



Dragonfly

May to December

2021

All Inclusive Door-to-Door
Holidays for Over 60s

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Dragonfly is a small family owned company & we've been organising holidays since the early 1990s. We put a lot of love & time & care into carefully creating our holidays and now we can't wait to share them with you.

So, *dive* into these pages and let the wings of your imagination carry you *away* ...



Welcome to Dragonfly

All-Inclusive Door-to-Door
Holidays for Over 60s

Door-to-Door Service

We collect you from your home by taxi & return
you home at the end of your holiday

Comfortable Coach Travel

With complimentary drinks and biscuits served to you
on board the coach and comfort stops en route

3 & 4 Star Hotels

Comfortable en suite accommodation at carefully
chosen hotels with breakfast & evening meals

Daily Excursions

A well planned program of interesting excursions
that includes all admission charges

Daily Lunches

Lunch at selected tearooms, restaurants & historic
inns including lunch on your homeward journey

Escorted by a Tour Manager

The helpful services of a friendly tour manager
who accompanies the holiday throughout

In-House Customer Scheme

Reassuring assistance in the event of illness or accident

Our holiday prices include your whole holiday
from start to finish - there are no hidden extras!

2021 Holiday Calendar

May 2021

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2021 Holiday Calendar

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December 2021

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"Summer on the English Riviera"

Join us in this most favourite of English seaside resorts....

Monday 24th to Friday 28th May 2021

The hotel

The beautiful 3-star Redcliffe Hotel was built in 1856 by a Colonel from the Indian Army and furnished in an opulent colonial style.

This historic hotel has a perfect situation on the edge of Paignton with direct overlooking the sea. The comfortable bar lounge & terrace & the beautiful Paris Singer Restaurant all have uninterrupted panoramic coastal views. The hotel also has a swimming pool, jacuzzi & steam room & there will be entertainment on some of the evenings.



Daily excursions & lunches

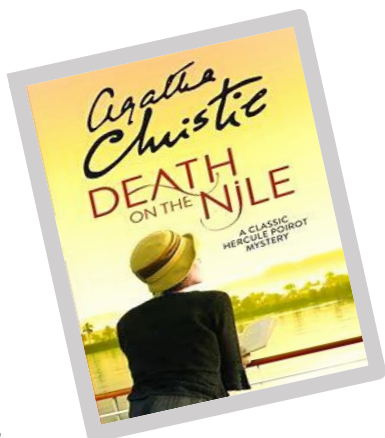
- A visit to Agatha Christie's beloved home of 'Greenway'
- A free day to relax on the seafront or to explore the local area
- A visit to the maritime town of Dartmouth & a gentle cruise down the River Dart
(Daily lunches and all entrance charges are included in holiday)

Accessibility

There is a hotel lift serving all main floors, some rooms in the tower are only accessible by stairs.

All-inclusive cost

£585 per person sharing a twin or double room.
Single rooms at no supplement.
Sole occupancy of a twin or double room at a £25 per night supplement.



"Bournemouth Bay & the Dorset Coast"

"Bournemouth, borough of pines and sea blown peacefulness"

Sunday 13th to Friday 18th June 2021

The hotel



Set in a glorious location on Bournemouth's East Cliff, overlooking the pier & beaches, the 3 star Marsham Court Hotel has been pleasantly refurbished to offer a blend of contemporary design and friendly seaside ambiance. The hotel's elegant lounge & restaurant complement the

hotel's stunning views across Bournemouth Bay. There are award-winning gardens to enjoy, with sun terraces overlooking the bay & an outdoor summer swimming pool.

Daily excursions & lunches

- A visit to pretty Compton Acre Gardens in full summer bloom
- A day exploring the Isle of Purbeck with a ride on the Swanage Heritage Railway
- Beaulieu Abbey & the Palace House & Gardens in the heart of the New Forest
- A day to relax & enjoy Bournemouth & our hotel's beautiful landscaped gardens (Daily lunches and all entrance charges are included in holiday)

Accessibility There is a hotel lift serving all floors.

All-inclusive cost

£695 per person sharing a twin or double room.

Single rooms at no supplement.

Sole occupancy of a twin or double room at a £20 per night supplement.



Wisteria Arch in Beaulieu Garden

"Scotland's 'Kingdom of Fife'"

"The King sits in Dunferline town, drinkin' the blude-reid wine..."
Sunday 27th June to Friday 2nd July 2021

The hotel

The Keavil House Hotel is a traditional country house hotel surrounded by 12 acres of landscaped gardens in a beautiful, rural setting near the ancient town of Dunfermline in Fife.

This welcoming hotel boasts a comfortable lounge bar & the beautiful Botanist restaurant whose picture windows overlook gardens & woodlands.

There is also a spa with an indoor pool, hot tub, sauna and steam room.



Daily excursions & lunches

- A visit to Edinburgh & the Royal Yacht Britannia, former yacht of Elizabeth II
- St Andrews & the pretty coastal fishing villages of Fife's acclaimed East of Neuk
- Historic Scone Palace, former crowning place of the Kings of Scots, including Macbeth and Robert The Bruce
- A day exploring historic Dunfermline town, the former capital of Scotland
(Daily lunches and all entrance charges are included in holiday)

Accessibility

The hotel does not have a lift but there are a large number of ground floor rooms

All-inclusive cost

£725 per person sharing a twin or double room.

