

# WELCOME TO SUNVIL

## Welcome to Sunvil and to our specialist Greece and Cyprus programme

Inside this brochure you will find holidays designed by passionate travellers just like you: experiential holidays in authentic destinations that will allow you to discover the real country. Think culture, gastronomy, wine and unmissable sights and experiences that will forge unforgettable memories. This is a Sunvil holiday - your Sunvil holiday.

Whilst our range of destinations continues to grow, our ethos and customer promise remains unaltered. Our philosophy is based on trust, passion and personal relationships, not only with our customers but with those who live and work in our destinations.

Our reservation experts, many of whom have been with us for years, are passionate about our destinations and, through their personal, first-hand knowledge can answer any questions that you may have. They are well qualified to advise and recommend, based on your own holiday criteria. We can point you to those special, little-known places, some not found even in guidebooks.

Our holidays are trips that we ourselves enjoy and would choose for our friends and family. We endeavour to treat you, our customers, as we would expect to be treated.

In these uncertain times, it is more important than ever that we strive to retain consistency and high levels of customer service. I guarantee that our specialist teams will be there from start to finish, that our descriptions are honest, and that every property featured has been vetted. You can, of course, contact me or any of the team directly should you have any questions or issues that you would like to raise.

I hope that Sunvil can introduce you to the real Greece and Cyprus in 2019.



Noel Josephides, Chairman  
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Not all our accommodation is suitable for **guests with reduced mobility**. Please contact us to answer any questions you may have regarding our properties and to advise their suitability for people with health conditions or impairments.

#### Foreign Office advice

We've partnered with the Foreign and Commonwealth Office Travel Aware campaign to help provide top tips and advice for planning for your trip abroad. It's important to do some research before you travel to learn about any necessary visas and vaccinations required for entry to your destination, understand any unusual laws and customs and to be aware of the latest travel advice for the region. Visit <https://travelaware.campaign.gov.uk/> for further information

## OUR PROMISE

**HANDPICKED ACCOMMODATION**

**A HIGHLY PERSONAL SERVICE  
FROM START TO FINISH**

**VALUE FOR MONEY AT THE  
HEART OF WHAT WE DO**

**FIRST HAND KNOWLEDGE  
OF OUR DESTINATIONS**

**HOLIDAYS TAILORED  
TO YOUR TASTE**

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#### 100% Financial Protection

Sunvil is a fully bonded tour operator. Our air travel inclusive holidays are ATOL protected by the Civil Aviation Authority. Accommodation and land arrangements are protected by ABTA.

#### Our promise

We promise to provide great value, expertly tailored holidays in unspoiled destinations across the world, coupled from start to finish with personal service and attention to detail.

#### Value for money

Our aim is to offer you the very best service and holiday arrangements possible, whether you choose a simple self catering apartment or 5 star arrangements.

#### Customer service

We set high standards for ourselves and our team; we hope that you will find our service levels to be friendly and efficient, with a personal, caring touch.





# Welcome to the real Greece & Cyprus

In over 45 years of arranging holidays to Greece and Cyprus we have not seen the fundamentals change. Both destinations are blessed with a warm sun, a sparkling sea, unspoiled nature and scenery, a refreshingly 'back to basics' island lifestyle, mythology and history wherever you look, food and wine at last acclaimed for its excellence, and - above all - a people famed for their warmth and generosity towards their foreign visitors.

Yes, much of the accommodation is still quite simple, the mattresses sometimes harder than we like and the plumbing seemingly unchanged since the days of ancient Greece. But these are trifling considerations when

compared to the larger picture - that unique combination of factors, many intangible, that make Greece and Cyprus so special, and draw so many people back year upon year. We do not believe any rival holiday destination has a more fiercely loyal customer base.

We have had plenty of time to seek out our favourite spots - many off the beaten track and little known even to the locals. Let us use our expertise to steer you to the places we love, and that we are sure you will too.

A week or two in either country is still the perfect antidote to our busy modern lives, and we are certain that you will come back refreshed and with an enhanced zest for life.





## Something for everyone

Whatever you want from your holiday, we are sure that we can accommodate you. From a simple cottage on a remote Greek island to a 5 star resort hotel; from a Cypriot village inn to a modern villa with a private pool; from a mainland fly drive to a classic island hopping trip; for singles, couples and families alike, for history buffs, nature lovers, artists and walkers – somewhere within our programme is your perfect holiday.



## Personal service from start to finish

From the moment you contact us to the moment you return from your holiday, our specialist team is on hand for advice and assistance. Not only in the UK – we have some 30 local representatives throughout Greece and Cyprus, many of whom have lived there for years (and some of whom have been looking after Sunvil guests for over 20 years). They are a mine of local information and really will help you get the most out of your holiday.

Discover the real Greece and Cyprus with Sunvil  
– you couldn't be in better hands



## 49 years expertise at your service

You may know what you want but not where to find it! We can help. Just call one of our team with your requirements and let us do the work. Claire, Courtney, Dudley, Jackie, Jordan, Justin, Karolina, Mark, Neil and Stella will be delighted to help, and all of us have an intimate first hand knowledge of various areas.



## Customer satisfaction

Happy customers who want to return again and again with Sunvil are our aim. Since 2011 our post-holiday questionnaires give an average score of 97% of customers rating their overall holiday experience as good or (the majority) excellent.

## Award Winning Holidays

We have won our fair share of awards over the years but none has pleased us more than the Sunday Times Travel Editor's Awards in September 2017. Stephen Bleach wrote:



*"This year's award goes to a company that's best known for doing something that is, on the face of it, ordinary: providing package holidays to Greece. Lots of companies do this. Few will take you to tiny unknown towns, you invariably fall in love with, to stay in small, family-run hotels. Few strive so hard to put you among locals, rather than in the poshest hotel, away from the action. It's a travel buzzword, but this company pulls it off: its holidays are "authentic", without the hairshirt - or the price tags - that often involves. Now the company has an ever-growing list of destinations, but the Med is its home turf, and we hope it will continue to combine innovation with authenticity there for another 47 years."*

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