



# Florida

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Walt Disney World RESORT FLORIDA

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# Introducing Florida

The Sunshine State's famous for its theme parks, but that's not the only thing it's got up its sleeve...



## DAYTONA BEACH

Get the full picture on page 124



## FORT MYERS BEACH

Take a closer look on page 124



## KEY WEST

Click here for more information on where we fly.

**MORE INFO**

## STAYING SAFE AND HEALTHY ABROAD

The Foreign, Commonwealth & Development Office (FCDO) and National Travel Health Network and Centre have up-to-date advice on staying safe and healthy abroad.

See [gov.uk/travelaware](https://gov.uk/travelaware) and follow @FCDOtravelGovUK on Twitter and [facebook.com/FCDOtravel](https://facebook.com/FCDOtravel) – for the latest general FCDO travel advice, including coronavirus travel guidance, security and local laws, and passport and visa information.

See [gov.uk/foreign-travel-advice](https://gov.uk/foreign-travel-advice) – for FCDO travel advice about individual destinations.

See [tui.co.uk/destinations/info/travel-aware](https://tui.co.uk/destinations/info/travel-aware) and [tui.co.uk/destinations/info/travel-with-confidence](https://tui.co.uk/destinations/info/travel-with-confidence) – for travel advice from TUI.

See [travelhealthpro.org.uk](https://travelhealthpro.org.uk) – for current travel health news.

The advice can change, so check regularly for updates.

**travel  
aware**  
[gov.uk/travelaware](https://gov.uk/travelaware)





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on page 15



## MIAMI



## WE'RE HERE FOR YOU 24/7

While you're on holiday, we're available 24/7 via our TUI app. And you can also reach us by phone and SMS if you prefer. When you message us through the app or text us, our fully trained teams aim to get back to you within 30 minutes.

Click here to download the **TUI app**  
to your phone:

**MORE INFO**



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✈ The flight times shown here should be used as  
a rough guide only, as they can vary. All times are  
from London Gatwick.

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see Our Agreement with You and Yours with us for our  
terms and conditions.

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# Where's next?

Experiences expanded. Horizons broadened.

Boundaries broken. Memories made.

Curiosity fed. Self lost. Self found.

Live Happy.

When you travel with TUI, anywhere can happen.







# Trust in TUI

There's nothing more important to us than making sure you have an amazing holiday. We're there for you throughout your holiday, all the way from when you book to when you return – and we always bring you home.

But don't just take our word for it – readers of the UK's most-read newspaper have voted us '**Most Trusted Travel Company**' and we've scooped thousands of 'excellent' reviews on Trustpilot.

We also know that for you to Live Happy, great value has to be a given. That's why we're the home of holiday value.

**MORE INFO**



**Click the button** or visit [tui.co.uk/value](https://tui.co.uk/value) for tips, tricks and deals.

**MORE INFO**



**Click the button for** more on our reviews and awards

Don't forget, all our package holidays are backed by the safety net of ABTA and ATOL protection, alongside 24/7 support – plus lots of helping-hand features – on the TUI app.

# Melbourne Orlando International Airport

Our flights to Florida touch down at Melbourne Orlando International Airport.  
Here's why we reckon it's the state's best airport...



## Landing in style

It's no coincidence that Melbourne Orlando International Airport has bagged first place in a list of North America's most scenic airports. The runways sidle right up to the Sunshine State's eastern shores, which means you'll have standout views of Florida's Space Coastline as you come in to land. Look out the windows at the Indian River on your approach, plus the famous launchpads of the Kennedy Space Center. And, as TUI's the only transatlantic airline to fly here, you'll have a unique slant to your holiday.

## New terminal

The airport itself is looking tip-top after a multi-million dollar makeover, which has been carried out with TUI customers in mind. You can watch 787 Dreamliners land and take off from the comfort of the brand-new panoramic terminal building. The international arrival gates have been built just a short walk from the arrivals hall and customs, too, to speed things up when you arrive. And there's a brand-new air traffic control tower and upgrades to all three runways.





## ORLANDO

**Melbourne Orlando International Airport**  
Flight time:  
9 hours from  
London Gatwick

DAYTONA BEACH

KENNEDY SPACE CENTER

COCOA BEACH



WEST PALM BEACH

FORT LAUDERDALE

MIAMI

KEY LARGO



### First-class location

Once the wheels touch down on the tarmac and you're through the airport, you'll see just how handy the location is. You've got the likes of **Cocoa Beach** a 30-minute drive away, plus **Cape Canaveral** and the **Kennedy Space Center** about 50 minutes' drive north. Spend around an hour on the road, and you'll find yourself right in the heart of **Orlando**. That means easy access to **Walt Disney World Resort**, **Universal Orlando Resort** and International Drive, plus the stores and restaurants of The Florida Mall. Plus, it's just as simple to reach some of the state's best villa resorts – the likes of **ChampionsGate** and **Windsor Hills** are 20 minutes' drive further on.





# See more on a Multi-Destination holiday

Can't decide between beach, city or theme park? Now you don't have to. Our **Multi-Destination holidays** let you tick off two or three at a time, in one easy-to-book package.



## SHOPPING AND SLIDES



### International Drive & Universal Orlando Resort

This Multi-Destination holiday will keep you on your toes from the moment you touch down. You'll spend the first part of your trip on International Drive, where you'll have endless entertainment options, from comedy shows to games of minigolf and museums. Plus you're only a 15-minute drive from *Walt Disney World Resort*, and plenty of the hotels along this stretch offer a shuttle service to and from the Theme Parks. You'll stay in a hotel at Universal Orlando Resort for the second half of your holiday, where you can hit the movie-inspired rides of Universal Studios Florida, explore mythical lands at Universal Islands of Adventure and make a huge splash at Universal Volcano Bay.

## SIGHTS AND SANDS



### Florida Home & Atlantic Coast

This Multi-Destination match-up kicks off in a typical Florida home. You can sit back and relax, or take advantage of the included car hire and explore the local legendary theme parks, tee-off at one of the state's championship golf courses, or take your pick from the lively bars and restaurants. After you've explored Florida like a local, it's off to the Atlantic Coast for sun-soaked sandy shorelines and surf-worthy waves. Miami Beach is one of the most iconic bays plotted along this coast – it's renowned for its lively atmosphere, plus it's lined by historic Art Deco buildings and first-rate restaurants.





## COASTERS AND COASTLINE



Universal Islands of Adventure



Miami

## Universal Orlando Resort & Miami

Fancy a slice of Florida's slide and ride action, but want to pencil in a few beach days, too? This Multi-Destination holiday gives you the best of both worlds, and car hire is part of the deal, too. You'll start your trip with a stay in a Universal Orlando Resort hotel, where you will enjoy exclusive theme park benefits including complimentary transport to the Universal Orlando theme parks. The second half of the trip's more about relaxation than rides, when you'll stay in Florida's most iconic city – Miami. The lion's share of hotels in our collection are pulled up to the sand in South Beach – it's the jumping off point for shopping trips and sunbathing sessions.

Our Multi-Destination holidays mean you can mix up your trip to Florida, by seamlessly blending coasters, coastlines and culture. Here's a look at some of the options available...

## HOW DOES IT WORK?

We've already done the hard work for you, by lining up a range of expertly chosen, ready-made Multi-Destination holidays. Just pick the one with the destinations and durations that you want, select your hotels, and book. We'll send you an immediate email confirmation, so you can start looking forward to your holiday right from the get-go.



1

## COMBINE

Decide whether you want a tour, a city stay, a self-drive holiday, or a two-in-one beach break.



2

## CHOOSE

Select from our range of pre-planned out Multi-Destination holidays, and then pick your hotels.



3

## BOOK

Book online in just a few clicks and receive instant confirmation via email.



For more about our Florida beach destinations, flick to **page 124**. And for our full range of Multi-Destination breaks, visit **[tui.co.uk](http://tui.co.uk)** or a **TUI Store**.





# Kennedy Space Center Visitor Complex

Where the most amazing things on Earth leave Earth. Look up and be inspired...

## COSMOS CALLING

Kennedy Space Center Visitor Complex brings to life the epic story of the US space programme, offering a full day of fun, inspiration and educational activities. Come face-to-face with an astronaut, stand next to space shuttle Atlantis and go behind the gates on a bus tour of NASA to see launch pads and the Vehicle Assembly Building.



## ASTRONAUT-INSPIRED ATTRACTIONS

Kennedy Space Center Visitor Complex is a place to touch, feel and be immersed in the world of space exploration. Marvel at the Historic Saturn V Rocket, the vehicle that took 12 bold adventurers to the moon and back, and then watch a recreation of the historic landings in the Apollo Lunar Theatre. Then venture inside Heroes & Legends, which takes you through the US Astronaut Hall of Fame®, before losing yourself in IMAX® 3D space films, or watch as little ones explore Planet Play.

## MUST-DO DAYTRIP

If you've got Orlando as a base, it only takes around 45 minutes to drive to Kennedy Space Center Visitor Complex. It's located on Florida's aptly named 'Space Coast', which gets its name from the historical significance of NASA-launched missions from the Sunshine State. Be sure to check out the newest attraction, Gateway: The Deep Space Launch Complex. This bold new attraction explores the future of space travel while highlighting what is happening right now in the space program.



For more details, head to [kennedyspacecenter.com](https://www.kennedyspacecenter.com)





# Florida Coastal Breezes Self Drive Tour

• St. Augustine • Savannah • Orlando

## Highlights

- Visit historic St Augustine
- Picnic in Forsyth Park
- Ride rollercoasters in Orlando

## MAP KEY

○ Overnight location ▲ Attraction



This eight-day Self-Drive tour gives you a flavour of Florida's historic side, with balmy beaches, action-packed theme parks and a trip to neighbouring Georgia thrown in.

## DAY 1. FLY TO FLORIDA

Your adventure begins when you touch down in Melbourne Orlando International Airport today.

## DAY 2. FREE DAY IN ST AUGUSTINE

You've got today to spend however you like in St Augustine – Florida's oldest city.

## DAY 3. HISTORIC SITES IN SAVANNAH

Today, you'll make your way to Savannah, Georgia. It's about a three-hour drive, and you'll have the rest of the day free when you get there.

## DAY 4. FREE DAY IN SAVANNAH

You'll have the whole of today to explore more of what Savannah has to offer.

## DAY 5. DRIVE ALONG THE ATLANTIC COAST TO ORLANDO

Today, a road trip back to Florida's on the agenda. It's around a four-hour drive from Savannah to Orlando, where you'll spend the next two nights.

## DAY 6. FREE DAY IN ORLANDO

You've got today free to check out Orlando's thrills – whether it's riding rollercoasters, eyeing up film sets or shopping for designer goodies.

## DAY 7. KICK BACK AT MELBOURNE BEACH

You'll make the 90-minute journey to Melbourne Beach today, where you'll have the rest of the day to chill out.

## DAY 8. FAREWELL, FLORIDA

It's time to say goodbye today, as you head to Melbourne Orlando International Airport to return your rental car and catch your flight home.

## DAY 9. HELLO, HOME

You'll land back in the UK today following your overnight flight.

Click the button below for the latest prices.

Tour duration: 9 days

## Price includes

✈ Flights

🚗 Your own vehicle

🏠 Hotels

Split between 4 x hotels of a 2\* and 3\* standard. You'll stay at the following or similar: Best Western Historical Inn on days 1-2, Best Western Savannah Historic District on days 3-4, Grand Hotel Orlando at Universal Boulevard on days 5-6 and Doubletree Guest Suites at Melbourne Beach Oceanfront on day 7.

🍴 Meals

None included

🚗 Self-drive tour

## Need to know

**Tour pace:** Moderate

**Best for:** Culture

**2024-25 Dates:** April - November

**UK departure day:** Daily

For up-to-date entry requirements, check the FCDO's website.

Ready to find out more?

[VIEW ONLINE](#)

Or call 0203 451 2688\*





Miami Beach, Florida

# Florida Family Fun Self Drive Tour

• Orlando • Space Coast • Miami Beach • Key West • Florida's Gulf Coast

## Highlights

- Visit Orlando's theme parks
- Drive through the Florida Keys
- Spot alligators and turtles

## MAP KEY

○ Overnight location ▲ Attraction

This 15-day Self-Drive tour shines a spotlight on the sunshine state's sugary beaches, action-packed theme parks and must-see wildlife.



## DAY 1. FLY TO ORLANDO

After touching down in Orlando, pick up your rental car and make your way to your hotel.

## DAY 2. FREE DAY IN ORLANDO

Today's yours to do as you please. Orlando's brimming with theme parks and shopping malls, so you'll have loads of attractions to pick from.

## DAY 3. FREE DAY IN ORLANDO

Another free day in the theme park capital of the world is on today's agenda.

## DAY 4. SEA AND SAND AT MELBOURNE BEACH

Today, you'll leave Orlando and make the 90-minute drive to Melbourne Beach – one of the gems along Florida's Space Coast.

## DAY 5. SWAP MELBOURNE FOR MIAMI

There's a three-hour drive on today's agenda – you'll be swapping laidback Melbourne Beach for big-hitter Miami Beach.

## DAY 6. FREE DAY IN MIAMI BEACH

You've got today free to explore some more of Miami Beach.

## DAY 7. MAKE TRACKS TOWARDS KEY WEST

After a four-hour drive, today's end destination is Florida's famous Key West – and there's plenty to see en-route.

## DAY 8. FREE DAY IN KEY WEST

Today's yours to spend at your leisure in the USA's southernmost point – Key West.



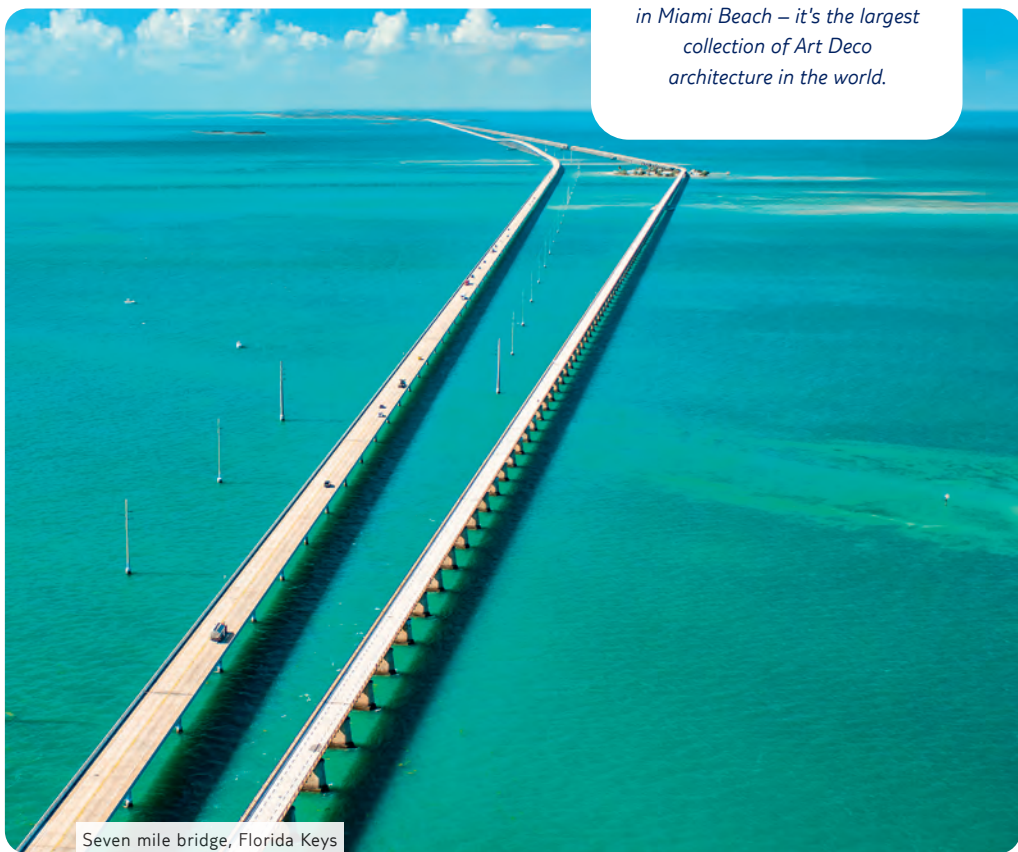


Tampa, Florida



### TOP TIP

*Check out the Art Deco district in Miami Beach – it's the largest collection of Art Deco architecture in the world.*



Seven mile bridge, Florida Keys

#### DAY 9. DRIVE THROUGH THE EVERGLADES TO FORT MYERS

You'll say farewell to Key West today, and make a beeline through the Everglades to Fort Myers Beach – the drive's around five hours

#### DAY 10. FREE DAY IN FORT MYERS BEACH

A free day in Fort Myers Beach is on the schedule today. Hit the sand, or go in search of Florida's must-see wildlife.

#### DAY 11. SAY HELLO TO SARASOTA

You'll leave Fort Myers behind today, and head to Sarasota. It's less than two hours' drive along the Gulf Coast, so you'll have plenty of free time.

#### DAY 12. FREE DAY IN SARASOTA

You've got today free to spend however you fancy in the city of Sarasota.

#### DAY 13. TAKE SOME TIME OUT IN TAMPA

Today, you'll make the two-hour drive back to Orlando. Stop at Tampa on the way – it's home to some of Florida's top theme parks.

#### DAY 14. FAREWELL, FLORIDA

It's time to wave goodbye to Florida today, as your adventure comes to an end.

#### DAY 15. HELLO, HOME

You'll land back in the UK today following your overnight flight.

**Click the button below for the latest prices.**

Tour duration: 15 days

### Price includes

Flights

Your own vehicle

Meals

None included

Hotels

Split between 6 x hotels of a 3\* standard. You'll stay at the following or similar: CoCo Key Hotel & Water Resort on days 1, 2, 3 and 13, Hilton Melbourne Beach Oceanfront on day 4, The Alexander All Suite Oceanfront Resort on days 5-6, Fairfield Inn & Suites Key West at The Keys Collection on days 7-8, Outrigger Beach Resort on days 9-10 and Holiday Inn Sarasota-Lido Beach @ The Beach on days 11-12.

Self-drive tour

### Need to know

**Tour pace:** Leisurely

**Best for:** Adventure

**2024-25 Dates:** Year-round

**UK departure day:** Daily

For up-to-date entry requirements, check the FCDO's website.

**Ready to find out more?**

**VIEW ONLINE**

Or call 0203 451 2688\*





# Why Florida is better with TUI

We're flexible when it comes to where you stay, too – you can choose one hotel to base yourself at for your whole trip, or opt for a Multi-Destination getaway, where a second location or hotel is added to the mix.

## MULTI-DESTINATION BREAKS

Because there's so much to see in Florida, we've come up with a way for you to get extra bang for your buck.

Our Multi-Destination holidays do exactly what they say on the tin – splitting your break between two or more top-drawer destinations or hotels.

You can blend together the likes of Orlando, Universal Orlando Resort and a whole host of Florida's seaside spots – ranging from Clearwater to Cocoa Beach.

## ORLANDO HOLIDAYS

Theme parks are Orlando's bread and butter, and you deserve to see the lot. That's why we offer so many options when it comes to admission, ranging from *Walt Disney World* Resort packages to deals that tick off all three Universal Orlando Resort theme parks. There's an all-in-one SeaWorld Parks option, too, which includes the likes of Aquatica and Busch Gardens. And aside from the magic and movie-inspired resorts, we've got a big line-up of swanky villas and stylish hotels to pick from.

## TUI EXPERIENCES

We want you to get the most out of your Florida getaway, and there's no better way to do that than with our TUI experiences. Theme park ticket deals are part of the line-up, but that's barely scratching the surface.

You can have lunch with an astronaut at the Kennedy Space Center, go back in time with a night at Medieval Times, or get your dribble and dunking fix at an NBA basketball game. Outdoor adventurers, meanwhile, can explore the Everglades on an airboat or take a pirate cruise off the coast of Clearwater Beach. For the full list of TUI experiences, visit [tui.co.uk/things-to-do](https://tui.co.uk/things-to-do).



# Welcome to Orlando

Theme parks, mega malls and golf courses – Orlando has more than one string to its bow...



## SHOP AND DINE



Orlando has some of the best shopping hotspots in the USA. The supersized Florida Mall boasts more than 250 shops, while the Mall at Millenia serves up designer labels alongside American favourites like Macy's. Bargain hunters can choose from two different Premium Outlets. After you've worked up an appetite, I-Drive and nearby Restaurant Row are meccas for hungry tourists. Similarly, Winter Park has everything from Italians and gastro pubs, to oyster bars and smokehouses.

## TEE OFF



With over 170 courses and 20 academies, golfing in Orlando is a must. It's no wonder big-hitters like Tiger Woods, Rory McIlroy and Dustin Johnson all call this place home. There are tonnes to pick from, with swanky country clubs sharing area codes with award-winning public courses. Take the Grand Cypress Golf Club, for instance – its greens were designed by none other than championship golfer Jack Nicklaus. Woods, bunkers, slopes and sweeping plateaus are part and parcel of a game here.

## WORLD-CLASS THRILLS



Universal Volcano Bay

Universal Orlando Resort, Walt Disney World Resort, the SeaWorld Parks – the big-name theme parks are all here. But there's so much more to see in Orlando. International Drive's newest attraction, I-Drive 360, includes a 400-foot 'Eye' to rival London's, as well as Madame Tussauds and a SEA LIFE aquarium. Near Kissimmee, you'll find Celebration – a community with quirky shops and pastel-tinted houses surrounded by lakes.



Disney's Animal Kingdom Theme Park





# Take to the skies

Flights for most TUI holidays are with our very own airline, which means a seamless experience from the moment you step on board. Here's what you can expect...



Find out about assisted travel

More info

## Why fly with TUI?



### FLY FROM 21 UK AIRPORTS

It's easy to find a flight that takes off near you.



### FLEXIBLE FLIGHT TIMES

We've got flight times and holiday durations to suit you.



### 70+ DESTINATIONS

We fly to more than 70 worldwide destinations.



### EASY AIRPORT EXPERIENCE

We offer day-before and self-service bag drop on eligible flights.



# Flying short and mid-haul

Flights of more than seven hours usually take place on our fleet of Boeing 737s.

You'll have at least a **28-inch seat pitch**. On board, you can buy a range of **food and drinks**, including great-value meal deals, hot and cold sandwiches, and snacks. If you're flying to Lapland, you'll get a complimentary meal, with a hot drink.

Your luggage allowance ranges from **20kg to 25kg**, depending on the type of holiday you've booked. And, you get 10kg hand luggage. Children under 2 get 10kg hold allowance\*. You can pool your luggage allowance with others on your booking – but each bag must weigh 25kg max.



Assisted travel



737 Max

## Seats & extras



### YOUR SEAT ON THE PLANE

Your seats will be automatically allocated to you when you check in. If you're travelling with a child under the age of 12, we'll make sure they're sat with at least one adult in your party – sat with means next to, across an aisle, or in front or behind.



### SELECT YOUR SEAT

Choose your exact seats from a plan of the plane by opting for our Select Your Seat service. You can add this on at the time of booking.



### SEAT UPGRADES

Extra Legroom seats give up to two extra inches on your seat pitch, and Extra Space Seats can be booked for adults. You can opt for either of these at the time of booking or afterwards.

# Flying long-haul

Long-haul TUI flights – of seven hours or more – take place on our 787 Dreamliners†. Flying on a Dreamliner's as soothing as it sounds. Here's why...

Our Dreamliners are quieter and more spacious than other planes, with a seat pitch of up to **32 inches** – they're designed for comfort. On your flight, you'll get a **three course meal** accompanied by a hot drink. Then, depending on the time of day, you'll be served afternoon tea or a breakfast before landing. We'll also pass through the cabin with complimentary bar services offering soft, hot and alcoholic drinks of your choice\*\*.

Your seat will have a **nine-inch TV** with headphones. You'll be able to choose from a selection of popular on-demand films, TV shows, music channels and games.

**20kg of hold luggage** comes as standard, along with 10kg hand luggage. Children under 2 get 10kg hold allowance\*. You can pool your luggage allowance with others on your booking – but each bag must weigh 25kg max.



Premium



Premium



## Fly Premium

Treat yourself by upgrading to Premium, and you can look forward to loads of extras, including...

- **Premium check-in** and bag drop, and **fast-track** through UK security and boarding.
- Biggest and **comfiest** seats, plus a pillow, blanket and **luxury** amenity kit.
- **Lounge access** at UK airports and some overseas airports.
- Pre-take-off glass of **bubbles**, drinks available throughout your flight\*\*, and a **four-course meal**.
- 10kg of luggage to carry on, and 25kg to put in the hold – just so you know, it's still 10kg for under 2s\*.

Prices start from just **£399** return per person.

Watch our video for more on the Premium experience.

Watch



\*Not included if you book flights only \*\*Excludes Champagne and Prosecco  
†The vast majority of long-haul TUI flights are on the 787 Dreamliner, but this is not guaranteed



# Flexible flying

We've teamed up with leading airlines to give you even more holiday choice...

We know that hunting for a holiday is a whole lot easier when you've got more choice. That's why we work with over 20 other leading airlines – like **British Airways** and **Emirates** – to help you tailor-make your time away with the exact dates, durations and airports that you want. Flexible flying also means that we can open the door to a wider variety of holiday hotspots, from **Mykonos** and **Zanzibar** to the **Maldives** and **Antigua**.

While you're away, it goes without saying that the great service you've come to expect from TUI will still be present and correct. Your holiday is of course still **financially protected by ATOL**, too. And, who you're flying with doesn't affect the support you'll get while you're away. You can still get in touch with us around the clock, if you need to.

**American Airlines**



## What you get

- 38-inch seat pitch with extendable footrest
- Amenity kits, pillows and blankets
- On-demand entertainment and noise-reducing headphones
- Pre-order meals with complimentary drinks
- Baggage allowance 23kgs

**BRITISH AIRWAYS**



## What you get

- Generous hand baggage allowance included
- Complimentary meals and drinks (long haul) or snack (short haul)
- New pre-purchase menu developed by Michelin-star chef Tom Kerridge (short haul)
- Baggage allowance 23kgs
- Activity pack for kids (long haul)  
Collect yours at the Family and Club World check-in zones at Heathrow Terminal 5, Gatwick or London City

**QATAR**  
AIRWAYS القطرية



## What you get

- Skytrax 2023 Best Airline in the Middle East
- Over 4,000 in-flight entertainment options including the Oryx Kids' Club
- One of the widest seats in the industry designed to bring ultimate space and comfort
- Complimentary drinks and meals with fresh ingredients and international flavours by award-winning chefs

**easyJet**

## What you get

- Allocated seating
- 23kg bag allowance
- Extensive onboard meal, snack and drinks options available for purchase
- Winner of Net Zero Strategy of the year at the UK Green Business Awards 2023



## What you get

- Award-winning entertainment system with up to 6,500 channels
- Complimentary multi-course meal and drinks
- Kids' meals, dedicated channels, special headphones, toys and infant amenity kits
- All Skyward members in every class get some form of free connectivity onboard

**TURKISH AIRLINES**



## What you get

- Skytrax 2023 Best Airline in Europe and Best Economy Class Catering
- 30kg luggage allowance (long haul), and 23kg to Turkey
- Complimentary meals and drinks
- Priority boarding for families with babies and children
- Kids' toys and amenity kits on long-haul flights
- Free Istanbul tours on layovers of between 6 and 24 hours

Just so you know, the details above relate to Economy Cabins



# Hit the highway

The Kennedy Space Center. Time-warped beach towns. Manatee-inhabited nature reserves. You can really get to know Florida with our car hire. Here's how we make it easy for you to hit the road and explore.

It's easy to add car hire to your Florida holiday, so that getting about under your own steam's even simpler. If you've got coach or taxi transfers included as standard, and you'd rather switch to your own set of wheels, it's straightforward to upgrade\*\*.

You can select Alamo Car Hire when booking a holiday to Florida. Choosing to hire a car gives you the freedom to get the most out of your holiday. Driving is a really easy way to get around in the Sunshine State – the roads are well maintained and signposted, and petrol is very reasonably priced. All of our Alamo cars feature automatic transmission and air conditioning.

## WHAT IS INCLUDED IN YOUR ALAMO FULLY INCLUSIVE PACKAGE?

In addition to Third Party Liability, with the Fully Inclusive package you get:

- Collision Damage Waiver<sup>††</sup>. Please note, rentals within New York State are subject to a \$100 excess.
- \$1million Liability Coverage (Liability Protection LP). This is up to an aggregate, single limit of \$100,000.
- Uninsured Motorist benefit, up to an aggregate, single limit of \$100,000.

<sup>††</sup>Collision Damage Waiver, or CDW. If you are involved in an accident, CDW relieves you of all responsibility for the collision and covers you for all damage to the car up to its full retail value regardless of fault. Alamo reserves the right to refuse a replacement vehicle to anyone who has had an accident, a breakdown or contravened the law as a result of their negligence.

## DID YOU KNOW?

Our car hire offer also includes free GPS, making it easy for you to navigate the Sunshine State.

For full terms and conditions for our Florida car hire, take a look at our A-Z Guide.

## Why not upgrade to Gold insurance?

In addition to Third Party Liability protection you get...

- All the benefits of the Fully Inclusive package
- Free tank of fuel
- Up to three additional drivers

Just so you know, there's a minimum four-day rental for the Gold package.

## ADDITIONAL CHARGES AND OPTIONAL EXTRAS

The extra charges below may also apply to your car hire booking, so it's worth having a look through them before your holiday. These can all be paid for when you collect your hire car.

**ADDITIONAL DRIVER SURCHARGE** If two or more people are going to be driving the car, you'll need to pay an additional driver surcharge of \$15 per driver, per day, plus taxes and local surcharges.

**DEPOSITS** You'll need to leave a credit card imprint in the name of the driver when you pick up the car.

**CHILD SEATS** Remember, child seats are compulsory for children under 6 years. You can hire these locally for an additional fee of up to \$6.99 per seat per day, plus taxes, with a maximum of \$70.00 per every 30 day rental per infant/child seat. Please note; Alamo staff are not allowed to help fit car seats due to liability reasons.

**FUEL** Your car will come with a full tank of fuel. You can choose to simply return the car with a full tank, or pay for this upfront at the time of rental – the charge for this will be based on the average pump price for mid-grade fuel.

**YOUNG DRIVER SURCHARGE** The minimum age for hiring a car in Florida is 21 years, but drivers under 25 will need to pay an additional young driver surcharge of \$25 per day, plus taxes and local surcharges.

**RETURNING YOUR CAR** Alamo operates a 24-hour rental system, so on your last day you'll need to return the car by the same time you originally collected it. It's important to stick to this, or you'll be charged for an extra day's rental.

Please also remember, all extras purchased locally are subject to airport operating fees, handling fees and taxes plus local sales tax of approximately 7%. For full terms and conditions for our Florida car hire, take a look at our A-Z Guide.

## INTERMEDIATE 4-DOOR

Hyundai Elantra\* or similar



## INTERMEDIATE SUV

Toyota RAV4\* or similar



## STANDARD SIZE SUV

Nissan Pathfinder\* or similar



## STANDARD SIZE

VW Jetta\* or similar



## CONVERTIBLE

Ford Mustang\* or similar



## 15-SEATER VAN

Ford Transit Wagon\* or similar



All prices can be found online.

## BEAT THE QUEUES AT THE COUNTER

You can save time at the counter when you activate **Accelerated Check-In** online. Just pop your details in online and follow the instructions. If **Skip the Counter** is available at your location, you'll be able to activate that at the same time by following the instructions. Then, when you land, you can go straight to your rental car.

Visit [alamo.co.uk/en/reserve/check-in-partners-lookup/tui](https://www.alamo.co.uk/en/reserve/check-in-partners-lookup/tui)

\*Please note that these are example models and similar models may be provided when you pick up your car. \*\*To upgrade to car hire, or to book a 15-seater van, please ask your Travel Expert or call us on 0203 451 2688†. †Calls to 020 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.



# Green & Fair hotels



At TUI, we believe in responsible travel. In fact, our ever-growing range of **Green & Fair** hotels helps us support local communities in our destinations, look after the environment and create holiday memories in a way that tries to minimise any impact on Mother Earth.

## WHAT ARE GREEN & FAIR HOTELS?

Green & Fair hotels have been recognised by an independent organisation for their sustainability standards, according to criteria set by the Global Sustainable Tourism Council (GSTC). The GSTC Criteria works as a worldwide standard in sustainability that all hotels should strive for, and is focused around four key areas:

- ✓ Sustainable management
- ✓ Environmental protection
- ✓ Social and economic support of the local community
- ✓ Recognising and promoting cultural heritage

If a hotel has earned a certification that shows it complies with the GSTC Criteria, we award it with a Green & Fair label. This badge of honour not only shows off hotels with more planet-friendly practices, it also makes it easier for you to make more sustainable holiday choices. Just look for the Green & Fair label when you're browsing for your next getaway.



**GREEN & FAIR HOTELS**

Find out more about the  
GSTC Criteria at  
[gstccouncil.org/gstc-criteria](https://gstccouncil.org/gstc-criteria)



Looking to find out more about our sustainability work? Simply click the button to visit our sustainability page. Or, use your web browser and visit [tui.co.uk/destinations/info/sustainability](https://tui.co.uk/destinations/info/sustainability)

**Find out more**





# The TUI Care Foundation

The TUI Care Foundation turns holidaymakers' love of travel into something that makes a difference. It uses the positive power of tourism to improve the lives of young people, care for the natural world and help local communities thrive.

By creating projects that use tourism as a force for good, this independent Foundation works globally with local partners and international organisations to create meaningful and long-lasting impact. With over 30 projects in 25 countries, the TUI Care Foundation focuses on the specific needs of a destination.

In Cape Verde and Turkey, for example, it's working with organisations in resort to help protect native sea turtles. And, over in the Dominican Republic, its TUI Academy is

empowering young people with vocational training, to help them find jobs in the hospitality industry.

## WORKING TOGETHER

For every booking to a Green & Fair hotel, we also donate £1 per person to the TUI Care Foundation, plus, you have the option to donate an additional £1 per person when you book. This helps support the foundation's projects in holiday destinations around the world.



TUI Academy, Dominican Republic



TUI Turtle Aid programme

## DID YOU KNOW?

Booking a Green & Fair hotel stay isn't the only way you can contribute to the TUI Care Foundation. You can also pledge whatever you'd like at [tuicarefoundation.com](https://tuicarefoundation.com). Plus, when you're booking a TUI holiday, keep an eye out for the 'Adopt a Tree' and 'Adopt a Turtle' check boxes on the 'customise your holiday' page.





## Meet the parks

Florida and theme parks go together like Mickey and Minnie. Coasters and characters are the Sunshine State's bread and butter, so there's a day out to suit absolutely everyone. *Walt Disney World* Resort counts nature adventures and big-screen sensations in its repertoire. Get ready for classic favourites and new adventures at *Walt Disney World* Resort in Florida.

Another of Orlando's theme park heavyweights is Universal Orlando Resort. Here, you can immerse yourself in your favourite TV shows and movies – including *The Wizarding World of Harry Potter™* at Universal Studios Florida and Universal Islands of Adventure. Add the thrills and relaxation of Universal Volcano Bay – a tropical water theme park – and the picture's nearly complete.

SeaWorld®, Busch Gardens®, Discovery Cove® and Aquatica® are the final piece in the puzzle, serving up wildlife-inspired thrill rides, once-in-a-lifetime animal encounters, and the chance to simply float the day away.

All that's left to do is pick the package that suits you.

Book theme park tickets online or with one of our Travel Experts. For more Florida experiences visit [tui.co.uk/things-to-do](https://tui.co.uk/things-to-do)

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WALT DISNEY WORLD  
RESORT  
FLORIDA







## Universal Orlando Resort Tickets



**Enjoy 14 consecutive days of unlimited park to park access.**  
This ticket offers the best value and flexibility, and it's only available before you fly.

2025 Prices from	
Adult	Child (3-9)
£332	£324

Prices shown are a guide only and are correct at the time of publication. All prices can go up or down, please check price at time of booking or speak to one of our agents. \*The 2025 Universal Orlando 3 Park Explorer Ticket entitles one (1) guest admission to Universal Studios Florida, Universal Islands of Adventure, and Universal Volcano Bay on all days during a fourteen (14) consecutive calendar day period which includes the first day any portion of the ticket is used. First use must be on or before 31/12/25. The ticket will expire in full on 13/01/26. Unused days shall be forfeited. The 3 Park Explorer Ticket specifically excludes admission to separately ticketed concerts and special events at either of the parks or within any of the CityWalk venues. Some CityWalk venues require ages 21 or older for admission with valid Photo ID. Does not include admission to Universal Cinemark, or Hollywood Drive-In Golf™. Additional restrictions apply and benefits are subject to change without notice. Universal elements and all related indicia TM & © 2024 Universal Studios. All rights reserved.




