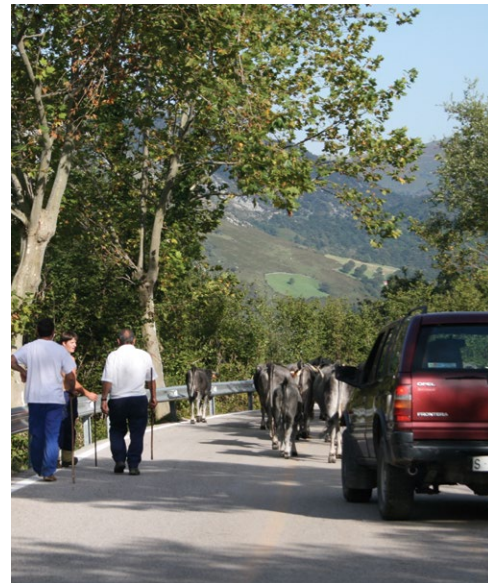
Once in Spain or Portugal local tourist offices can supply information on the area and details of any events that may be happening - or use the Guides pages on brittanyferries.co.uk, visit spain.info or visitportugal.com to plan your stay.

Language

Unlike the 'costas', English is not widely spoken or understood in the less discovered regions. If you don't speak Spanish or Portuguese, a dictionary or phrase book (or online version) that also includes menu translations will be handy.

Rural living

Arable and animal farming is still very much the main occupation in northern Spain. Cows and horses are often seen grazing on the hillsides, bells jangling, dogs and cats wander freely and traditional heaped haystacks dot the fields.



Fiestas

These play an important part in Spanish culture and many towns and villages celebrate religious days and other important occasions. Fiestas can be numerous and often dates are only confirmed at the last minute. Expect firework displays, fairgrounds and loud music playing through the night.

Self-catering properties

Arrival, departure & deposit

Arrival times vary so please refer to your holiday information document. We ask that you arrive at your accommodation no earlier than the time specified so the property can be prepared for you. For our casasa in Asturias key collection is from a letting agency near Llanes so please bear this in mind when planning your journey. When checking in you will be asked for a deposit to cover breakage, damage and any extras required. For the exact amount and method of payment refer to the information document.



All properties should generally be vacated by 10am on the last day. When you leave, the accommodation will be checked and you will be asked to pay any charges. Should you have to leave early in the morning, please inform the agency, owner or caretaker so the property can be checked the night before. If this is not done problems may arise in respect of the deposit being returned.

For deposits paid in cash where damage exceeds the deposit value Brittany Ferries will recover any outstanding amount from you on behalf of the supplier.

Bed linen and towels

At the majority of self catering properties bed linen and towels are provided, but please read the holiday information document to see whether this is the case at your accommodation or whether it may be hired. If it is not, you will need to check the property description on our website for the bed types and take linen plus towels and tea towels with you.



Electricity, gas, water and heating

This is generally included in the rental, sometimes along with firewood too. However, if the heating is used from May to September inclusive a charge will be made.

Equipment

Generally Spanish and Portuguese holidaymakers tend to eat out a lot and some casasa feature simple kitchenettes with just 2 or 4 hotplates and no oven - the website description gives full details.

Each property has all essential utensils, cutlery and crockery, however it's a good idea to pack continental adaptors, tea bags and bin liners. You may also like to take a few kitchen basics such as salt, sugar etc, in sealable containers.

Cleaning

The accommodation should be clean and tidy on arrival and left in the same condition at the end of your stay. If this is not done a deduction will be made from your deposit.

If you are taking your dog, please also ensure that you clean up after them indoors and outside.

Health and safety

Please read the information on pages 13 and 14.

