

Best Price Guarantee - Volotea Holidays

At Volotea Holidays, we're convinced that we offer the most competitive prices in the package holiday market. We do our very best to make sure that our customers enjoy their holidays at unbeatable prices.

This is what's behind our Best Price Guarantee promise, and we'll even refund you the difference if you find a better final price on another website. If you wish to claim a refund, the following terms and conditions apply:

1. Send us your claim within 24 hours after the confirmed booking on our website.
2. Attach a screenshot of the price found on another website and send us the URL. Our team must be able to find the same price on the other website shown in the screenshot.
3. Make sure that all the features of the package holiday are identical on both websites: flight times, flight numbers, suitcases included and other flight add-ons, hotel, type of accommodation, board basis, type of room, cancellation policy, etc.
4. The guarantee does not apply to prices reduced by applying discount vouchers, discounts for seniors, group rates or loyalty programmes.
5. The Best Price Guarantee does not apply to bookings of package holidays made less than 2 weeks prior to departure.
6. Both rates must be published in the same currency, in the same language, and must be addressed to the same outbound market.
7. The guarantee does not include the same elements of our package found separately or individually. The entire package should be purchased as a single product. The price to be taken into account must be the final price published in the last step before payment and must include all handling fees and taxes.
8. Only one application per user per month is allowed.

If you meet the conditions and would like to implement the Best Price Guarantee, simply send us an email to info@logitravel.co.uk from the email account of the person who made the booking. Please remember to include the reference number of the booking and all the details mentioned above.