## SeaWorld Parks & Entertainment® Tickets

**3-Visits for the Price of 2 Ticket + Eat Free**

**WHAT'S INCLUDED**

- Experience a day at SeaWorld, Aquatica PLUS Busch Gardens
- Enjoy access to all the rides and experiences they have to offer
- This ticket includes All-Day Dining at all three parks
- PLUS enjoy FREE return Shuttle Express service to Busch Gardens



**SEAWORLD PARKS & ENTERTAINMENT.**  
FLORIDA

SeaWorld Parks & Entertainment Tickets	Includes	2025 prices from	
		Adult	Child
3-VISIT TICKET	Enjoy a day at SeaWorld, Aquatica and Busch Gardens	£162	£158

This ticket is not available at any park's entrance and only available to buy in the UK & Ireland

All 2025 tickets must be booked and first used by December 31st 2025. All tickets are valid for 14 days from first use. The 3-Visit Ticket & All Day Dine is valid for one visit to each of the parks - SeaWorld, Aquatica and Busch Gardens. Eat all day with All Day Dine inclusions during your visit to each of the parks. The All Day Dine is automatically activated upon park admission. Enjoy 1 entrée, 1 side or 1 dessert and 1 regular-sized non-alcoholic beverage every 90 minutes at participating restaurants. Discovery Cove is a one-day experience. Guests must be at least 6 years of age to swim with the dolphins. Guests aged 6-12 must be accompanied by a paying adult who is also participating in the dolphin swim experience. Discovery Cove guests aged 3-5 must purchase the non-dolphin swim package. Children 0-2 years of age are free of charge. Unlimited free parking at SeaWorld, Aquatica and Busch Gardens is only available with the Discovery Cove Ultimate Package. Unlimited free parking is only valid for the duration of your ticket. This offer can be withdrawn or changed at any time. Free transportation is available on the Busch Gardens Shuttle Express service for any guests who have purchased a Busch Gardens inclusive ticket. Reservations are required and can be made by calling 800-221-1339 or visiting <https://buschgardens.means.com>. Service schedule and stops are subject to change. © 2024 SeaWorld Parks & Entertainment, Inc. All Rights Reserved.

## Disney Magic Tickets


These tickets are specially designed for UK and Ireland guests. They're better value than at-the-gate tickets, as they come with a whole host of incredible benefits.

- Access to the Disney Parks – Magic Kingdom Park, EPCOT, Disney's Hollywood Studios, Disney's Animal Kingdom Theme Park, Disney's Blizzard Beach Water Park & Disney's Typhoon Lagoon Water Park†
- Park Hopper access to more than one Park on the same day
- Memory Maker\* with every 2024/2025 adult Disney Magic Ticket
- Access to ESPN Wide World of Sports Complex††, Disney's Oak Trail Golf Course and one round of miniature golf per day\*\*
- Savings in value seasons and use across non-consecutive days⁹

Disney Park Tickets	Adult 2025 Prices from	Child 2025 Prices from*
Disney 7-Day Magic Ticket	from £542	from £515
Disney 14-Day Magic Ticket	from £562	from £535

\*Memory Maker includes Disney PhotoPass photos and other digital content taken during the Memory Maker window and linked to the Memory Maker guest's Disney account. If Memory Maker is sold or ordered in combination with a Park ticket, the Memory Maker window for that Memory Maker entitlement will be equal to the usage window of the associated Park ticket and will automatically begin upon the first use of the associated Park ticket. The Memory Maker window will end upon the sooner of either the expiration or depletion of the Park ticket. Photos and other digital content will expire pursuant to the expiration policy at [https://disneyworld.disney.go.com/en\\_GB/photopass-terms-conditions/](https://disneyworld.disney.go.com/en_GB/photopass-terms-conditions/). Valid Theme Park admission is required for certain photo locations. Memory Maker is subject to Memory Maker terms at [https://disneyworld.disney.go.com/en\\_GB/photopass-terms-conditions/](https://disneyworld.disney.go.com/en_GB/photopass-terms-conditions/). Disney is not responsible for missing, lost or damaged photos or other digital content. Book by 31 December 2025 for arrivals until 31 December 2025. \*\*One round of miniature golf per day available at either Disney's Winter Summerland or Disney's Fantasia Gardens Miniature Golf Courses; round must start before 4pm. †Valid only on event days; some events priced separately. ††With Disney Magic Tickets you'll need to choose a specific date for when you'd like your usage window to start. You can use the Disney 7-Day Magic Ticket over 15 days and the Disney 14-Day Magic Ticket over 18 days. \*For child tickets, children must be aged 3-9 at time of use. All elements of your booking are subject to capacity and availability. Some experiences, shows or events may be modified depending on reasons including but not limited to adverse weather or refurbishment. Walt Disney World will not be liable for related consequences on your holiday or visit. Important details to know before you visit: [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws). Theme Park reservations will no longer be required for date-based tickets. For other admission types, Theme Park reservations may be required. Tickets will include admission to Disney's Blizzard Beach or Disney's Typhoon Lagoon Water Park, whichever is open. Currently reservation is not required to visit a Disney Water Park, but reservation requirements may change. Disney Water Parks are subject to rehabilitation, seasonal, capacity and weather closures. Information correct as of July 2024. © 2024 Disney. All Rights Reserved.





**Good to know**

Disney Magic Tickets include Park Hopper access giving you the flexibility to visit more than one Theme Park at any time of day during park hours (subject to capacity limitations).

Also, Theme Park reservations are no longer required for date-based tickets. A date-based Disney Park ticket requires you to choose a start date when you purchase but from there you can enjoy all the magic across the Disney Parks without having to pre-book.

**DISNEY WATER PARKS**

\*Tickets will include admission to Disney's Blizzard Beach or Disney's Typhoon Lagoon Water Park, whichever is open.

Please check [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws) for the most current information on Disney Water Parks.





A detailed map of Universal Islands of Adventure, showing various themed areas like Volcano Bay, Islands of Adventure, and Universal Studios Florida, with numerous ride and attraction logos. The map is a colorful, stylized representation of the park's layout, featuring various islands and waterways. Key areas include Volcano Bay at the top left, Islands of Adventure in the center, and Universal Studios Florida at the top right. Numerous ride and attraction logos are scattered throughout, such as Krakatau Aqua Coaster, Moana, KONG, Velocicoaster, Harry Potter, The Mummy, E.T., and many others. The map also shows the locations of hotels like the Aventura Hotel and Hard Rock Hotel, as well as dining areas like Cabana Bay and Royal Pacific. The bottom of the map features the CityWalk area and the Universal Orlando logo.

## A person wearing a dark, hooded costume with a large, glowing, mask-like face featuring a wide, illuminated mouth. They are standing in a crowd at night, with bright fireworks exploding in the background. The scene is dark, with the primary light sources being the costume's glow and the fireworks.

UNIVERSAL ORLANDO RESORT



# Which Universal Orlando hotel is right for you?

All of Universal's hotels put you close to the theme park action. Staying at any of them means you get Early Park Admission\* to selected attractions – with valid theme park tickets – free transport to the theme parks, free merchandise delivery to your hotel....

Here's a bit more about what's on offer...



Universal Endless Summer Resort  
- Dockside Inn and Suites



Universal Adventura Hotel



Loews Portofino Bay Hotel

Top picks for great-value and fun hotels include **Universal Endless Summer Resort - Dockside Inn and Suites**, where you get a couple of huge pools – each with its own bar – a food court and a splash pad for kids. Its counterpart, **Universal Endless Summer Resort - Surfside Inn and Suites**, has a surfboard-shaped pool and a by-the-water cocktail bar. Both of them offer handy extras like a free fitness centre, pizza delivery to your room and an on-site Starbucks®.

**Universal Cabana Bay Beach Resort**, meanwhile, has a top-drawer pool scene – there's one with a waterslide and another with a winding lazy river. The Bayliner Diner food court offers an array of choices for every palate. And both hotels have a dedicated walking path to Universal Volcano Bay water theme park.

You can also take a look at our hotels that sit in the more affordable line-up, and range from sleek and stylish to retro-themed. Like **Universal Adventura Hotel**, which has smart in-room tech, like tablet-controlled lights and media. A rooftop bar and a pool with a firepit add to the slick finish.

We also have two new space-inspired hotels for you to choose from in 2025 - **Universal Stella Nova Resort** and **Universal Terra Luna Resort**.

Take a peek at the hotels that are the crème de la crème of the Universal collection. They come with luxury perks, like free Universal Express Unlimited ride access\*\* on select attractions at all parks except for Volcano Bay – you just need valid theme park tickets – and priority seating. **Loews Portofino Bay Hotel** has the look of a Mediterranean seaside village, and the **Hard Rock Hotel®** surrounds you with music memorabilia and has a pool that plays an underwater soundtrack. **Loews Royal Pacific Resort** is like a tropical paradise, and has Jurassic World-themed kids' suites and restaurants with exotic menus.

You could also stay at the **Loews Sapphire Falls Resort**, which is an island-inspired escape with its own white-sand beach. It's worth noting that this resort doesn't come with Universal Express Unlimited ride access.



View Universal Orlando Resort hotels on page 78.

\* For Early Park Admission - valid theme park admission is required; select attractions.

\*\*Universal Express Unlimited is not valid at Universal Volcano Bay water theme park, valid theme park admission is required.

You must be aged 21 or over, and be able to show valid photo ID, to purchase and consume alcoholic beverages.



Hagrid's Magical Creatures Motorbike Adventure™

## THRILLS & ADVENTURE

### Jurassic World VelociCoaster

Feel the rush of the hunt as you race through the jungle alongside Velociraptors.

### The Incredible Hulk Coaster®

You'll feel the strength and rush of becoming a gamma-charged Hulk on this coaster, which sends you through zero-gravity rolls.

### Hagrid's Magical Creatures Motorbike Adventure™

Experience the wizarding world like never before—joining Hagrid™ as you fly beyond the grounds of Hogwarts™ castle and soar into the Forbidden Forest to discover rare magical creatures on a thrilling roller coaster.

## JUST FOR THE KIDS

### The Cat in the Hat™

Ride your couch through the mischievous world of The Cat in the Hat™.

### Me Ship, The Olive®

Crawl, slide and climb along the decks of Popeye's® ship at this play area for children.

### Camp Jurassic

Kids can explore secret caves, cross bridges, and start water fights at this prehistoric playground.

## FUN FOR THE FAMILY

### Flight of the Hippogriff™

A family-friendly coaster that twists and dives around the pumpkin patch and past Hagrid's hut.

### Popeye & Bluto's Bilge-Rat Barges®

Brave white-water rapids as you swirl through Sweethaven's waterways on this raft ride.

### The Amazing Adventures of Spider-Man®

Scale skyscrapers and experience a 400-foot virtual freefall as you soar with Spider-Man.

## Universal Islands of Adventure

Where can you go on a high-speed dash through a Raptor Paddock? Where can you join the battle of good versus evil alongside the web-slinger, Spider-Man? Where can you enter The Wizarding World of Harry Potter™ – Hogsmeade™ and soar above Hogwarts™ castle with Harry Potter™? Universal Islands of Adventure is where. Journey through uniquely themed lands, where the world's most cutting-edge rides, shows and attractions bring timeless myths, bedtime stories, and comic book capers to life right before your eyes.



Jurassic World VelociCoaster



The Amazing Adventures of Spider-Man®

## Jurassic World VelociCoaster

Speeding through the jungle, rising high above the terrain, it's the apex predator of rollercoasters – Jurassic World VelociCoaster. Board your vehicle for a high-speed dash through the park's Raptor Paddock. You'll feel the rush of the hunt as you race alongside these nimble predators, twisting and soaring above the land water.





Despicable Me Minion Mayhem

## Universal Studios Florida

Universal Studios Florida transports you beyond the screen, behind the scenes, and into the action of your favourite movies and TV shows. Experience the magic and excitement of The Wizarding World of Harry Potter™ – Diagon Alley™, where you can shop for wizarding supplies before navigating the perilous, underground vaults of Gringotts™ bank. Then join the ranks of Illumination's mischievous Minions in Gru's latest scheme, or help the TRANSFORMERS Autobots in their battle to save the Earth. At Universal Studios, you become the star of the show.



The Wizarding World of Harry Potter™ – Diagon Alley™



TRANSFORMERS™: The Ride-3D

## A Playful New Land

Let your imagination soar as your favourite characters from Shrek, Trolls and Kung Fu Panda come together in one colourful new land. Meet Shrek and splash in his swamp. Scream with laughter on the Trollercoaster. Learn kung fu with Po. Plus, ignite your sense of wonder with the new live show DreamWorks Imagination Celebration.



### THRILLS & ADVENTURE

#### Harry Potter and the Escape from Gringotts™

Journey deep underground and sweep through the vaults at Gringotts™ bank on this thrill ride.

#### Revenge of the Mummy: The Ride

Hold on tight as you rush forwards and back on the track, fleeing from the evil Mummy.

#### Hollywood Rip Ride Rockit

This rip-roaring rush comes with a high-tech twist. Strap in, pick the song you want, and you're ready to ride.

### JUST FOR THE KIDS

#### E.T. Adventure

Hop on your flying bicycle and swoop over the city to E.T.'s homeland, the Green Planet.

### FUN FOR THE FAMILY

#### TRANSFORMERS™: The Ride

This ultra-immersive ride sees you fighting alongside Optimus Prime and Bumblebee.

#### MEN IN BLACK™ Alien Attack™

Zap aliens on this high-tech ride through the streets of New York City.

#### Despicable Me Minion Mayhem

Join Gru, his daughters and the mischievous Minions from Illumination's Despicable Me on a heartwarming and humorous ride.





## THRILLS & ADVENTURE

### Ko'okiri Body Plunge

This nail-biting ride sends you plummeting through a drop door down a 125-foot, near-vertical descent

### TeAwa The Fearless River

Hop into a rubber ring, and you'll splash through churning white-water rapids and choppy waves

### Ohyah of the Ohyah and Ohno Drop Slides

This plunging, snake-like slide involves a four-foot drop from the chute to the water

## JUST FOR THE KIDS

### Runamukka Reef

Runamukka Reef is a network of bubbling geysers, water-guns, and child-friendly flumes

### Tot Tiki Reef

Tot Tiki Reef is a fun-soaked selection of mini-slides, water volcanoes and spraying whales

### Puka Uli Lagoon

This pool comes with fun bits, like bongo drums and spraying water

## FUN FOR THE FAMILY

### Krakatau Aqua Coaster

Four-person canoes twist and turn through the misty Krakatau Volcano, before tumbling out through a waterfall

### Waturi Beach

Swim, splash or relax in this lagoon-like set-up, which is overlooked by the mighty Krakatau

### Taniwha Tubes - Tonga & Raki

You'll get a soaking on your way down these flumes, with water spraying from face-like tiki statues

## Universal Volcano Bay

Designed like a tropical island retreat, Universal Volcano Bay has everything from swaying palms to sun-swept beaches. It's an oasis right in the heart of Universal, with thrilling water slides and secluded waterfalls on show. The park's Virtual Line experience makes it a place like no other – you can hold your place in the ride lines and play around the park with your family until it's your time to ride. Volcano Bay is the perfect place to get away from it all, a beach paradise you can enjoy without ever leaving Orlando.



Krakatau Aqua Coaster



Maku Puihi Round Raft Ride

## Hold your place in the park's Virtual Line experience

Guests are given a TapuTapu wearable for the day at Universal Volcano Bay - which means you'll be able to wait for attractions in a Virtual Line experience whilst exploring the rest of the park. The cool wearables give you a little alert when it's your time to hit a certain ride. Look out for interactive surprises around the park too, which are triggered by the TapuTapu. Plus, use your TapuTapu to pay for your food, merchandise and even towel rentals throughout the park.





## Universal CityWalk

Universal CityWalk is the resort's entertainment complex that's brimming with restaurants, clubs, shops, and more. Whether you fancy a quick bite after leaving the theme parks, or want to shop till you drop in retail stores, CityWalk is the one spot with everything you need. Catch a movie at Universal Cinemark, enjoy a game of minigolf, or reserve a table at some of the finest dining venues around.



### The Toothsome Chocolate Emporium & Savory Feast Kitchen

Indulge in classic dishes like steak and seafood, but save some room for the grand finale – it's all gourmet chocolates and one-of-a-kind desserts, ranging from artisan milkshakes to sumptuous sundaes that suit a sweet tooth.



### CityWalk's Rising Star

Step up and take to the stage at this rocking bar and karaoke club, where you can belt out your favourite tunes with help from talented backup singers and a live band (subject to availability).

## UNIVERSAL CITYWALK

### RESTAURANTS

#### The Cowfish®

Innovators of Burgushi®, a cutting-edge fusion of hamburgers and sushi

#### Bigfire

At this bold restaurant open-fire cooking takes centre stage. Steaks and freshwater cuisine are given the fire-kissed treatment

#### Hard Rock Cafe® Orlando

The world's biggest Hard Rock Cafe cranks up the volume, and dishes up one-of-a-kind meals

### ENTERTAINMENT

#### Universal Cinemark

Catch the latest blockbusters on big screens featuring state-of-the-art projection and sound systems, plus oversized, luxury recliners *Fees apply*

#### Hollywood Drive-In Golf™

Two fun-packed minigolf courses themed around the horror and sci-fi movies of the Fifties *Fees apply*

#### Universal's Great Movie Escape

Escape into the movies like never before on adventures inspired by Jurassic World and Back to the Future. It's up to you and your skills to save the day *Fees apply*

### SNACKS

#### Menchie's® Frozen Yogurt

Grab a bowl and fill it with sweet flavours, before stacking on heaps of fresh fruit and other tasty toppings

#### Voodoo Doughnut

Try more than 50 sinfully delicious doughnuts at this one-of-a-kind place, which has a huge line-up of creations

#### Red Oven Pizza Bakery

Enjoy authentic, artisan pizza made from scratch, all cooked in a stone-lined oven.

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Pipeline: The Surf Coaster



## THRILLS & ADVENTURE

### Pipeline: The Surf Coaster

The world's first surf coaster has innovative seats that allow you to experience the rush of launching 110 feet up in the air at 60mph, as though you're really riding the waves

### Ice Breaker™

Named after the icy Arctic summits, Ice Breaker features four airtime filled launches, backwards and forwards. The grand finale is a reverse launch into the steepest beyond-vertical drop in Florida

### Mako®

Travel at nerve-shattering speeds on Orlando's fastest, tallest hypercoaster

### Manta®

Soar head-first above the water on this thrill ride, which mimics the flight of a manta ray

## FUN FOR THE FAMILY

### Sesame Street Land™

Enjoy the award-winning parade, exciting rides and meeting your favourite Sesame Street friends

### Infinity Falls™

Hold on tight, as roaring rapids send you swirling towards the world's tallest river rapid drop

### Sea Lion and Otter Spotlight®

You'll love seeing California sea lions and Asian small-clawed otters in action, and learn more about their characteristics, skills and behaviour

## ANIMAL ENCOUNTERS

### SeaWorld Rescue Center

Learn about animal rescue and rehabilitation in a more immersive and fascinating way than ever before

### Manatee Rehabilitation Area

Meet our rescued manatees and learn about the challenges these gentle giants face in the wild

### Antarctica: Empire of the Penguin®

You'll spot these lovable birds above and below their icy world

## SeaWorld®

The world beneath the waves comes to life at SeaWorld. As well as meeting loveable marine animals, you can slide and soar on rides inspired by fearsome and friendly underwater creatures. Mako – Orlando's only hypercoaster – is inspired by one of the world's speediest sharks. On Manta, you'll glide through corkscrews like a giant ray, and Kraken®'s huge loops dive and soar like the mythical ocean beast. The park's signature animal experiences let you catch your breath between thrills. Meet sea lions at Pacific Point Preserve®, and watch penguins waddle around in Antarctica: Empire of the Penguin. Furry friends come in the form of Elmo and Big Bird, at Sesame Street Land™. Or, cool down on Infinity Falls, the world's tallest river rapid drop.



Penguin Trek



Ice Breaker

## New for 2024 – Penguin Trek

Spring 2024 will see the opening of a new family-friendly ride called Penguin Trek. You'll ride in snowmobile-style cars and journey through an Antarctic landscape, along twists and turns, before finishing in the park's penguin colony for a close-up view of these feathered creatures.

TM/© 2024 Sesame Workshop.





Riptide Race

## Aquatica®

Whether you're travelling with kids, or you're just a big kid at heart, Aquatica's sure to raise a smile. Tots can paddle and play in Turi's Kid Cove, or explore the colourful, castle-like playground at Walkabout Waters. Bigger swimmers can get their thrill fix on KareKare Curl, which sends you up a near-vertical slide in a rubber ring. Ray Rush, meanwhile, blends three family-friendly rides into one. Compete for bragging rights on the Taumata Racer mat slides. Pluck up the courage to take on Ihu's Breakaway Falls, where trap doors disappear beneath you and you plummet down a 40ft drop. Or, escape the hubbub by bobbing past tropical fish on Loggerhead Lane, and relax on a picture-perfect beach.



Tassie's Underwater Twist



Ray Rush

## Now open - Tassie's Underwater Twist

Plunge into an aquatic landscape of lush yellow-green seagrass and even a few grazing fish. Plus, Florida's newest immersive water slide adventure is set to an inspiring musical score.



### THRILLS & ADVENTURE

#### Riptide Race

Florida's first-ever duelling water slide starts atop a 68-foot tower, and sends you down side-by-side racing lanes

#### Taumata Racer®

Grab a mat and go head-to-head with seven other racers down this super-speedy slide

#### Omaka Rocka™

On this ring ride, you'll rock high up the sides of the flumes and in and out of tunnels

### JUST FOR THE KIDS

#### Turi's Kid Cove

Little ones will love this all-new attraction – they can splash around under watering palms, tipping buckets and waterjets

#### Walkabout Waters™

A watery play area that's home to a 60-foot-tall fortress, slides and tipping buckets

#### Loggerhead Lane™

Sink into a rubber ring, and drift through a grotto of tropical fish, and past the black-and-white dolphins

### FUN FOR THE FAMILY

#### Ray Rush™

Grab your family and head to Ray Rush for three exciting thrills in one ride

#### Roa's Rapids®

With high tides, swirling eddies and gushing geysers, Roa's Rapids leave the traditional lazy river in its wake

#### Cutback Cove™ & Big Surf Shores™

You won't find side-by-side wave pools with a real, white-sand beach anywhere else in the USA





Serengeti Flyer



## THRILLS & ADVENTURE

### Serengeti Flyer

Experience the thrills of the world's tallest and fastest ride of its kind. You'll reach speeds of 68 miles per hour and heights of 135 feet above the Serengeti Plain, experiencing multiple negative-G moments before plunging back downwards.

### Iron Gwazi™

Riders will experience a dozen airtime moments, including three inversions, as they sink their teeth into crocodile-inspired thrills

### Falcon's Fury®

This drop ride tilts you into a face-down dive, just like the bird of prey it's named after

## FUN FOR THE FAMILY

### Cobra's Curse®

Rise on a vertical lift to face the cobra, before speeding along, spinning backwards and forwards

### Cheetah Hunt®

Race at the speed of the world's fastest land animal, on the ultimate launch coaster

### Serengeti Express Train

Travel on a replica locomotive past free-roaming herds of giraffe, zebra, antelope and more

### Sesame Street® Safari of Fun®

Join Elmo, Big Bird and friends on made-for-children rides and family entertainment areas

## ANIMAL ENCOUNTERS

### Serengeti Plain®

Roaming freely in this 65-acre habitat are giraffes, rhinos, wildebeests, antelope, ostriches and more

### Edge of Africa®

Trek through an abandoned fishing village, and encounter lions, hyenas, crocodiles and more

### Myombe Reserve®

Here, you'll come across fascinating chimpanzees and powerful gorillas

## Busch Gardens®

Wildlife and white-knuckle rides join forces at Busch Gardens. You'll feel like you're on safari on the 65-acre Serengeti Plain, where giraffes, wildebeest and rhinos make up the local population. Lions, hyenas and crocs crop up in Edge of Africa. And it's all chest beating and branch swinging in Myombe Reserve – home to chimps and gorillas. The rides follow suit, and channel the spirit of the savannah. Tigris is inspired by the powerful tiger. And, on Falcon's Fury, you'll dive like a bird of prey, and Cheetah Hunt zooms along at hair-raising speeds. Cobra's Curse twists and contorts like the body of a snake, and Kumba® is designed to sound like a lion's roar. Take thrills to new heights on Iron Gwazi™, North America's tallest hybrid, and the fastest, steepest hybrid coaster in the world.



Phoenix Rising



Iron Gwazi

## New for 2024 - Phoenix Rising

Soar above the Serengeti Plain on Phoenix Rising – the latest addition to Busch Gardens' Pantopia area. This family-friendly ride will be the first to feature on-board audio, and will offer riders the chance to explore the expansive 65-acre Serengeti Plain in cars that swing side-to-side. You can expect speeds of up to 44 miles per hour, as you twist and turn your way over Pantopia.

™/© 2024 Sesame Workshop.





The Grand Reef

## Discovery Cove®

Discovery Cove is all about creating pinch-yourself moments. The resort's tropical pools are packed with brightly coloured fish, and you'll often see flamingos strolling along the shoreline. Sea otters splash around the shallows of Freshwater Oasis while marmosets scamper around the treetops. The Grand Reef's waters are as clear as glass, and you'll see rays and reef sharks swimming around. Don a wetsuit for a dip with bottlenose dolphins, and snorkel with schools of tropical fish in a rocky lagoon. Waterfalls splash into the depths of Serenity Bay, which is flanked by a palm-fronted beach that wouldn't look out of place in the Bahamas. And with all-inclusive admission, you won't have to fork out any extra for food and drink throughout the day.



SeaVenture



Freshwater Oasis

### Don't miss – SeaVenture®

For a once-in-a-lifetime experience, book onto SeaVenture®. You'll stick your head into an innovative dive helmet, before descending down to literally walk along the bed of The Grand Reef. Your tour of the subaquatic scenery is accompanied by schools of fish and gentle rays, and there'll be one-on-one touches with incredible marine animals. What's more, you'll come nose-to-nose with sharks – behind the safety of massive panoramic windows, of course.



## DISCOVERY COVE

### ANIMAL ENCOUNTERS

#### Dolphin Lagoon™

If you've booked a Dolphin Swim package, you'll spend half an hour in the water with a bottlenose dolphin

#### The Grand Reef®

Here, you can snorkel with giant rays and kaleidoscopic fish, and come eye-to-eye with sharks

#### Freshwater Oasis®

Wade through this freshwater river, and you'll meet energetic otters and marmosets along the way

### SLOWING THE PACE

#### Serenity Bay

Pick a sunbathing spot on the sand, or cool off in the balmy waters of this chilled-out beach

#### Wind-Away River

Waterfalls, rainforest-like foliage, and an underwater cave all feature along this tropical river

#### North Beach

This sandy sweep looks out over Dolphin Lagoon, so you can lie back and watch the animals in the water

### ON DRY LAND

#### Explorer's Aviary

Meet hundreds of feathered friends, including parrots and toucans, in this free-flight aviary

#### Laguna Grill®

Your ticket includes a full breakfast and lunch, plus unlimited snacks and drinks throughout the day

#### Private cabanas®

There are private cabanas tucked away among the greenery that you can rent

\*Additional costs apply



# Walt Disney World Resort

There is a place on Earth where the power of magic ignites the wonder that lets everyone be a kid – no matter who they are. *Walt Disney World Resort* in Florida welcomes all to stunning worlds, favourite stories and far-off galaxies. Explore incredible lands and attractions in four amazing Theme Parks that immerse you in fantasy, adventure, natural wonders and new possibilities. Discover magic in every drop at amazing Water Parks. Shop, dine and play at *Disney Springs*. And escape into imaginative Resort hotels as you stay in the magic and wake up in a dream. Here, the magic finds its way into every moment, every encounter and every heart to make memories magical enough to last a lifetime.



## KEY TO DISNEY'S COMPLIMENTARY TRANSPORTATION

Travel times are estimates from each Disney Resort hotel to the nearest Disney Park. Complimentary transportation is also available to the other Disney Parks and locations.

Time by coach

Time by monorail

Time by foot

Some coaches and monorails may run reduced services, and travel estimates do not take into account disruptions or delays. Subject to change.





Mickey at Magic Kingdom Park

#### EPCOT RESORT AREA Time from hotel to EPCOT

- 1 Disney's BoardWalk Inn 10 Mins
- 2 Disney's Beach Club Resort 15 Mins
- 3 Disney's Yacht Club Resort 15 Mins
- 4 Disney's Riviera Resort 15 Mins

#### DISNEY'S HOLLYWOOD STUDIOS RESORT AREA Time from hotel to Disney's Hollywood Studios

- 5 Disney's Pop Century Resort 10 Mins
- 6 Disney's Art of Animation Resort 10 Mins
- 7 Disney's Caribbean Beach Resort 15 Mins

#### DISNEY'S ANIMAL KINGDOM RESORT AREA Time from hotel to Disney's Animal Kingdom Theme Park

- 8 Disney's All-Star Sports Resort 15 Mins
- 9 Disney's All-Star Music Resort 15 Mins
- 10 Disney's All-Star Movies Resort 15 Mins
- 11 Disney's Coronado Springs Resort 15 Mins
- 12 Disney's Animal Kingdom Lodge 15 Mins
- 13 Disney's Animal Kingdom Villas 15 Mins

#### MAGIC KINGDOM RESORT AREA Time from hotel to Magic Kingdom Park

- 14 Disney's Contemporary Resort 10 Mins
- 15 Disney's Grand Floridian Resort & Spa 10 Mins
- 16 Disney's Polynesian Village Resort 10 Mins
- 17 Disney's Wilderness Lodge 15 Mins
- 18 Bay Lake Tower at Disney's Contemporary Resort 10 Mins
- 19 Boulder Ridge Villas at Disney's Wilderness Lodge 15 Mins
- 20 Copper Creek Villas & Cabins at Disney's Wilderness Lodge 15 Mins

#### DISNEY SPRINGS RESORT AREA Time from hotel to Disney's Hollywood Studios

- 21 Disney's Port Orleans Resort - French Quarter 10 Mins
- 22 Disney's Port Orleans Resort - Riverside 15 Mins
- 23 Disney's Saratoga Springs Resort & Spa 15 Mins



#### My Disney Experience

Don't forget to create a *My Disney Experience* account to help you plan your holiday. It gives you access to a whole host of useful tools that make planning a breeze, from linking your Tickets to making reservations. Once you arrive at *Walt Disney World Resort* we recommend you download the *My Disney Experience* app\* as it has many helpful features to enhance your visit, including:

- Downloading tickets, already purchased, to your mobile device to access the parks.
  - Mobile Order Service and menus for dining.
  - Online Check-In at Disney Resort hotels, and a digital key feature to enter your room.
  - Access to the complimentary Disney Genie service.
  - The ability to download and share *Memory Maker*<sup>†</sup> photos and videos.
- Details on how to join virtual queues for any attractions for which it is available.

\* Products and services are featured and fulfilled within the *My Disney Experience* app which can be downloaded upon arrival in the U.S. and is intended for use in the U.S. only. Currently, the app is only available in English. Message, data and roaming rates may apply. Availability subject to handset limitations, and features may vary by handset, service provider. Coverage and app stores not available everywhere.

<sup>†</sup>For full *Memory Maker* terms and conditions see page 21. Book by 31 December 2025 for arrivals until 31 December 2025.

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## New and not to be missed at *Walt Disney World Resort*

There's so much to look forward to at *Walt Disney World Resort* with exciting new attractions and shows bringing even more magical moments for everyone to enjoy.



### **NEW! Luminous The Symphony of Us**

Delight in a dramatic new show at *EPCOT*, designed to bring us all together. Marvel at a dazzling display of fireworks, fountains, music and lights set to an original composition. New music, along with favourites from the Disney songbook, come together to remind us that we are more alike than we are different.





Journey of Water, Inspired by Moana

### NEW! Journey of Water, Inspired by Moana

Stroll along a self-guided exploration trail in *EPCOT*, where you can play with water as it travels from the sky to the oceans and back again. Enjoy magical encounters with water and discover its playful personality... just as Moana did on her heroic voyage. As you explore the trail, you'll play and interact with water in new ways as you learn about the global water cycle – which takes water on a wondrous adventure around our planet.

Along the way, discover how you can help protect this precious natural resource and make a positive impact on the world. Plus, be on the lookout for Moana, whose voyages, from time to time, bring her to World Nature, where you can enjoy a special visit with her.

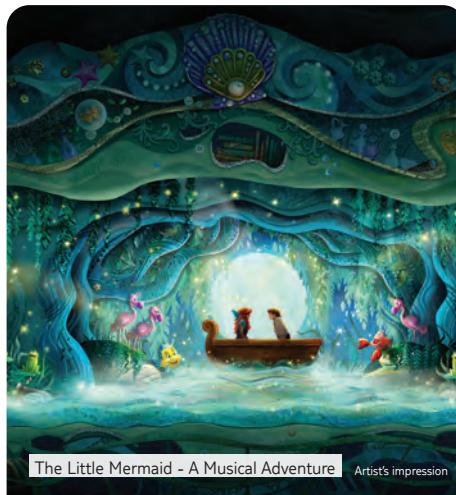


Tiana's Bayou Adventure

Artist's Impression

### NEW! Tiana's Bayou Adventure

Float through a musical journey on Tiana's Bayou Adventure in *Magic Kingdom Park*. The story continues after the end of *The Princess and the Frog*. Join Princess Tiana, Naveen and jazz-loving alligator Louis on a voyage through the bayou as they prepare to host a one-of-a-kind Mardi Gras celebration where everyone is welcome. Enjoy original music inspired by the songs from the film, seeing familiar faces, making new friends, and taking part in the next chapter of Tiana's story.



The Little Mermaid - A Musical Adventure

Artist's Impression

### Coming Autumn 2024\* - The Little Mermaid - A Musical Adventure

The Little Mermaid - A Musical Adventure will debut at *Disney's Hollywood Studios* this autumn. The show will feature stunning new set pieces, cutting-edge effects and a bold new design that captures Ariel's imagination and emotions through her unique view of the world around her.



TRON Lightcycle / Run Presented by Enterprise

### Don't Miss! - TRON Lightcycle / Run Presented by Enterprise

Lean forward into the ultimate race of survival at *Magic Kingdom Park*! Leave the real world behind and join Team Blue in an epic quest across the Grid — the dark, computerised world with no horizons from *TRON*. Here, there's no limit to the excitement

\*Opening date not confirmed at time of print. All elements of your booking are subject to capacity and availability. Some experiences, shows or events may be modified depending on reasons including but not limited to adverse weather or refurbishment. Walt Disney World will not be liable for related consequences on your holiday or visit. Important details to know before you visit: [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws). Theme Park reservations will no longer be required for date-based tickets. For other admission types, Theme Park reservations may be required. Tickets will include admission to *Disney's Blizzard Beach* or *Disney's Typhoon Lagoon Water Park*, whichever is open. Currently a reservation is not required to visit a Disney Water Park, but reservation requirements may change. Disney Water Parks are subject to rehabilitation, seasonal, capacity and weather closures. Age and height restrictions may apply to some attractions. Information correct as of July 2024. © 2024 Disney. All Rights Reserved.





#### THRILLS & ADVENTURE

##### ♥ TRON Lightcycle / Run Presented by Enterprise

Speed across a world with no horizons in a high-stakes race based on the Disney sci-fi film *TRON: Legacy*.

##### ♥ Seven Dwarfs Mine Train

Race through the diamond mine from *Snow White and the Seven Dwarfs* on a swaying family coaster ride

##### ♥ Space Mountain

Jet past stars, comets and satellites at full speed as you journey into outer space

#### JUST FOR THE KIDS

##### ♥ Dumbo the Flying Elephant: Presented by Scentsy

Soar high in the sky and see an elephant fly on a whimsical flight, aboard Dumbo

##### ♥ Under the Sea - Journey of the Little Mermaid

Ride a giant clamshell on this undersea voyage to Ariel's grotto and Ursula's lair

##### ♥ "it's a small world"

Embark on a whimsical boat ride past singing children from around the globe

#### FUN FOR THE FAMILY

##### ♥ Buzz Lightyear's Space Ranger Spin

Defeat Zurg in this shooting-gallery game where you fire lasers in a thrilling space battle. Inspired by Disney and Pixar's *Toy Story*

##### ♥ Festival of Fantasy Parade

Celebrate the spirit of Disney as *Magic Kingdom* Park comes alive with music and dance during a tribute to the tales of *Fantasyland*

##### ♥ Happily Ever After: Presented by Pandora Jewelry

Featuring all-new projections down *Main Street, U.S.A.* get ready to reach out and find your happily ever after

TRON Lightcycle / Run Presented by Enterprise

## Magic Kingdom Park

*Magic Kingdom* Park sets the benchmark for Disney days out, with enchanted lands for you to live out fairy tales and adventures. Masses of magical attractions make exciting adventures and timeless Disney classics just a smile away. It's the place where Disney fantasies and Characters come to life.



Disney Festival of Fantasy Parade



Tiana's Bayou Adventure

Artist's impression

## New

### Tiana's Bayou Adventure

Join Princess Tiana and jazz-loving alligator Louis on their journey through a shimmering bayou as they prepare for a spirited celebration during Mardi Gras season. Along the way, you'll see familiar faces and make new friends as you're brought into the next chapter of Tiana's inspiring story.

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Millennium Falcon: Smugglers Run

## Disney's Hollywood Studios

At Disney's Hollywood Studios, you don't simply watch big-screen stories – you become a part of them. Thrill-seekers can ride the *Rock 'n' Roller Coaster Starring Aerosmith* and, if you're bold enough, you can brave *The Twilight Zone Tower of Terror*™. *Star Wars*™ fans can take part in a battle between the Resistance and the First Order at *Star Wars: Rise of the Resistance*. And on *Millennium Falcon: Smuggler's Run*, you'll be able to pilot the famous starship. Elsewhere, you'll be able to enter the cartoon world on *Mickey & Minnie's Runaway Railway*.



The Little Mermaid - A Musical Adventure

Artist's impression



Mickey &amp; Minnie's Runaway Railway

### Disney's HOLLYWOOD STUDIOS

#### THRILLS & ADVENTURE

##### ♥ *Star Wars: Rise of the Resistance*

Join the Resistance in an epic battle against the First Order

##### ♥ *Slinky Dog Dash*†

This crazy coaster whooshes around curves, up hills and down drops for unmissable family fun

##### ♥ *The Twilight Zone Tower of Terror*™

Hurtle up and down on a haunted, elevator-themed ride. You're about to enter... The Twilight Zone™!

