



LOCAL NEWS



Photo credit: Sarah Allen

Couple's honeymoon saved from disaster

A couple of newlyweds from Woodbridge whose honeymoon was cancelled after the collapse of Thomas Cook had their dream holiday saved thanks to a local travel agent.

Rhys and Jess Levans got an email telling them not to go to the airport just two days after the travel firm announced it had ceased trading. They had been due to fly to Crete and the trip would have been their first trip overseas.

Jess' mum Jules Button, was determined to rescue the couple's dream holiday and called her friend and local travel agent Jules Croucher, of Travel with Jules, for advice on what to do.

The couple departed on their dream holiday and were only delayed by 24 hours.

Jules Croucher said: "I asked her to send me copies of the confirmation documents from Thomas Cook so we could see what had been paid for and what hadn't been. We contacted the hotel and asked them to hold the booking when everyone who had bookings with Thomas Cook would have cancelled them.

"We worked out a new price and flights. It took us

48 hours to get sorted but we were starting from scratch and it was a bit of a race of time. It was the trip of a lifetime and they had been saving for years.

"We arranged for a local chauffeur to take them to Gatwick and got them an extra night in their hotel. They were very happy."

Jess' mum Jules Button said the couple had undergone a rollercoaster of emotions.

She said: "They had the disappointment and shock of losing their holiday and its cost them a lot more money which they had to pay for from their house deposit. They had a fantastic, magical wedding and then were told they had no honeymoon.

"They were happy Jules managed to retrieve the original planned honeymoon and she even managed to get the same room. You only have one chance to have a honeymoon. They could have put it off until next year but it wouldn't have been the same.

"I'd like to thank Jules because she really did go above and beyond. We got emotional trying to rearrange it as we only had a short time scale so we were under a lot of pressure to salvage it. We couldn't have got a better service anywhere else."



Travel with Jules



AWARD WINNING BESPOKE TRAVEL AGENCY

Contact us for all your travel needs

Rural office based in Easton

Safaris • Honeymoons • Family Holidays • Private Villas

Let us make your travel dreams a reality!



Bespoke travel planners
travelwithjules.co.uk



LOCAL INDEPENDENT TRAVEL AGENCY

01728 748209 www.travelwithjules.co.uk