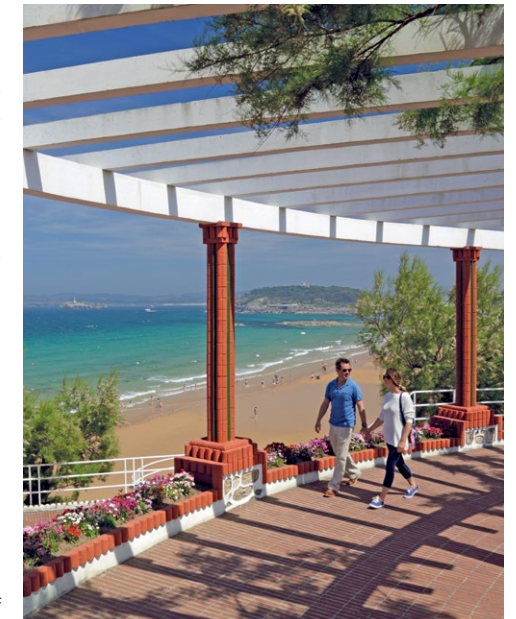
Hotels

Foot passengers

You will need to make your own way to the hotel from the port. There are no porters available but our terminal staff will be pleased to assist with transport queries. If the ferry arrives in the morning, you may leave your luggage with the hotel reception and then be free to wander at leisure until you are able to check in.

Arrival and departure

It's common practice in hotels everywhere that a credit or debit card pre-authorisation is taken (to cover any extra charges for mini bar etc) and for security they will ask to scan or take a copy of your passport. Your room should generally be ready from 2pm local time and vacated by 11am when you check out. If you are unable to check in by 6pm, please ring the hotel, Parador or Pousada and let them know your estimated time of arrival.



Directions

Paradores & Pousadas tend to be well signposted. For other hotels you will usually see panels on the roadside indicating their whereabouts. To help, we also give brief directions as well as GPS coordinates on your holiday information document.

Parking

This is available at all of our UK ports - for details please visit our website: brittany-ferries.co.uk/ferry-routes/planning/ports.

In many Spanish towns and cities parking has to be paid for, whether it is private parking at a hotel or public parking areas. When known the approximate cost is shown on the hotel information document. Where hotels have a garage, space may be limited and high vehicles such as large people carriers and Range Rovers cannot always be accommodated.



Bedrooms

The majority of rooms for two have twin beds so unless a specific request has been made you'll find your room has adjoining single beds. Bathrooms generally have a shower over the bath.

Tea and coffee making facilities are rarely supplied as the Spanish & Portuguese prefer to go to the hotel bar or one nearby, however many hotels do provide well stocked mini bars.

Restaurants

Meals tend to be taken later than in the UK, with breakfast from around 8.00-11.00am, lunch between 1.30-3.30pm and dinner from 9-11pm. We advise you to check times and availability on arrival.

In a number of hotels, restaurants are closed in the winter or on a certain day of the week. Where we have been advised of this, the dates are shown on the hotel information document. However, during quieter periods restaurants may close unexpectedly, so again, please check on arrival.

Pets

When hotels allow pets to stay in the bedroom with their owners, they often only accept dogs that are not too large or noisy and a charge will probably be made (please refer to your information document). The animal must be house trained and not left alone in the room. Dogs are not allowed in hotel restaurants.



Car and motorcycle tours

Links to extra information will have been sent with your holiday documentation.



Useful information



Important!

So your holiday is trouble free, all the following information should be read before you travel.

You should have received an information document for each self-catering and/or hotel location we have booked for you. Should you be missing anything please contact us immediately so that we can forward it to you without delay.

Travel advice

In the unlikely event of reports being issued that incidents are taking place in France, Spain or Portugal that could affect your safety whilst on holiday, please contact the Foreign Office at gov.uk/foreign-travel-advice or dfa.ie in Ireland.

Passport and visa information

All passengers including babies need a valid passport with 6 months remaining at date of travel (this does not apply to Irish passports).