#### JUST FOR THE KIDS

##### ♥ *Alien Swirling Saucers*†

Take a toy rocket ride while aliens fly around in saucers and The Claw looms above

##### ♥ *Toy Story Mania!*†

Step inside Andy's room and board a carnival-inspired tram, then use your spring-action shooter to take your best shot at an array of moving targets

##### ♥ *Lightning McQueen's Racing Academy*

Get pumped for a high-octane, first-of-its-kind show that'll put you in the middle of the Disney and Pixar's *Cars* universe

##### ♥ *Disney Junior Play and Dance!*

Join some of your Disney Junior friends, with special appearances from Roadster Mickey, Vampirina, Doc McStuffins and more, as you play and dance along to their favourite songs

#### FUN FOR THE FAMILY

##### ♥ *Millennium Falcon: Smugglers Run*

Take the controls in one of three crucial roles on this adventurous covert mission

##### ♥ *Mickey & Minnie's Runaway Railway*

Zip away on a zany adventure through a cartoon universe crammed with surprises.

##### ♥ *Fantasmic!*

Be there as the forces of good and evil battle it out in Mickey's dream during this extravagant open-air nighttime spectacular

## Coming autumn 2024\*

### The Little Mermaid – A Musical Adventure

This new show features songs inspired by *The Little Mermaid* film, including *Part of Your World* and *Poor Unfortunate Souls*. This fully re-imagined theatrical production will debut at Disney's Hollywood Studios in autumn 2024.

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# EPCOT

## THRILLS & ADVENTURE

### ♥ Test Track\*

Ride on a virtual concept car and put it to the test on this thrilling, high-octane attraction

### ♥ Mission: SPACE

Play your part in this thrilling astronaut-like experience

### ♥ Guardians of the Galaxy: Cosmic Rewind

Take off on an intergalactic chase through space and time with the *Guardians of the Galaxy*.

*Guardians of the Galaxy: Cosmic Rewind*

## JUST FOR THE KIDS

### ♥ NEW! Journey of Water, Inspired by Moana

Explore the wonders of water along an interactive trail that's fun for all ages – based on the Disney animated film *Moana*

### ♥ The Seas with Nemo & Friends\*\*

Flit through reefs and dodge mines while searching for Nemo with Marlin and Dory

### ♥ Frozen Ever After

Voyage to Arendelle on an ancient Nordic Vessel while your favourite *Frozen* tunes play

## FUN FOR THE FAMILY

### ♥ Remy's Ratatouille Adventure

Join Chef Remy in this family-friendly attraction, as you dash, dive, dodge and scurry through a supersized world of Gusteau's restaurant

### ♥ Soarin' Around the World

Feel the wind in your hair as you whizz across the globe in a hand-glider

### ♥ World Showcase

You'll feel like you're strolling across the globe as you experience the sights, sounds and tastes of 11 different countries in one day

## EPCOT

Welcome to *EPCOT*, where the impossible becomes possible. It's a place that inspires you to look at the world differently. That invites people of all ages to come to *Walt Disney World Resort* and get inspired. Get curious. And get connected to the people around us. Because we all need a place that dares us to dream bigger. That shows how amazing our world can be when we dream together and imagine what's possible.



*Frozen Ever After*



*Luminous The Symphony of Us*

## Don't Miss

### NEW! Luminous The Symphony of Us

Feast your eyes on an all-new nighttime spectacular as it lights up the sky over World Showcase Lagoon. Featuring fireworks, fountains, illuminations and music, this new show shines a light on how unique melodies come together to form a great symphony – the symphony of us.

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## Disney's Animal Kingdom Theme Park

A trip to Disney's Animal Kingdom Theme Park is like stepping into a scene from *The Lion King*, so lions, giraffes and elephants all call the place home. The best way to see the Park's residents is on *Kilimanjaro Safaris*, where you can tour the savannah in an open-air 4x4. Elsewhere, rollercoaster rides through the Himalayas, jungle river adventures, and Disney musicals are among the memorable attractions.



### Don't Miss

#### *Pandora – The World of Avatar*

Journey to a distant world where floating mountains defy gravity. Where nature comes alive in a brilliant bioluminescent glow and mystical rivers flow. Where you can fly on the back of a mountain banshee and feel it breathing beneath you.



#### THRILLS & ADVENTURE

##### ♥ *Avatar Flight of Passage*

Take flight on the back of a mountain banshee as it soars above the vast peaks and plains of Pandora

##### ♥ *Expedition Everest - Legend of the Forbidden Mountain*

Watch out for the Yeti as you charge through the mountains on a speeding train

##### ♥ *Kali River Rapids*

Prepare to get wet – really wet! – on this wild, white-water river ride

#### JUST FOR THE KIDS

##### ♥ *Wilderness Explorers*

Follow in the footsteps of Russell from the Disney Pixar film *Up* as you earn adventure badges around the park.

##### ♥ *Na'vi River Journey*

Glide deep into a bioluminescent rainforest on a mystical family adventure

##### ♥ *Gorilla Falls Exploration Trail*

Come face-to-face with gorillas, hippos and exotic birds as you journey through the jungle

#### FUN FOR THE FAMILY

##### ♥ *Finding Nemo: The Big Blue...and Beyond!*

Dive into a spectacular stage show – filled with puppets, singers and other performers – set in the underwater world of Disney and Pixar's *Finding Nemo*

##### ♥ *Festival of the Lion King*

Delight in a Broadway-style show filled with songs, pageantry and puppetry

##### ♥ *Kilimanjaro Safaris*

Ride in an open-air vehicle for an 18-minute tour of the African savannah

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Tike's Peak

## Disney's BLIZZARD BEACH

### THRILLS & ADVENTURE

#### ♥ Downhill Double Dipper

Race to the finish line on one of two twin enclosed slides

#### ♥ Snow Stormers

Weave your way down the mountain on this trio of winding waterslides

#### ♥ Slush Gusher

A 90-foot-long waterslide with a couple of big dips

### JUST FOR THE KIDS

#### ♥ Tike's Peak

Little ones can chill out in a *Frozen*-themed play area with pint-sized waterslides and other cool features

#### ♥ Cross Country Creek

Float through grottos and caves as you loop lazily around the Park

#### ♥ Melt-Away Bay

A one-acre wave pool framed by a long sweep of sand

### FUN FOR THE FAMILY

#### ♥ Toboggan Racers

Go for glory as one of eight racing to the finish line of this hilly slalom

#### ♥ Teamboat Springs

This six-person raft ride rushes 1,200 feet downhill

#### ♥ Ski Patrol Training Camp

Play area with zip lines, cargo nets and slides

## Disney's Blizzard Beach Water Park\*

Like a choc-ice in a sauna, Disney's attempt at building a ski resort in Florida didn't take long to succumb to the heat. On the plus side, what remains is *Disney's Blizzard Beach Water Park*\* – where snow-capped slopes are now home to thrill-a-minute slides, downhill rapids and soothing warm waters. And, in the shadow of the Park's highest point, Mount Gushmore, you'll find Melt-Away Bay, a lagoon-like chill out spot.



Melt-Away Bay



Summit Plummet

## Don't Miss

### Summit Plummet

It's the most extreme attraction at *Disney's Blizzard Beach Water Park*. Scale the heights of Mount Gushmore, the plunge at over 55mph straight down a sheer 120 ft slope – there's even a digital clock at the bottom to display your top speed.

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**DISNEY WATER PARKS**

Tickets will include admission to Disney's Blizzard Beach or Disney's Typhoon Lagoon Water Park, whichever is open.

Please check [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws) for the most current information on Disney Water Parks.



Surf Pool

## Disney's Typhoon Lagoon Water Park\*

The term 'surf's up' isn't lost on the boffins at Disney who dreamed up *Disney's Typhoon Lagoon* Water Park.\* Huge breakers crash down in North America's biggest wave pool, with palm-lined flumes, rocky rapids and a teetering tugboat providing the backdrop. If you want something more laid-back, though, you can watch the waves creep in while topping up your tan.



Sandy White Beach



Miss Adventure Falls

## Disney's TYPHOON LAGOON

### THRILLS & ADVENTURE

#### ♥ Crush 'n' Gusher

This raft ride twists and turns for 400 feet

#### ♥ Humunga Kowabunga

Plunge five storeys on a trio of near-vertical tube slides

#### ♥ Mayday Falls

Brave the rapids and the bumps on the highest waterslide at *Disney's Typhoon Lagoon*

### JUST FOR THE KIDS

#### ♥ Ketchakiddee Creek

A mini-water park with pint-size slides and water cannons

#### ♥ Bay Slides

Twin flumes built specially for smaller swimmers

#### ♥ Castaway Creek

Drift between palm trees and waterfalls as you circle the entire Park in a rubber ring

### FUN FOR THE FAMILY

#### ♥ Miss Adventure Falls

This family-sized raft ride twists and turns past secret treasure.

#### ♥ Surf Pool

Board a treasure raft and hit the high seas for the longest ride in the history of the Disney Water Parks

#### ♥ Gangplank Falls

Gather the family for a raft ride like never before in a giant inner tube

## Don't Miss

### Sandy White Beach

Slow right down as you lie back and relax on the beautiful white shores surrounding the Surf Pool. With waves lapping and golden sun beaming down, these pristine sands are a haven from which to watch watery antics, or simply top up the tan.

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Guests at Disney's Hollywood Studios

## Big fun for little ones

At *Walt Disney World Resort* in Florida, every moment is filled with magic that even the youngest Disney fans will remember forever. They'll discover a world filled with pixie dust across the Disney Parks with attractions ideal for little ones. From magical moments like seeing some of their favourite Characters, to child-friendly dining and perfect places to stay – every day promises a new adventure your kids and toddlers will love.

### Family attractions

With lots of themed attractions that the whole family can enjoy, there's so much for kids of all ages – from exploring the ocean's depths with Nemo and friends, to soaring through the sky on *Dumbo the Flying Elephant*. Some attractions even offer special interactive queues, perfect for keeping the little ones entertained while they wait!

### Spectacular experiences

Little ones will love meeting some of their favourite Disney Characters throughout the Theme Parks. You'll have plenty of opportunities to capture the moment with photos you'll treasure forever.

### Family dining fun

Dining at *Walt Disney World Resort* is not just delicious but also convenient for young families. Whether that's grabbing a tasty snack on the go, enjoying the magical experience of Character Dining or having a delicious family meal at your Disney Resort hotel. There are lots of different cuisines and restaurants, plus, when you're in *Walt Disney World Resort*, you can order ahead at select dining locations using the *My Disney Experience* app<sup>^</sup> – so filling little tummies is as easy as pie.

### Baby care centres

Facilities for little ones are always close across the four Theme Parks with handy Baby Care Centres – you'll find changing areas, private nursing rooms and kitchens with microwaves and sinks – perfect for a quiet moment.

### Pushchair hire

Pushchairs are available to rent in all four Theme Parks, as well as in *Disney Springs*. Even better, there's designated 'pushchair parking' at most restaurants, shows and attractions, making getting around a breeze.

### Hotels they'll love

All Disney Resort hotels are perfectly suited to guests of all ages, and you'll find the same level of imagination, service and storytelling wherever you stay. Complimentary Disney transportation makes getting around stress-free, plus you can take advantage of the Online Check-in service to skip the front desk and go straight to your room giving you extra time to explore the magic!

### Rider switch

If all the Guests in your party can't or don't want to board an attraction, you don't have to miss out! At selected attractions across the four Theme Parks, Rider Switch lets one adult wait with any non-riders while the rest of their party enjoys the attraction. Then when the other adult returns, they can switch with the waiting adult – so they can enjoy the attraction without having to wait in the regular line again.

### My Disney Experience

We recommend you download the *My Disney Experience* app<sup>^</sup> when you arrive at *Walt Disney World Resort*. It has many helpful features to enhance your visit; plan your route with detailed maps, make and store dining reservations, pre-order tasty grab and go selections, check in to your Disney Resort hotel, and more. When in the Parks you can connect to your account with free Wi-Fi if you want to make any changes on the go!

#### DISNEY WATER PARKS

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Please check [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws) for the most current information on Disney Water Parks.



<sup>^</sup>Products and services are featured and fulfilled within the *My Disney Experience* app which can be downloaded upon arrival in the U.S. and is intended for use in the U.S. only. Currently, the app is only available in English. Message, data and roaming rates may apply. Availability subject to handset limitations, and features may vary by handset, service provider or otherwise. Coverage and app stores not available everywhere. All elements of your booking are subject to capacity and availability. Some experiences, shows or events may be modified depending on reasons including but not limited to adverse weather or refurbishment. *Walt Disney World* will not be liable for related consequences on your holiday or visit. Important details to know before you visit: [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws). Theme Park reservations will no longer be required for date-based tickets. For other admission types, Theme Park reservations may be required. Tickets will include admission to *Disney's Blizzard Beach* or *Disney's Typhoon Lagoon Water Park*, whichever is open. Currently, a reservation is not required to visit a Disney Water Park, but reservation requirements may change. Disney Water Parks are subject to rehabilitation, seasonal, capacity and weather closures. Age and height restrictions may apply to some attractions. Information correct as of July. © 2024 Disney. All Rights Reserved.





Disney Springs

## Disney Springs

Discover another side to your *Walt Disney World* Resort experience at *Disney Springs*. It's the perfect place to come and indulge in a whole new kind of magic with family and friends. Where the promise of new discoveries puts an unexpected spin on shopping, world-class dining and entertainment you can't get anywhere else. Why just have one wish when you can have them all?

### Serious shopping

Shop your way around more than 100 retail destinations, which are filled with designer clothes, signature Disney apparel, and unique finds. Discover all kinds of retailers, from big name brands to specialty boutiques, as well as the world's largest collection of Disney merchandise at *World of Disney*. With so many stores, pavilions and pop-ups to browse, your afternoon out could turn into a real shopping adventure.



World of Disney

### Unique entertainment

Play all day and night with a collection of must-see shows, live music and outstanding experiences that take you to places out of this world. Set your imagination in motion with *Drawn to Life* – a first-ever creative collaboration between Cirque du Soleil® and Disney. Or soar sky-high in a tethered helium balloon offering panoramic views across the Resort.



Drawn to Life presented by Cirque du Soleil and Disney

### Delicious dining

Dine at the tables of world-class chefs or make your own culinary journey through more than 60 dining venues\*. Whether it's casual eateries or contemporary restaurants, the mix of dining spots is sure to please the whole family. And if you're after something sweet, don't forget to treat yourself to something from the handcrafted confectioneries.



STK Steakhouse

\*Dining reservations are recommended for all table service restaurants and can be made via *My Disney Experience*. All elements of your booking are subject to capacity and availability. Some experiences, shows or events may be modified depending on reasons including but not limited to adverse weather or refurbishment. *Walt Disney World* will not be liable for related consequences on your holiday or visit. Important details to know before you visit: [disneytraveltradeinfo.com/wdwws](https://disneytraveltradeinfo.com/wdwws). Complimentary Resort transportation to get you to and from your Disney Resort hotel to the Theme Parks and *Disney Springs* is operating. Age or height restrictions may apply to some attractions. Information correct as of July 2024. © 2024 Disney. All Rights Reserved. Cirque du Soleil properties: ©Disney & TM Cirque du Soleil Disney properties: © & TM Disney.



## Disney Dining

With more than 170 different venues across the entire *Walt Disney World* Resort, you'll be spoilt for choice when it comes to dining.

Whether you choose to tuck in at your Disney Resort hotel, or dine in the Disney Parks\*, other Disney Resort hotels or *Disney Springs*, you'll have plenty of places to choose from. And there's everything from snacks and quick bites to sit-down family meals on offer.



Hollywood & Vine, Disney's Hollywood Studios

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Dole Whip



Landscape of Flavors, Disney's Art of Animation Resort



### Top Tip – Aloha Isle\*

There's a dessert stand in *Adventureland*, *Magic Kingdom Park*, that doles out sweet treats that bring big smiles. **Aloha Isle** is where you'll find the much sought-after soft-serve delight known as Pineapple DOLE Whip®, as well as frosty floats galore.



## Quick-Service dining\*

Quick-Service restaurants offer a wide variety of food for breakfast, lunch or dinner, from soups, sandwiches and salads to pastas, fish, chicken and more. Plus, when in *Walt Disney World Resort* you can use the *My Disney Experience* app<sup>^</sup> to order ahead at select dining locations and pick up food during a designated arrival window.



## Table-Service dining\*

There are loads of options available, from casual meals to Character Dining, plus unparalleled cuisine at the more upscale Signature Restaurants. Just so you know, it's strongly recommended that you make a reservation in advance – you can do this starting 60 days before you arrive at select dining locations.



## Drinks

Adventuring can be thirsty work, but there's a huge variety of drinks to choose from to keep you hydrated along the way. There are speciality refreshments, like artisan milkshakes, smoothies, hot chocolates, sodas, teas and coffees. You've also got alcoholic beverages<sup>†</sup>, including cocktails, to quench your thirst.



## Snacks

Snacks are available at Quick-Service restaurants, outdoor food carts and selected merchandise locations across the Disney Parks. There's a wide range of options – from healthy choices to frozen treats and desserts. The options include soft drinks, bottled water, fresh fruit, ice-cream, fresh popcorn, and more.

Look out for extra-special themed snacks, which bring your favourite Disney adventures straight to your plate. And don't forget when in *Walt Disney World Resort* you can save time and order ahead with the *My Disney Experience* app<sup>^</sup>.

<sup>^</sup>Products and services are featured and fulfilled within the *My Disney Experience* app which can be downloaded upon arrival in the U.S. and is intended for use in the U.S. only. Currently, the app is only available in English. Message, data and roaming rates may apply. Availability subject to handset limitations, and features may vary by handset, service provider or otherwise. Coverage and app stores not available everywhere.

<sup>†</sup>In-park dining requires valid admission for each person in your party ages 3 and up. Dining reservations do not guarantee admission to the park. <sup>†</sup>Guests must be 21 years of age or over to consume alcohol; valid photo ID is required. As to Disney artwork and properties, © 2024 Disney. All rights reserved. © 2024 Disney © 2024 Disney. DOLE WHIP is a trademark of Dole Food Company, Inc. Used with permission.



# Handy hints before you go

## Dining reservations

You can make dining reservations starting 60 days in advance of your arrival at select dining locations. These are highly recommended for table-service restaurants throughout *Walt Disney World Resort*.

If you've got a valid Disney Resort hotel reservation, you can make dining reservations for the entire length of your stay 60 days in advance of your arrival for up to a 10-night stay.

## Cashless payment

It's recommended that you use cashless payment methods, such as debit or credit cards, mobile wallets, or Disney Gift Cards^^ when making purchases across *Walt Disney World Resort*. Disney Gift Cards^^ can be purchased at Guest Relations, or at select merchandise locations.



## Top Tip Satu'li Canteen\*

Try the Na'vi inspired menu and quench your thirst the Pandoran way at the otherworldly pit-stop Satu'li Canteen, *Disney's Animal Kingdom Theme Park*.



Storybook Dining at Artist Point with Snow White



Satu'li Canteen



## Mobile ordering & check-in

When in *Walt Disney World Resort*, you can use *My Disney Experience* app^ to check-in for dining reservations, access digital menus via QR code, and pre-order food at Quick-Service venues.

There's also a walk-up waitlist for participating Table-Service restaurants, allowing Guests in parties of seven or less to check the wait time and join the virtual queue.

## Character dining

You can enjoy Character Dining experiences throughout the Resort. Why not try Breakfast à la Art at Topolino's Terrace – Flavors of the Riviera, or meet Snow White, Dopey and Grumpy at the Storybook Dining at Artist Point with Snow White, located at *Disney's Wilderness Lodge*.



Garden Grill Restaurant



## Top Tip Garden Grill Restaurant\*

See Chip 'n' Dale and their Disney pals as you dig into family dinners with a view of the Living with the Land attraction – at the Garden Grill Restaurant, *EPCOT*.

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# Free Dining & Drinks

Book your dream 2025 package holiday by **7th November 2024** and enjoy **Free Dining & Drinks** on selected Disney Resort hotel & Ticket packages.  
Plus, get **Disney 14-Day Magic Tickets** for the price of 7 days.

Free Dining & Drinks is back – and it's available during most school holidays. Simply book a selected 2025 Disney Resort hotel + Ticket package, and you'll be able to eat and drink at over 90 venues with Disney Quick-Service Meals & Disney Quick-Service Dining Plans. Plus, choose from over 170 venues for Disney Dining Plans across all Disney Resort hotels, Theme Parks and Water Parks, and at *Disney Springs* and *Disney's Boardwalk*. There's a world of wonderful cuisine to dive into, from French and Italian to Mexican and Moroccan, as well as fine-dining, fast-food favourites, healthy dinners, and even meals with Mickey and his friends.

## VALUE RESORTS



### Free Disney Quick-Service Meal

Guests can enjoy breakfast, lunch or dinner with a FREE Quick-Service meal per night.

AVAILABLE AT 90+ LOCATIONS

Per guest (ages 3+), ^per night of your stay

#### WHAT'S INCLUDED:

-  1 Quick-Service meal^
-  1 non-alcoholic/alcoholic drink per meal^

## MODERATE RESORTS





### Free Disney Quick-Service Dining Plan

For families on the go, this is a fast and easy meal plan option – especially for Guests with little ones in tow.

AVAILABLE AT 90+ LOCATIONS

Per guest (ages 3+), ^per night of your stay

#### WHAT'S INCLUDED:

-  2 Quick-Service meals^
-  1 non-alcoholic/alcoholic drink per meal^
-  1 selected snack or non-alcoholic drink^
-  Resort-refillable drink mug (per stay)

## DELUXE & DELUXE VILLA RESORTS

### Free Disney Dining Plan

Guests can easily plan meals around their family's schedule – Quick-Service when they're on the go and Table-Service when they're ready to savour the moment.

AVAILABLE AT 170+ LOCATIONS



Per guest (ages 3+), ^per night of your stay



#### WHAT'S INCLUDED:

-  1 Quick-Service meal^
-  1 Table-Service meal^
-  1 non-alcoholic/alcoholic drink per meal^
-  1 selected snack or non-alcoholic drink^
-  Resort-refillable drink mug (per stay)

**Top tip:** If you've made a booking at a Value or Moderate Disney Resort hotel, you can pay to enhance your dining plan. For example, if your holiday booking features the free Disney Quick-Service Dining Plan, you can choose to select and pay for the Disney Dining Plan instead. If you've booked in-store, online or via our call centre, you can make dining enhancements by heading to a TUI Store or by contacting the call centre. You can also make a change to your package at the time of booking when in-store or over the phone.

#### How it works:

-  Your meals and snacks<sup>1</sup> are loaded onto your Disney band or card.
-  Present your Disney band or card to your server or cashier when you purchase snacks<sup>1</sup> or meals.

-  You'll get a receipt from your server showing your updated meal balance.
-  Want to eat light one day and splurge the next? No problem! You can enjoy multiple meals or snacks<sup>1</sup> until your total number of meals and snacks<sup>1</sup> are redeemed, right up to midnight on your reservation checkout date.

To qualify for the Disney Dining Offer, a Disney Resort hotel and a Disney Magic Park Ticket must be purchased together at the time of booking, and you must have selected a Disney Park ticket that says, "14 for 7 Days Disney Magic Ticket". The Disney Dining Offer is available for eligible bookings with a minimum stay of five nights, and maximum stay of twenty-one nights, made by 7th November 2024 inclusive, for arrivals from 7th Jan - 5th April 2025, 23rd April - 2nd Oct 2025 and from 18th Oct 2025 - 17th Dec 2025. The Disney Dining Offer is available for all guests 3 years and over. Participating restaurants are subject to change and signified with a 'Dining Plan' symbol when in Resort. This offer is valid on new bookings only and subject to availability. This offer is not valid on all Disney Resorts or all Disney Room types. For more information, and to view the applicable hotels, visit [tui.co.uk/destinations/info/deals-terms-conditions](https://tui.co.uk/destinations/info/deals-terms-conditions). <sup>1</sup>If applicable.





Pluto and Goofy at  
Disney's Contemporary Resort

# Stay in the Magic

Disney RESORTS COLLECTION

Walt Disney World Resort offers a whole world of magic.  
And we invite you to come stay in the magic with the  
*Disney Resorts Collection.*





Disney's All-Star Movies Resort

### Immerse yourself in magic

Disney Resort hotels feature the same legendary storytelling, detail and Guest service found in the Theme Parks. You'll experience enchantment around every corner, from themed pools with slides and poolside activities to dining experiences and unique recreation such as Movies Under the Stars. You may even spot some familiar Disney friends.



Disney Skyliner

### Get around with ease

Enjoy the ease and convenience of getting around *Walt Disney World* Resort with fun transportation options. Zip about on the world-famous monorail, fly high on Disney Skyliner and cruise along serene waterways aboard a water taxi. Some of the Disney Resort hotels are even within walking distance of a Theme Park. If you've hired a car, you'll now get free complimentary standard parking at your Disney Resort hotel as well as complimentary standard parking at all the Disney Parks.



Disney's Animal Kingdom Lodge

### Themed resorts that bring stories to life

Prepare to be immersed in fantastical settings inspired by worlds both real and imagined—including some of your favourite Disney and Pixar tales. Whether you're taking in views of an African savannah, swimming alongside Nemo and friends or savouring the flavours of the Polynesian Isles, you'll find fun and surprising Disney touches in every detail.



Disney's Art of Animation Resort - Family Suite

### Options for five or more guests

Feel right at home in accommodations that go beyond the traditional hotel room, with room types that accommodate everything from intimate getaways for two to extended family gatherings for 12. There are options for separate bedrooms, kitchenettes and living areas, with something for nearly every family size and budget.

## Enjoy More Time in the Parks

**Guests of Disney Resort hotels can get a 30-minute jump on their Disney day with early Theme Park entry — available at all four *Walt Disney World* Theme Parks. This popular benefit will continue throughout 2025.**

Plus, Guests staying at Disney Deluxe Resort Hotels or Disney Deluxe Villas can enjoy extended evening hours — experiencing select attractions, shops and dining after regular park hours — in select Theme Parks on select nights (valid admission required). This popular benefit will continue through 2025! Together with early theme park entry — available to all Disney Resort hotel Guests — you'll get to arrive earlier and stay later so you can maximise your time in the Parks!



Expedition Everest-Legend of the Forbidden Mountain, Disney's Animal Kingdom Theme Park

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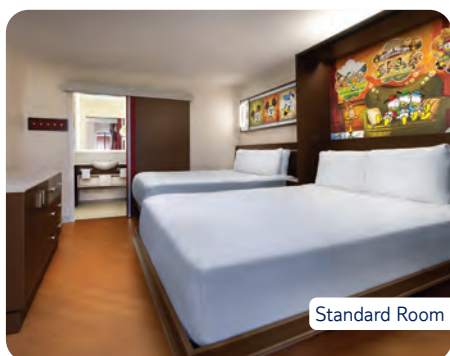




Disney's All-Star Sports Resort © 2024 Disney



End Zone Food Court



Standard Room



Grand Slam Pool

## Disney's All-Star Sports Resort

WALT DISNEY WORLD RESORT FLORIDA

T T T Plus       4.0/5 Based on 8143 reviews

This place is split into five sports-related zones – American football, baseball, basketball, tennis and surfing. Each is accessorised with the likes of sky-high surfboards and staircases hidden in giant helmets.

### Key facilities

- 2 pools • 1 kids' pool • 1 bar • Food court • Free Wi-Fi • Playground • Games arcade\* • Jogging trail • Campfire activities • Movies under the stars

### Location

- In Disney's Animal Kingdom Resort Area
- Free shuttle bus to and from the Disney Parks and Disney Springs.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



### SEE PRICES ONLINE

Available from  
November 2024 – April 2026



Book theme park tickets online or with one of our Travel Experts. For more Florida experiences, visit [tui.co.uk/things-to-do](https://tui.co.uk/things-to-do)

Click the link or head to [tui.co.uk](https://tui.co.uk) for more info about our holidays, including hotel details, helpful videos and more.

[View online](#)

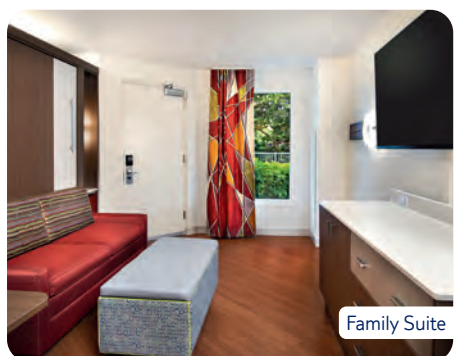




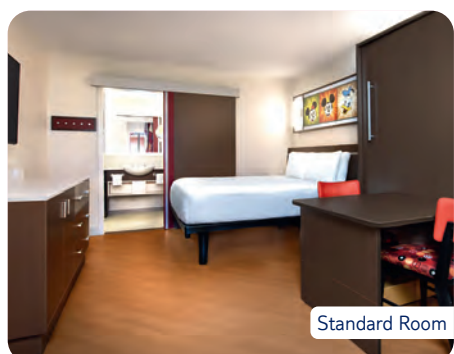
Disney's All-Star Music Resort © 2024 Disney



Intermission Food Court



Family Suite



Standard Room

## Disney's All-Star Music Resort

WALT DISNEY WORLD RESORT FLORIDA

T T T Plus  4.0/5 Based on 6868 reviews

The five themed areas that make up this *Disney All-Star* Resort pay homage to the genres of jazz, country, calypso, Broadway, and rock 'n' roll.

### Key facilities

- 2 pools • 1 kids' pool • 1 bar • Food court • Free Wi-Fi • Playground • Games arcade\* • Jogging trail • Campfire activities • Movies under the stars

### Location

- Within *Disney's Animal Kingdom* Resort Area
- Free shuttle bus to and from the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

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[View online](#)

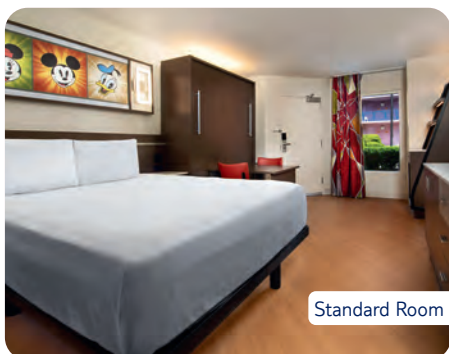




Disney's All-Star Movies Resort © 2024 Disney



Fantasia Pool



Standard Room



World Premiere Food Court

## Disney's All-Star Movies Resort

WALT DISNEY WORLD RESORT FLORIDA

**T T T Plus** 4.0/5 Based on 8143 reviews

This *Disney All-Star* Resort transports you into the movies. You'll be greeted by Characters from the silver screen, including two-storey-tall spotted dogs from *101 Dalmatians* and the playful toys of Andy's Room.

### Key facilities

- 2 pools • 1 kids' pool • 1 bar • Food court • Free Wi-Fi • Playground • Games arcade\* • Jogging trail • Campfire activities • Movies under the stars

### Location

- In *Disney's Animal Kingdom* Resort Area
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**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

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Click the link or head to **[tui.co.uk](https://tui.co.uk)** for more info about our holidays, including hotel details, helpful videos and more.

[View online](#)



*Disney's Pop Century Resort*

Everything at this place is themed around pop culture from the 20th century. There are five zones, showcasing fads from every decade from the Fifties to the Nineties.

- 3 pools • 1 kids' pool • 1 bar • Food court • Free Wi-Fi • Playground • Games arcade\* • Jogging trail
- Campfire activities • Movies under the stars

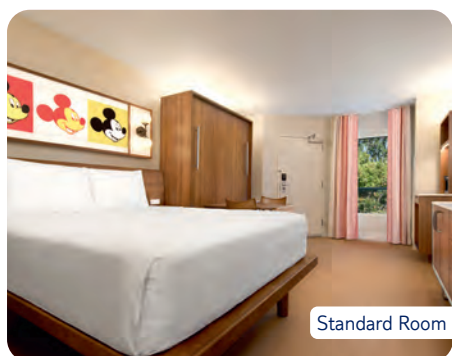
• In *Disney's Hollywood Studios* Resort Area • Free shuttle bus from your hotel entrance to the Disney Parks and *Disney Springs* • Access to the Disney Skyliner - a panoramic aerial gondola system which connects you with *Disney's Hollywood Studios* and *EPCOT*

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

**Board:** Room Only

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

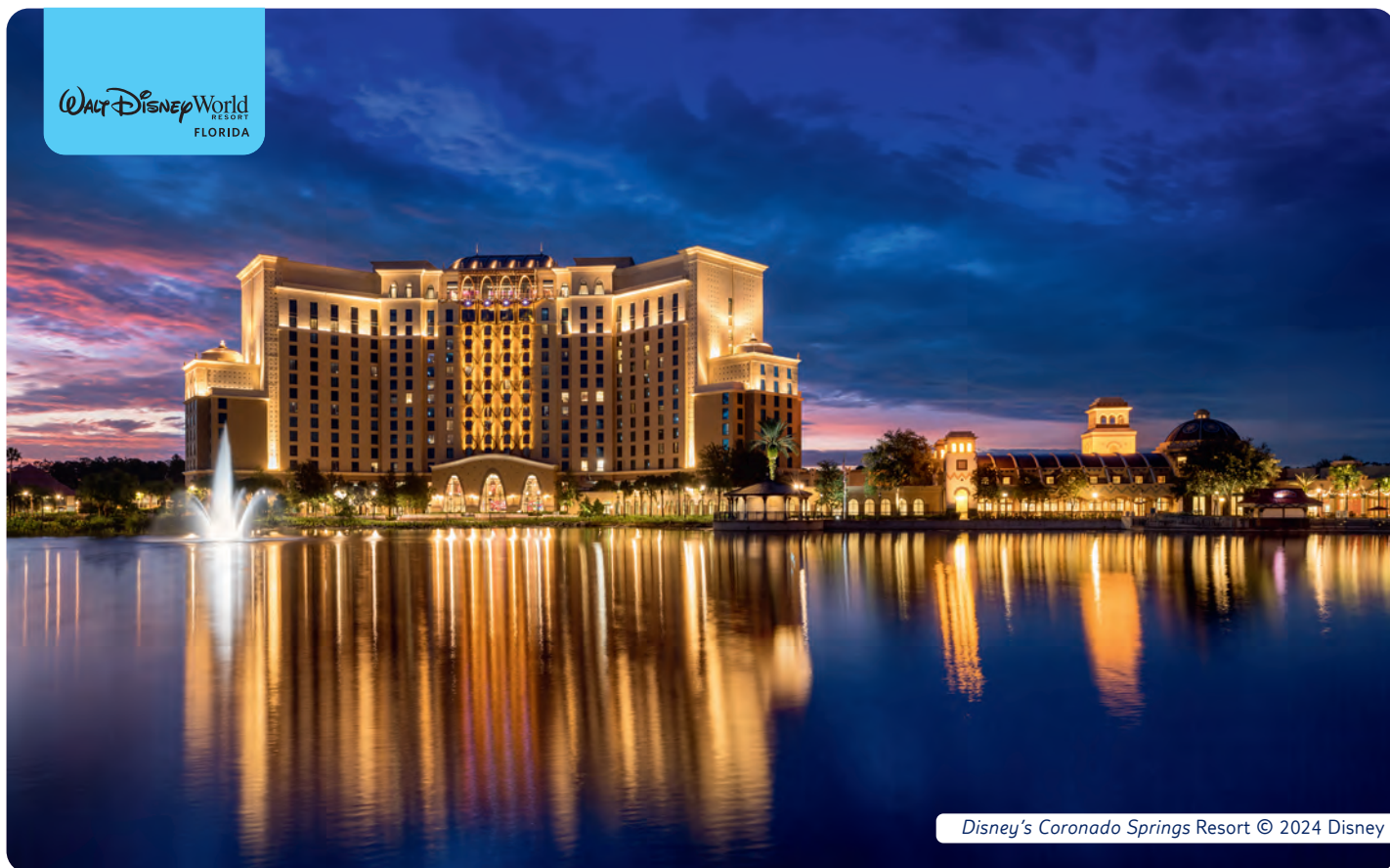


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Disney's Coronado Springs Resort © 2024 Disney



Standard View Room

### Your room

This Mexican themed hotel has a good choice of double rooms available, with some offering **water views**. Plus, free Wi-Fi and air-conditioning is provided.

Some double rooms sleep up to two people with a US king-size bed whilst other double rooms can accommodate up to four people with two US queen-size beds.

## Disney's Coronado Springs Resort

### WALT DISNEY WORLD RESORT FLORIDA

**T T T T** 4.0/5 Based on 8050 reviews

This hotel blends Spanish, Mexican and Southwest American cultures in a lakeside setting. It lines up waterfront eateries and a pool beside a 50-foot Mayan pyramid.

There are nods to ancient Mexico all over the complex. The main pool features a temple-style waterfall. Rooms have cocoa-brown and jade-green interiors, and are arranged in pastel-painted casitas blocks.

