



## What to Expect from a Hola Supported Holiday

### Prior To Your Holiday

Pick up times will be provided approximately two weeks prior to your holiday. We will provide approximate drop off times when we pick you up.

You will receive our [Information Sheet](#) and kit list.

### The First Day

On most of our holidays abroad your holiday will start with an overnight stay at an airport hotel the day prior to your flight. (There is a charge for overnight stays. This includes door to door pick up and drop off, overnight accommodation, evening meal and carer support).

We will collect you from your door and drive you to the airport we will be flying from to start our holiday. When picking you up we will introduce ourselves to you and your carer/relative if we have not met you before, introduce you to the other guests accompanying you on your holiday and handover important information, medications and so on before carrying on with our journey.

We pick guests up from various locations around the UK. Those guest who live closest to the airport will be picked up last and dropped off first on travel days.

On arrival at our airport hotel, we will check in and head to the restaurant for our evening meal. Then it is off to our rooms to relax before our early morning flight.

In the morning we will drive to the airport, drop off our vehicle, check in and drop off our cases, and clear security. There are a few things to remember when going through security:

- Please remove any liquids and sharp items such as scissors from your hand luggage.
- You will be asked to remove any metal such as watches and coins from your person.
- You may be asked to remove your coat, belt and boots/shoes you are wearing.

Once in the departure lounge we purchase our packed lunches (for either breakfast or lunch) dependent upon our departure times in preparation for our flight. Once our flight is called we will make our way to the boarding gate to catch our plane. You will be able to purchase drinks on the flight if you wish.

Once we arrive at the holiday destination airport (Alicante or Murcia Aiport) we will clear passport control, collect our luggage, pick up our vehicle and head to our holiday destination. On some holidays we will use airport bus transfers to our holiday destination.



Once in our holiday resort, we check into our self-catering apartment, unpack and have our evening meal. Dependent upon time of arrival in the resort we will spend some time familiarising ourselves with the local area or resting if that is what the guests choose to do. Travel days can be long and tiring.

### **The Holiday**

The following days of our holiday will be spent enjoying ourselves and taking part in the activities that guests would like to do and that the resort/holiday destination has to offer.

We will try to complete the activities that each guest would like to do but this will also be dependent upon the group. On the first day of the holiday we have a group discussion to gain a consensus on what everyone would like to do and plan the days accordingly to try to meet all guests' requirements.

### **The Last Day**

On our last day we build in some time to relax - as travel days can be rather arduous - and some time to pack our belongings and holiday gifts. Flight times dictate our leaving times from our resort. We will travel to the airport, check in, drop off our bags and go through security.

Once we are in the departure lounge we will purchase our packed lunches for the plane journey. Guests can purchase snacks and drinks on the aeroplane if they wish.

Once we land back in the UK, we will clear passport control, collect our luggage and return to our vehicle for the journey home.

Guests will be dropped off starting with those who live closest to the airport. The traffic can create delays, so if we are running late as a result we will keep you informed of any changes in drop-off times. If guests are requiring a meal on the way home we will stop off at services to allow them to purchase these but again this is all dependant on home arrival time.

We hope this information is helpful and provides a snapshot of a typical holiday to you. If you wish to discuss anything in more detail please [contact us online](#) or call 01536 428370. You can also view our [terms and conditions](#) online for more information.