For full up to date information on passports and visas please visit check-passport-for-travel-to-europe.homeoffice.gov.uk or call HM Passport Office on 0300 222 0000. For Irish clients please visit dfa.ie



Travelling with pets

If you have booked accommodation that accepts pets you will need to have the necessary veterinary certificate to take your pet abroad and take them to the vet prior to returning home. From January 2021 the UK Pet Passport was replaced by the new Animal Health Certificate. See the section on Pet Travel on gov.uk/taking-your-pet-abroad or gov.ie for Ireland.



Travel insurance

You should have personal and medical travel insurance and are responsible for ensuring the cover is adequate for your needs. We also suggest that you check with your insurance company whether you are covered for any damage to persons or property whilst you are abroad as you will be liable for any such damage.

The European Health Insurance Card (EHIC) - still valid until it expires, and the new UK Global Health Insurance Card (GHIC) let you get state healthcare in Europe at a reduced cost or sometimes for free.

Check gov.uk or nhs.uk or ehic.ie for details.

The European emergency number 112

Please make a note of this important number and use it in case of sudden real threat to life, health, safety, environment or property and when emergency services' rapid assistance is needed.

Driving abroad

You must take driving licences for all drivers, your insurance certificate (make sure you are insured to drive abroad), vehicle registration document and written permission to take the car abroad if it is not registered in your name. You may also need an IDP (International Driving Permit) for France if you have a paper driving licence rather than a card.



From September 2021 a UK identifier sticker replaced all GB stickers which are no longer valid and must be removed/covered. If your number plate includes the new UK identifier with the Union flag then you will not need a sticker for France but you will still need one for Spain and Portugal.

Please check gov.uk for details. To help plan your route, check distances and obtain up to date travel information, it's worth going to one of the travel websites such as viamichelin.co.uk or rac.co.uk

Check the driving laws

It is important to be aware of the legal motoring regulations and speed limits when abroad. For the latest information and to find out everything you need to know visit theaa.com.



Road tolls & fuel

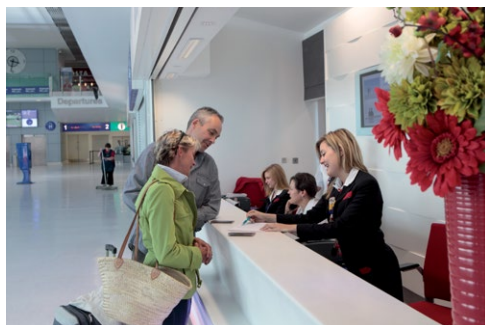
Take into account that tolls are payable on most European motorways. Keeping a selection of change allows you to use automatic barriers, which speeds progress. Payment can also be made by credit card.

In Portugal an electronic system is in place and you cannot pay at toll booths. For details see: portugaltolls.com

Your ferry travel

Due to new health and safety measures all passengers are asked to check in at least 60 minutes before departure (90 minutes if you are disabled or travelling with a pet). Please double check against your travel itinerary the time your ferry sails (all times shown are local).

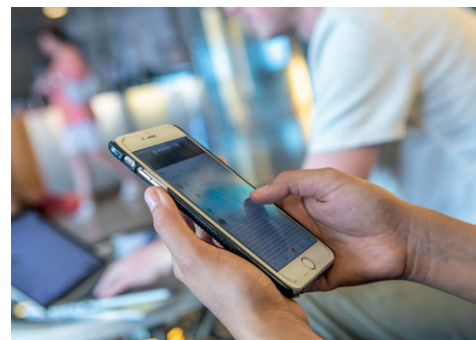
If you intend to carry large items such as bicycles on top of your car you should have advised our reservations staff of this at the time of booking. A supplement is charged where the height or length of a vehicle is exceeded.



Restricted products

There are restrictions on taking certain items such as meat and dairy products out of the UK.

Please check gov.uk for details.



Mobile phones

Before leaving home, speak to your network provider to ensure your phone will work abroad. It's also strongly advisable to check their roaming charges.

Wi-Fi

Where this is available it may not be high speed and you may find that it is not available throughout the ship, hotel, property or holiday complex.