### Key facilities

- 4 pools • 1 kids' pool • 4 bars • 4 restaurants
- Food court • Free Wi-Fi • Playground • Games arcade\* • Jogging trail • Campfire activities
- Volleyball\* • Movies under the stars • Health club

### Location

- Within *Disney's Animal Kingdom Resort Area*
- Free shuttle bus to all the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

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The Lost City of Cibola Pool



Dahlia Lounge



Maya Grill



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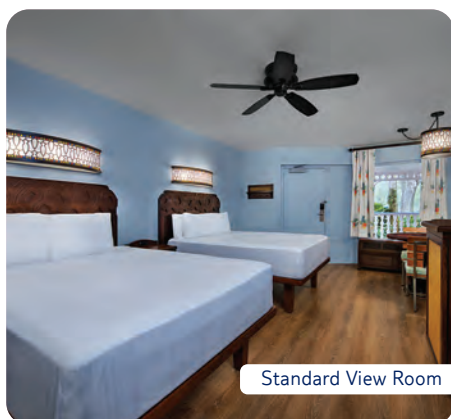
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Disney's Caribbean Beach Resort © 2024 Disney



Standard View Room

### Your room

There's a good choice of Caribbean-themed double rooms here, and you can upgrade to a **double room** with a king-size bed. There's also rooms with a **pool** or **water view**. Free Wi-Fi, air-conditioning and a TV showing the Disney Channel all come as standard, too

## Disney's Caribbean Beach Resort

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT 4.0/5 Based on 9141 reviews

Set eyes on this place, and you'll feel like you've landed 500 miles south of Orlando, in the Caribbean. Colonial-style buildings in hues of pink and blue are set against towering palms and manicured lawns.

The whole place is split into separate villages, representing the West Indies Islands of Trinidad, Martinique, Barbados, Aruba and Jamaica.

### Key facilities

- 6 pools • 1 kids' water play area • 1 bar • 2 restaurants • Food court • Free Wi-Fi • Playground
- Jogging trail • Campfire activities • Volleyball\*
- Fishing\* • Movies under the stars

### Location

- Located in the *Disney's Hollywood Studios* Resort Area • Free shuttle bus to the Disney Parks and *Disney Springs* • Access to the Disney Skyliner - a panoramic aerial gondola system which connects you with *Disney's Hollywood Studios* and *EPCOT*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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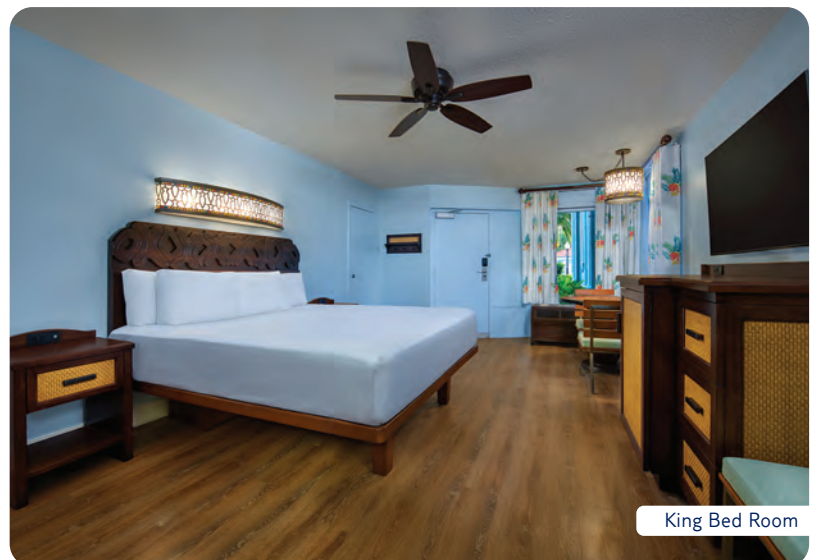




Fuentes del Morro Pool



Sebastian's Bistro



King Bed Room



Banana Cabana



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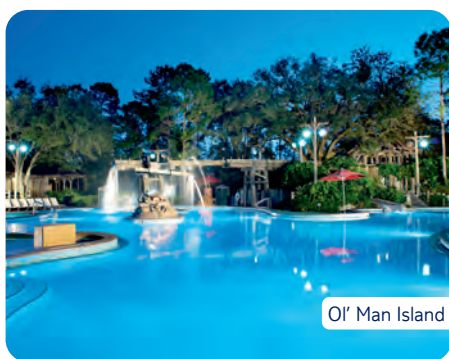
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Disney's Port Orleans Resort - Riverside © 2024 Disney



Ol' Man Island



Standard View Room



Riverside Mill Food Court

## Disney's Port Orleans Resort - Riverside

WALT DISNEY WORLD RESORT FLORIDA

TTTTT  4.0/5 Based on 10376 reviews

The *Riverside* half of *Disney's Port Orleans* Resort takes inspiration from rural Louisiana.

It's set beside a river, so it really makes you feel as though you're in the wetlands of America's Pelican State.

### Key facilities

- 6 pools • 1 kids' pool • 2 bars • 1 restaurant
- Food court • Free Wi-Fi • Playground • Games arcade\* • Jogging trail • Campfire activities
- Fishing\* • Bike hire\* • Movies under the stars

### Location

- In the *Disney Springs* Resort Area • Free shuttle bus to and from the Disney Parks • Water taxi to *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

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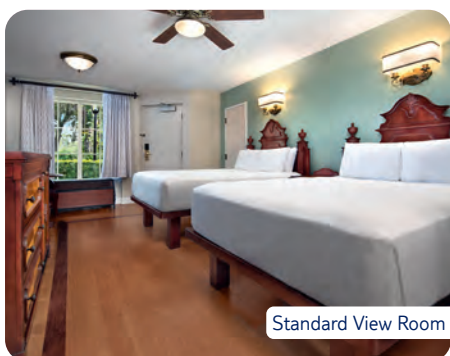




Disney's Port Orleans Resort - French Quarter © 2024 Disney.



Sassagoula Floatworks &amp; Food Factory



Standard View Room



Disney's Port Orleans Resort - French Quarter

## Disney's Port Orleans Resort - French Quarter

### WALT DISNEY WORLD RESORT FLORIDA

T T T T T 4.5/5 Based on 6694 reviews

Strolling through this place, you'll be forgiven for thinking you're in the heart of New Orleans' historic French Quarter. Flowers bloom over wrought-iron balconies, and glass lamps illuminate cobblestone walkways.

#### Key facilities

- 1 pool • 1 kids' water play area • 2 bars
- Food court • Free Wi-Fi • Playground
- Games arcade\* • Jogging trail • Campfire activities
- Movies under the stars

#### Location

- In the *Disney Springs* Resort Area • Free shuttle bus to and from the Disney Parks • Water taxi to *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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Disney's Riviera Resort © 2024 Disney



Riviera Pool

## Disney's Riviera Resort

### WALT DISNEY WORLD RESORT FLORIDA

T T T T T T 4.5/5 Based on 230 reviews

Enchantment awaits you at this hotel, which is inspired by Europe and imagined by Disney. Exhilarating activities, delectable dining and stylish accommodations are all on the cards.

#### Key facilities

• 2 pools • 1 kids' water play area • 1 bar • 2 restaurants • Le Petit Cafe • Free Wi-Fi • Campfire activities • Health Club • Movies under the stars

#### Location

• Located within the EPCOT Resort Area • Access to the Disney Skyliner - an aerial gondola system connecting you with EPCOT and Disney's Hollywood Studios • Free shuttle bus to the Disney Parks and Disney Springs.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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Deluxe Studio, Preferred View



Topolino's Terrace - Flavors of the Riviera



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Disney's Art Of Animation Resort © 2024 Disney/Pixar



Landscape of Flavors Food Court © 2024 Disney



The Lion King Family Suite



Cozy Cone Pool

## Disney's Art Of Animation Resort

### WALT DISNEY WORLD RESORT FLORIDA

**T T T Plus** 4.5/5 Based on 8800 reviews

Be surrounded in the artistry and magic of Disney and Pixar movies. Stay at a Disney Resort hotel that invites you to explore the storybook landscapes seen in classic films like *Finding Nemo*, *Cars*, *The Lion King* and *The Little Mermaid*. From themed family suites to decorated courtyards, *Disney's Art of Animation* 'draws' you and your family in to become a part of some of your animated favourites.

#### Key facilities

- 3 pools • 1 kids' water play area • 1 bar • Food court • Free Wi-Fi • Playground • Games arcade\*
- Jogging trail • Campfire activities
- Movies under the stars

#### Location

- In *Disney's Hollywood Studios* Resort Area • Free shuttle bus to the Disney Parks and *Disney Springs*
- Access to the Disney Skyliner - a panoramic aerial gondola system which connects you with *Disney's Hollywood Studios* and *EPCOT*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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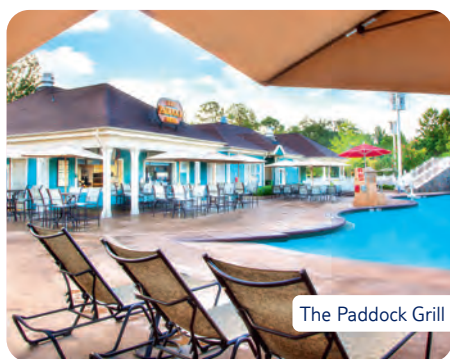
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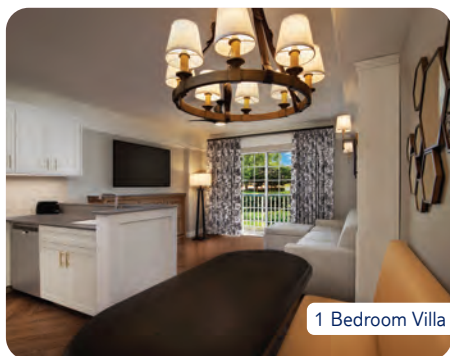




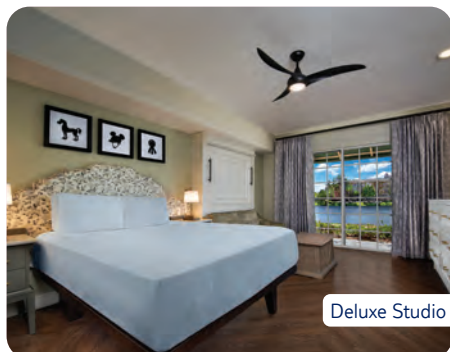
Disney's Saratoga Springs Resort and Spa © 2024 Disney



The Paddock Grill



1 Bedroom Villa



Deluxe Studio

## Disney's Saratoga Springs Resort and Spa

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT 4.5/5 Based on 4651 reviews

Staying here is like stepping into Victorian New York. The whole place is themed on the historic city of Saratoga Springs – a place known for its lively horse racing and relaxing spas.

The Lake Buena Vista Golf Course is on your doorstep, and *Disney Springs* is a short boat ride away across the lake. Plus, you'll stay in one of the stately studios or multi-bedroom Villas.

#### Key facilities

- 5 pools • 1 kids' water play area • 3 bars
- 3 restaurants • Free Wi-Fi in rooms
- Campfire activities • Movies under the stars
- Bike hire\* • Tennis\* • Basketball\* • Jogging trail
- Playground • Games arcade\* • Health Club

#### Location

- Within walking distance or a short boat ride away from the entertainment, shops and dining of *Disney Springs*

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 30 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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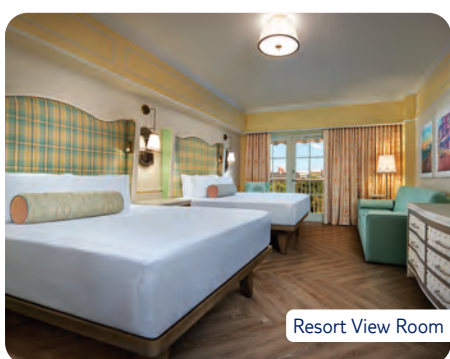
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Disney's BoardWalk Inn © 2024 Disney



Luna Park Pool



Resort View Room



Flying Fish

## Disney's BoardWalk Inn

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT  4.5/5 Based on 2124 reviews

This place sits on the waterfront of *Disney's BoardWalk*, with bars, shops and restaurants all around. Plus, you can hop on water taxis and buses to the Disney Parks from just outside. As for the hotel itself, it's a throwback to the candy-coloured seaside buildings of 1940s America. Cue striped awnings, bright façades and a Coney Island-style boardwalk with street performers.

#### Key facilities

- 3 pools • 1 kids' pool • 3 bars • 2 restaurants
- Free Wi-Fi • Playground • Games arcade\*
- Jogging trail • Campfire activities • Tennis\*
- Bike hire\* • Movies under the stars • Health club

#### Location

• Located within the *EPCOT* Resort Area • Within walking distance of *EPCOT* and *Disney's Hollywood Studios* • Free shuttle bus service to and from the Disney Parks and *Disney Springs* • Water taxi to *EPCOT* and *Disney's Hollywood Studios*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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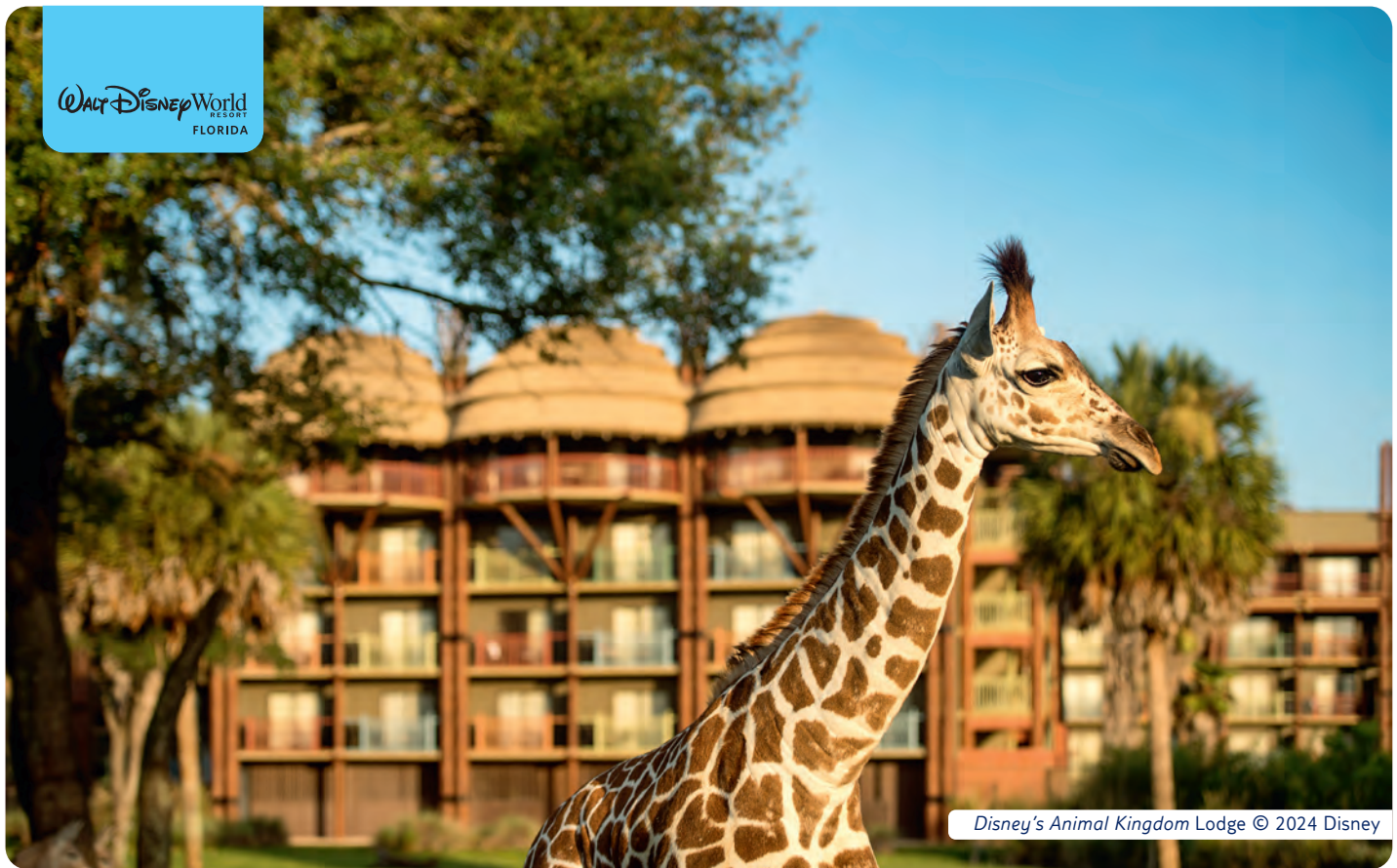


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Disney's Animal Kingdom Lodge © 2024 Disney



Savannah-View Room

#### Your room

Rooms transport you to another continent with their African-inspired interiors. There's a choice of double rooms available, including **Savannah-view** rooms where you can see the wildlife roam by.

**Water view** rooms are also available

## Disney's Animal Kingdom Lodge

WALT DISNEY WORLD RESORT FLORIDA

TTTTT 4.5/5 Based on 8485 reviews

Step into the heart of Africa at this Resort hotel. Inspired by the traditional African kraal, the horseshoe-curved design provides spectacular views of four savannas that over 200 animals and birds call home. Delight in dazzling pool areas, exciting animal programs, and one of the largest collections of African art in the United States, as you experience your own African safari adventure with a touch of Disney magic.

#### Key facilities

- 1 pool • 1 kids' pool • 3 bars • 3 restaurants
- Free Wi-Fi • Playground • Games arcade\*
- Jogging trail • Campfire activities • Movies under the stars • Health club

#### Location

- In *Disney's Animal Kingdom Resort Area* • Free shuttle bus to the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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Uzima Springs Pool



Uzima Springs Pool



Jiko Restaurant



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Disney's Animal Kingdom Villas - Kidani Village © 2024 Disney



Samawati Springs Pool



1 Bedroom Villa - Savanna View



Sanaa

## Disney's Animal Kingdom Villas - Kidani Village

WALT DISNEY WORLD RESORT FLORIDA

TTTTT  4.5/5 Based on 1781 reviews

Escape on your own African safari adventure at this Resort hotel. Inspired by the traditional African kraal, the horseshoe-curved design offers far-reaching views of the savanna where over 30 species of African wildlife freely roam. Enjoy dazzling pool areas, exciting animal programs, and all the comforts of home in the spacious Studios and multi-bedroom Villas.

### Key facilities

- 1 pool • 1 kids' water play area • 2 bars • 1 restaurant • Free Wi-fi • Campfire Activities • Movies under the stars • Health club • Basketball\* • Tennis\* • Games arcade\*

### Location

- In *Disney's Animal Kingdom Resort Area* • Free shuttle bus to and from the Disney Parks and *Disney Springs*

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 30 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

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Disney's Beach Club Resort © 2024 Disney



Stormalong Bay

## Disney's Beach Club Resort

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT  4.5/5 Based on 3455 reviews

Discover the casual elegance of this charming, New England-style Resort hotel. Savor exquisite dining, and explore the pools, lagoons and spas of Stormalong Bay. Sail around Crescent Lake on a rented mini-powerboard, and experience the luxurious comfort of a Club Level Suite. Sharing many amenities with its more formal sister, *Disney's Yacht Club Resort*, *Disney's Beach Club Resort* is within walking distance to *EPCOT* and a convenient boat ride to *Disney's Hollywood Studios*.

#### Good to know

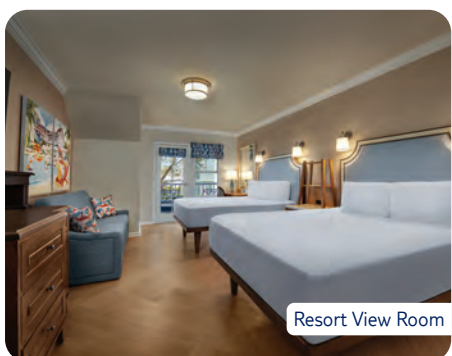
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#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



Resort View Room

#### Key facilities

- 4 pools • 1 kids' pool • 4 bars • 4 restaurants
- Free Wi-Fi • Games arcade\* • Jogging trail
- Campfire activities • Tennis\* • Volleyball\*
- Fishing\* • Boat rental\* • Movies under the stars
- Health club

#### Location

• Located within the *EPCOT* Resort Area • Within walking distance to *EPCOT* and *Disney's Hollywood Studios* • Free shuttle bus service to and from the Disney Parks and *Disney Springs* • Water taxi to *EPCOT* and *Disney's Hollywood Studios*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.



Cape May Cafe



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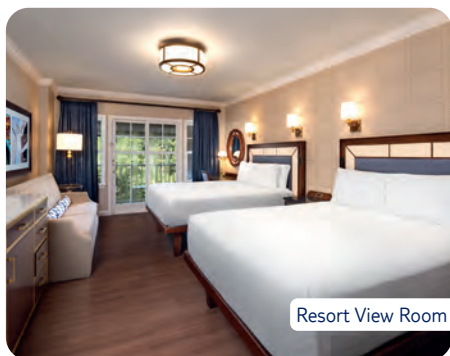




Disney's Yacht Club Resort © 2024 Disney



Stormalong Bay



Resort View Room



Yachtsman Steakhouse

## Disney's Yacht Club Resort

WALT DISNEY WORLD RESORT FLORIDA

T T T T T T 4.5/5 Based on 3455 reviews

Delight in the formal grace of a grand New England-style yacht club at this lakeside hotel. Relax in the elegance of a plush lobby complete with nautical decor, explore the whimsical Stormalong Bay and rent a variety of watercraft from Bayside Marina. Sharing many amenities with its pastel-toned sister, *Disney's Beach Club Resort*, *Disney's Yacht Club Resort* is within walking distance to *EPCOT* and a convenient boat ride to *Disney's Hollywood Studios*.

### Key facilities

- 4 pools • 1 kids' pool • 4 bars • 4 restaurants
- Free Wi-Fi • Games Arcade\* • Jogging trail
- Campfire activities • Tennis\* • Volleyball\*
- Fishing\* • Boat Rental\* • Movies under the stars
- Health club

### Location

- Located within the *EPCOT* Resort Area • Within walking distance to *EPCOT* and *Disney's Hollywood Studios* • Free shuttle bus to and from the Disney Parks and *Disney Springs* • Water taxi to *EPCOT* and *Disney's Hollywood Studios*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

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WALT DISNEY WORLD  
RESORT  
FLORIDA

Disney's Grand Floridian Resort & Spa © 2024 Disney



Courtyard Pool



Resort View Room



Victoria's & Albert's

## Disney's Grand Floridian Resort & Spa

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT 4.5/5 Based on 5497 reviews

Victorian elegance meets modern sophistication at this lavish Disney Resort hotel. Unwind outdoors, indulge in a luxurious massage and watch evening fireworks light up the sky over Cinderella Castle. Just one stop to *Magic Kingdom Park* on the complimentary Resort Monorail, this timeless Victorian-style marvel evokes Palm Beach's golden era.

#### Key facilities

- 2 pools • 1 kids' water play area • 4 bars
- 6 restaurants • Room service\* – breakfast and dinner • Free Wi-Fi • Games arcade\* • Basketball court\* • Jogging trail • Campfire activities • Fishing\*
- Boat rental\* • Movies under the stars • Electrical Water Pageant • Health club • The Grand Floridian Spa\*

#### Location

- Within the *Magic Kingdom Resort Area* • Resort Monorail and water taxi to the *Magic Kingdom Park*
- Free shuttle bus to and from the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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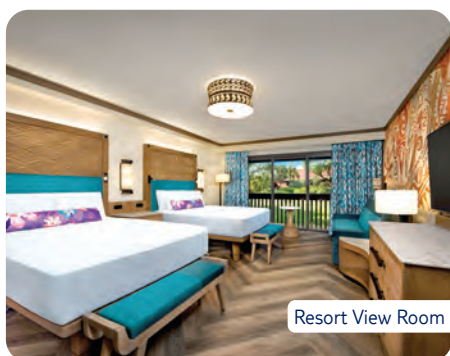
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\*Extra charge





Lava Pool



Resort View Room



Kona Cafe

## Disney's Polynesian Village Resort

WALT DISNEY WORLD RESORT FLORIDA

T T T T T T      4.0/5 Based on 4058 reviews

Celebrate the spirit of the South Pacific at this oasis of tropical palms, lush vegetation and so much more. From moonlit nights immersed in the outdoor island ambience to the exotic tastes of world-class restaurants, discover the signature tropical atmosphere that's made *Disney's Polynesian Village Resort* a favourite Disney destination since 1971.

### Key facilities

• 2 pools • 1 kids' water play area • 5 bars • 4 restaurants • Free Wi-Fi • Volleyball\* • Jogging trail • Fishing\* • Campfire activities • Electrical Water Pageant • Movies under the stars

### Location

• Located within the *Magic Kingdom Resort Area* • Resort Monorail and water taxi to the *Magic Kingdom Park* • Free shuttle bus to and from the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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Disney's Contemporary Resort © 2024 Disney



Feature Pool



Garden Wing - Resort View



Chef Mickey's

## Disney's Contemporary Resort

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT 4.0/5 Based on 3778 reviews

Retreat to this ultra-modern Disney Resort hotel and discover award-winning dining, spectacular views and dazzling pools. Whether you're staying in the iconic A-frame Contemporary tower or the nearby Garden Wing, you can walk to *Magic Kingdom* main gate or catch the Resort Monorail as it breezes through the tower.

#### Key facilities

- 2 pools • 1 kids' water play area • 5 bars
- 4 restaurants • Free Wi-Fi • Games arcade\*
- Jogging trail • Fishing\* • Volleyball\* • Tennis\*
- Campfire activities • Electrical Water Pageant
- Movies under the stars • Boat Rental\*
- Health club

#### Location

• Within the *Magic Kingdom* Resort Area • Resort Monorail to the *Magic Kingdom* Park runs through the hotel - you can board on the 4th floor • Free shuttle bus to the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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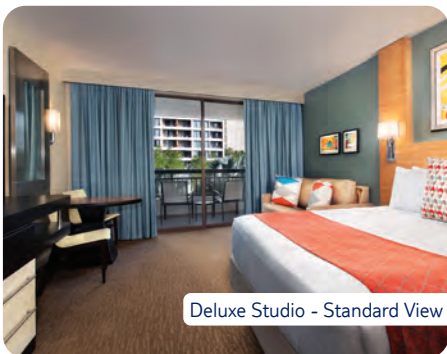




Bay Lake Tower at Disney's Contemporary Resort © 2024 Disney



Bay Cove Pool



Deluxe Studio - Standard View



Electrical Water Pageant

## Bay Lake Tower at Disney's Contemporary Resort

WALT DISNEY WORLD RESORT FLORIDA

T T T T T T 4.5/5 Based on 2053 reviews

Luxury meets elegance at this lakeside Resort hotel, located within walking distance to *Magic Kingdom* Park. Choose from studios and multi-bedroom villas with kitchens or kitchenettes, and dramatic views that might include old-growth cypress trees, the shimmering Bay Lake, the courtyard or Cinderella Castle. Enjoy enchanting pools and award-winning dining — plus the extensive offerings of *Disney's Contemporary Resort*, connected by the convenient Sky Way Bridge.

### Key facilities

- 1 pool and a kids' water play area located at *Bay Lake Tower* • 2 pools and a kids' water play area located at *Disney's Contemporary Resort* • 5 bars<sup>^</sup>
- 4 restaurants<sup>^</sup> • Games arcade<sup>^</sup> • Basketball<sup>^</sup> • Volleyball<sup>^</sup> • Boat rental<sup>\*</sup> • Tennis<sup>^</sup> • Free Wi-Fi, • Jogging trail, • Movies under the stars<sup>^</sup> • Campfire activities<sup>^</sup> • Electrical Water Pageant • Health Club<sup>^</sup>

### Location

- Within the *Magic Kingdom* Resort Area • Resort Monorail to the *Magic Kingdom Park*<sup>^</sup> • Free shuttle bus to the Disney Parks and *Disney Springs*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

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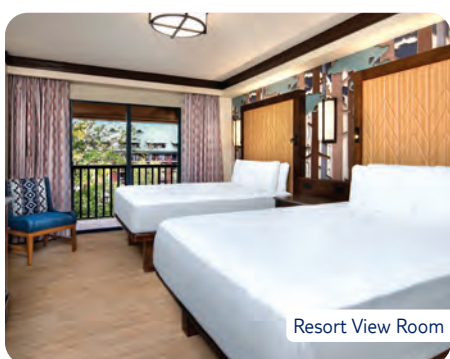




Disney's Wilderness Lodge © 2024 Disney



Copper Creek Springs Pool



Resort View Room



Whispering Canyon Cafe

## Disney's Wilderness Lodge

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT 4.5/5 Based on 688 reviews

Escape to the rustic majesty of America's Great Northwest. Inspired by turn-of-the-century National Park lodges, *Disney's Wilderness Lodge* celebrates American craftsmanship and the beauty of the wilderness. Soak in the splendor of the great outdoors, from nature trails through pine forests to rocking chairs overlooking the creek. Inside, discover totem poles, headdresses and more, and enjoy the rustic stone hearth and roaring fireplace.

#### Key facilities

- 2 pools • 1 kids' water play area • 1 bar
- 4 restaurants • Free Wi-Fi • Games arcade\*
- Jogging trail • Campfire activities • Electrical Water Pageant • Movies under the stars • Health club

#### Location

- Within the *Magic Kingdom* Resort Area • Free shuttle bus to and from the Disney Parks and *Disney Springs* • Water taxi to the *Magic Kingdom* Park.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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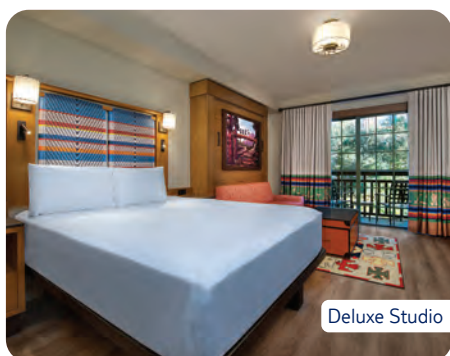




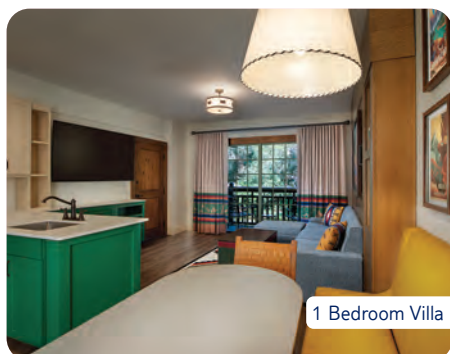
Boulder Ridge Villas at Disney's Wilderness Lodge © 2024 Disney



Geyser Point Bar & Grill



Deluxe Studio



1 Bedroom Villa

## Boulder Ridge Villas at Disney's Wilderness Lodge

### WALT DISNEY WORLD RESORT FLORIDA

TTTTT  4.5/5 Based on 688 reviews

The *Boulder Ridge Villas at Disney's Wilderness Lodge* put you within easy reach of the action at *Walt Disney World Resort* – you can catch a boat ride across the lake to *Magic Kingdom Park*, and there's free transport to the other Disney Parks.

There are two swimming pools to choose from, including one with a 67-foot slide. Hot-and-cold whirlpools are dotted around both pools – they're perfect for sinking into after a busy day.

#### Key facilities

- 2 pools • 1 bar • 4 restaurants • 1 Kids' water play area • Movies under the stars • Campfire activities • Electrical Water Pageant • Jogging trail • Games arcade\* • Free Wi-Fi • Fishing\* • Health Club

#### Location

- Within the *Magic Kingdom Resort Area* • Free shuttle bus to and from the Disney Parks and *Disney Springs* • Water taxi to the *Magic Kingdom Park*.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

#### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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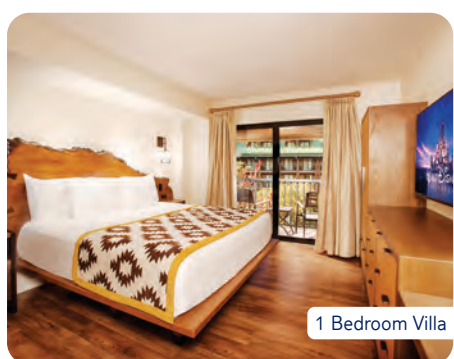




Copper Creek Villas &amp; Cabins at Disney's Wilderness Lodge © 2024 Disney



2 Bedroom Cabin



1 Bedroom Villa



Story Book Dining at Artist Point with Snow White

## Copper Creek Villas & Cabins at Disney's Wilderness Lodge

WALT DISNEY WORLD RESORT FLORIDA

TTTTTT 4.5/5 Based on 160 reviews

Welcome to an idyllic retreat, complete with a rustic-elegant vibe – a nod to the pioneering heritage of the Pacific Northwest. Consider this your new go-to holiday base camp, located just around the river bend from *Magic Kingdom* Park. Standout features include a full range of accommodations with modern amenities, from Deluxe Studios to 26 waterfront Cabins with wraparound porches.

There are four restaurants to choose from, including a place where you can meet the Characters from Snow White and the Seven Dwarfs, and an Old West-themed place that comes with all-you-care-to-enjoy skillet.

### Key facilities

- 2 pools • 1 bar • 4 restaurants • 1 kids' water play area • Movies under the stars • Campfire activities • Electrical Water Pageant • Jogging trail • Health club • Games arcade\* • Free wi-fi • Fishing\* • Tennis\*

### Location

- Within the *Magic Kingdom* Resort Area • Free shuttle bus to and from the Disney Parks and *Disney Springs* • Water taxi to the *Magic Kingdom* Park.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport. 35 minutes from Orlando International Airport between mid-Nov and mid-March.

### Good to know

If you're staying at a Disney Resort hotel you'll get free standard overnight parking at your hotel, as well as free standard parking at all the Disney Parks.

### Food & Drink

**Board:** Room Only

### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**


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# Universal Orlando Resort hotels

Stay at a Universal Orlando hotel and you'll be close to the action of the theme parks.

There's a **Universal Orlando hotel** for every style and budget, all of which come with exclusive theme park benefits...

- ✓ **Early Park Admission<sup>A</sup>** to The Wizarding World of Harry Potter™ and Universal Volcano Bay up to one hour before the parks open.  
(\*Valid theme park admission required and select attractions.)
- ✓ **Complimentary transportation** to all Universal Orlando theme parks and Universal CityWalk.
- ✓ **Access to a resort-wide charging system** with your room key, which means you can go cash-free across the Universal attractions.
- ✓ **Complimentary merchandise delivery** to your hotel from shops across Universal, so you don't have to carry your souvenirs around the park.

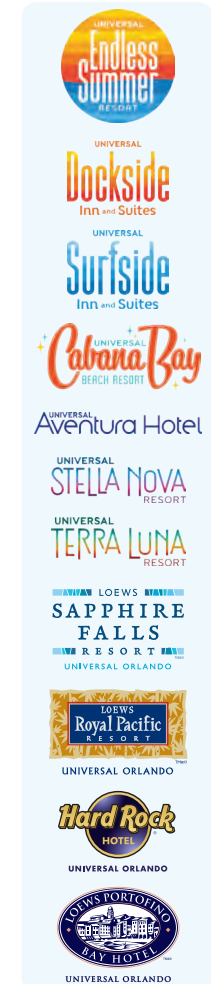
**PLUS Guests at Loews Portofino Bay Hotel, Hard Rock Hotel® or Loews Royal Pacific Resort also receive:**

- ✓ **Free<sup>††</sup> Universal Express Unlimited**, so you can skip the regular queues all day in Universal Studios and Islands of Adventure. That means less time waiting for rides like The Amazing Adventures of Spider-Man®, Despicable Me Minion Mayhem and The Incredible Hulk Coaster®.  
(Valid theme park admission required. Not valid at Universal Volcano Bay).
- ✓ **Priority seating** at select restaurants throughout Universal Orlando Resort.



Artist Conceptual Rendering

With an exclusive entrance into **Universal Epic Universe** theme park, you'll be transported to a fantastical world where heavens and earth unite at this full-service hotel, due to open in 2025 - more details coming soon. Valid theme park admission is required for park entry.



HARRY POTTER and all related characters and elements © & ™ Warner Bros. Entertainment Inc. Publishing Rights © J.K. Rowling.

<sup>A</sup>Requires theme park admission. Early Park Admission begins up to one (1) hour prior to regular scheduled park opening to either Universal Studios Florida or Universal's Islands of Adventure as determined by Universal Orlando. Early Park Admission begins up to one (1) hour prior to regular scheduled park opening for Universal's Volcano Bay. Valid at select attractions at each park. Attractions are subject to substitutions without notice. Additional restrictions may apply. <sup>††</sup> Requires theme park admission. Valid only at participating rides and attractions in Universal Studios Florida and Universal's Islands of Adventure. Not valid at Universal's Volcano Bay. Excludes separately ticketed events. Park-to-Park admission required to board the Hogwarts™ Express. Benefit valid only for guests of Loews Royal Pacific Resort, Hard Rock Hotel® and Loews Portofino Bay Hotel, for the number of guests staying in the room for the length of hotel stay. Available during normal theme park operating hours only. Additional restrictions may apply and benefits are subject to change without notice. Please note that guests must be 21 or older to purchase alcohol. Valid Photo ID required. Minions and all related elements and indicia TM & © 2024 Universal Studios. © 2024 MARVEL. Hard Rock Hotel © Hard Rock Cafe International (USA), Inc. Portofino Bay Hotel and Royal Pacific Resort TM © 2024 UCF Hotel Venture. All rights reserved. Cabana Bay Beach Resort TM & © 2024 UCF Hotel Venture II. All rights reserved. Sapphire Falls Resort TM & © 2024 UCF Hotel Venture III. All Rights Reserved. Aventura Hotel TM & © 2024 UCF Hotel Venture IV. All rights reserved. © 2024 UCF Hotel Venture V. UNIVERSAL TM & © Universal Studios. ENDLESS SUMMER registered trademarks, Bruce Brown Films, LLC. All rights reserved. Universal elements and all related indicia TM & © 2024 Universal Studios. All rights reserved.

You must be aged 21 or over, and be able to show valid photo ID, to purchase and consume alcoholic beverages.





