

# ON THE GROUND

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 is to your full satisfaction.

Some guests may enjoy the thrill of travelling independently whilst others appreciate having a local friend available at all times to create a seamless journey. We now offer three tiers of on the ground service delivery, your A&K Travel Consultant will be happy to discuss the option best suited to your needs.



## A&K BASIC SERVICE NOT INCLUDING GUARDIAN ANGEL

During your holiday 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 suitable for guests who are experienced, independent travellers seeking our best value way to 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, and should you ever need assistance or advice during your stay, you may dial your Guardian Angel's mobile phone for prompt, courteous service. This service ensures you spend time enjoying your vacation with a locals' insight to dining, shopping and tour recommendations. Subject to availability they are also able to make minor 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\*\* and an experienced Guardian Angel at your entire disposal to fulfil 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 vacation experience.

**Please contact your A&K travel consultant who will be happy to discuss the cover that is most suitable to your holiday.**



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 at a supplement cost