Health and safety

Although we check all properties for health and safety issues, on arrival at your destination, it's a good idea to familiarise yourself with the accommodation layout. Be aware that in some of our properties smoke and carbon monoxide detectors may not be present as they are not required by local or regional law. Remember that children may be less careful than adults in new surroundings: please take extra care with children on stairs, balconies, mezzanines and anywhere where there is likely to be water on the floor. Do look after your belongings - lock everything up when you go out. And if you see anything which causes you concern about general safety, please bring it to our attention by contacting the reception, caretaker, owner or Brittany Ferries' Helpline.

We want you to have a SAFE holiday!

Please read the following carefully and also refer to any instructions found at your accommodation.

Fire - if you see a fire please leave by the nearest exit, do not collect your belongings nor attempt to fight the fire.

Gas - please ensure that gas is always turned off at the main tap if a cooker is not in use and when you leave the accommodation.

If you have a gas, water or room heater in your accommodation make sure you keep the room well ventilated when in use.

A faulty gas appliance can show the following signs: black marks or stains, lazy orange flames instead of crisp blue ones and excessive condensation.

Remember gas and matches are as dangerous abroad as in the UK, so do supervise your children carefully.

Water - most of the time this can be drunk from the tap but anyone with a delicate constitution may prefer to buy bottled water for drinking.

Always run taps for several minutes when you first use them and test the heat of the water before entering a shower so you or the children do not get scalded. Flushing the toilet or another tap running may also affect the temperature.

Electricity - please respect electricity on holiday as you would at home! In France, Spain and Portugal electricity voltage is 220 volts, with round two-pin sockets. Continental adaptors are easily available and best purchased prior to departure.

Many of our self-catering properties have fuse boxes with a trip switch so if you use too many appliances at once this could result in the electricity cutting out. Should this happen all you need to do is reset the switch.

Do not tamper with any devices, plugs or sockets, or attempt to use electrical appliances with plugs which do not properly fit the sockets, or where the voltage is inappropriate to the local electricity.

Please report any faulty appliances in your accommodation, so they can be repaired.

Barbecues - are not allowed at some of our accommodation except maybe in dedicated areas. Where they are allowed never be tempted to use them indoors or in an enclosed area as this will cause a build-up of carbon monoxide.

Cots - if a cot has been supplied please check to ensure the bars are high enough and not spaced too far apart and that the mattress fits the base.

Balconies - keep all furniture away from the railings and don't climb or stand on furniture or railings. Not all balcony doors are made of toughened glass, take extra care in bright sunlight as it is not always obvious whether the door is open or closed.

Swimming pools

Please remember that opening dates may vary subject to weather and/or at the discretion of the owners or management.

In France, northern Spain and Portugal the locals generally only consider using outdoor pools from June to September (heated pools may be open longer).

Correct swimwear (not shorts) is often a requirement. In Spain & Portugal swimming hats are supposed to be worn in public pools (including campsites and apartment complexes).

Safety - swimming pools can be dangerous so be careful and observe pool rules at all times.

- Make certain that you know the depth of the pool where you are swimming. Do not swim out of your depth unless you are a good swimmer, and do not dive under any circumstances.
- Watch out for drainage channels, submerged ledges, slippery or cracked tiles and raised edges.
- Do not swim if the water becomes unclear and you cannot see the bottom.
- Always supervise children in the pool area, particularly where there is deep water or the pool is crowded. Keep children within your sight at all times.
- Ensure that little ones wear armbands and do not let pets in the pool.
- If the pool is fenced make sure you close gates properly behind you.
- Some pools have alarms and these should be switched on at all times when the pool is not used.
- Avoid swimming if you have been drinking alcohol or have just eaten.
- Have fun in and by the pool, but avoid unruly behaviour.
- If you see anything which causes you concern about general safety around the pool, please bring it to the attention of the local representative.