## Universal Aventura Hotel

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T Plus**   4.5/5 Based on 2691 reviews

This hotel is within easy strolling distance of Universal Volcano Bay, and comes with great views of all three Universal Orlando parks. It goes all out in the style stakes, too, with a swanky rooftop bar and a sleek, all-glass exterior.

#### Key facilities

- 1 pool • Pool bar • Lobby bar • Rooftop bar
- Food Court • Coffee shop • Hot tub • Fire pit
- Free Wi-Fi • Fitness centre

#### Location

- Located just a short walk from Universal Volcano Bay, plus a free shuttle ride away from Universal Studios Florida, Universal Islands of Adventure and the Universal CityWalk entertainment complex.

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.  
30 minutes from Orlando International Airport between mid-Nov and mid-March

#### Universal Theme Park benefits

- Includes Early Park Admission<sup>A</sup> to select attractions at Universal theme parks (theme park ticket required)
- Complimentary shuttle buses to all three Universal theme parks and Universal CityWalk

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



Urban Pantry



Standard Two Queen room



Bar17 Bistro rooftop bar\*\*



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Two Queen Room with Volcano Bay View

### Your room

At this resort, all double rooms come with two queen-size beds, air-conditioning and a flatscreen TV. Extras include a coffee machine and a mini-fridge.

## Universal's Cabana Bay Beach Resort

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T Plus**                                                            





Bayliner Diner



Galaxy Bowl\*



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## Universal's Endless Summer Resort - Dockside Inn and Suites

UNIVERSAL ORLANDO RESORT FLORIDA

  4.0/5 Based on 2972 reviews

Universal Endless Summer Resort - Dockside Inn and Suites is the newest hotel in the Universal line-up. And similar to its sister hotel, Surfside Inn and Suites, this cool, coastal-themed retreat delivers a simple, free-spirited vibe.

Universal's theme and water parks are nearby, and you can reach the shops and restaurants of Universal CityWalk in a flash.

### Key facilities

- 2 pools • 2 pool bars • Lounge bar • Food Court
- Coffee shop • Free Wi-Fi • Games room\*
- Universal Studios Store

### Location

- Between Universal Boulevard and International Drive • Free shuttle to Universal Orlando theme parks and Universal CityWalk

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.  
30 minutes from Orlando International Airport between mid-Nov and mid-March.

### Universal Theme Park benefits

- Includes Early Park Admission<sup>^</sup> to select attractions at Universal's theme parks (theme park ticket required) • Complimentary shuttle buses to all three Universal theme parks and Universal CityWalk

### Food & Drink

**Board:** Room Only



### Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Two Bedroom Suite



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Lobby



2-Bedroom Suite



Beach Break Café

## Universal's Endless Summer Resort - Surfside Inn and Suites

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T**                             





Poolside Bar & Grill - Artist Conceptual Rendering



Artist Conceptual Rendering

## Universal Stella Nova Resort

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T Plus**  This is a brand new property – so no TripAdvisor rating exists for it yet.

The whole place is inspired by the infinite vastness of the unknown universe. Universal Stella Nova Resort, opening 21st January 2025, is your new gateway to Universal Orlando Resort.

#### Key facilities

- 1 pool • 2 bars • 3 restaurants • Free Wi-Fi

#### Location

- Between Universal Boulevard and International Drive • Free shuttle to Universal Orlando theme parks and Universal CityWalk

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

#### Universal Theme Park benefits

- Includes Early Park Admission<sup>^</sup> to select attractions at Universal's theme parks (theme park ticket required) • Complimentary shuttle buses to all three Universal theme parks and Universal CityWalk

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



Standard Two Queen Room



Three Meal Quick-Serve restaurant - Artist Conceptual Rendering



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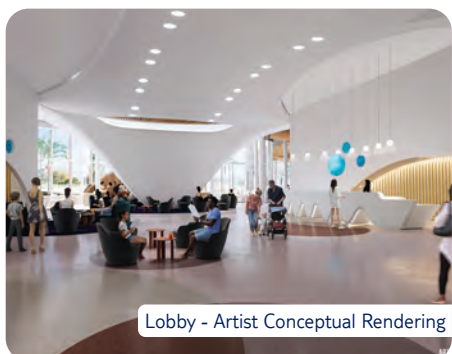
Poolside Bar & Grill - Artist Conceptual Rendering



Three Meal Quick-Serve restaurant  
- Artist Conceptual Rendering



Standard Two Queen Room



Lobby - Artist Conceptual Rendering

## Universal Terra Luna Resort

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T Plus**  This is a brand new property – so no TripAdvisor rating exists for it yet.

This hotel's like a launchpad into the adventures of Universal Orlando Resort. It's also the landing zone for relaxation and recharging between time at the parks, and it's due to open in February 2025.

#### Key facilities

- 1 pool • 2 bars • 3 restaurants • Free Wi-Fi

#### Location

- Between Universal Boulevard and International Drive • Free shuttle to Universal Orlando theme parks and Universal CityWalk

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

#### Universal Theme Park benefits

- Includes Early Park Admission<sup>^</sup> to select attractions at Universal's theme parks (theme park ticket required)
- Complimentary shuttle buses to all three Universal theme parks and Universal CityWalk

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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## Loews Sapphire Falls Resort at Universal Orlando

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T T**                       





Orchid Court Lounge Sushi Bar



Standard Two Queen Room



## Loews Royal Pacific Resort at Universal Orlando

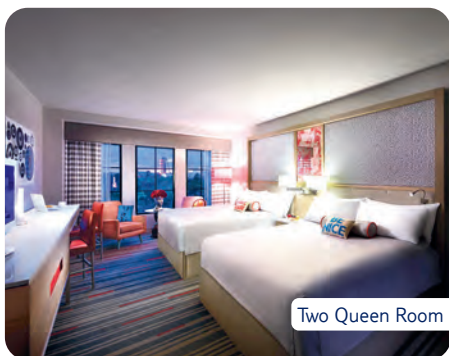
### UNIVERSAL ORLANDO RESORT FLORIDA

**TUI Plus**                     





Palm Restaurant



Two Queen Room



Velvet Bar

## Hard Rock Hotel® at Universal Orlando

### UNIVERSAL ORLANDO RESORT FLORIDA

**T T T T T**         4.5/5 Based on 12205 reviews

You'll feel like rock star royalty at this hotel. It's inspired by music, with a guitar-themed fountain out front and a priceless collection of memorabilia to top things off.

#### Key facilities

- 1 pool • 1 bar • 3 restaurants • Grab-and-go restaurant • Free Wi-Fi • Sand volleyball court
- Fitness centre • Hot tubs • Hard Rock® Rock Shop

#### Location

- Just a short walk from Universal Studios Florida, Universal Islands of Adventure and the Universal CityWalk entertainment complex, and a complimentary shuttle or water taxi trip to Universal Volcano Bay

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.  
30 minutes from Orlando International Airport between mid-Nov and mid-March

#### Universal Theme Park benefits

- Includes Free<sup>^</sup> Universal Express Unlimited ride access (not valid at Universal Volcano Bay) at some of the most popular attractions at Universal Studios Florida and Universal Islands of Adventure (theme park ticket required) • Early Park Admission<sup>^</sup> to select attractions at Universal's theme parks (theme park ticket required) • Complimentary water taxis and shuttles to all three Universal theme parks and Universal CityWalk

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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## Loews Portofino Bay Hotel at Universal Orlando

### UNIVERSAL ORLANDO RESORT FLORIDA

T T T T T       4.0/5 Based on 8545 reviews

You'll feel like you've stepped into the Italian Riviera at this hotel. It was inspired by the Mediterranean seaside favourite, and flaunts cobbled streets, brightly coloured cafés and a beautiful harbour full of bobbing boats.

#### Key facilities

- 3 pools • Pool bar • 2 bars • 2 cafés • Coffee shop
- 5 restaurants • Gelateria • Free Wi-Fi
- Fitness centre • Mandara Spa®\* • Games room\*

#### Location

- A complimentary water taxi or shuttle away from Universal Studios Florida, Universal Islands of Adventure, Universal Volcano Bay and the Universal CityWalk entertainment complex

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.  
30 minutes from Orlando International Airport between mid-Nov and mid-March

#### Universal Theme Park benefits

- Includes Free<sup>^</sup> Universal Express Unlimited ride access (not valid at Universal Volcano Bay) at some of the most popular attractions at Universal Studios Florida and Universal Islands of Adventure (theme park ticket required) • Early Park Admission<sup>^</sup> to select attractions at Universal's theme parks (theme park ticket required) • Complimentary water taxis and shuttles to all three Universal theme parks and Universal CityWalk

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



Bay View King Room



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# Inside Orlando

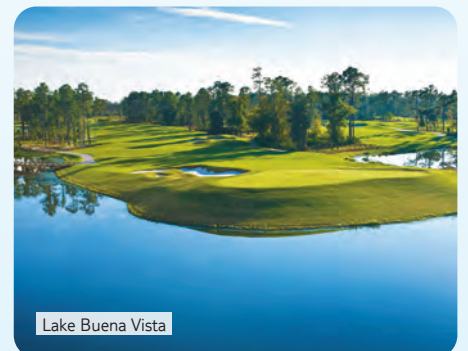
Location, location, location – we get how important it is when it comes to choosing where to stay in Orlando. So – with the help of our handy map – we’ve shone a spotlight on three of Orlando’s big-name neighbourhoods to give you the intel on what to expect from each place.



Kissimmee



International Drive



Lake Buena Vista





Universal Orlando Resort

#### KISSIMMEE

You get the best of both worlds when you stay in Kissimmee – it's close enough to the theme parks when you want a slice of the action, but far away enough when you fancy some time out.

Time has stood still in downtown Kissimmee, where classic American diners and family owned antique shops line the sidewalk. Things are more modern outside of the centre, where you can expect to see the XL shopping malls that the Sunshine State's famous for.



Driving distance from  
**Walt Disney World Resort:**  
25 minutes

Driving distance from  
**Universal Orlando Resort:**  
30 minutes

#### INTERNATIONAL DRIVE

Stays along International Drive are all about entertainment and eating out – this 11-mile stretch serves up more than 600 shops, endless eateries and more minigolf courses than you can shake a putter at.

The I-RIDE Trolley stops up and down the street, so it's easy to get to the likes of Universal Orlando Resort and Aquatica. If you're visiting *Walt Disney World* Resort, keep your eyes peeled for the hotels that sort you out with free transport to and from the Theme Parks.



Driving distance from  
**Walt Disney World Resort:**  
15 minutes

Driving distance from  
**Universal Orlando Resort:**  
20 minutes

#### LAKE BUENA VISTA

The hotels and villas in Lake Buena Vista put you in the same postcode as *Walt Disney World* Resort – you're so close you can almost spot the tip of the Cinderella Castle.

It's home to some of Florida's best-rated golf courses, and its dining scene gets top marks from foodies. Plus, *Disney Springs* is right on your doorstep, giving you easy access to live shows, a roster of restaurants and the world's largest Disney Store.



Driving distance from  
**Walt Disney World Resort:**  
10 minutes

Driving distance from  
**Universal Orlando Resort:**  
25 minutes





Double Room



## Rosen Inn at Pointe Orlando

### INTERNATIONAL DRIVE FLORIDA

**T T T** 4.0/5 Based on 9885 reviews

The Rosen Inn at Pointe Orlando is a big, motel-style property spread across tropical gardens. Tucked among the palms are three pools flanked by terraces, a playground, a mini-market and a coffee bar.

Location-wise, you're just across the way from Pointe Orlando, a huge shopping and restaurant mall. Universal Orlando Resort, meanwhile, is just a few minutes' drive away via the hotel shuttle bus.

#### Key Facilities

• 3 pools • 1 bar • 2 restaurants • Free Wi-Fi in the rooms

#### Location

• 2 miles from SeaWorld Orlando • Across the road from Pointe Orlando shopping and entertainment complex • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 25 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

Board: Room Only

#### Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Double Room



## Rosen Inn International Drive

### INTERNATIONAL DRIVE FLORIDA

**T T T** 4.0/5 Based on 8245 reviews

The Rosen Inn International Drive used to be known as the Quality Inn International. It's just a few minutes' drive from *Walt Disney World*, Universal Orlando Resort and SeaWorld Orlando. The hotel runs a free shuttle bus to Universal only, subject to availability, and must be booked up in advance.

When you're not enjoying the parks, you've got two pools to relax by. There's a playground and a games room for children, too, plus a couple of food and drink options.

#### Key Facilities

- 2 pools • 1 kids' pool • 1 bar • 2 restaurants
- Free Wi-Fi • Evening entertainment programme

#### Location

- Right on I-Drive • 8 miles to *Walt Disney World* Resort • 3 miles to SeaWorld Orlando and Universal Orlando Resort • Shops are just across the road

- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 20 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

Board: Room Only

#### Your service at this hotel

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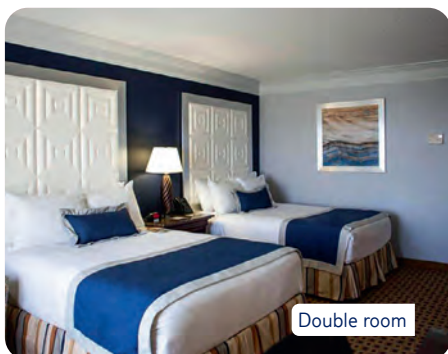


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**Rosen Plaza Hotel**  
INTERNATIONAL DRIVE **FLORIDA**

**TTT Plus**        **4.0/5** Based on 3124 reviews

The Rosen Plaza Hotel comes with its own nightclub, and a choice of three restaurants. Plus, the Disney Parks and Universal Studios are 15 minutes' drive away, and there's a shuttle bus\* to take you to Universal Studios.

You'll never be too far from activities at this place. You've got huge shopping malls, bowling alleys and cinemas all on your doorstep.

### Key Facilities

- 1 pool • 3 bars • 3 restaurants • Free Wi-Fi

### Location

- 8 miles to Florida Mall • 15-minute drive to the Disney Parks and Universal Studios • Flights are to Melbourne Orlando International Airport (MLB),

except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne  
Orlando International Airport, 25 minutes by coach  
from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

## Food & Drink

**Board:** Room Only

 **Your service at this hotel**

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## Rosen Shingle Creek

### INTERNATIONAL DRIVE FLORIDA

**TTTTT Plus** 4.5/5 Based on 5221 reviews

The Rosen Shingle Creek Hotel offers a selection of activities and an impressive dining scene. For chilling out, there are four pools, plus a spa\* and a fitness centre\*, both of which overlook the Shingle Creek Golf Course & Academy.

When you want to get out and explore, International Drive is just five minutes' drive away from the hotel. Here, there are shops and outlet stores for during the day, and lively bars and cinemas for the evenings. There's also a walking trail to Shingle Creek, the headwaters to the Florida Everglades.

#### Key Facilities

- 3 pools • 1 kids' pool • 2 bars
- 8 restaurants • Free Wi-Fi zones
- The Spa at Shingle Creek\*

#### Location

- Situated on Universal Boulevard
- 3km from the nightlife and entertainment at International Drive
- Close to famous attractions like Universal Orlando, Aquatica Orlando, Sea World Orlando and more
- 10-minute drive to *Walt Disney World* • 90-minute drive to Daytona Beach
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 15 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

**Your service at this hotel**  
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## Rosen Centre Hotel

### INTERNATIONAL DRIVE FLORIDA

**TTTTT** 4.0/5 Based on 3732 reviews

Rosen Centre Hotel has a great location on International Drive. A 10-minute ride on the shuttle bus\* gets you to Universal Orlando Resort and SeaWorld. And *Walt Disney World* is within easy reach, a 15 minute-drive away.

The hotel itself is really big. It's got a pool to match, nine restaurants and lounges. Venture out and you're 10 minutes' walk away from a large family entertainment complex.

#### Key Facilities

- 1 pool • 3 bars • 6 restaurants
- A la carte dining\* • The Spa at Rosent Centre\*

#### Location

- Situated right on I-Drive, although the rooms themselves are set back from the road • 8 miles to *Walt Disney World* Resort • 3.5 miles to Universal Orlando Resort • 1.5 miles to SeaWorld Orlando
- Shops, restaurants and night-time entertainment of Pointe Orlando within walking distance
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 20 minutes by coach from Orlando International Airport

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

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\*Extra charge





## Sonesta ES Suites Orlando - International Drive

### INTERNATIONAL DRIVE FLORIDA

**T T T T** 4.5/5 Based on 2989 reviews

The Sonesta ES Suites are housed in what looks like a classic American townhouse. Think big windows, immaculately kept gardens, and fresh-look paint.

Thanks to the resort's central International Drive setting across from the ICON Park Wheel, you're just a few minutes' drive from *Walt Disney World* and Universal Orlando Resort.

#### Key Facilities

- 1 pool • 1 restaurant • Free Wi-Fi in the apartments

#### Location

- A prime spot on I-Drive across from the ICON Park Wheel • 8 miles from *Walt Disney World* Resort • 2 miles from Universal Orlando Resort • 2 miles from SeaWorld Orlando • Shops and restaurants

within walking distance • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 25 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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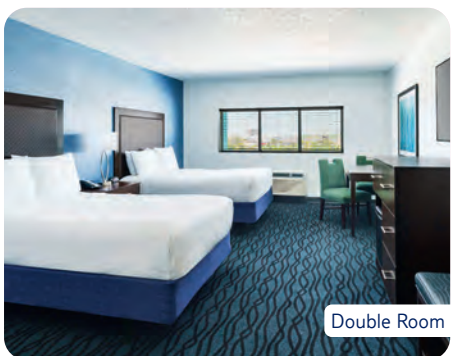


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Double Room



Tradewinds Restaurant\*

## Coco Key Resort & Water Park Orlando

### INTERNATIONAL DRIVE FLORIDA

**T T T** 4.0/5 Based on 918 reviews

This hotel is near all of Orlando's major attractions – SeaWorld's a 10-minute drive away, it's 25 minutes to *Walt Disney World*, and Universal Orlando is just 10 minutes away.

This place's home to a huge waterpark with 14 slides. And when you start to get hungry, you've got a tiki bar and a couple of eateries to choose from.

#### Key Facilities

- 3 pools • 1 kids' pool • 2 bars • 5 restaurants
- Free Wi-Fi

#### Location

- Universal Orlando Resort 10 minutes • SeaWorld Orlando 10 minutes • *Walt Disney World* 25 minutes
- Flights are to Melbourne Orlando International

Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 30 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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\*Extra charge





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This modern-style complex sits on immaculate grounds, by Lake Cay in a gated community on Universal Boulevard. It's just a 10-minute drive from the Universal Orlando Resort theme parks and across the street from Epic Universe.

The hotel has the feel of an Italian villa, with sunshine-yellow walls and terracotta rooftops. It's got two swimming pools at its centre, and spacious two and three-bedroom apartments are peppered among tropical gardens.


- 2 pools • 1 kids' pool • 1 bar
- Free Wi-Fi in the apartments and townhouses

- On Universal Boulevard • Close to the Universal Orlando Resort theme parks • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 20 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

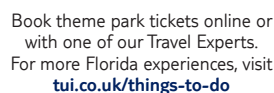
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Set on the banks of Sandy Lake, Ramada Plaza promises great views and easy access to the shops and restaurants of I-Drive. You're near all the theme parks, too, and there's a free 10-minute shuttle to Universal Studios Florida and *Walt Disney World Resort*.

You can choose between double rooms in the main building with flatscreen TVs and free Wi-Fi, or suites in the north tower. Here, you get breakfast with sparkling wine every morning. You can also upgrade to a Club-level Suite for access to a gym and rooftop pool.


- 1 pool • 1 bar • Free Wi-Fi zones

- 1 mile from Universal Orlando Resort
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 25 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

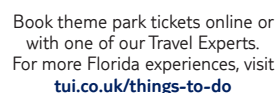
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2 Bedroom Apartment



## Blue Tree Resort

### LAKE BUENA VISTA FLORIDA

**T T T** 4.0/5 Based on 2542 reviews

The Blue Tree Resort has put down its roots in the Lake Buena Vista area of Orlando. It's a Mickey Mouse ear's throw away from the area's theme parks, and you can easily get there on the hotel's shuttle bus. It's a five-minute bus ride to *Walt Disney World*, and it takes 15 minutes to get to Universal Studios.

This place is a 10-minute walk away from a good selection of restaurants. Plus, there's a big shopping mall just 10 minutes away by car.

#### Key Facilities

- 4 pools • 1 kids' pool • Free Wi-Fi

#### Location

- 6km from *Walt Disney World* theme parks • A short drive to beaches, attractions and shopping malls • Flights are to Melbourne Orlando International Airport (MLB).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 20 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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Double room



Boardwalk buffet\*

## Rosen Inn Lake Buena Vista

### LAKE BUENA VISTA FLORIDA

TTT   3.5/5 Based on 6376 reviews

The Rosen Inn Lake Buena Vista provides easy access to Orlando's world-famous theme parks. It puts on a free shuttle bus service to *Walt Disney World*, *SeaWorld* and the *Universal Orlando Resort*. If you want to get out and about in the evenings, *Disney Springs* is a 10-minute drive away.

The rooms have little extras that make getting ready for a day at the parks easy. Fridges, microwaves and coffee-makers come as standard. Plus, they also have flat-screen TVs.

#### Key Facilities

- 2 pools • 1 kids' pool • 1 bar • 2 restaurants

#### Location

- 1 mile to *Disney Springs* area • 2 miles to *SeaWorld*, *Aquatica*, and *Discovery Cove* • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport, 30 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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\*Extra charge





2 Bedroom Apartment with Balcony and Whirlpool Bath



Pizza Hut Express

## Lake Buena Vista Resort Village & Spa

### LAKE BUENA VISTA FLORIDA

TTTTT 4.0/5 Based on 11747 reviews

The hotel's set around a pirate-themed pool. And there's a second, lake-style pool for chilling out. Meals are covered at the Pizza Hut Express, or there's an Irish pub serving dishes like fish and chips.

It's a 10-minute drive to *Walt Disney World* and just 25 minutes to Universal Studios. The hotel runs a bus service to all three parks – you can use it twice a week for free.

#### Key Facilities

- 2 pools • 2 bars • 2 restaurants • Free Wi-Fi
- Reflections Spa & Salon\*

#### Location

- 3 miles to *Walt Disney World Resort* • 7 miles to SeaWorld Orlando • 10 miles to Universal Orlando
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 30 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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## Marriott Village Orlando at Lake Buena Vista

### LAKE BUENA VISTA FLORIDA

**T T T** 3.5/5 Based on 433 reviews

The Marriott Village Orlando at Lake Buena Vista is a collection of three side-by-side hotels – the Courtyard by Marriott, the Springhill Suites by Marriott and the Fairfield by Marriott – where you'll be staying depends on which board basis you book and the room type you choose.

This place is a *Walt Disney World* Good Neighbour Hotel, which lands you close to all the action – a free shuttle service does trips to *Disney Springs*, *EPCOT* and *Disney's Hollywood Studios* in less than 15 minutes. Meanwhile, back at base you can access the facilities across all three hotels, highlights include a trio of outdoor pools, an all-day American restaurant and the Village Food Hall.

#### Key Facilities

• 3 pools • 1 bar • 2 restaurants • A la carte dining\* • Free Wi-Fi

#### Location

• 1.1 miles from Vineland Premium Outlets • 2.5km to *Walt Disney World* Resort • 15km to Universal Studios • 2.1km to *Disney Springs*

**Transfer time:** 30 minutes by coach from Melbourne Orlando International Airport, 80 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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Outdoor Heated Pool

## Sonesta ES Suites Orlando Lake Buena Vista

### LAKE BUENA VISTA FLORIDA

**T T T** 4.5/5 Based on 3171 reviews

These smartly dressed suites are in a top-notch location for Orlando's premier theme parks. *Walt Disney World* Resort's front gates are less than five minutes away on the shuttle bus\*, and it's barely 15 minutes to Universal Orlando Resort.

Back at base, the apartments all come with their own fully equipped kitchen, and there are free-to-use barbecues, too. And if you fancy a cooling dip, there's a good-sized pool to swim in.

#### Key Facilities

• 1 pool • 1 kids' pool • Free Wi-Fi

#### Location

• Grocery store is adjacent to the hotel • Situated in the Lake Buena Vista area • 2 miles to *Walt Disney World* Resort's main gate • 5 miles to Universal Studios • 3 miles to SeaWorld Orlando

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 30 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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\*Extra charge





## Caribe Royale Orlando

### LAKE BUENA VISTA FLORIDA

TTTTT  4.0/5 Based on 5565 reviews

This place is a 10-minute drive from the nearest theme parks, *Disney's Typhoon Lagoon Water Park* and *EPCOT*, with complimentary Disney Shuttles. To visit Universal Orlando Resort, it takes around 15 minutes by car.

The hotel has loads of spots for dinner and drinks, including an award-winning chop house, a pool bar and grill. Plus, its reception area is fitted with a rum bar and a Starbucks™ café. Kids will love the pool set-up, too – there's a 75-foot slide and a separate splash spot.

#### Key Facilities

- 2 pools • 1 kids' pool • 3 bars • 7 restaurants
- Free Wi-Fi • The Island Spa\*

#### Location

- Close to theme parks • 15-minute cab ride to International Drive • 15-minute drive to Orange County Convention Center • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 30 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

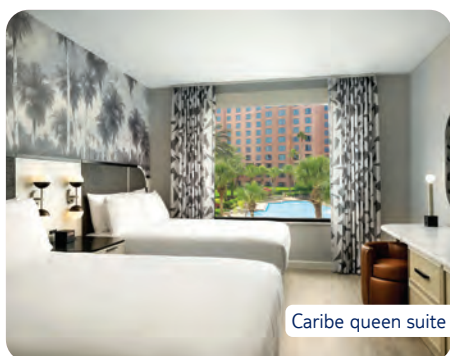
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#### Your service at this hotel

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Buffet restaurant



Caribe queen suite



Calypso's pool bar & grill



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## Holiday Inn Resort Lake Buena Vista

### LAKE BUENA VISTA FLORIDA

**T T T Plus**        **4.0/5** Based on 2963 reviews

This Holiday Inn Resort is really well placed for exploring Orlando. It's just a 10-minute drive from *Walt Disney World* Resort's main entrance, so you're close to all the theme parks. There's a free shuttle bus each day that'll save you driving, too.

Families are well catered for here, with a video games arcade and movies in the lobby. Outside, you'll find a huge

swimming pool edged by sky-high palm trees. On the dining and drinking front, there's an Applebee's restaurant, a breakfast buffet and a tiki bar.

#### Key Facilities

• 1 pool • 1 bar • 1 restaurant

#### Location

- Restaurants and shops opposite and next to the hotel • 4 miles to SeaWorld • 11 miles to *Walt Disney World*

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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## Buena Vista Suites

### LAKE BUENA VISTA FLORIDA

**T T T**         **4.0/5** Based on 1500 reviews

This place is 10 minutes' drive from *Disney Springs*, *EPCOT* and *Disney's Hollywood Studios*, and the hotel runs a free shuttle bus to get you there and back. To visit Universal Orlando Resort, it takes around 15 minutes by car.

Start each day by browsing the buffet. Then, after a day on the rides, you've got a pool and hot tub to soak in on the hotel's outdoor terrace. For meals, you can order a pizza in the lobby or try In-suite dining with food directly to your suite.

#### Key Facilities

• 1 pool • 2 restaurants • Free Wi-Fi

#### Location

- Shuttle to the Disney parks • 15-minute drive to International Drive • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by coach from Melbourne Orlando International Airport, 30 minutes by coach from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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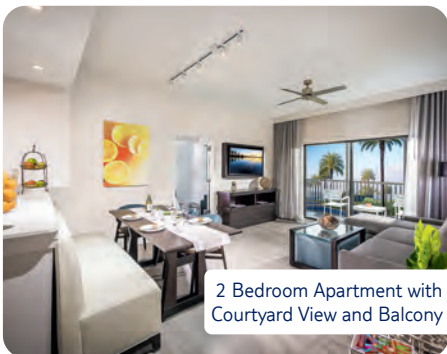


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Valencia's Buffet Restaurant



2 Bedroom Apartment with Courtyard View and Balcony



## The Grove Resort and Waterpark Orlando

### KISSIMMEE FLORIDA

**T T T T Plus**   4.5/5 Based on 3816 reviews

This sprawling place is set on tree-dotted grounds that overlook Lake Austin. It comes with three swimming pools, a waterpark and a trio of restaurants. Rooms are stylish and contemporary, and some have views of the lake.

You're perfectly placed to experience the best of both worlds. Florida's more natural side is right on your doorstep, and it's around a 30-minute drive to *Walt Disney World* Resort and Universal Orlando Resort. The hotel runs a shuttle bus service to Disney.

#### Key Facilities

- 3 pools • 1 kids' pool • 2 bars
- 3 restaurants • Free Wi-Fi

#### Location

- About a 15-minute drive to *Walt Disney World* Resort, and a 35-minute drive to Universal Orlando
- In the Kissimmee area • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 100 minutes drive from Melbourne Orlando International Airport, 45 minutes drive from Orlando International Airport.

**Please note:** No transfer is included, but you can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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## Springhill Suites by Marriott at Orlando Flamingo Crossings

### KISSIMMEE FLORIDA

        4.0/5 Based on 628 reviews

When you stay here, you'll have some of Orlando's top-rated theme parks on your doorstep. *Walt Disney World* Resort is just a five-minute drive away, and you can reach Universal Orlando Resort in less than half an hour. International Drive's 20 minutes down the road, too.

The hotel makes a great base, thanks to its big outdoor pool and waterside restaurant. The latter lines up open-air seating, so you can make the most of the Florida sunshine. Breakfast's served buffet-style, and there's a Starbucks® for your morning coffee.

#### Key Facilities

• 1 pool • 1 bar • 1 restaurant

#### Location

• Close to *Walt Disney World* Resort theme parks • Local bars and restaurants close by

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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## Towneplace Suites by Marriott Orlando at Flamingo Crossings Towncenter

### KISSIMMEE FLORIDA

        4.5/5 Based on 649 reviews

The hotel's less than 15 minutes' drive from the likes of *Disney's Animal Kingdom* Theme Park and *Magic Kingdom* Park – you can hop on a shuttle to get there, if you prefer. You've got a crop of eateries and shops just across the road, as well.

Back at base, there's a square-edged pool lined with loungers. You can tuck into American fare at the bar and grill, plus, there's a breakfast buffet and a Starbucks®. And, if you need a quick snack or a drink to take on the go, you can pick one up from the mini market in the lobby.

#### Key Facilities

• 1 pool • 1 bar • 1 restaurant

#### Location

• Close to *Walt Disney World* resort • Plenty of shops and eateries close by

**Transfer time:** 90 minutes by coach from Melbourne Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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Orlando Villas – Preferred

# Make yourself at home with **our villas**

**Waking up with a dip in your own pool. Breakfast in your PJs. Not worrying about the kids disturbing the neighbours as they belt out all the Disney classics. If you like the sound of this, then a villa holiday's for you...**

Our Florida villas are like homes away from home. As well as your own space to spread out, you'll have all the comforts you'd want – from washing machines to Wi-Fi. They're all within reach of Orlando's top attractions, and you can upgrade to car hire\* if you want your own set of wheels to get around in. Read on for more information on the types of communities you can stay in, as well as some information on what to expect.

## RESIDENTIAL COMMUNITIES

These homes are allocated on your arrival in Florida, and can be located in Clermont, Davenport, Haines City or Kissimmee. Staying in a residential community means you'll be living alongside local Floridians going about their day-to-day lives.

## NAMED COMMUNITIES

If you opt for a named community, you'll pick the residential area you'll be staying in before you arrive. Staying in a named community also means you'll be living alongside local Floridians going about their day-to-day lives.

## NAMED COMMUNITIES WITH CLUBHOUSE

If you choose a named community with a clubhouse, you'll be staying in a gated community with communal facilities, in addition to the facilities at your villa. This could include the likes of communal pools, children's areas, barbecue areas, cinemas or restaurants.

\*extra charge



# CHOOSING A VILLA RESORT

## 📍 CHAMPIONSGATE

Golfers flock to ChampionsGate for its pro-designed fairways and smart villas. It's great for families, too, as its 15 minutes' drive from *Magic Kingdom Park* and *Disney's Animal Kingdom Theme Park*. The villa resorts here come with grill restaurants, shared, lagoon-style pools and lazy rivers.

## 📍 KISSIMMEE

This small town has a big personality. It's just south of central Orlando, which means a 25-minute drive to the Disney Parks. Facilities-wise, its modern villas are among the best around, and are set on complexes with bars, restaurants and clubhouses.

## 📍 LAKE BUENA VISTA

The villas here are among the closest in Orlando to *Walt Disney World Resort*. It only takes ten minutes to drive to *EPCOT* and *Disney's Hollywood Studios*, and the restaurants of *Disney Springs* are even closer. For when you're not at the parks, landscaped golf courses and watersports are on the cards.

## 📍 CLERMONT, DAVENPORT & HAINES

This trio of small towns is great for getting away from the hustle and bustle of Orlando. Despite being less than half an hour's drive from the action, they feel much more suited to R&R. Clermont puts you within reach of the popular *Lakeridge Winery*, and the area around *Davenport* and *Haines City* boasts 16 swimming, fishing and boating spots.



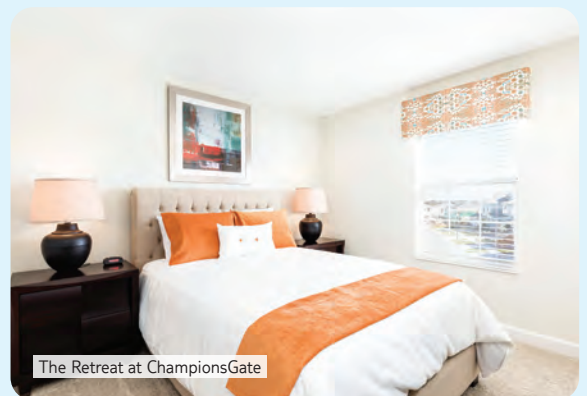
Orlando Villas – Finest

## WHAT TO EXPECT

Whichever community you pick, in all our villas you can expect a full-sized kitchen that's equipped with a dishwasher, a coffee machine and all the utensils you could need. You'll have a washing machine and dryer, as well as extras like towels and linen. Your dining table will seat between six and eight, and larger villas may have more than one dining area. If your villa has a pool, it'll have a few sunbeds – the exact amount will depend on space.



Encore Resort at Reunion, Kissimmee



The Retreat at ChampionsGate

## OTHER OPTIONS IN ORLANDO

If staying in a villa resort isn't for you, we've got other properties that are close to the action.

Our Orlando villas are split into three categories so that you can find the right fit. Choose from Standard, Preferred and Finest. Once you've picked one of these property types, we'll sort the rest for you.

Standard villas do exactly what their name suggests. They're basic, but homely and comfortable if you like lazy days in, and also make handy bases for days out.

Our Preferred villas are a great base for exploring Orlando. They're pretty swish, without getting too carried away with high-end features.

Then there's our Finest collection – you can expect smart interiors, at least three flatscreen TVs, and modern kitchens.

**Head to [tui.co.uk](https://tui.co.uk) to discover the full range.**





## Orlando Villas – Finest

### KISSIMMEE, CLERMONT, HAINES CITY OR DAVENPORT FLORIDA

Our Finest villas live up to their billing – you can expect smart interiors, at least three flatscreen TVs and modern kitchens. Every property has a private pool on a screened outdoor patio. They also come with a fully equipped kitchen, a comfy lounge and dining area.

You can pick the right size villa for your group – there are three, four, five and six-bedroom options on offer, and they're all individually owned and decorated. These homes are allocated on your arrival in Florida, and they're dotted around the outskirts of Orlando, so it's easy to reach the Disney and Universal parks.

#### Your Villa

- 3, 4, 5, or 6 bedrooms with a mix of twin and doubles
- En suite bathroom in the master bedroom
- Separate bathroom • Kitchen • Lounge • Dining room

**Extra features:** • Free Wi-Fi • TVs • Air-con and heating • Cutlery, crockery and utensils • Coffee maker • Dishwasher • Fridge • Microwave • Oven • Toaster • Washer and dryer • Cots\* • Highchairs\* • BBQ grill\* • Linen and towels • Iron and ironing board • 2 sunloungers • Table and chairs by the pool

#### Key Facilities

- Sleeps up to 6, 8, 10 or 12 • 3, 4, 5 or 6 bedrooms
- 1 bathroom • Air-conditioning • Private pool

#### Location

- You'll be allocated a villa in either Kissimmee, Haines City, Clermont or Davenport • These properties are in a residential community • All areas have easy access to the Disney and Universal parks
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes by car from Melbourne Orlando International Airport, 35 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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## Orlando Villas – Preferred

### KISSIMMEE, CLERMONT, HAINES CITY OR DAVENPORT FLORIDA

Our Preferred villas are a great base for exploring Orlando. They're pretty swish, without getting too carried away with high-end features.

These homes are allocated on your arrival in Florida, and they're dotted around the outskirts of Orlando, in Clermont, Davenport, Haines City or Kissimmee. It's easy to reach the Disney and Universal parks, and being in a residential community means you'll be living alongside local Floridians.

Every property has a private pool on a screened outdoor patio. They also come with a fully equipped kitchen, complete with an oven, a fridge and a dishwasher.

