



# A&K GUARDIAN ANGEL SERVICES

Tailor-Made travel is all about you, not everybody's requirements are the same. Our unique Guardian Angel service is a network of local high-touch service experts throughout Europe who are there to ensure every aspect of your trip runs seamlessly.

Offering three tiers of on the ground service delivery, we are happy to discuss the service level best suited to your needs.

WHAT'S INCLUDED?	A&K Basic	A&K Gold	A&K Platinum
24 hour contact number for travel emergencies	✓	✓	✓
Personal concierge meeting upon arrival at the airport	X	✓	✓
Personal concierge meeting at every hotel	X	X	✓
Personal local concierge available throughout your journey	X	✓	✓
Restaurant & ticket reservation service at no extra charge	X	✓	✓
Flexibility to change plans in-destination*	X	✓	✓
Personal assistance & luggage portorage at railway stations**	✓	✓	✓
VIP jetbridge meet & greet upon arrival**	X	X	✓
Airport portorage upon arrival & departure**	X	X	✓
VIP departure assistance from the airport**	X	X	✓

\* Extra charges apply for changes/extra services made in-destination \*\* Where available



**A&K BASIC SERVICE NOT INCLUDING GUARDIAN ANGEL**  
 During your trip you will have a 24 hour contact number for travel-related emergencies. You will not be met or contacted by a Guardian Angel, nor will you have the flexibility to change your confirmed trip on the ground. This service level is suited to independent travellers seeking our best value method of travel. For the true benefit of an A&K journey we strongly recommend selecting the A&K Gold GA Service.

**A&K GOLD SERVICE INCLUDING GUARDIAN ANGEL**  
 On arrival in your destination, your local Guardian Angel welcomes you and provides their contact details, should you need assistance or advice during your stay. This service ensures you enjoy your vacation with local insight into dining, experiences and tour recommendations. Subject to availability they are also able to make adjustments to your journey.\*

**A&K PLATINUM SERVICE INCLUDING GUARDIAN ANGEL AS YOUR PERSONAL CONCIERGE**  
 Arrive like a true VIP when you are met at the aircraft door\*\* with an experienced Guardian Angel at your entire disposal to accommodate your needs from the moment you land to the moment you depart. It's your vacation and your personal concierge is a knowledgeable local person on-hand to adjust and enhance your experience.