Travel Checklist

- ✓ Check travel documentation thoroughly
- ✓ For UK residents a valid passport with at least 6 months remaining on date of travel is required for everyone including babies
- ✓ Check gov.uk or gov.ie for the latest travel guidance/information
- ✓ Ensure you have adequate insurance before you travel
- ✓ Check a travel website such as theaa.com for up to date information on motoring abroad and the driving laws in that country
- ✓ Check with your insurance company whether you are covered to drive abroad. Take car insurance and original vehicle registration documents with you
- ✓ All drivers must carry a full driving licence
- ✓ Take your insurance documents, travel itinerary, holiday information and SatNav
- ✓ It is a legal requirement to display the new UK stickers which have replaced the old GB stickers
- ✓ Convert headlights with stick-on deflectors and take a first aid kit
- ✓ Leave copies of passports, insurance policy, vehicle registration documents, 24hr emergency numbers and travel itinerary with family or friends
- ✓ Make sure you give us your mobile phone number in case of delays or problems
- ✓ Check the ferry departure date and time on your documents and allow time for traffic delays etc. You should arrive 60 minutes prior to departure or 90 minutes if you are disabled or travelling with a pet.
- ✓ Please immobilise your car alarm once on board



Brittany Ferries helpline services



Our main concern is that you have a carefree and enjoyable holiday, and to help achieve this, we have bilingual staff in St Malo and Santander who will be pleased to provide any assistance. So, if you have a problem that cannot be resolved after discussion with the receptionist/owner, contact us immediately. Please note that the helpline is closed at Christmas and New Year.

Helpline in France

In France the number you ring is a Freephone service 0800 38 28 61

This is open from 9am-12noon and 2pm-6pm (8pm on Saturdays). At other times or when the line is busy an answerphone is in operation.

If phoning from a mobile you will be charged for the call and will usually need to include the code for France (+33 and omit the first 0) depending on your network service. In the event that your mobile does not work abroad you can call this number at no cost from a public phone box or local café/bar.

Alternatively ring 02 99 16 62 64 or email us at helplineinfrance@brittanyferries.com

For information, advice, ideas or help you can also contact/follow us on Twitter: @BrittanyFerries

Helpline in Spain & Portugal

Our helpline in Spain that also deals with Portuguese holidays has no Freephone facility and the number to ring is 942 36 05 22.

If using a mobile or calling from Portugal remember to include the code for Spain (+34). You can also email us at helplineinspain@brittanyferries.com

The helpline is open between 9am-6.30pm or later depending on ferry arrivals. At other times or when busy an answerphone is in operation. Messages left outside opening hours will be dealt with the following day.

For information, advice, ideas or help you can also contact/follow us on Twitter: @BrittanyFerries

Leaving an answerphone message

When you have not been able to speak to someone and want to leave a message, please speak slowly and clearly giving your name, booking reference, brief details of the problem and a phone number where we can contact you. Your call will then be returned as soon as possible.



For ferry information please ring your port of departure. The numbers are on your travel documents.



XP8008 - Quinta do Rosal, Lagoa, Algarve

Winter sun holidays in southern Spain and the Algarve

Enjoy the long warm days of summer? Then why not escape this winter and enjoy some well deserved sun and relaxation as well as excellent food, wine and golf.



XP8003 - Lakeside Country Club, Quinta do Lago, Algarve

Fed up with the thought of another cold, wet, dark British winter and those dreaded heating bills?

Now you can avoid them all with Brittany Ferries' tremendous value, long stay holidays on the Costa Blanca, Costa del Azahar, Costa del Sol, Costa de la Luz and the Algarve - ideal for those who love beach resorts, a round of golf, coastal walks or just want a home from home in a warmer climate.

We have something to suit every taste, and with a price to match what are you waiting for!

Call now on **0330 159 5222** (Mon-Fri 09:00-17:30) or visit brittany-ferries.co.uk/holidays/seasonal/winter-sun


Brittany Ferries