#### Your Villa

- 3, 4, 5, or 6 bedrooms with a mix of twin and doubles
- En suite bathroom in the master bedroom
- Bathroom
- Kitchen
- Lounge
- Dining room

#### Extra features:

- Free Wi-Fi
- TVs
- Air-con and heating
- Coffee maker
- Dishwasher
- Fridge
- Microwave
- Oven
- Toaster
- Washer and dryer
- Cots\*
- Highchairs\*
- BBQ grill\*
- Linen and towels
- Iron and board
- 2 sunloungers
- Table and chairs by the pool

#### Key Facilities

- Sleeps up to 6, 8, 10 or 12
- 3, 4, 5 or 6 bedrooms
- 1 bathroom
- Air-conditioning
- Private pool

#### Location

- You'll be allocated a villa in either Kissimmee, Haines City, Clermont or Davenport
- These properties are in a residential community
- All areas have easy access to the Disney and Universal parks
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes drive from Melbourne Orlando International Airport, 35 minutes drive from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week



#### Your service on holiday

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## Orlando Villas – Standard

### KISSIMMEE, CLERMONT, HAINES CITY OR DAVENPORT FLORIDA

Our Standard villas do exactly what their name suggests. They're basic, but homely and comfortable if you like lazy days, and also make handy bases for days out.

You can pick the right size villa for your group – there are three, four, five and six-bedroom options, all individually owned and decorated. Staying in a residential community means you'll be living alongside local Floridians going about their day-to-day lives.

Every property has a private pool, a fully equipped kitchen, comfy lounge and dining area.

#### Your Villa

- 3, 4, 5, or 6 bedrooms with a mix of twin and doubles
- En suite bathroom in the master bedroom
- Bathroom
- Kitchen
- Lounge
- Dining room

#### Extra features:

- Free Wi-Fi
- TVs
- Air-con and heating
- Cutlery, crockery and utensils
- Coffee maker
- Dishwasher
- Fridge
- Microwave
- Oven
- Toaster
- Washer and dryer
- Cots\*
- Highchairs\*
- BBQ grill\*
- Linen and towels
- Iron and board
- 2 sunloungers
- Table and chairs by the pool
- Heating\* for villa pool Nov - April

#### Key Facilities

- Sleeps up to 6, 8, 10 or 12
- 3, 4, 5 or 6 bedrooms
- 1 bathroom
- Air-conditioning
- Private pool

#### Location

- You'll be allocated a villa in either Kissimmee, Haines City, Clermont or Davenport
- These properties are in a residential community
- All areas have easy access to the Disney and Universal parks
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 80 minutes drive from Melbourne Orlando International Airport, 35 minutes drive from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week



#### Your service on holiday

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9 bedroom villa



9 bedroom villa

## Encore Resort at Reunion

### KISSIMMEE FLORIDA

Walt Disney World Resort's only a 10 minute drive from this place, and the trio of Universal parks are just 15 minutes further on. When you're ready to set off, the property puts on a free shuttle service to get you there and back without the hassle.

Each of these villas comes with a private pool, a well-equipped kitchen and a comfy living space. And if you fancy a break from whipping up meals, there are a couple of grill restaurants and a bar in the heart of the complex.

#### Your Villa

4, 5, 6 or 8-bedroom villas

**Extra features:** • Wi-Fi • TV • Microwave • Oven • Hob • Fridge • Coffee maker • Dishwasher • Iron and board • Sunbeds on terrace

#### Key Facilities

- Sleeps up to 8, 10, 12 or 16 • 4, 5, 6 or 8 bedrooms • 3 bathrooms • Air-conditioning
- Private pool • Aquapark in the communal area

#### Location

- In a named community with a clubhouse
- 5 miles from Walt Disney World Resort • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

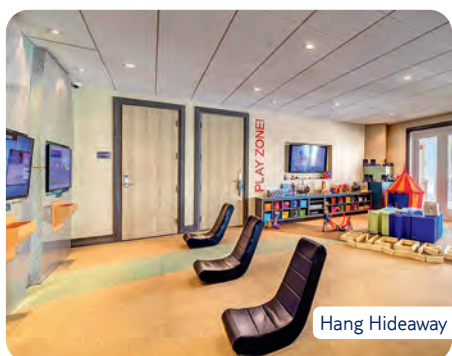
**Transfer time:** 90 minutes by car from Melbourne Orlando International Airport, 35 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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Hang Hideaway



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## Emerald Island Villas

### KISSIMMEE FLORIDA

This place is like a preened and polished American suburb. The smart villas are all four or five-bed numbers, and come with private pools, comfy lounges and well-equipped kitchens.

Take a stroll around the resort, and you'll come across a couple of heated communal pools and a clubhouse\*. It's home to an arcade-style games place, a fitness room, a sauna and a tiki-style café. Courts for tennis, volleyball and basketball are also dotted about, plus a playground for children.

*Disney's Animal Kingdom* is a 15-minute drive away, and the flumes and film-based thrills of *Disney's Blizzard Beach* and *Hollywood Studios* are just a little further on.

#### Your Villa

• 4 or 5-bedroom home with an en suite bathroom, lounge and kitchen

**Extra features:** • Wi-Fi • TV • DVD player • Oven • Hob • Microwave • Dishwasher • Washing machine • Tumble dryer • Fridge-freezer • Toaster • Iron and board • Crockery • Cutlery • Highchairs\* arranged on arrival in resort • Cots\* pre-book prior to departure • Free parking • Barbecue\*

#### Key Facilities

- Sleeps up to 8 or 10 • 4 or 5 bedrooms
- 1 bathroom • Air-conditioning • Private pool
- Communal heated pools

#### Location

• In a named community with a clubhouse • 10 miles to the *Walt Disney World Resort* • 17 miles to Seaworld Orlando • 21 miles to Universal Orlando Resort • 65 miles to Busch Gardens • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by car from Melbourne Orlando International Airport, 35 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** Monday

#### Your service on holiday

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\*Extra charge





## Storey Lakes Resort Town Homes

### KISSIMMEE FLORIDA



It takes less than 15 minutes to reach *Walt Disney World* Resort and Universal Orlando Resort from here. The first of the two's 10 minutes' drive away. Head in the opposite direction, and you'll hit the Universal parks in the same time plus five.

The homes have modern decor and private splash pools outside. They're ideal for groups of eight or ten.

#### Your Town Home

• 4 and 5-bedroom town homes all with a master bedroom with a king or queen-size bed and en suite bathroom • Kitchen • Lounge

**Extra features:** • TV • DVD player • Patio furniture • Oven • Hob • Microwave • Dishwasher • Washing machine • Tumble dryer • Coffee maker • Toaster • Utensils • Crockery • Barbecue\* • Highchairs\* arranged on arrival in resort • Cots\* pre-book prior to departure



#### Key Facilities

• Sleeps up to 8 or 10 • 4 or 5 bedrooms • 1 bathroom • Air-conditioning • Private splash pool • Public pool in communal area

#### Location

• In a named community with a clubhouse • Easy access to the major attractions • Minutes away from shopping outlets • 7 miles from the gates of *Walt Disney World* • 12 miles Universal Orlando Resort

**Transfer time:** 90 minutes by car from Melbourne Orlando International Airport, 30 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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## Storey Lakes Resort Homes

### KISSIMMEE FLORIDA

It takes less than 15 minutes to reach *Walt Disney World* Resort and Universal Orlando Resort from here. The first of the two's 10 minutes' drive away. Head in the opposite direction, and you'll hit the Universal parks in the same time plus five.

The homes have a luxe feel to them, with modern decor and private pools outside. They're ideal for groups of twelve to fourteen.

#### Your Villa

• 6 and 7-bedroom homes - all with a master bedroom with a king or queen-size bed and en suite bathroom • Kitchen • Lounge

**Extra features:** • TV • DVD player • Patio furniture • Oven • Hob • Microwave • Dishwasher • Washing machine • Tumble dryer • Coffee maker • Toaster • Utensils • Crockery • Highchairs\* arranged on arrival in resort • Cots\* pre-book prior to departure, • Free parking • Barbecue\*

#### Key Facilities

• Sleeps up to 12 or 14 • 6 or 7 bedrooms • 1 bathroom • Air-conditioning • Private pool • Public pool in the communal area

#### Location

• In a named community with a clubhouse • Minutes away from shopping outlets • 7 miles from the gates of *Walt Disney World* • 12 miles to Universal Orlando Resort

**Transfer time:** 90 minutes by car from Melbourne Orlando International Airport, 30 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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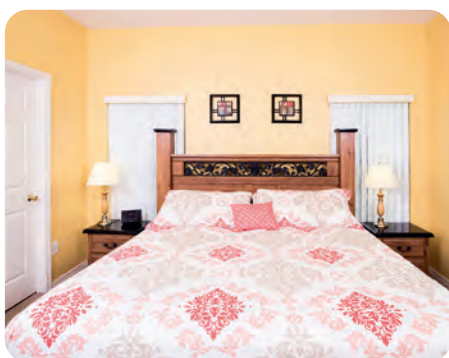


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## High Grove Villas

### CLERMONT, DAVENPORT AND HAINES FLORIDA

There's a touch of la dolce vita about these villas. They're designed with central Italy in mind, so you can expect terracotta-tiled roofs and simple whitewashed walls. Each one has a private pool out the back, and a well-equipped kitchen/diner inside.

Stroll to the clubhouse if you want to fill your time away from the theme parks. It's got an arcade room, a children's play area and tables for foosball and billiards. There's also a spa\*, a chill-out lounge and a bigger, shared pool in the grounds.

Hop in the car, and you can reach *Walt Disney World* Resort in 15 minutes. Disney's Animal Kingdom Theme Park's the closest place to hit the rides, and the rest of the attractions are just a little further on. The top-rated golf courses of the Championsgate neighbourhood are the same distance away, as well.

#### Your Villa

- 4 or 5-bedroom home with a private pool, en suite bathroom, kitchen and lounge

**Extra features:** • Wi-Fi • TV • DVD player • Oven • Hob • Microwave • Dishwasher • Washing machine • Tumble dryer • Fridge-freezer • Coffee maker • Toaster • Iron and board • Utensils • Cutlery • Crockery • Highchairs\* arranged on arrival in resort • Cots\* pre-book prior to departure • Free parking • Barbecue\*

#### Key Facilities

- Sleeps up to 8 or 10 • 4 or 5 bedrooms
- 1 bathroom • Air-conditioning • Private pool
- Larger shared pool

#### Location

- In a named community with a clubhouse • 10 miles to *Walt Disney World* Resort • 17 miles to Seaworld Orlando • 21 miles to Universal Orlando Resort • 65 miles to Busch Gardens • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by car from Melbourne Orlando International Airport, 40 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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3 Bedroom Villa



## Orange Tree CLERMONT FLORIDA

It's approximately 15 miles to *Walt Disney World* Resort, with Universal Orlando Resort around 30 miles from door to door. You've got supermarkets, bars and restaurants within easy driving distance, too.

The Orange Tree offers 3, 4, 5 or 6-bedroom villas, so it's a perfect pick for big parties. Each villa comes with a private pool, as well as a well-equipped kitchen for making your own meals.

### Your Villa

- En suite with master bedroom • Twin or double bedrooms • Lounge area • TV • Wi-Fi • Kitchen
- Utensils • Hob • Crockery • Microwave • Toaster
- Tea and coffee-making facilities • Fridge • Freezer
- Dishwasher • Bathroom with bath • Iron and ironing board • Private pool • Air-conditioning
- 3 bedroom villas sleep up to six • 4 bedroom villas sleep up to 8 • 5 bedroom villas sleep up to 10
- 6 bedroom villas sleep up to 12

### Key Facilities

- Sleeps up to 12 • 3, 4, 5 or 6 bedrooms
- 2, 3 or 4 bathrooms • Air-conditioning
- Private pool

### Location

- Close to Orlando Parks • Approximately 15 miles to *Walt Disney World* Resort • Local restaurants close by

**Transfer time:** 50 minutes by car from Melbourne Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

### Your service on holiday

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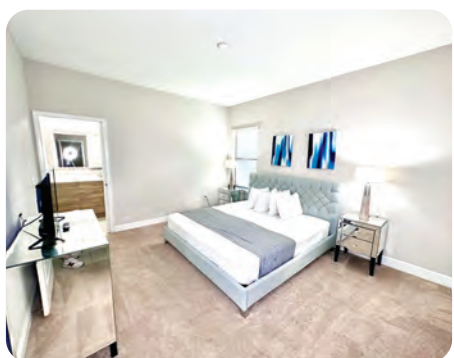


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## Balmoral Resort Florida

### CLERMONT, DAVENPORT & HAINES AREA FLORIDA

With *Walt Disney World* Resort half an hour away and Universal Orlando Resort just 10 minutes further, you'll be within easy reach of the rides and rollercoasters when you stay here. You can reach LEGOLAND in 20, and International Drive in about 40 minutes, too.

For your lazier days, there's a big communal pool complete with a slide-studded splash park and loads of sunbathing space. An onsite restaurant means you won't need to cook your own meals if you don't want to, and there's a bar for your poolside tipples.

#### Your Villa

- Master bedroom with en suite bathroom
- Additional bedrooms are doubles or twins • At least 1 other bathroom • Kitchen • Oven • Hob • Microwave • Dishwasher • Fridge/freezer • Coffee maker • Toaster • Crockery • Utensils • 3 bedroom villas sleep up to 6, 4 bedroom villas sleep up to 8, 5 bedroom villas sleep up to 10, 6 bedroom villas sleep up to 12 • All villas are non-smoking and vary in layout and furnishing but have these listed facilities.

**Extra features:** • Washing machine/dryer • Iron and board • Smart TV • Phone • Towels • Bed linen • Sun-loungers • Free Wi-Fi • Free parking • Welcome basket to be requested prior to arrival, charge applies.

#### Key Facilities

- Sleeps up to 12 • 1 or 2 bathrooms
- Private pool with a villa

#### Location

- 1.4km to Publix Super Market at Haines City Mall
- 35km to *Walt Disney World* • 49km to Universal Orlando Resort

**Transfer time:** 110 minutes by car from Melbourne Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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## Southern Dunes

### HAINES CITY FLORIDA

The villas here are a great base for ticking off Florida's theme parks. You're just 22 miles away from the *Walt Disney World* Resort, and there's a handful of bars and restaurants nearby, too.

These three, four and five-bedroom villas feature fully fitted kitchens, plus open-plan lounge and dining areas. Out the back, you've got your own pool with a patio and sunbeds.

The nearby golf course\* is ranked among Florida's best, and can prove to be a challenge for even the most seasoned golfers. There's also a tennis court onsite, plus a playground for little ones.

#### Your Villa

- Master bedroom with en suite bathroom
- Additional bedrooms are doubles or twins
- At least 1 other bathroom
- Fully-equipped kitchen
- 3 bedroom villas sleep up to 6, 4 bedroom villas up to 8, 5 bedroom villas up to 10
- Pool heating, Oct-Apr, payable on arrival
- All villas are non-smoking and vary in layout and furnishing

**Extra features:** • Air-conditioning • Washing machine/dryer • Cable TV • Phone • Towels • Bed linen • Sunloungers • Highchairs\* arranged on arrival in resort • Cots\* pre-book prior to departure • Free Wi-Fi • Free parking • Barbecue to be requested prior to arrival

#### Key Facilities

- Sleeps up to 12
- 3, 4 or 5 bedrooms
- 2 bathrooms
- Air-conditioning
- Private pool

#### Location

- In a named community with a clubhouse
- 22 miles *Walt Disney World*
- 29 miles Universal Orlando Resort
- 25 miles to SeaWorld Orlando
- 85 miles to the nearest beach
- Coach transfer is not available so car hire is essential
- Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 110 minutes by car from Melbourne Orlando International Airport, 50 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

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\*Extra charge





## Highlands Reserve DAVENPORT FLORIDA

You'll find these villas pulled up to an 18-hole golf course\*, in a peaceful, forest-fringed plot. They're all individually owned and decorated. *Walt Disney World* Resort is a 20-mile drive away, while the journey to Universal Orlando Resort is closer to 30 miles.

When you want to recharge your batteries, you can spread out by your villa's private pool. Alternatively, you can get in some sunbathing time by the communal pool, or play a game of tennis\* on the sports court.

### Your Villa

- Master bedroom with en suite bathroom
- Additional bedrooms are doubles or twins
- At least 1 other bathroom • Kitchen • Oven
- Hob • Microwave • Dishwasher • Fridge/freezer
- Coffee maker • Toaster • Crockery • Utensils
- 3 bedroom villas sleep up to 6, 4 bedroom villas sleep up to 8, 5 bedroom villas sleep up to 10
- Pool heating\*, Oct-Apr, payable on arrival • All villas are non-smoking and vary in layout and furnishing but have these listed facilities

**Extra features:** • Air-conditioning • Washing machine/dryer • Iron and board • Cable TV • Phone

- Towels • Bed linen • Cots and highchairs can be arranged but must be requested prior to arrival
- Two sunloungers

### Key Facilities

- Sleeps up to 10 • 3, 4 or 5 bedrooms
- 2 bathrooms • Air-conditioning • Private pool
- Communal pool

### Location

• In a named community with a clubhouse • *Walt Disney World* 20 miles • Universal Orlando Resort 30 miles • SeaWorld 25 miles • Nearest beach 80 miles • Coach transfers are not available, so car hire is essential. • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 90 minutes by car from Melbourne Orlando International Airport, 40 minutes by car from Orlando International Airport.

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**Arrival Day** 7 days a week

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## West Haven Villas

### CLERMONT, DAVENPORT AND HAINES FLORIDA

These four and five-bed villas are in Orlando's Davenport neighbourhood – just down the road from the pro-designed golf courses of Championsgate. *Walt Disney World* Resort's around 20 minutes' drive away, so you can dip in and out of thrill-seeking.

You'll get a private pool with loungers on the patio. Inside each villa there's a family-sized living area and an open-plan kitchen. There's a full fridge-freezer you can stock with supplies, and you can whip up dinner using the hob, oven or microwave.

#### Your Villa

• 4 or 5-bedroom homes include a private pool, a kitchen, dining room and lounge

**Extra features:** • Wi-Fi • TV • DVD player • Air-conditioning • Fridge-freezer • Oven and hob • Microwave • Dishwasher • Washing machine and tumble dryer • Coffee maker • Toaster • Utensils and crockery • Iron & board • Vacuum cleaner • Highchairs\* arranged on arrival in resort • Cots\* pre-book prior to departure • Free parking • Barbecue\*

#### Key Facilities

• Sleeps up to 8 or 10 • 4 or 5 bedrooms • 1 bathroom • Air-conditioning • Private pool


#### Location

• In a named community with a clubhouse • 13 miles to *Walt Disney World* Resort • 18 miles to Seaworld Orlando • 22 miles to Universal Orlando Resort • 60 miles to Busch Gardens • Flights are to Melbourne Orlando International Airport (MLB), except between mid-November and mid-March when flights are to Orlando International Airport (MCO).

**Transfer time:** 100 minutes drive from Melbourne Orlando International Airport, 110 minutes drive from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

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## Solterra Resort

### CLERMONT, DAVENPORT AND HAINES FLORIDA

With *Walt Disney World* Resort on your doorstep, you're never far from the action. Not only that, but International Drive's less than half an hour away too, with its huge line-up of restaurants, bars and shopping malls.

The complex has a lagoon-shaped central pool with a café next to it. There's a lazy river and a handful of slides, too, plus a sports court to keep you occupied on your lazy days. As for accommodation, you can pick from a selection of family-sized villas and townhouses, each with their own pool.

#### Your Villa

• Master bedroom with en suite • Twin or double bedrooms • Separate bathrooms • Kitchen • Utensils • Crockery • Hob • Dishwasher • Fridge • Cooker • Microwave • Toaster • Tea and coffee-making facilities • Iron and ironing board • Dining area • Living room with TV • Wi-Fi • Garden area with pool • 4 bedroom townhouses sleep up to 8 • 4 bedroom villas sleep up to 8 • 5 bedroom townhouses up to 10 • 5 bedroom villas up to 10 • 6 bedroom villas up to 12 • 7 bedroom villas up to 14

#### Key Facilities

• Sleeps from 8 to 14 • 3 or 4 bathrooms • Private pool • Shared pool and lazy river


#### Location

• Close to the Disney Parks • 25 minutes to International Drive by car • Close to bars and restaurants

**Transfer time:** 110 minutes drive from Melbourne Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

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## Bahama Bay Resort & Spa

### DAVENPORT FLORIDA

There's a community feel to this place, which is set in 70 acres of landscaped gardens, with pools, bars, restaurants and activities onsite. And every apartment comes with its own fully-equipped kitchen, so you can easily make your own meals.

There's plenty here to keep you busy, but if you're planning on heading to Florida's famous parks, *Walt Disney World Resort* is just 15 minutes' drive away, and Universal Studios is around 30 minutes' drive.

#### Your Apartment

- Master bedroom with separate bathroom
- Additional bedrooms are doubles
- At least 1 other bathroom
- Fully-equipped Kitchen
- Oven
- Hob
- Dishwasher
- Microwave
- Fridge
- Toaster
- Crockery
- Utensils
- 2 bedroom apartments sleep up to 5, deluxe 2 bedroom apartments sleep up to 5, superior 3 bedroom apartments sleep up to 7
- All apartments are non-smoking and vary in layout and furnishings but have these listed facilities.

**Extra features:**

- Washing machine/dryer
- Iron and board
- Cable TV
- Phone
- Towels
- Bed linen
- Free Wi-Fi
- Free parking
- Children's high chair

#### Key Facilities

- Sleeps up to 7
- 1 bathrooms
- Air-conditioning
- 4 swimming pools
- Sun terrace
- Sunbeds
- 6 poolside Jacuzzis™
- Man-made sandy beach with sunbeds

#### Location

- 15 minutes to *Walt Disney World Resort*
- 30 minutes to Universal Orlando Resort
- 30 minutes to International Drive

**Transfer time:** 100 minutes drive from Melbourne Orlando International Airport., 50 minutes drive from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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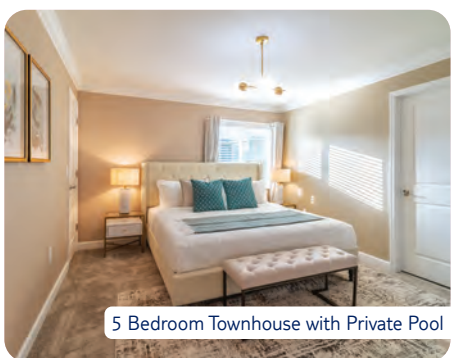
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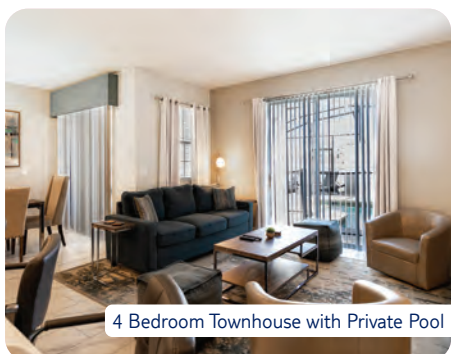
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5 Bedroom Townhouse with Private Pool



4 Bedroom Townhouse with Private Pool

## The Retreat at ChampionsGate

### CHAMPIONSGATE FLORIDA

When you stay in one of these villas, you'll be about 15 minutes' drive from *Walt Disney World Resort* and 25 minutes from Universal Orlando Resort, so you can be at the Parks in no time at all. Closer to home, there are plenty of golf courses for you to practice your swing on.

Whichever villa or townhouse you choose, you'll have your own private pool. There's a communal pool, too, which is joined by a lazy river and a kids' splash zone. When you're not in the water, you can sip cocktails from the tiki bar or grab American-style meals at the grill restaurant.

#### Your Villa/Townhouse

- Master bedroom with separate bathroom
- Additional bedrooms are doubles or twins • At least 1 other bathroom • Kitchen • Oven • Hob • Microwave • Dishwasher • Fridge/freezer • Coffee maker • Toaster • Crockery • Utensils • 4 bedroom townhouses sleep up to 8, 5 bedroom townhouses sleep up to 10, 5 bedroom villas sleep up to 10, 6 bedroom villas sleep up to 12 • 7 bedroom villas sleep up to 14 • 8 bedroom villas sleep up to 16 • 9 bedroom villas sleep up to 16 • All villas are non-smoking and vary in layout and furnishings but have these listed facilities.

**Extra features:** • Washing machine/dryer • Iron and board • Cable TV • Phone • Towels • Bed linen • Free Wi-Fi • Free parking

#### Key Facilities

- Sleeps up to 16 • 1 or 2 bathrooms
- Air-conditioning • Private pool • Communal pool with lazy river and kids' splash zone

#### Location

- 20km to *Walt Disney World Resort* • 31km to International Drive • 35km to Universal Orlando Resort

**Transfer time:** 110 minutes by car from Melbourne Orlando International Airport, 50 minutes by car from Orlando International Airport.

**Please note:** You can add car hire to your holiday during the booking process.

**Arrival Day** 7 days a week

#### Your service on holiday

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# Beach breakdown – Florida-style

Most eyes are drawn to the Sunshine State's theme parks, but you're missing a trick if you don't give the beaches a try. And with our **Multi-Destination holidays**, you can double up on sandy scenery, or add an Orlando or theme park stay to your getaway. Spring Break hotspots, eggshell-white sands and America's number-one sunbathing stretch are just a flavour of where you can visit...



## ST PETE BEACH

This town, on Florida's west coast, is more low-key than some of its shorefront counterparts. It's dubbed the Sun Capital of America, because of its 360 toasty days a year. And the beach does most of the talking – it's a long swoop of biscuit-coloured sand backed by tufty dunes, parks and a string of hotels. It's coupled with St Petersburg, which stocks buzzy bars, restaurants and museums a little way inland.

## FORT MYERS BEACH

This sand-skirted town is set on Estero Island – part of the picturesque Gulf Barrier chain off Florida's east coast. The beach mimics the exotic island shores of the Bahamas, and there are tiki bars, rum shacks and seafood eateries that fit the theme. Its tropical features have even earned the local fusion cuisine a new nickname – Floribbean. Wildlife fans, meanwhile, can go bird-watching in protected aquatic preserves.

## MIAMI BEACH

Glam beach boardwalks backed by luxury hotels and Art Deco buildings paint Miami as one of the Sunshine State's best lookers. Sat on Florida's southeast tip, this place is a jumble of sandy swathes, skyscrapers and colourful-and-cultural districts. And it all backs on to the huge Everglades National Park, where you can head out to explore the waterways in an airboat and spot alligators, crocodiles and manatees.





## CLEARWATER

Translucent waters, milk-white sands and swaying palms – Clearwater has beach holidays down to a fine art. It wears the crown as America's best beach, and it's easy to see why. Turquoise-tinted waters wash up on three miles' worth of sugary sand. Dolphins play offshore and there are tiki bars and seafood restaurants close by. After dark, musicians and street performers get the party started down at Pier 60.

DAYTONA BEACH

ORLANDO

CLEARWATER

ST PETE BEACH

COCOA BEACH

MELBOURNE BEACH

FORT MYERS BEACH

MIAMI BEACH

Check out our full range of Florida beach holidays at [tui.co.uk](https://tui.co.uk).

## DAYTONA BEACH

In Daytona Beach, petrol-heads meet sunbeds in a blend of thrills and chills. Its mammoth speedway stadium hosts the Daytona 500 every year – NASCAR's equivalent of the FA Cup final. And when its streets aren't teeming with racing fans, its tanning credentials tag into the ring. The city's nicknamed 'The World's Most Famous Beach' for a reason, with a huge skirt of sand facing the Atlantic Ocean. Spring Breakers populate the waterfront bars for small portions of the year, and Orlando's theme parks are less than an hour's drive away.



## COCOA BEACH

Cocoa Beach is one of the trendiest beach towns on Florida's 'Space Coast'. It's separated from the mainland by the Indian and Banana rivers, leaving a skinny, peninsula-style spot that's almost more sand than settlement. The seafront's a striking shade of ivory, and you'll find one of the world's biggest surf shops posted up near the shore. Plus, Cocoa Beach lands you within easy reach of the world-famous Kennedy Space Center, which is just a short jaunt north from here.



## MELBOURNE BEACH

Melbourne Beach is on a slim peninsula that's trimmed with a belt of marshmallow-white sand. Sun-seekers aren't the only ones flocking here, though – it's on Florida's Space Coast, so the launchpads and lunar learnings of the Kennedy Space Center are just up the shoreline. And with the state's most modern airport up its sleeve, the city's got plenty going for it.







The bar

## Hyatt Place Melbourne Palm Bay

### MELBOURNE BEACH FLORIDA

**T T T** 4.5/5 Based on 532 reviews

This place sits near the edge of the River Lakes Conservation Area, just a 20-minute drive from Melbourne Beach. And if you can pull yourself away from the sand, it takes just under an hour to drive to Kennedy Space Center. You'll have supermarkets and big-name eateries on your doorstep, too.

You can spend relaxing afternoons by the outdoor pool – it's bordered by sunloungers, tables and chairs. Food-wise, there's something available 24 hours a day. You've got a hot buffet for breakfast, and grab-and-go snacks and lunches are on offer at The Market. Plus, pizza and cocktails feature on the menu at The Bar.

#### Key Facilities

• 1 pool • 1 bar • 1 restaurant • Free Wi-Fi

#### Location

• Plenty of shops, bars and restaurants nearby • 4 miles to Palm Bay • 22 miles to Cape Canaveral • 70 miles to Orlando

**Transfer time:** 20 minutes drive from Melbourne Orlando International Airport.

**Please note:** No transfer is included, but you can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

**Your service at this hotel**

Holidays here come with **24/7 support on the TUI app** and by phone



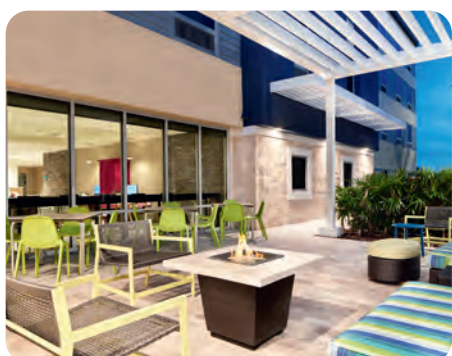
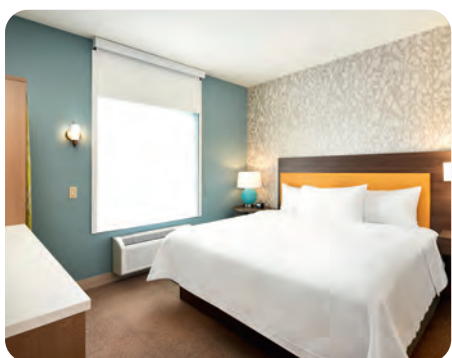
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## Home2 Suites by Hilton Palm Bay I95

### MELBOURNE BEACH FLORIDA

**T T T** 4.5/5 Based on 162 reviews

The must-visit Kennedy Space Center and the sprawling sands of Cocoa Beach are less than an hour's drive from this place. Melbourne Beach is just a 20-minute jaunt away, too. Plus, with a plot just off Palm Bay Road, the hotel puts you within arm's reach of loads of restaurants, takeaways and shops.

There's plenty of outdoor space here – you can take a dip in the pool or relax with a drink by the firepit. Plus, there's a barbecue area with seating for al fresco-style dinners. Inside, fitness fanatics can work up a sweat in the gym.

#### Key Facilities

- 1 pool • 1 restaurant • Free Wi-Fi

#### Location

- Shops and restaurants nearby • 4 miles to Palm Bay
- 6 miles to the town centre • 70 miles to Orlando

**Transfer time:** 20 minutes drive from Melbourne Orlando International Airport.

**Please note:** No transfer is included, but you can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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## Courtyard by Marriott Cocoa Beach

### COCOA BEACH FLORIDA

**T T T Plus**   4.5/5 Based on 1341 reviews

This place has struck a sweet spot with watersports fans – the surfer-filled sands of Cocoa Beach are mere metres away and you can stroll to the world's biggest surf shop in just 10 minutes. A little further afield, it's just 30 minutes' away by taxi to the Kennedy Space Center.

If you'd rather lounge by the pool than the sea, there's a curvy courtyard number here that's edged by a tiled patio. And for light bites between dips, you can grab a snack from the bistro\* or the mini-market\*.

#### Key Facilities

- 1 pool • 1 bar • 1 restaurant
- Free Wi-Fi

#### Location

- 5-minute drive to Cocoa Beach
- 19.3 miles to Kennedy Space Center
- 63.1 miles to Universal Studios

**Transfer time:** 45 minutes drive from Melbourne Orlando International Airport.

**Please note:** No transfer is included, but you can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Room Only

#### Your service at this hotel

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## Hampton Inn Cocoa Beach

### COCOA BEACH FLORIDA

**T T T**   4.5/5 Based on 2651 reviews

This hotel's in a top spot for beach lovers – you can stroll to the caramel-coloured sands in seconds and catch some rays, or there's a whole host of watersports\* to try out.

If you're more of a pool fan, there's a kidney bean-shaped number you can take a dip in. It's fringed by a smart, tiled terrace that's lined with loungers and tall, tropical trees.

#### Key Facilities

- 1 pool • 1 restaurant • Free Wi-Fi

#### Location

- In the heart of Cocoa Beach
- Close to the beach • Easy access to shops, bars and restaurants

**Transfer time:** 40 minutes drive from Melbourne Orlando International Airport.

**Please note:** No transfer is included, but you can add car hire to your holiday during the booking process.

#### Food & Drink

**Board:** Bed & Breakfast

#### Your service at this hotel

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## 3. 2. 1... Lift off!

Take off to Florida's Space Coast,  
where real-life rockets meet more than  
70 kilometres of sand.



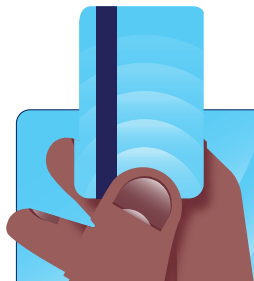
# Finishing touches

Once you've picked your flights and hotel, here's how we can help to get the final pieces of your holiday all squared away...

## BEFORE YOU GO

It's important to arrange **travel insurance** for your trip. Visit [tui.co.uk/destinations/holiday-extras](https://tui.co.uk/destinations/holiday-extras)

Get sorted ahead of your break, with commission-free currency exchange, UK airport transfers, travel insurance and more.

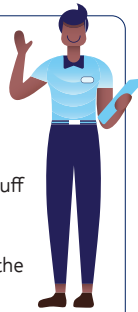


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## AIRPORT EXTRAS

Start your holiday off right by pre-booking your airport parking, dropping your bags the day before or staying in an airport hotel.

### AIRPORT PARKING AND HOTELS

Reserve your parking space at [holidayextras.com/tui/parking](https://holidayextras.com/tui/parking). Or, get a good night's sleep before your flight at an airport hotel – you can choose one that comes with parking.

See our Never Beaten on Price guarantee at [holidayextras.com/tui/nbop](https://holidayextras.com/tui/nbop)

### AIRPORT LOUNGES AND FAST TRACK

Start your holiday as you mean to go on, with lounge access and an Airport Fast Track Pass. Visit [holidayextras.com/tui/lounges](https://holidayextras.com/tui/lounges)



### FLIGHT EXTRAS

Fly in style by upgrading to Premium or choosing a seat with extra legroom or extra space. Plus, pre-book your extra luggage or sports equipment.

### FREE DAY-BEFORE BAG DROP

At selected airports, you can drop your bags the day before you're due to fly if your flight is eligible. Save even more time by checking in online beforehand.



## DURING YOUR HOLIDAY

Get your holiday activities sorted before you go by booking your car hire, TUI experiences, or golfing tee times.



### CAR HIRE

You can head off on your own adventures when you book car hire with us.

### EXPERIENCES

Wherever you're travelling, we'll offer an experience to level up your break. Visit [tui.co.uk/things-to-do](https://tui.co.uk/things-to-do)



### STAY CONNECTED WITH AN eSIM

An eSim makes it easy to stay in touch with friends and family back at home while you're away. You can add low-cost data to your current plan, which means you'll save money and your number won't change. And, there's no need to get a new SIM card.



### AIRPORT TRANSFERS

Upgrade your package transfer to a private taxi. Or, if you've just booked a flight or hotel stay, you can add a transfer.

\*You may be charged for using your debit/credit card by your card provider for foreign exchange transactions; these charges may vary, please check with your card provider. All transactions are subject to currency availability and anti-money laundering controls. Not all currencies are in stock in TUI travel shops, you may need to pre-order, please ask in store for details or visit us online. The rate of the day applies for buy back transactions that are not subject to a Buy Back Guarantee. We may ask you to provide evidence of your identity prior to any foreign exchange transaction and retain copies of any evidence presented. Maximum transaction limits may apply. For online transactions please see <https://www.money4travel.com/tuiuk/terms-and-conditions> for terms of Use. TUI is a trading name of TUI UK Retail Limited, a member of TUI Group. Registered Office: Wigmore House, Wigmore Lane, Luton, LU2 9TN. Registered in England No: 1456086. ABTA No: L4750

\*\*This card is issued by PrePay Technologies Limited pursuant to license by Mastercard® International. PrePay Technologies Limited is an Electronic Money Institution authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (FRN: 900010) for the issuing of electronic money and payment instruments. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.



# Flight guide

An at-a-glance guide to our flying programme

## ONLINE SEARCH

Find the most up-to-date info about flying at [tui.co.uk/flight/timetable](https://tui.co.uk/flight/timetable)

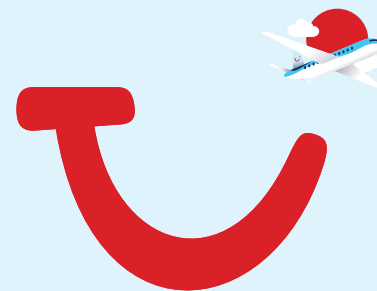
## ONLINE CHECK-IN

You can **check in online** for your flights and print your boarding cards at home.

