

Ulf Ryberg

From: Monica Åstradsson <monica.astradsson@telia.com>
Sent: Monday, September 16, 2019 16:45
To: Ulf Ryberg
Subject: VB: BSW-1159 Slutliga KORREKTA VOUCHERS / TRANSFERS etc
Attachments: PETER JANSSON-1159.pdf; PETER JANSSON-GOLF.pdf; PETER JANSSON-HOTEL.pdf

From: Monica Åstradsson <monica.astradsson@telia.com>
Sent: Monday, August 05, 2019 09:20
To:
Subject: BSW-1159 - ALLT BETALT - INFO

Halloj,

Hoppas att ni får njuta av det fina väder vi har....

Kolla att allt stämmer....

Och att passen ska vara giltiga minst 6 månader efter hemkomst har ni koll på?

Ha det bäst!

Monica

0722116660

Thank you again for your booking and payment. I have attached all vouchers and final invoice.

Please note below details regarding to your golf holiday;

ARRIVAL

Our resort representatives will meet you outside of the arrival doors of the airport terminal holding a Bilyana Golf Sign. Please state the name of the lead person in the group and your hotel and you will be directed to your transfer vehicle.

For your return airport transfer, you will be informed of your exact pick up time when our resort operation schedule is completed 1-2 days before your departure. Generally we pick up 3 hrs before the flight departure time. Regarding to any changes with your flight arrangements please inform us as soon as you know by contacting our office and resort Area Manager.

You will have a scheduled welcome meeting on the first day of your holiday so please attend and discuss the week's tee times and pick up arrangements with our reps. Please also bring your flight tickets for confirming your return transfer arrangements. Bilyana Golf Holidays will not be liable for any missed departures due to incorrect travel information.

HOW TO CONTACT OUR BELEK RESORT TEAM

Belek Operation Office: 0090 324 725 4747

BILYANA GUIDE: 0090 541 230 7757

Antalya Office: 0090 242 324 44 84

IMPORTANT POINTS ABOUT YOUR HOTEL & THE GOLF COURSES

Clearly label your golf bag so it's obviously yours.

Things are generally priced in Euros due to the vast number of Europeans visiting Belek. However all main currencies are welcome.

Buggies at the time of writing are 30-40 Euros and Trolleys are 5-7 euros. Buggies are not pre-bookable.

Golf Courses and Club House facilities are not part of the All Inclusive concepts offered by the hotels.

Shoe and club cleaning services at courses are sometimes offered free of charge, but please remember the staff work for tips.

When tipping Bilyana drivers, reps & tour guides, we are often asked how much and when to tip. This is at your own discretion, but any collection at the end of the week given to your rep is the best way and always much appreciated. To guide you, €5-€10 per person in your group is what most of our clients are arranging for our operation team for their prompt and Professional service during your stay. Please inform your sales rep via email upon your return with any feedback as well if having done so.

Any accidents, lost items should be reported to our rep. Check your transfer vehicle before you leave it. Especially the overhead storage facilities.

Weather Delay and Rain Check Policy

In rainy days, as long as golf club won't shut down the course, the rain check or refund is not applicable. If you don't want to play in rainy day, to change your game please contact to golf course or Bilyana Repç on the same day not the day after.

Otherwise golf course charge full green fee and won't provide any rain check or refund.

IMPORTANT

From 01 January 2015 you might no longer be able to obtain your visa at the border (Antalya or Istanbul). From the above date please check below line if your country applies new visa regulation and if than you can book your visa online at www.evisa.gov.tr **Also from 01 January 2015 your passport must be valid at least for 6 months.**

CANCELLATION POLICY

If you or any member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges as set out below, unless alternative cancellation charges are advised at the time of booking. The cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling:

Period before departure within which notice of Cancellation by you is received	Amount of cancellation charge
More than 56 days prior to departure	Loss of deposit
28 to 55 days prior to departure	40% of total holiday cost, or loss of deposit if greater.
14 to 27 days prior to departure	75% of total holiday cost, or loss of deposit if greater.
Less than 14 days prior to departure	100% of total holiday cost

CANCELLATION POLICY WITH MEDICAL REPORT

" If client cancel the trip 15 days and up to 1 day before arrival date with medical report 50 EURO will be cut per person and rest of amount will be refunded.

* In case of NO SHOW application at hotels and golf courses; All NO SHOW cost will be reflected to client without significant cancellation date.

If you have any further request, please do not hesitate to contact me.
We very much look forward to welcoming you out here to the excellent Belek golf resort.