

# ALL ABOUT YOUR HOLIDAY

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ABTA  
ABTA No. Y1256



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## INTRODUCTION

Going on holiday is exciting – there are new surroundings to explore, activities to undertake and a whole variety of foods and drinks to sample. Experiencing other ways of life and cultures can however involve differing safety standards to those that you may expect to encounter at home. To help ensure that you have a really enjoyable holiday we've compiled the following tips and information for your comfort and wellbeing. We hope you find them useful.

## YOUR INSURANCE

- It's strongly advised that you take out adequate travel insurance for the duration of your holiday.
- Before undertaking any activity, please ensure that you are adequately covered by the terms and conditions of your insurance policy.

## ACCOMMODATION

### BALCONIES & FULL LENGTH GLASS DOORS / WINDOWS

- Please don't sit on the balcony wall / railings or attempt to climb up the balcony or from one balcony to another. It's also not advisable to lean over them.
- If you have young children please make sure they are not left unattended on the balconies.
- Be aware that glass doors and windows may not necessarily be equipped with toughened glass, nor may they have markings to make them more evident. Caution should be taken at all times.
- Take extra care in bright sunlight as it may not be obvious whether the door / window is open or closed.

### BATHROOMS

- Take care in bathrooms as condensation and water spray can make surfaces slippery and bath / shower floor mats may not be provided.
- Do not use mains electrical appliances near to water.

### COOKERS, GAS WATER HEATERS & ELECTRICAL APPLIANCES

- If you have a cooker in your accommodation, always check that it's switched off when not in use. If it's a gas cooker, the supply is usually from a bottle located under, or near, the hob. As an extra precaution, turn the gas off at the cylinder when you're not using it.
- Follow any instructions relating to the use of gas / electrical appliances. Don't tamper or try to mend any fixtures or fittings.
- Never leave cookers unattended when in use.
- Please report any faults, suspected gas leaks or other unsafe conditions immediately.
- If you smell gas within your accommodation:-
  - Extinguish any naked flames and do not use any matches or lighters.
  - Do not switch any lights or other electrical appliances on or off.
  - Open all doors and windows.
  - Leave the building and allow sufficient time for the gas to disperse.
  - Inform reception or your Customer Helper at the earliest opportunity.
  - Never attempt to locate a gas leak yourself, or tamper with the gas supply.

If you spot any defects or hazards in your property during your holiday, please ensure that you bring them to the hotel's or your Customer Helper's attention at the earliest opportunity.



**24-7 CUSTOMER HELPLINE 0044 113 387 9501**

For added peace of mind, our UK-based team are here to help 24 hours a day, 7 days a week.