## MORE ROOM ONBOARD

Book one of our **Seats With Extra Legroom** to enjoy a bigger seat pitch, or upgrade to **Seats With Extra Space**. Just so you know, these seats are restricted due to safety requirements.

Departure dates	Approx Flying Time**	Gatwick	Birmingham	Manchester	Newcastle	Glasgow	Belfast
Nov 2024 - Apr 2025	9 hrs	W, Su	M*, F*	Tu*, F*, Sa*			
May 2025 - Oct 2025	9 hrs	W*, Su*	M*, Th*	Tu*, F*, Sa*	Tu*, Sa*	M, Tu*, F*	Sa



For more flight information see the **Take to the Skies** page at the front of this brochure.

\* 10 and 11 nights available.  
\*\* Approx. flying time based on Gatwick departure.

# Start your holiday early with Holiday Extras

Want less hassle, more holiday? That's where Holiday Extras comes in. Through them, you can book the likes of airport parking, lounge access, and security fast track – plus all sorts of extras to help get your holiday off to a flying start. Here's a taste of what they offer...



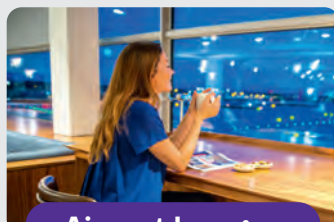
## Airport parking

Book your airport parking in advance. Then, you can enjoy your holiday knowing your car is parked in a safe, secure parking space.



## Airport hotels

Say goodbye to traffic worries on the day of your flight. Instead, spend the night before you fly at an airport hotel and you'll wake feeling refreshed, minutes from the airport terminal.



## Airport lounges and fast track

Treat yourself to a VIP start to your holiday with airport lounge access, or whizz through security with a handy Airport Fast Track Pass.



Click this button to find out more

More info





# Great holidays start with travel insurance

## TUI Travel Insurance offers...

- Holiday cancellation cover
- Emergency medical cover including 24/7 medical assistance helpline
- Options to flex your cover to suit your plans

Chat to our team in store for more information or visit [tuitravelinsurance.co.uk](https://tuitravelinsurance.co.uk).

Terms, conditions and limitations apply. See policy for full details.



Allianz  
Partners

TUI UK Limited (also trading as First Choice), TUI UK Retail Limited (also trading as TUI) and Marella Cruises Limited are Appointed Representatives of AWP Assistance UK Ltd. Insurance is underwritten by AWP P&C SA and is administered in the UK by Allianz Partners, a trading name of AWP Assistance UK Ltd Registered in England. Registration No. 1710361. AWP Assistance UK Ltd, PO Box 74005, 60 Gracechurch Street, London, EC3P 3DS. AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority.



# A-Z guide

We understand the small print is the last thing anyone wants to read. But we believe it's really important to be clear in the information we give you. This A-Z outlines to what extent we would be liable, if at all. If any part of this guide isn't valid or can't be enforced, the rest will still apply. Not everything here will apply to you but a lot of it will so you'll need to read this guide before you book. You'll also need to read Our Agreement With You and Your Agreement With Us. Together, they explain every aspect of your holiday. If you need information in another format, do contact our Assisted Travel team on 0800 145 6920. In line with EU regulations, we need to let you know who you'll be flying with, as your holiday package flights may not be with TUI. You'll see which airline is included in your package as part of your booking journey, and we'll also let you know who the airline is when we send your tickets. If there are changes after that point, we'll tell you before you check in or at the boarding gate. When you come across anything to do with flights in this guide, we'll usually be talking about flights with TUI. So if you're flying with another airline, you'll need to check their conditions, too. From time to time, we need to change airlines or plane types but this isn't classed as a 'Major Change' to your holiday.

## A

**Accessibility** Here at TUI, we want to make travelling as easy as possible. That's whether you or someone you're travelling with has access needs, reduced mobility or a disability, including non-visible ones, and neurodiversity. We know holiday planning can be stressful if you're relying on the hotel's accessibility details being available before booking. So, we've partnered with Accessible to bring you Detailed Access Guides for our most popular hotels, so you can check if they meet your individual needs. You can view these at [accessible.co.uk/tui](https://accessible.co.uk/tui).

Whether you book your holiday in one of our TUI Stores, or make your booking online, our friendly and knowledgeable Assisted Travel Team are on hand to make sure your holiday's right for you. Give the team a call for free on 0800 145 6920. If you're a British Sign Language (BSL) user, you can also contact us via SignLive. Or, for more on accessible holidays, head over to our assisted travel page at [tui.co.uk](https://tui.co.uk).

**Accuracy** We published our latest brochures in July 2024. Our prices and information in those brochures were accurate on that date but they may have changed since then. We always check our properties regularly to make sure we're giving you accurate information and we'll tell you of any changes we know about when you book. If you've already booked, we'll tell you about any major changes we're aware of as soon as we can. Bear in mind public holidays and religious festivals affect whether or not facilities are available. Also, it may be the case some facilities aren't managed directly by the hotel and they could close without notice.

**Adjacent Rooms** These are two rooms next to each other and usually share some facilities, such as an entrance or a bathroom. They're available at selected accommodation and for a small supplement. The facilities can vary so check the individual hotel description. When you're booking, the room description will have ADJ next to it. Depending on where you're staying, you may need to book two rooms to get this room type. Please ask when you book.

**Adult Properties** These are hotels that cater really well for adults in terms of facilities and destination. They include our adults only TUI BLUE hotels, where the minimum age is 16, and our Exclusively for Adults ranges, where the minimum age is 16 or 18. You must not book children to stay at any of these hotels under any circumstances as bookings for children will not be accepted.

**Advanced Passenger Information** So that you can travel, it may be mandatory (as required by government authorities before or at the point(s) of departure and/or destination) to disclose and process your personal data for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Some countries will only permit travel if you provide your Advance Passenger Information or API (for example Caricom API Data and US Secure Flight Data) to the airline before your departure.

Some or all of the Caricom states have entered into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for border security purposes, will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states. Please see the Caricom website for more details. The Transportation Security Administration (TSA) requires you to provide your full name, date of birth and gender for the purpose of watch list screening. You may also provide your Redress Number (as well as a Known Traveler Number), if available. Failure to provide details may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. Please see the TSA website for more details. These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may assist where appropriate.

You'll need your booking reference number, the lead passenger's surname and your date of departure to access the site.

**Age Ranges** No under-18s can travel on their own. For our hotels, 2 to 12-year-olds are classed as children unless we say otherwise. For self-catering properties and any type of property in Florida, it's 2 to 16 inclusive.

**Air-conditioning** This may depend on the time of year and be subject to hotelier discretion. Also, you may have to pay for it when you get there.

**Airline Rules** Charter airlines aren't allowed to carry certain nationals to and from their country of origin. This is due to licensing law restrictions with overseas aviation authorities. The current licensing laws, as of 15th November 2010, do not allow TUI Group airlines to carry nationals of the following countries

on their operating routes – Brazil, Kenya, and Morocco. Some other restrictions also apply...

- Cuban nationals may travel to any international Cuban airport, except Cayo Largo and Cayo Coco, and must be travelling as part of an inclusive tour package.

- Indian and Turkish passport holders can only travel on inclusive tour package arrangements. Please check with your embassy or consulate before you book.

- If you're going to Goa, Kerala and Sri Lanka, on an Indian, Pakistani, Sri Lankan, Nepalese or Bangladeshi passport you can't fly on British charter flights. This travel restriction doesn't apply if you have a Pakistani, Sri Lankan, Nepalese or Bangladeshi passport but your spouse has a foreign – non-Indian – passport.

**Airport Assistance** See Assisted Travel.

**Airport Hotels and Parking - UK** The companies that provide the hotels and car parks will have their own terms of use which will also apply to you. We can get you a copy of these if you need one, just ask.

If you don't follow the instructions we give you, we may not be able to refund you any additional costs you're charged as a result.

Any parking is at your own risk, so we ask that you don't keep any valuables in your car. You should be prepared to leave your keys with car park staff as this may be necessary. If you have a larger-than-average vehicle or a motorbike, please contact us to check that the car park can accommodate it without an additional charge. When you travel, take your booking confirmation with you as it contains instructions on what you need to do. If you have any problems on the day, please let the hotel or car park know so they can help you. If you don't let them know, we may not be able to help you later on. If you're parking and you arrive before the day and time shown on your confirmation, or stay later than planned, you may be charged for the extra parking at the car park's normal price. If you leave earlier than planned, we won't refund any of the charges you've paid.

You can amend or cancel any time up until a minute to midnight, the day before you arrive at the airport, free of charge. So, if you fly on the 2nd, you'd need to cancel by 23:59 on the 1st. If you cancel in time, you will be refunded what you've paid for the hotel and parking. If you don't cancel in time you will not be refunded any amounts paid for the hotel and parking and we will retain this as a cancellation charge.

**Airport Lounges** You can pay for UK airport lounge access after you've booked, subject to availability. You can do this via a TUI Holiday Store, Manage My Booking or by logging into your Customer Account.

**Airport Service** In most airports overseas, our Travel Experts aren't allowed past check-in or into the arrivals hall but we will have staff waiting to greet you outside the airport.

**Alcohol** During your flight with us, you can only drink the alcohol that our staff serve you.

**All Inclusive Hotels** You may need to wear a wristband or carry some ID to get the benefits of your package. For a full description of what's included, check the hotel description. Times for inclusive drinks, meals and snacks vary. Your All Inclusive package may not include bottled water, imported drinks, à la carte meals, or some speciality dishes. Some restaurants expect you to reserve a table and will be subject to availability. Not all bars and restaurants operate on an All Inclusive basis. Also, there may be cash bars once All Inclusive bars close. Bear in mind, under-18s won't be served alcohol. You should also be aware that we, and the hotels, may confiscate wristbands and IDs from guests who abuse the All Inclusive benefits.

You may be charged for motorised sports, and there are time limits or age and experience restrictions on some of these activities. You may have to pay a deposit to hire equipment. Things like classes and beauty treatments may be included in the price but there'll be a limit on how many sessions you can take. Safety deposit boxes may not be included and you'll need to pay for things like telephone calls and excursions.

All Inclusive packages end when you check out of your room. In some cases you can pay to keep using the facilities. If there's a delay to your flight home and you have to spend extra time in the resort, any refreshments will be in line with the airline's instructions – not the board basis of your hotel.

One last thing, you may find timings will change for things like happy hours in bars and dining times.

**Amenities** Lots of things you come across in resort will be quite different to what you've come to expect at home, like roads, power and water, for instance. If there's a prolonged drought, it might interrupt water supplies. In summer, there's often more demand on water, which means the pressure can drop, disrupting water heaters. You may also find in some destinations you won't be able to flush toilet paper down the toilet.

**Artist Impressions** These, together with any computer-generated images, are there to give you an idea of how the property will look – they're not replicas of the finished building.

**Assisted Travel** If you or anyone you're travelling with has a disability, is less mobile, has a vision or hearing impairment, or is undergoing medical treatment and needs support, contact our Assisted Travel Team - their number is at the end of this guide. Our colleagues can advise you which holidays are more suitable and meet your requirements. Also, if you've got any medical or dietary needs, they will do their best to help.

**Assisted Travel at the Airport** Assistance teams will be on hand at the airport, once notified of the request for assistance. Assistance is given at the designated points inside and outside terminal buildings. Assistance can include moving across various areas within the airport (e.g. check-in counter, toilet facilities and the luggage hall). And you can be assisted to the aircraft as well as boarding it. You can highlight to the Assisted Travel Team what type of assistance, and in which part of the airport experience, is needed.

**Assisted Travel on Your Flight** If you or a member of your party has a disability, uses a mobility aid, can't walk, or has difficulty climbing stairs, you should notify us of your assistance needs before travel. You can do this by contacting our Assisted Travel Team. You are strongly advised to contact us at least 48 hours before your departure.

**Assisted Travel on Transfers** If you aren't able to use our coach transfers, we can arrange an adapted transfer, if you tell us in advance by contacting our Assisted Travel Team. See **Medical Conditions & Wheelchairs**.

## B

**Balconies** If the description refers to a French or Juliette balcony, this means that your room will have glass doors but you won't necessarily be able to go out onto the balcony as it'll be shallow in depth.

If you're on the ground floor, you'll get a terrace instead of a balcony, even if it says 'BL' or 'balcony' on your booking confirmation. Health and safety restrictions mean some hotels or apartments may not put you on a high floor if you have small children. Even if you're on a low floor, make sure you never leave your children unattended on your balcony.

**Banned Airlines** To improve safety, the European Commission has banned some airlines from operating in European airspace. In line with EU directive (EC) no. 2111/2005, Article 9, we need to make you aware of the list of banned airlines. To view the list of airlines that are subject to an operating ban within the European Community, visit [http://ec.europa.eu/transport/modes/air/safety/air-ban/search\\_en](http://ec.europa.eu/transport/modes/air/safety/air-ban/search_en)

**Bars** If a hotel has a bar, you may well hear some noise – even outside normal licensing hours.

**Beaches** Many of the beaches in our resorts have been awarded the Foundation for Environmental Education's Blue Flag. The programme awards beaches and marinas that meet its high standards of hygiene, cleanliness, safety and environmental management. For details, visit [www.blueflag.org](https://www.blueflag.org).

When you're on the beach, make sure you check any flag warning systems and take local conditions into account, particularly things like undercurrents and tides. You'll also need to supervise children at all times as most beaches won't have a lifeguard.

Some beaches in Mexico and the Caribbean may experience an increased level of seaweed from time to time. This is known as sargassum, and is a natural occurrence which can change on a daily basis influenced by weather patterns and sea currents. Hotels which are affected work hard to clear the seaweed so you can continue to enjoy the beach during your holiday. The situation can change day to day due to nature, wildlife and local laws.

You may find that public beaches are closed at certain times, particularly in low season. Beach closures are carried out by local authorities so are beyond our control. One more thing, you may need to pay to use some beaches, especially in Italy.

**Building Work** From time to time, building work is unavoidable, particularly where hotels are open all year round, and it can be noisy. If we're aware of any work, we'll let you know as soon as possible if we think it'll affect your holiday. This can be difficult as we don't control the work and we're not always told when it'll happen and how long it will last. But if we think it'll have a significant effect, you'll have the option of a refund or an alternative holiday, as outlined under 'Major changes to your holiday' in Our Agreement With You.

**Bungalows** If the description of your accommodation refers to a bungalow, this means that you may be located in a block within an annexe building separate from the main building which may not necessarily be single storey or detached.

## C

### Car Hire With Alamo

If you book car hire for your holiday to Florida, your car hire will be provided by Alamo. Please make sure that you take into account the space needed for luggage, any baby seats, equipment (e.g. golf clubs), as well as the distance you plan to drive. It may be worth you renting a larger vehicle, such as a mini-van, if there are more than 5 people in your party, to ensure that you all get to travel in the same vehicle.

When you pick your car up, anyone driving the car will need to sign the conditions of rental.

#### Additional Info for All Car Hire Packages

**Documentation:** A full valid driver's licence and credit card in the driver's name need to be presented in order to be allowed to pick up the vehicle.

**Locally Payable Charges:** Anything you pay for locally will have airport operating fees, handling fees, taxes, plus a local sales tax.

**Pre-authorisation Charges/Security Deposits:** Any additional optional items selected at the counter will be pre-authorised (such as Child Seats, etc). If no additional are required, an authorisation for \$1 will be taken to ensure the card is valid.

**Additional Drivers:** There's a charge from \$15 per day for each additional driver.

**Child Seats:** Child seats are compulsory for under-6s. You'll need to pay \$6.99 a day for each seat on arrival (subject to availability) with a maximum of \$70 per every 30 day rental per infant/child seat.

**Sat Navs/GPS:** Included with your car hire.

**Young Driver Surcharge:** The minimum age for hiring a car in Florida is 21 years. Drivers under 25 years will also need to pay an additional young driver surcharge from \$25 each per day. There's usually an extra charge for drivers under 25.

**Returns:** Alamo uses a 24-hour system. It means you need to return your vehicle by the same time as when you originally picked it up. Otherwise, you'll have to pay an extra day's hire at the local rate.

**Minimum Age:** Driver must be twenty-one (21) years of age to be allowed to hire the car.



**Toll roads:** There are numerous toll roads within Florida and across the USA. The renter is responsible for all charges incurred for using these roads.

**Alamo Terms & Conditions:** Full terms & conditions of your Alamo car hire can be found at [www.alamo.com/en/customer-support/car-rental-faqs.html](http://www.alamo.com/en/customer-support/car-rental-faqs.html)

**Fully-inclusive Car Hire** - comes as standard. This includes an air-conditioned car with unlimited mileage, automatic transmission, and radio, plus local road maps and information. Your car will come with a full tank of fuel. You can choose to simply return the car with a full tank, or pay this up front at the time of rental - the charge for this will be based on the average pump price for mid-grade fuel. You'll also get a Collision Damage Waiver (CDW) worth approx. \$26 per day and the following charges included...

- Florida state surcharge of \$2.05 a vehicle each day
- Airport operating fees \$3.00-\$3.50 per vehicle plus 10% on all optional extras
- State and local taxes
- Liability cover, which offers 3rd-party liability protection up to a \$1,000,000 maximum for each accident
- 3rd-party liability protection, which covers any damage or injury you may cause to people or property - it doesn't include your relatives or their property.
- Uninsured motorist protection, which covers you if you or any member of your family is injured or killed by an uninsured driver, up to a total of \$100,000 for each accident. Family members include those related by blood, marriage & adoption.

**Gold-inclusive Car Hire** - as an upgrade. With this, you get everything that comes with the fully-inclusive package, plus up to 3 additional drivers - so long as they're over 25 - and one tank of fuel.

Anything you pay for locally will have airport operating fees, handling fees and taxes, plus a local sales tax. There's a charge of \$25 each day for each driver under 25. There's also a charge of \$10 a day for each additional driver. Child seats are compulsory for under-6s. You need to pay \$6.99 a day for each seat. To drive in the United States, you need a full UK driving licence and must be 21 or over. It's worth bearing in mind, laws may be different to ours - especially ones like drink driving.

## Check-in

**For Your Flight** We recommend you arrive at the airport at least two hours before your scheduled departure time. For flights over seven hours, it's three hours before. Regardless of the length of your flight, you need to have completed check-in at least an hour before departure.

UK airlines need to carry out enhanced security screening from certain destinations for return flights to the United Kingdom. If this applies to your flight, you'll be told whilst you're on holiday as it may mean that you need to check in a bit earlier. You might need to be at the boarding gate earlier, too.

If we think you may be under the influence of alcohol or pose a threat to passengers or crew, you won't be able to fly. The same applies if you smoke, use insulting or abusive words before or after you board. If that happens, we won't be responsible for your holiday arrangements and we won't give you a refund, pay compensation, or cover any other costs. We may even seek compensation from you for any loss caused by your behaviour. This includes having to divert the plane.

It's also a criminal offence to cause disruption on board, so you may be prosecuted. Airlines may also share details about your behaviour with other airlines, which could affect future trips.

**Online Check-in** You'll be allocated your seats when you check in online. If you don't like the seats allocated, you can pay to select your seat. Sometimes we may need to change the seat allocated to you for operational or safety reasons or for persons with reduced mobility. Boarding cards must be printed on A4 paper and be clearly legible with no rips or tears. You must drop your bags off before bag drop closes, 45 minutes before your flight time. Just so you know, if you choose not to use our online check-in service, we reserve the right to charge a fee for airport check-in. Please also see Section 14 of Our Agreement With You and Yours with Us.

**For Your Accommodation** Check-in time is usually 3pm to 4pm for hotels, unless you're on a Villa Collection holiday when it's usually 2pm. Depending on when your flight arrives, you may miss a meal if you've booked All Inclusive, Half or Full Board. If your flight arrives late at night, this is classed as the first night of your holiday and your room will be ready when you arrive. If you arrive in the early hours of the morning the day after your flight departed, your room may not be available until the hotel's normal check-in time. You'll be able to use the hotel's facilities while you wait. And because you're checking in later on your first day you'll get to keep your room on the last day of your stay.

## Check-out

**For Your Accommodation** On the last day of your holiday, you'll usually have to leave your room by mid-morning or noon. If you're in a villa, you may need to leave earlier. You'll be told the exact time when you get there. You may be able to keep your accommodation for longer, but there could be a charge. Depending on the time of your flight, you may miss a meal at your hotel. Also, you might not be able to use some of the facilities or take advantage of the full All Inclusive package. If your flight leaves on or after midnight, you'll have to check out of your hotel room by midday the previous day. There'll usually be a courtesy room or apartment available for you where you can change and leave your bags until it's time to leave. You can pay for a late check-out room. They're normally available until 6pm that evening, but this varies from hotel to hotel. We recommend you book in advance as the hotel will allocate them on a first-come, first-served basis. You may be able to stay in the room you've had during your holiday, but you may have to move to another. The rooms will only be for you and your group to use, and will have beds and a private bathroom. Late check-out only covers the use of your room.

**Child Prices** Child prices are based on selected departures within the season dates, and will only apply to the cheapest room type that occupies children. Child prices are only available for the first and second child sharing a room with two full-fare-paying adults. Any more than two children on one booking pay the adult price, count towards room occupancy, and will pick up any applicable third or fourth adult reductions or occupancy discounts. You'll still pay full deposits, insurance, flight, room and board supplements, and any extras for all children travelling at a child price. Children qualifying for free or reduced child prices don't count towards group offers. Child prices only count towards room occupancy for self-catering and villa holidays.

You'll also need to pay a fee for an infant under the age of 2 on the date of return travel. Please note, infant fees vary dependent on holiday type. If any children in your group turn 13 after you've booked but before - or during - your holiday, they'll need to pay the adult price, plus the amendment fee.

**Child Protection** We believe we have an important role to play in protecting children's rights everywhere. Our child protection policy applies both in the UK and abroad. We train our resort staff to identify situations where children may need protection and report them to the relevant organisations. We're signed up to the Child Protection Code [www.thecode.org](http://www.thecode.org). This independent organisation monitors and supports our child protection activities. If you suspect any child is at risk on your holiday, please tell your Holiday Advisor or call Crimestoppers, anonymously, on 0800 555 111. For more information, visit <https://www.tui.co.uk/editorial/child-protection.html>.

**Conditions Of Carriage** When you travel by air or river, your journey may be subject to certain international conventions including, but not limited to, the Warsaw and Strasbourg Conventions, and the Montreal Convention for air. By law we need to give you these in 'legal speak' to avoid any misinterpretation. We can supply a full copy of these if you ask us to.

**Montreal Convention** This is a notice required by European Community Regulation (EC) No. 889/2002.

**Air carrier liability for passengers and their baggage** This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

**Compensation In The Case Of Death Or Injury** There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (approximately £96,000), the air carrier can't contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it wasn't negligent or otherwise at fault.

**Advance Payments** If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs (approximately £15,360).

**Passenger Delays** In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,150 SDRs (approximately £3,980).

**Baggage Delays** In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1,000 SDRs (approx £960).

**Destruction, Loss Or Damage To Baggage** The air carrier is liable for destruction, loss or damage to baggage up to 1,000 SDRs (approx £960). In the case of checked baggage, it's liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

**Higher Limits For Baggage** A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

**Complaints On Baggage** If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within 7 days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

**Liability Of Contracting And Actual Carriers** If the air carrier performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

**Time Limit For Action** Any action in court to claim damages must be brought within 2 years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

**Basis For The Information** The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

**Cots** There's usually room for one cot in all our hotel rooms, apartments or villas, but you'll need to check with us before you travel to make sure there will definitely be one available when you arrive. In some countries, such as Italy, you'll need to pay a daily charge to hire a cot. If you're staying in a villa in Florida, you'll need to pay to hire a cot by credit card, before you travel. If you decide to bring your own travel cot, bear in mind there's no extra luggage allowance for these and the airline will charge extra if you go over your limit.

**Customer Welfare** See **Assisted Travel**.

## D

**Data Protection** All details provided by you will be held by us and used in accordance with our Privacy Notice. We will process personal data about you and members of your party so that we can manage your account or booking, provide you with our products, services and/or any other travel arrangements booked with us. By providing other people's personal data, you must be sure that they agree to share their data with us and, where appropriate, they understand how their personal data may be used by us. For more information, please refer to our Privacy Notice available on our website or upon request in our stores.

**Delays** Depending on airport facilities, we provide light refreshments for a delay of 2 to 4 hours, a meal - or vouchers for a meal - for 4 to 8 hours, overnight accommodation for delays of 8 to 12 hours if it's necessary and possible.

If a delay is longer than 5 hours, you can cancel your flight and we'll refund the flight part of your holiday. We'll only refund the whole cost of your holiday if we change or cancel your holiday. We set out exactly what this means in Our Agreement With You.

**Deposits** As well as the deposit you pay when you book, if you're staying in an apartment or villa, you may also be asked to pay a deposit in local currency when you arrive. If you're on a Scene holiday, you may be asked to pay a deposit - in cash - even if you're in a hotel. Some hotels require a credit card swipe or cash deposit when you check in. Deposits cover all, or part of, the replacement costs for things being lost, broken or damaged. It's also to take care of any unusual cleaning charges. You'll get it back when you leave, or with an amount deducted if necessary. The property needs to be inspected before you leave. In some cases, your deposit will be returned to you by post. Unfortunately we can't accept responsibility for any disputes which may arise, although we'll try to help you to resolve them. You'll find details of the amount and type of deposit for each property on our website, or you can call us.

See **Low Deposit Offer** for more details on the deposit you pay when you book.

**Disability Assistance** See **Assisted Travel**.

**Dress Code** Men may need to wear full-length trousers, shirts with sleeves, and shoes for dinner in most hotels and apartments. See **Gala Meals** for more details.

## E

**ESTA** See **Visas**.

**Extra Charges** The key aspects of your holiday will be included in the price when you book - see **Prices** for details. But it's important to point out you may have to pay extra for some things when you get there. For example, you might want to book an excursion, use the safety deposit box in your room or enjoy something from the minibar. You may also need to pay extra for things like sports, beauty treatments and classes. If we're aware you'll need to pay extra for a particular activity or facility, we'll show you by adding an asterisk after the item. You may also need to pay extras locally if you choose to hire a car, for example: upgraded insurance cover, young driver's insurance, local taxes etc. Please refer to the car rental terms and conditions for details when booking your holiday. See **Meals** and **All Inclusive Hotels** for more details.

## F

**Family Rooms** These are generally for two adults and two children. These are only available for selected holidays in selected accommodation, and only where the child is sharing a room, apartment or villa with a minimum of two full-fare-paying adults. When hotels are fully occupied, family rooms may be limited. Bear in mind, family- and 4-bedded rooms might not be larger than standard rooms.

**Finishing Touches** You'll need to book them at least seven days before departure and pay for them in full when you settle your invoice.

**Flight Times** Actual flight times are on your tickets. They are local times based on the 24-hour system. We can't guarantee the flight times in our brochure, on our website or on your booking confirmation won't change, so please check your tickets.

**Flying With Children** Infants less than 14 days old are not allowed to travel. Any child over 14 days and under two years old on the date of their return travel is classed as an infant. Infants must sit on an adult's lap and wear an extension seatbelt. If your child reaches their 2nd birthday while you're away you'll need to allow for this when you book. All children aged two and above must have their own seats on the plane. If you've paid for an additional seat for your infant, you can use your own car seat as long as it has a single release harness. It needs to be facing forward on the aircraft seat, designed to be secured by lap belt alone, and must conform to EU safety standards. You'll also need the instruction leaflet to show the cabin crew if they need it. The seat mustn't be more than 16 inches or 40cm wide. You can't use carrycots and deluxe child car seats, as they won't fit. The use of car seats will be at your airline's discretion. Airlines registered outside the UK may have their own rules. Call TUI for information on approved car seats. You'll find the number at the end of this guide.

**Free Child Places** These are only available for holidays departing between 1st May and 31st October in selected accommodation, and only where the child is sharing a room, apartment or villa with two full-fare-paying adults. They are available for children up to 12 years inclusive for hotels and up to 16 years inclusive for self-catering - unless we say otherwise in the property details. You'll need to pay a deposit but we deduct this from your final balance and will refund this when you pay for your holiday in full. Our free places don't include flexible dining, meal supplements, insurance, in-flight meals or any other extras. Plus, you need to pay the 'Select Your Seat' option for the child if you need this. If you change your booking, free child places on your new booking will depend on availability. If your first child goes free, your second child still pays the second child price. Not combinable with other selected discounts or special offers. See **Special Offers**.



# A-Z guide

**Gala Meals** Many hotels and apartments host gala meals over the Christmas and New Year period. Bear in mind that men will probably have to wear a jacket, shirt, tie and full-length trousers. You'll see if the meal's included by checking the individual property descriptions.

**Green & Fair** You may see hotels marked as Green & Fair in this brochure. These are hotels, which at the time of going to print, were certified as sustainable by an independent organisation. This process involved a third-party assessment to certify that the hotel complies with the Global Sustainable Tourism Council (GSTC) criteria or an equivalent standard. The GSTC criteria serves as the global standards for sustainability in travel and tourism and covers four main areas of impact: sustainable management, environment, social and economic benefits to the local community, and cultural heritage. For every holiday sold to a Green & Fair hotel, TUI makes a donation of £1 per person to the TUI Care Foundation ([www.tuicarefoundation.com/en](http://www.tuicarefoundation.com/en)). You can find out more about Green & Fair Hotels and the latest list of certified hotels – including the name of the certification body for each hotel – at [www.tui.co.uk/holidays/green-and-fair](http://www.tui.co.uk/holidays/green-and-fair). You should know that we review our portfolio of Green & Fair hotels three times a year and grant the Green & Fair label to any hotel certified at that time.

We're also members of Sustainable Aviation, a UK initiative that sets out the collective, long-term strategy of UK aviation to tackle the challenge of ensuring a cleaner, quieter, smarter future for our industry. You can find more information at [www.sustainableaviation.co.uk](http://www.sustainableaviation.co.uk).

**Group Offers** You may qualify for discounts if there are 10 or more in your party. Group discounts apply only at the time of booking. When you're about to book, ask your Travel Expert to contact our Groups Department. Or call our Groups booking line yourself – you'll find the number at the end of this guide. Groups of more than 20 can have a special service from a representative at the accommodation, a private get-together and greeting on the first day, and discounts on resort excursions. Of course, group discounts are subject to availability and we may withdraw them at any time. We base discounts on how many are travelling and everyone needs to travel on the same date. Their holidays must be for the same length and to the same accommodation. If it's more convenient for them, we can sometimes make arrangements for large groups to leave from different airports. They may not be available in conjunction with any other offers. Cancellations within your group may mean a drop or a removal of your discount, and the people who cancel will need to pay our standard cancellation charges.

**Henna Tattoos** Some resorts or hotels in which we operate may offer henna tattoos. We don't recommend or endorse these. If you decide to get a tattoo, please make sure that the henna being used is brown and not black. Black henna may contain chemicals that are known to cause skin irritation and burns.

**In-flight Entertainment** We have in-flight entertainment on all of our TUI long haul flights. For more details, contact TUI – you'll find their details at the end of this guide.

**Infants See Child Prices, Cots and Luggage Insurance** You'll need to take out a suitable insurance policy for you and anyone travelling with you. This includes infants and children. We'll tell you about our insurance policy when you book. If you choose not to take out our insurance, you'll need to tell us who you're insured with. We'll need the company details and your policy number before you travel. We can't accept responsibility for any loss that you or anyone travelling on your booking suffers if the individual isn't adequately insured. As with all insurance policies, terms and conditions apply, so you need to make sure you've got the right policy for you. See **Delays**. If you're travelling to the European Economic Area you'll also need a European Health Insurance Card. You'll get a new UK Global Health Insurance Card (GHIC) instead of an EHIC. You can apply at [www.gov.uk/global-health-insurance-card](http://www.gov.uk/global-health-insurance-card). Visit [www.nhs.uk/ehic](http://www.nhs.uk/ehic) for full details on what it covers. You do not need to apply for a GHIC if you already have an EHIC. Your EHIC remains valid in the EU until it expires. An EHIC or GHIC is free of charge. You'll need to have both this card and adequate travel insurance.

**Interconnecting Rooms** These are two rooms with a lockable connecting door between them. They're available at selected accommodation for a small supplement. If you want to book, interconnecting rooms, you'll need to book and pay for two of these rooms.

**Junior Suites** When we advertise a Junior Suite, it means you'll get a bedroom with a sitting area and a bath or shower room.

**Kids' Clubs** No matter which kids' club you're looking at, there are certain things to bear in mind:

- Children who are unwell won't be accepted
- If your child has a disability, we will do our best to look after them but please check with us before you book that the club can accommodate your child's particular needs
- Sometimes, even when you have checked in advance, there may be reasons why the club can no longer accommodate your child's particular needs. When this happens we will do our best to include them in as many activities as possible but you may need to stay with your child to provide the care and attention that they require.
- If your child has an allergy or any other special requirements, please let us know when you sign them into the kids' club for the first time

- Staff aren't authorised to administer medication or change nappies, so you'll need to return to the club to do this if necessary
- Staff may provide snacks and drinks during the day.
- You must register your child for all activities, sign them in at the start of the session, and out at the end
- You must stay within the complex while your child is in the club and also leave details of your whereabouts in case you're needed
- Activities may have to be cancelled, numbers limited and a rota introduced. This may be for health and safety reasons or at particularly busy times.
- If a kids' club is an important part of your time away, it's worth checking club availability before you book your holiday
- Even if you've booked a package holiday with us, you may still need to pay extra for some activities and sessions when you get there. If you haven't booked a package holiday with us, you'll also need to pay for your child to join the club itself.

**Hotel-run Kids' Clubs** Only clubs run by us meet our specification, which include strict staff to child ratios. Standards and facilities at hotel-run clubs vary. You should make sure you're satisfied with the facilities and staff providing the service before enrolling your child. Unfortunately, we're unable to take responsibility or guarantee that standards at hotel-run clubs meet UK standards.

**TUI Kids' Club** We offer TUI Kids' Club for different age groups, with bespoke sessions designed for age ranges 3-6 and 7-12. There is a minimum of two 2-hour supervised sessions per day (morning and afternoon) six days a week. These can be booked in resort. Sometimes we'll combine ages for activities, but it won't affect our strict staff-to-child ratios. We'll have two staff on hand at all times. Kids' club activities run from 1st May to 31st October, unless stated otherwise. We may need to finish before the end of October if there isn't enough demand.

**Late Check-out Rooms See Check Out.**

**Lifts** Some of our hotels don't have a lift. If stairs are a problem for you, please ask us for more details before you book so we can suggest a suitable property. See **Assisted Travel** for more details.

**Local Laws** Sometimes local laws, religious customs or events mean facilities aren't available. For example, in all Muslim countries during the month of Ramadan, bars and restaurants – including hotel restaurants – change their opening hours. You may not be allowed to eat, drink or smoke in public areas during daylight hours either. Drinking and gambling ages vary by destination. It's a good idea to find out more before you travel. For the most up-to-date information, we recommend you check [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice).

**Lost Property** If you leave something behind on the plane during your flight out, you'll need to contact the overseas airport and ask them to check their lost property. If it's on your flight home, let us know and we'll do our best to track down the item for you. If you leave what we class as a 'valuable item' at your hotel, like a camera, a laptop or a wallet, we'll do our best to find it for you. If your item is found, you'll need to contact the hotel to arrange for it to be returned, and there may be a charge for this. If we can't find your item, we'll send you a statement to support your travel insurance claim. For help with lost property, contact After Travel Customer Support – you'll find their details in the Getting In Touch section.

**Low Deposit Offer** This offer is per passenger. We can change or withdraw this offer at any time. The rest of the deposit will be due within eight weeks of you booking your holiday. If you cancel your holiday you still have to pay the full deposit.

**Low Season** You may find that if you're travelling outside of peak holiday periods, some facilities, both in your hotel and resort, may not be available and entertainment may be more low-key. Hoteliers may remove facilities at certain times due to low demand. These can include restaurants or bars and can be sudden, implemented by hotels on the spot without prior notice. Low season is usually May and October for short and mid-haul destinations like Spain and North Africa. For long haul destinations such as in the Caribbean and Mexico, low season tends to impact other months including January, May, September, October and November. However, unforeseen circumstances or lower-than-expected hotel occupancies can happen at any time, so facility closures are not limited to these specific months

**Luggage** When travelling with TUI your checked-in allowance will vary between 15kg and 23kg depending on your holiday, so make sure you check when you book, and check your booking confirmation to confirm your allowance, as it may vary depending on the airline you are flying with.

You can buy extra checked-in luggage allowance if you need to – you'll need to do this at least 3 days before departure. If you're booking a tour or twin centre, remember to check your allowance, as your amount during the tour or twin centre may be less than for your international flights.

On package holidays with TUI, under twos get 10kg hold luggage allowance – hand luggage is not included. If you've booked a flight only, there is 0kg hold or hand luggage for infants. Folding pushchairs can be brought onboard, but will count towards your own adult hand luggage allowance and must fit within the size and weight limits – please see **Hand luggage**. You also have the option to check this in with your luggage, or take it to the aircraft door where we'll pop it in the hold for free. Please let the check in staff know on the day.

You can share your hold luggage allowance with others on your booking, but no single bag can be more than 25kg. If you have booked extra luggage allowance, you still need to make sure each bag is under 25kg, otherwise check-in staff won't accept it.

If you've booked one of our wedding packages as a couple, you'll qualify for an extra 5kg of luggage allowance each for your wedding attire. This will be added to your booking when you book your wedding package. Bear in mind, if your flights change to another airline we won't be able to offer this allowance.

**Hand luggage** The maximum dimensions are 55x40x20cm, and your weight allowance is 10kg. You can't buy extra hand luggage allowance. In addition to this, passengers can bring one small personal item, ie a handbag, laptop bag, briefcase or camera bag. This must be small enough to be stored under the seat. There are restrictions on what you can carry in your hand luggage so please read the information that comes with your tickets. Your airline won't be liable for loss or damage to valuable or fragile items packed in hold luggage, no matter how it's caused.

**On Other Airlines** If you're not flying with TUI, you'll need to find out what your allowance is for checked-in luggage and hand luggage. Some airlines do not give infants their own allowance.

**Excess Luggage And Sports Equipment** There may be a charge for excess luggage and sports equipment. Whether or not we can carry it will depend on capacity on the day. You can arrange to take golf clubs, windsurf boards, diving equipment and other sports equipment on your flight. If you don't book, you may still be able to check your own equipment in. But we can't guarantee this and there'll be a charge. Bear in mind, any problems with excess luggage charges need to be sorted out at the airport. We can't guarantee you'll be able to take bulky sports equipment with you on the coach to your holiday accommodation, and there may be an extra charge.

**Lost And Damaged Luggage** Please report any lost luggage or damage to us within seven days. If not, under the terms of the Montreal Convention, we won't be liable. See Montreal Convention for details. If your luggage is damaged on your way back to the UK, you need to complete a Property Irregularity Form (PIF) at the airport and keep a copy of it for insurance purposes.

**M Meals**

**On Your Flight** TUI includes meals on long haul flights. Please let us know when you book if you require any children's meals. Just so you know, we don't provide meals for under-twos so you'll need to bring something with you. Remember to tell us if you have any special dietary requirements. We can't guarantee we'll be able to meet them, but we'll do our best. For group bookings, everyone in your party will need to either book in advance or decline the meal. For all other flights, we offer a range of snacks and drinks to buy onboard.

**At Your Hotel** Meals are usually served in the hotel's main restaurant. The set-up here may change from buffet to waiter service, or vice versa. For à la carte restaurants you may be limited to a certain number of visits per stay and you may need to make a reservation. You may need to pay extra for these, too. Not all of the hotel's restaurants will necessarily be open at the same time. Meals for infants are not included in the price of your holiday so you'll need to make your own arrangements. **Full Board Plus** includes a Continental breakfast, lunch and dinner with drinks included during mealtimes. **Full Board** includes a Continental breakfast, lunch and dinner. **Half Board** includes a Continental breakfast and dinner – or lunch, if you wish – at some hotels. **Bed & Breakfast** usually means Continental breakfast.

**Medical Conditions**  
**On Your Flight** If you have a medical condition, a serious illness, or you've recently had surgery or an accident, you'll need to be cleared for travel by the airline. You may also need a 'Fitness to Fly' certificate from your GP. Conditions that need medical clearance include respiratory, coronary or infectious illness. You'll need to give your request for medical clearance to the airline at least four working days before you're due to fly. If you're unsure what conditions require medical clearance, or if you have any concerns about your health, we recommend that you contact your doctor before you book.

The risk of deep vein thrombosis (DVT) while flying is extremely low but is still a serious medical condition. DVT is when a blood clot forms, usually in the lower leg, sometimes because of sitting still for a long time. It needs treatment with blood-thinning drugs to prevent clots breaking off and travelling to the lungs. You can take precautions to reduce the risk. People most at risk include those with a history of bronchial or circulatory problems, thrombosis, those recently hospitalised, smokers, the obese, those with congestive heart failure, a malignant disease, pregnant women or women taking the contraceptive pill. To reduce the risk, exercise your legs from time to time, or walk around if possible. Elastic stockings may be helpful. Drink plenty of non-alcoholic liquids to prevent dehydration. See your doctor if you think you may be particularly prone to DVT.

**At Your Destination** If you have specific medical needs, think about whether the healthcare system in the destination you're looking at is likely to be able to meet those needs, if you have any problems while you're away. Consider things like the country's state of development and its size. You may find it helpful to look at [www.gov.uk/browse/abroad/travel-abroad](http://www.gov.uk/browse/abroad/travel-abroad).

**Mobility Aids See Wheelchairs**  
**Mobility Assistance See Assisted Travel**  
**Money Exchange** If you want to change money to your hotel when you get there, check the property descriptions to find out if you can do this at your hotel.

**O Official Ratings** Each country has its own system for rating properties, but at TUI we use our own ratings to make it easier to compare hotels. See **Tour Operator Ratings** for details.



## P

**Passports** The name in your passport must match the name on your ticket otherwise you may not be able to travel and your insurance could be invalid. If someone in your group changes their name after you have booked, tell us and we'll issue the ticket in the new name. If you've already received the ticket, return it and we'll send one with the correct name. There may be a fee for this change. British Citizens must hold a valid 10-year passport. British passport holders travelling to any EU country require at least six months validity on their passport on the day of travel. Some countries outside of the EU require a British passport to have a certain period of validity left on it, or blank pages. Please visit [gov.uk/foreign-travel-advice](http://gov.uk/foreign-travel-advice) for advice by country. Other nationalities should check with their own governments. It is also your responsibility to check whether you need a visa to enter your destination country.

British Citizens under 16 years old, including newborn babies, are required to have a child passport. The child's passport will initially be valid for 5 years, but can be renewed for a further 5 years at the end of this period. You can visit the [gov.uk/](http://gov.uk/) website for further information and how to apply.

If your passport has an Israeli stamp, you may be refused entry to some countries. For more information, visit HM Passport Office website at [gov.uk/government/organisations/hm-passport-office](http://gov.uk/government/organisations/hm-passport-office). If you don't have a UK passport, you should always check with your own embassy, high commission or consulate before you book. Please also see **Visas**.

**Passenger Assistance See Assisted Travel.**

**Playgrounds** You need to supervise your children on all play equipment.

**Pool Views** If you book a room with a pool view, you'll look directly onto or have a side view of the pool.

**Pregnancy** You can travel with us up to the 28th week. If you're more than 28 weeks at the time of your flight home, you'll need a medical certificate from your GP. It must state there are no complications and give the dates of your pregnancy. If you're more than 36 weeks at the time of your flight home, they'll refuse to take you. If you're expecting twins or more, you must return by the 32nd week. Please check your insurance policy for any restrictions that apply, as many only cover to the 28th week.

**Premium Collection Benefits** You'll get the advertised benefits as long as you're flying with TUI.

**Premium Seating** Premium seating is available to book on long haul TUI flights. If you book to fly Premium, your luggage allowance will be 25kg in the hold and 10kg as hand luggage. Lounge access and fast-track security are only available on departure from UK airports. You can access the lounge from 3 hours before and up to your original scheduled departure time. We advise you wear smart casual clothing. Fancy dress, vests, football shirts, tracksuits, baseball caps and other sports clothing are not allowed to be worn in the lounge. Shorts aren't permitted either, unless they are tailored and knee-length. Entry to lounges is subject to the individual lounge operator who may impose their own conditions and who reserves the right to refuse admission to anyone wearing clothing which their staff believe may cause offence to others. If the lounge is unavailable then alternative facilities may be offered. The location of fast-track security and airport lounges in the UK will be provided by TUI staff at the TUI bag drop.

Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions - see **Select Your Seat**. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. Just so you know, we'll always do our best to seat your group together but we can't guarantee this.

**Prices** Our brochure prices are accurate at the time of publication, but you should only use them as a guide. The prices we give are selected from a range of prices available within the high season or outside the high season. The price you pay will depend on when you're travelling and prices may go up and down throughout the season. The brochure price is based on the standard occupancy for the room type included in the package so the price will change if the room is occupied by a different number of guests. See **Occupancy Supplements/ Discounts**.

**What's Included** The basic cost of your holiday includes the following...

- Return flight from the UK
- Air passenger duty at the standard economy rate.
- Departure taxes are included on holidays to Jamaica, Aruba, Puerto Vallarta, Costa Rica, Cancun and Punta Cana.
- Transfers between the airport and your accommodation - this is usually by coach. Where we provide a taxi, the price we quote is for each person and based on 3 adults sharing a return taxi transfer.
- Car hire on selected holidays - check when you book
- The accommodation and meals as advertised or confirmed on your invoice
- Luggage allowance as confirmed on your ticket
- Aviation insurance and security charge
- Estimated fuel costs
- A Travel Expert at the UK airport and in resort
- All obligatory hotel service charges and taxes payable in advance
- VAT on all holidays to EC countries

**What's Not Included** The basic cost doesn't include the following...

- Additional flight charges, such as taxes and regional supplements

■ Additional air passenger duty - there's a difference between standard and premium cabin charges. A higher rate is charged by the government for passengers travelling in premium cabins.

- In-flight meals unless we say otherwise
- Seats together on the plane unless we say otherwise
- Fuel supplements where applicable
- Excursions and shore excursions
- Holiday insurance
- Additional charges for particular room types, meals or under-occupancy in apartments. For details, ask your Travel Expert.
- Excess luggage and the transport of any sporting equipment
- Deposits requested on arrival by some apartment or villa owners, and by some hotels in Florida - see **Deposits**
- Any local taxes, levies or similar that local authorities abroad expect you to pay yourselves

## R

**Room Upgrades** If you arrange a different room type with the hotel when you arrive, this won't be included in your contract with us. Please also see **Select Your Room**

## S

**Safety Overseas'** safety standards are generally lower than ours in the UK. We take reasonable care to make sure only reputable businesses provide the services that make up our holidays, and we expect them to provide those services in line with local standards.

**Children's Safety** For our own Kids' Clubs, we take advice from leading UK child safety organisations and accident prevention agencies. You should always check you're happy with hotel clubs and children's facilities.

**Health And Hygiene** Hygiene standards are generally lower than in the UK - particularly in developing countries. Having said that, you can help to improve hygiene levels by taking a few basic steps...

- Wash your hands after going to the toilet
  - Shower before you get into the pool
  - Encourage children to go to the toilet before getting in the pool
  - Make sure babies and infants wear swim nappies in the pool
- Scuba Diving** We recommend you check with your doctor before you go, and have a full medical examination in resort if you're planning scuba training. You may need to pay extra for this. It's also dangerous to fly within 24 hours of scuba diving. This is because pressure changes might cause 'the bends' or even in severe cases, paralysis. Of course, you also need to make sure you have adequate insurance cover.

**Sea Views** If you book a room with a sea view, it may be partly blocked by trees or smaller buildings, or across a road, but you'll still be able to see the sea. If we describe a room as a Limited Sea View, this will generally mean that your view of the sea will be to the side rather than directly in front of you. There may also be more obstructions like trees between your room and the sea than with a Sea View room.

**Seating** If you're flying with TUI the minimum seat pitch of our aircraft is 29 inches. The minimum seat width is 16 inches. If you think you'll have difficulty fitting into this seat size, please call our Assisted Travel Team before booking - you can find their details at the end of this guide. You might need to pay an additional charge depending on what options are available.

**Seat Upgrades** If you buy any seat upgrade, including Select your Seat, seats can be selected via Manage My Booking as soon as your booking is confirmed. If you've paid extra for Select Your Seat or if you've reserved Premium Seats, Extra Legroom Seats or Extra Space Seats, on some holidays you will be able to choose your seats at the time of booking, otherwise you'll be able to access the seat map immediately after you book your holiday. You can also choose your seats by logging in to your Customer Account or the Flight Extras website.

**Seats With Extra Legroom** These are available to book on selected short and mid haul flights and are suitable for adults and children. Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions - see Select Your Seat. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. We'll always do our best to seat your group together but we can't guarantee this.

**Seats With Extra Space** These include seats that are close to or next to emergency exit doors, behind a bulkhead or behind a dividing wall. Seats with extra space are only available to pre-book for adults and children 12 years and over with TUI and 16 years and over on other carriers, but we may allocate these seats to families with children if the seats are not located in an emergency exit row. Emergency exit row seats are only available to passengers who are able to move quickly and operate the emergency exit without difficulty in the unlikely event of an emergency - in line with European Aviation Safety Authority (EASA) regulations. So, you won't be able to book these seats if you find it hard to move due to physical or mental disability, age, sickness or physical size. Just so you know, you also can't sit in these seats if you are:

- Under the age of 12, when travelling with TUI
- Under the influence of alcohol
- Travelling with an assistance animal
- Require an extension seatbelt.

These regulations have been put in place by the EASA and are for the safety of our passengers. The cabin crew have the final say and we kindly ask that their decisions are respected.

**Select Your Seat** If you pay to take advantage of our Select Your Seat service, you'll be able to log in to your booking and choose where you sit on the plane. If you're flying with TUI, online check-in opens 14 days before your flight takes off. You'll need to check in for your outbound and return flights separately.

Once you've checked in and confirmed your chosen seat, you won't be able to change it. That said, in some circumstances, we may have to change your seat. This would only be for operational, safety or security reasons. In accordance with the Civil Aviation Authority's guidelines, certain requirements must be satisfied before we can allocate seats near the exit. If we do have to change your seat, we'll try to keep it as close to what you booked as possible. A refund will only be offered if we can't seat you in a similar position to your original request. A similar position means the same type of seat - window, aisle etc - as your original selected seats. In such cases, we ask that you keep a copy of your confirmation documents and boarding cards. If you choose the Select Your Seat option but then don't go on to choose your seat numbers, we'll still try and seat your group together. If you're not flying with TUI, we'll do our best to keep your party together but we can't guarantee it.

To maximise seating options for all our customers, it may not be possible to book just a middle & aisle seat. If you have a specific seating requirement due to mobility restrictions, please contact our Assisted Travel Team.

**Select Your Room** You can select your room after you've booked your TUI BLUE, TUI MAGIC LIFE or ROBINSON holiday via the link on your booking confirmation email or via the TUI app, subject to availability. Select your room is only available in select TUI BLUE, TUI MAGIC LIFE or ROBINSON properties, and you can only select a room within your booked room type. Room allocation takes place on arrival and in rare cases, the hotel may not be able to provide the selected room due to operational reasons e.g. repairs. In this case, an equivalent replacement room will be allocated without charge. Full Terms & Conditions can be found at [www.tui-blue.com/en/en/select-your-room](http://www.tui-blue.com/en/en/select-your-room), [www.magiclife.com/en/en/all-about-booking/select-your-room-booking](http://www.magiclife.com/en/en/all-about-booking/select-your-room-booking), and [www.robinson.com/en/en/select-your-room](http://www.robinson.com/en/en/select-your-room)

**Single Rooms** Single rooms and rooms for sole occupancy are available in most hotels, but demand always exceeds availability. Sometimes when we refer to single rooms it may mean a room suitable for sole occupancy. Single rooms are generally smaller, may not have the best locations or the same amenities. If you're booking a double room just for yourself, you'll usually be asked to pay a supplement. This also applies to self-catering accommodation, where, for example, three people choose a property for four. Our prices reflect the costs of the rooms contracted to us.

**Smoking** All our flights are non-smoking. In our hotels, there are usually designated areas.

**Spa Spas** in our hotels aren't included in the price of your holiday unless we say otherwise. Just so you know, in Spain and the Canary Islands, by law only over-16s can use the facilities.

**Special Offers** Our offers are only available on the holidays and dates we advertise, are per booking, and subject to availability.

**Special Requests** We'll always do our best to help however we can, but we can't guarantee we'll be able to meet your needs every time. These special requests aren't covered by Our Agreement With You so from a legal point of view, they're not part of your holiday contract.

## Supplements

**On Your Flight** Depending on the airport you choose to fly from, on certain days or at certain times, you may have to pay a 'flight supplement'. Flight supplements may go up or down throughout the season. Some holidays are only available on flights with extra charges, either because the accommodation is available only on certain days of flying, or because onward travel arrangements are only available at certain times.

**Occupancy Supplements/Discounts** Depending on the number of people sharing a room, you may have to pay an 'occupancy supplement' for under-occupancy or single occupancy, or there may be a discount if more people share a room. Occupancy supplements/discounts may go up or down throughout the season.

**Room Supplements** Depending on the type of room you choose to stay in, you may have to pay a 'room supplement'. Room supplements may go up or down throughout the season. All rooms are subject to availability and any applicable occupancy and age restrictions.

## Sustainability See Green & Fair

**Swimming Pools** It's unlikely your pool will have a lifeguard. An adult must always accompany children in the pool. This includes children's pools and surrounding areas. Pools may be closed in early or late season, so April, early May and October, or in particularly bad weather. Also, pools won't be heated unless we say otherwise in the property description. If your pool has a waterslide, there may be height or age restrictions.

## T

**Taxes** You may need to pay a tourist tax either at the airport or at your hotel. Taxes change regularly so check before you go. See **Prices** for more details.

**Tour Operator Ratings** We rate our holidays on our annual reviews and also the feedback we get from our end-of-holiday Customer Satisfaction Questionnaires. We rate hotels and apartments from '2' for no-frills, good value accommodation, to '5' for more comfort and a wider range of facilities. There may be some differences between accommodation that shares the same rating. That's where our 'plus' rating comes in.

**Tours** Most of our tours have age restrictions, so check before you book.

**Towels** You'll see from the individual property descriptions whether or not there's a pool towel service. You may find you'll need to pay a small charge.



# A-Z guide

**Transfers** The transfer times we give you are a rough guide. They don't allow for delays to incoming flights or local traffic conditions. In terms of the type of transfer you'll get, it depends on the holiday you've booked. Just so you know, if your holiday includes a coach transfer, we may occasionally need to change this to a minibus or taxi. Where coach access is limited, we may need to transport your luggage separately to and from your accommodation. If this is the case, it may also be necessary for your luggage to be collected earlier than your return transfer time to ensure it arrives at the airport in time for you to collect it before checking in.

In some destinations we feel that it's more suitable to book private transfers. Our prices are competitive against similar transfer services. Taxis take a maximum of three adults. Prices shown are per person, per return trip, based on three adults sharing. Luggage space may be limited and baby seats aren't provided.

The majority of Florida packages will include a coach transfer, but please note that priority drop-off isn't guaranteed. Transfers to theme parks in Florida are organised by the hotel so you may need to book when you get there. They're likely to be on a first-come first-served basis, and timings may change.

**Twin Rooms** Some twin rooms can take a 3rd or 4th bed but they're usually camp or folding beds. Rooms that take extra beds or a cot aren't necessarily bigger than standard rooms so space may be limited.

**V**

**Vaccinations** Speak to your doctor at least two months before you're due to go away. Some treatments, for malaria for example, should begin well before you go. If you're booking within three weeks of your departure, speak to your doctor before you book. There's more information available in the Department of Health's free leaflet – Health Advice for Travellers. Call 0800 555 777 for a copy.

**Villas** Your villa is just for those who have booked with us. If you plan to invite anyone to join you when you get there, you must let us know so we can add them to your booking and sort out insurance. All of our self-catering villa accommodation is privately owned. The furnishings may be simple, but you can expect everything to be clean and in good repair. We've inspected all of our properties and instructed the owners on any improvements to be made before the start of the season. We've tried to make sure most accommodation has a kettle and teapot. But you'll find the overall kitchen equipment reflects the local style, rather than British customs.

We provide essentials like toilet paper, washing-up liquid, cloths, and starter tablets for dishwashers where there is one, just to start you off. We also supply a fan in properties without air-conditioning. For safety reasons, barbecues aren't allowed on balconies or small terraces, or where a barbecue could be a particular fire hazard.

Bear in mind, many buildings are in rural areas so you may see wildlife, such as frogs, spiders, lizards, farm animals and the occasional snake, in or around the property. Some of our owners have dogs, cats or both, so do check with us if you're worried about this.

Villas in Florida are allocated on the day of arrival, so we can't provide you with an address before your holiday.

## Our agreement with you, and yours with us

We are TUI UK Limited, Company Number 02830117, our Registered Office is Wigmores House, Luton, LU2 9TN and Our Agreement sets out what we can expect from each other when you buy a holiday from us.

### Booking Your Holiday

When you book your holiday you are accepting Our Agreement on behalf of everyone travelling with you. We will only deal with you, the lead name, and you must be an adult when you book. Anyone aged under 18 on your holiday must be accompanied by an adult.

When we say "you" and "your" we mean you, as the lead name, or you and everyone travelling, depending on the context. Our Agreement, includes our A-Z Guide, the conditions of carriage of the airline or cruise operator and the provisions of international conventions (including the Warsaw, Montreal, Strasbourg and Athens conventions) that apply to travel by air, land, sea or river. Please ask for a copy of any conditions applicable. Our Agreement along with the relevant details in the booking confirmation is the entire agreement between us for your holiday.

Our Agreement is made under the laws of England and Wales. You submit to the exclusive jurisdiction of those courts. You can choose the law and jurisdiction of Scotland or Northern Ireland but only if you live there.

### Providing Information

You must ensure all information you give is correct. We'll use the personal data you give us in line with our Privacy Notice. You must pass on any information we give you to everyone travelling. You must comply with all passport, visa and other immigration requirements. Your passport and travel documents must be in good condition – you may be refused travel if they are damaged. If you are not self-reliant or have reduced mobility (like finding it hard to walk 500 metres) you must tell us before you book and if this changes tell us at least 48 hours before your holiday.

### The Price You Pay

When you book your holiday, you must pay a deposit unless this is within 12 weeks of your holiday when you must pay in full. We'll tell you the price of your holiday and the deposit before

**Cleaning And Maid Service** Your accommodation will be clean when you arrive, and we ask you to do a minimal clean when you leave so it's left in a reasonable state. If it needs more than the normal cleaning, we may deduct the extra cost from your deposit. Maid service is generally provided weekly. This doesn't apply to Tuscany or Umbria, where there's just a mid-stay change of linen during a two-week stay. Maids are not responsible for washing dishes, laundry, ironing or emptying rubbish, although many will be happy to do laundry if you pay a little extra.

**Linen And Towels** Sheets, pillowcases, hand, bath and tea towels are provided. In some cases, clean linen is provided by the maid for you to make up the beds. Linen and towels are generally changed weekly. You'll need to bring your own cot linen.

**Sunloungers** There may not be enough sunloungers at your villa for one per person. For example, villas in Florida will usually only have 2 sunloungers.

**Visas** The best place for up-to-date information on visa and travel advice is the Foreign, Commonwealth & Development Office. Visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) or call 0845 850 2829. There may be specific entry requirements for under-18s, depending on your destination. For example, if a young person is travelling without both parents, there may be extra costs and they may need extra legal documents such as an affidavit, from a notary public. Always check with the consulate or embassy of the country you're travelling to before you book.

**W**

**Weather** There are sometimes tropical storms and hurricanes in Florida, the Caribbean and Mexico between June and November. It's impossible to predict their path or how long they will last more than three of four days in advance, and often it's much less. South-east Asia may be affected by its monsoon season, typically May to September. If a storm is forecast for one of our destinations, your safety is always our first priority. If there are hurricanes during your holiday we follow the advice of the Foreign, Commonwealth & Development Office and work with the Federation of Tour Operators.

If you're on a Lapland holiday, some activities may not run because of current or forecast weather conditions, particularly if they affect the state of the snow. In the unlikely event this happens, we'll do our best to adapt the activity programme or offer suitable alternatives, but this won't be considered a Major Change to your holiday. Please see the Our Agreement With You pages.

Please also bear in mind that some hotel facilities - like outdoor bars and some sports - may not be available in adverse weather. Where we display weather information, this is supplied by the Met Office. © Crown copyright, the Met Office.

**Weddings And Renewals Of Vows** Please contact us for more details – the number you need is in the Getting In Touch section at the end of this guide. Also, see the Weddings brochure.

#### Wheelchairs

**On Your Flight** When you fly with TUI, we'll take your wheelchair and one other mobility item in addition to your normal luggage allowance. However, you'll need to let us know at least 48 hours before you travel. We recommend your wheelchair and other mobility aids are fully insured.

If you've got an electric wheelchair, you'll need to let our Assisted Travel Team know so that the necessary arrangements can be made. Please let us know the wheelchair's make and model when you call. There's a limit on how many electric mobility aids we can take on each flight. If you don't let us know before you book and we can't carry your wheelchair, you might need to pay an extra charge to change your booking.

You can bring a battery-powered wheelchair if it meets the conditions given in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods, plus any other related CAA rules. Visit [www.caa.co.uk](http://www.caa.co.uk) for more information. Please contact us as soon as possible if you're travelling with a battery-powered wheelchair or mobility aid and let us know the device's make and model, dimensions and battery type. We can then confirm whether there's space onboard.

Electric wheelchairs need to be loaded in an upright position for the flight. Batteries must be securely attached to the mobility aid and terminals protected from short circuits. Electrical circuits must be isolated to prevent the device being operated accidentally. If the wheelchair can't be loaded in an upright position, the battery terminals need to be protected against short-circuiting, and the battery removed and stored in strong packaging. Lithium batteries that are designed to be removed must travel in the cabin.

You need to bring the operating instructions for your mobility aid with you. If you don't have these details, see <https://www.bhta.com/air-transport-advice> where your make and model should be shown. If not, you'll need to contact the manufacturer, or shop where it was purchased or hired.

If you want to check whether your wheelchair will fit onboard our aircraft, please contact our Assisted Travel Team – the number can be found at the end of this guide.

If you're flying with another airline, you'll need to contact them directly to see if your wheelchair will fit onboard. Our Assisted Travel Team can help you with this, too.

**On Resort Transfers** If you're taking an electric wheelchair or scooter, you'll need to book a taxi transfer to your hotel. You can't take them on the coach. There's an extra charge for this.

**Wi-Fi** Bandwidths may vary. Some hotels may offer an upgrade to a higher bandwidth which you may need to pay for. The upgraded service may also cover a different location to the free Wi-Fi zones. Some hotels may have a data cap on usage, or the free Wi-Fi may be restricted to a daily time limit per device or room. Once this usage or time limit is reached, there may be a charge to continue using the service. Factors that may reduce signal strength include high usage - particularly if lots of devices are using Wi-Fi at the same time, obstructions like thick walls and electronic machinery and adverse weather conditions. The device used to connect to the Wi-Fi - e.g. mobile phone, tablet or laptop - may result in a differing quality of service received. Wi-Fi zones may not be in the same location at every hotel. If your device isn't connected to Wi-Fi, remember to turn off data roaming to avoid possible data charges.

Due to factors outside of our control we can't guarantee the availability, performance or security of the Wi-Fi provided.

you book. At least 12 weeks before you go you must pay the full balance. If you don't, we can cancel your holiday and charge you a termination fee.

When you book your holiday, we'll send your booking confirmation within 14 days. Mistakes can happen, so if any price on your booking confirmation, our website or our booking systems is obviously wrong, a booking made based on that price won't be valid, we can cancel it and refund you unless you want to pay the correct price.

If your holiday price changes because of movement in the relevant exchange rates, taxes or fees charged by someone else including tourist or landing taxes, port or airport fees or the cost of transport fuel or other power sources we can charge you that increase or refund to you a decrease (less our administrative expenses) providing it doesn't happen within 20 days before the start of your holiday. If we need to do this, we'll forward an amended invoice to you showing the changes made along with a detailed explanation.

We'll absorb any increase of 2% or less of your holiday price, so we won't pass on any increase below that level.

If the increase is more than 8% of the holiday price, you may cancel your holiday within 14 days of us telling you about the increase and we'll refund your holiday price except any amendment charges; and the increase will be considered a major change, see below.

## Before Your Holiday

### If You Change Your Holiday

Airlines or other transport providers can charge a fee for a change and sometimes treat a change as a cancellation. Fees can be up to 100% of the price for that part of your holiday. You must pay those fees as well as the amendment fee shown below.

When making changes, the price of your new travel arrangements will be based on the price that applies on the day you make the change. If your change means fewer adults travel, and your holiday price is based upon the number of adults, we'll recalculate the total price and the price per person may go up. This extra price isn't a termination fee. You will also need to pay the appropriate proportion of the termination fee for the adult who has cancelled. See "If you Cancel Your Holiday".

Some elements of your holiday, such as excursions, transfers, children's activities, flight or accommodation options, room/board upgrades, late check-out rooms theme park tickets and airport parking, may be non-refundable.

You may transfer your holiday to someone else if you give us at least 7 days' notice in writing or by email and the new lead name accepts the transfer and the terms of Our Agreement – insurance can't be transferred. You will be responsible, together with the new lead name, for our amendment fees and any costs as a result of the change.

Change	Days before your holiday			
	71+	70-29	28-15	14-0
To change a name, passenger or passenger type (you can correct a spelling error without a fee).	£25 per person			
To upgrade a service, add on a flight extra, upgrade a room type or board basis.	No fee			
To change to a new package holiday from a TUI accommodation-only or TUI Airways flight-only booking travelling on the same dates as original booking. Does not apply to third party accommodation or flights. <i>Note: if your change request includes travelling on different dates to your original booking, the cancellation/amendment fees set out in the T&amp;Cs applicable to your original booking will apply.</i>	No fee (But you will need to pay the difference in price if your new TUI package booking is more expensive.)			
To change duration, the time of a TUI Airways flight or to travel on an earlier date than planned.	£50 per person			
To change accommodation, departure or destination airport, or change a flight not operated by TUI Airways.	£50 per person	Treated as a cancellation		
To travel on a later date than planned.	£50 pp	Treated as a cancellation		



# Our agreement with you, and yours with us

## If You Cancel Your Holiday

To cancel your holiday you must tell us as soon as possible. If you booked using a travel agency, that agency must tell us. When your holiday has been cancelled you will receive a cancellation invoice. You must pay a termination fee which covers our administration costs and compensates us for the risk that we do not resell your holiday. The fee is based upon how long before your holiday you tell us you want to cancel and is a percentage of the total price of your holiday.

How long before your holiday you cancel	Percentage of your holiday price
70 days or more	Loss of deposit
69-63 days	30%
62-49 days	50%
48-29 days	70%
28-15 days	90%
14-0 days	100%

Even if the termination fee is lower than the deposit, your deposit will not be refunded. We may not be able to refund elements of your holiday if they are added extras. If you are cancelling because of an unavoidable and extraordinary circumstance happening at your destination that will significantly impact the performance of your holiday or your flight to get there, you will not have to pay a termination fee and your deposit will be refunded.

## If We Cancel Your Holiday

If we cancel your holiday, except where it's because you haven't paid or you have been disruptive, you can have a refund or accept a replacement holiday from us of a similar standard and price if we can offer you one. We'll also pay the compensation shown below (unless we have cancelled because of one of the reasons listed in 'Events Beyond Our Control' or where you haven't paid) and we'll refund the difference if the replacement holiday is of a lower price.

## If We Change Your Holiday

We aim to give you what we promise but, as we plan our holidays a long time in advance, sometimes things can change. We can make a change at any time but will let you know before your holiday if there's time.

Flight times given are for guidance only – your actual times will be shown on your e-ticket. Check that carefully when you receive it. Aircraft type can change and some facilities such as entertainment or advertised seat pitch may not be available. If we can't provide a seat option, we'll refund the price you paid for that option.

Occasionally, we may have to make a major change to your holiday such as a change of destination, a downgrade of your accommodation by one full star rating, a change in flight time by more than 12 hours or a change of UK departure airport. A change in flight time that we need to make within 24 hours before you are due to fly is not a major change unless the time changes by more than 24 hours.

If we tell you about a major change after you book your holiday, you can accept the new arrangements offered by us; or accept a replacement holiday from us of the same or similar standard and price at the date of the change (we'll always refund the difference in price if the replacement holiday is a lower price at the date of the change), if we are able to offer you one; or cancel your holiday with us and receive a full refund.

If we make a major change, and you choose to cancel your holiday and receive a full refund, we'll pay the compensation shown below, unless the change is because of an event beyond our control. Any compensation payable is based upon how many days before your holiday departure we tell you about a major change. We'll pay 50% of the compensation for each person who paid a child price. No compensation will be paid for free child places.

How long before your holiday we tell you about a major change	Compensation per person
84 days or more	0
83-29 days	£25
28-15 days	£35
14-8 days	£50
7-0 days	£100

## Events Beyond Our Control

Examples of events beyond our control are: war, threat of war, riots, civil disturbances, terrorist activity or its consequences, industrial disputes, any failure to secure relevant flying rights, natural or nuclear disasters, fire, health risks, unavoidable and unforeseeable technical problems with transport, closed or congested airports or ports, actual or potential severe weather conditions, the imposition of sanctions or other Governmental action and any other similar events.

## On Your Holiday

### Behaviour

Only you can use your accommodation. You must not let anyone else stay there. You are responsible for any damage to your accommodation or its contents during your holiday.

We can refuse to accept you on your holiday or continue dealing with you if we, or someone in authority, believe your behaviour (by any form of communication or in person) is disruptive. The Captain of your aircraft or ship can restrict your movements on board or remove you.

If you are disruptive and stopped from boarding your flight from the UK, or disruptive during your flight, we'll treat your booking as cancelled by you at that moment. If you are disruptive on your holiday we can remove you from your accommodation and you will be responsible for your own return home and for any other members of your group who cannot or will not travel without you. You will not be entitled to a refund in either case and we will not provide compensation or meet any costs or expenses.

If you are disruptive you will be responsible for any damages, costs and expenses (including legal expenses) incurred as a result. This can include cleaning, repairing or replacing property lost, damaged or destroyed by you, compensating any passenger, crew, staff or agent affected by your actions and diverting the aircraft or ship for the purpose of removing you. Disruptive behaviour includes being threatening or abusive, damaging property, upsetting, annoying or disturbing any other traveller, our staff or agents or putting any of them in danger.

### Excursions

We may introduce you to suppliers of excursions or other services. If you buy one of these, you'll be contracting with the supplier directly, we act only as an agent and have no liability for the performance of that contract. Our Agreement doesn't apply to any contract for excursions or other services.

## If Things Go Wrong on Your Holiday

You benefit from the rights applying to packages under The Package Travel and Linked Travel Arrangements Regulations 2018. We are responsible for all the travel services included in your holiday. If any of them isn't provided as we agreed, we'll pay you compensation, if appropriate, unless it's due to an event beyond our control (see 'Events Beyond Our Control'), is your fault or is caused by a third-party.

If you are in difficulty on your holiday we'll help by providing information on health services, local authorities and consular assistance. We'll help you make phone calls, send emails or make alternative travel arrangements. You must pay any costs we incur if the difficulty is your fault.

## If You Have A Complaint

It is very rare for things to go wrong. If they do, you must tell the supplier in question (e.g. the hotel) and our representative straight away so they can solve the issue. If our representative isn't available, you should contact our TUI Guest Experience Centre which is open 24/7. If you're still not satisfied, contact After-Travel Customer Support within 28 days of coming home so we can investigate properly. Contact details are in the A-Z Guide.

We usually solve any issues but you can use ABTA's scheme for resolving disputes at [www.abta.com](http://www.abta.com).

### Personal Injury

Your holiday is made up from services provided by suppliers who follow local standards. Overseas safety standards are generally lower than in the UK. If anyone travelling suffers injury, illness or death because of the services provided as part of your holiday, you must tell us and the supplier involved about it and complete a report at the time. After your holiday you can contact After-Travel Customer Support. It must be no more than 3 months after you come home so we can investigate properly. Contact details are at the end of this guide.

## Protecting Your Money

We provide security for the money you pay for your holiday and to bring you home in the event we become insolvent. When you buy a holiday from us that includes a flight, we do this by way of an ATOL (number 2524) managed by the Civil Aviation Authority, Gatwick Airport South, RH6 0YR. We also place a bond held by ABTA (V5126), 30 Park Street, London, SE1 9EQ, for holidays that do not include flights.

We've tried to write Our Agreement clearly. Unfortunately, the ATOL rules make us to include the next three paragraphs exactly as they're written.

## Your Financial Protection.

When you buy an ATOL protected flight or flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Where your holiday is protected under the ABTA scheme, you agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original holiday. You also agree to accept that in circumstances where the travel service provider provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

All money you pay to a travel agent for your holiday is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

Getting In Touch	
<b>Before You Go</b>	
If you're yet to travel with us, here are some numbers you may need...	
<b>Bookings, Amendments or General Enquiries</b>	0203 451 2688
<b>Assisted Travel Team</b>	0800 145 6920
<b>Groups</b>	0203 451 2684
<b>Weddings and Renewal of Vows</b>	0203 451 2688
<b>Finishing Touches</b>	0203 451 2963
<b>TUI Airways - new bookings, amendments, in-flight extras and general enquiries</b>	0203 451 2695
You can also email <a href="mailto:TUIPreTravel@tui.co.uk">TUIPreTravel@tui.co.uk</a> or write to us at the address below. If you've already booked, please include your reference number in your letter or email. If you're getting in touch about a wedding or renewal of vows please address your letter to 'Weddings or Renewal of Vows' instead of Pre-Travel Customer Services – at the same address.	
Pre-Travel Services, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED	
<b>While You're Away</b>	
For help while you're away, please call our Holidayline Team on +4433 33 365 147, text 80247, or use our contact form which can be found at <a href="http://www.tuicontact.com">www.tuicontact.com</a> . They'll be there for you 24 hours a day, 7 days a week. Calls from abroad will be charged at international rates. Texts to 80247 cost 50p plus your network rate.	
<b>When You Get Home</b>	
When you're back in the UK, to discuss your TUI Airways flight experience, please call 0203 451 2699. For any other aspects of your holiday you can complete the online form located in the 'Contact Us' section of our website. Alternatively, you can write to us at the address below. Remember to give us your booking reference details.	
After Travel Customer Support, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED	
<b>Travel Agent Support</b>	
If you're a travel agent and need our help...	
<b>Agent Reservations, Administration, Group Bookings and Weddings</b>	0203 451 2677
Calls to 0203 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.	





**EXPLORE** [tui.co.uk](https://tui.co.uk)

**CALL** 0203 451 2688\*

\*Calls to 020 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.

**VISIT** your local TUI Store

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