Sole occupancy of a twin or double room at a £20 per night supplement.



"King's Lynn & North Norfolk"

"county of luminous landscapes and wide horizons"

Sunday 11th to Friday 16th July 2021

The hotel



The luxurious 4 star Knights Hill Hotel and Spa in West Norfolk sits in 11 acres of grounds & gardens close to the Royal Sandringham Estate and the maritime town of King's Lynn.

This lovely hotel is based around a restored hunting lodge & working farm, which has seamlessly blended all the character of its past life to create a spacious accommodation

& a charming atmosphere. The excellent facilities at the hotel include a swimming pool, the lovely Garden Brasserie and a wooden-beamed rustic pub.

Daily excursions & lunches

- A heavenly day at flower-filled West Acre Gardens & Castle Acre village
- A day in the historic medieval town of Kings Lynn with a visit to Stories of Lynn
- A scenic day with a local guide visiting Norfolk's coastal & countryside villages
- A coastal drive & visit to the majestic Holkham Hall Estate by Wells-next-the-Sea

(Daily lunches and all entrance charges are included in holiday)

Accessibility

The hotel does not have a lift but there are a large number of ground floor rooms.

All-inclusive cost

£765 per person sharing a twin or double room.

Single rooms at no supplement.

Sole occupancy of a twin or double room at a £20 per night supplement.



West Acre Gardens at Castle Acre

"Royal Brighton & East Sussex"

Brighton, Sussex's vibrant, colourful & creative seaside town

Sunday 15th to Friday 20th August 2021

The hotel



The sea-facing 3 star Old Ship Hotel is a landmark on Brighton's iconic seafront within a stone throw of the promenade & beach in the heart of this vibrant seaside town.

The Ship is an historic hotel, which was once a favourite haunt of the author, Charles Dickens. Today it is a stylish and cosmopolitan hotel offering excellent facilities: the Wardroom Restaurant, the Mess Deck Bar, the Cocktail Terrace...perfect for our Summer break.

Daily excursions & lunches

- The Royal Pavilion, the Prince Regent's exotic palace in the heart of Brighton
- Historic Lewes & the Tudor timber-framed townhouse of Anne of Cleves
- Tranquil Sheffield Park & Gardens & a ride on the Bluebell Railway
- A day to relax & enjoy Brighton's vibrant, colourful & creative town & seafront
(Daily lunches & all entrance charges are included in holiday)

Accessibility

There is a hotel lift serving all floors

All-inclusive cost

£675 per person sharing a twin or double room.

Sole occupancy of a twin or double room at a £20 per night supplement.



"Llandudno, Queen of Wales"

The seaside town of book-lovers, poets and writers....

Friday 27th August to Friday 3rd September 2021

The hotel



The 3 star Marlborough Hotel is in a perfect position in Llandudno, facing towards the sea with Mostyn Street, Llandudno's famous shopping centre, just around the corner.

This warm & friendly, family owned hotel was built in the Victorian era and has been tastefully modernised throughout with a good restaurant and a comfortable lounge bar with nightly entertainment.

Daily excursions & lunches

- A morning tour on the scenic Marine Drive to the top of Llandudno's Great Orme
- The National Trust's beautiful Bodnant Garden in the pretty Conwy Valley
- A visit to the medieval walled town of Conwy
- A tour & train ride in the unique Italianate village of Portmeirion
- Across the Menai Strait for a day on the mystical Isle of Anglesey
- Free time to enjoy Llandudno's elegant Victorian seafront & town

Accessibility There is a hotel lift serving all floors.

An Eight Day Holiday

All-inclusive cost

£755 per person sharing a twin or double room.

Single rooms at no supplement

Sole occupancy of a twin or double room at a £10 per night supplement



Beautiful Bodnant Gardens

"A Welsh Adventure"

"Heaven is a little country in Britain called Wales"

Sunday 26th to Thursday 30th September 2021

The hotel



The historic 3-star Celtic Royal Hotel sits on the edge of the famous coastal town of Caernarfon close to Snowdonia National Park and the World Heritage Site of historic Caernarfon Castle.

This stylish hotel has several comfortable & cosy lounges, a bar-bistro, and uses many fresh Welsh ingredients for its Castell Restaurant. There is also a superb leisure club with swimming pool, sauna, jacuzzi and steam room.

Daily excursions & lunches

- An exhilarating train ride on the famous Snowdon Mountain Railway in Llanberis
- A journey across the Menai Strait for a day touring and exploring the mystical Isle of Anglesey
- A visit to Caernarfon's mighty castle & a guided tour of this historic town (Daily lunches and all entrance charges are included in holiday)

Accessibility: There is a hotel lift serving all floors.

All-inclusive cost

£595 per person sharing a twin or double room.

Sole occupancy of a twin or double room at a £10 per night supplement



"The Enchanting Isle of Wight"

A Favourite Holiday Island ever since its Victorian Heyday

Sunday 10th to Friday 15th October 2021

The hotel



The family owned 3 star Channel View Hotel enjoys a unique cliff top location overlooking Shanklin Bay on the enchanting Isle of Wight.

This friendly family run hotel has a comfortable lounge & sea view terrace, a restaurant proud of its cuisine, an indoor swimming pool & it also offers musical entertainment on some of the evenings in its Alverston Room.

Daily excursions & lunches

- A visit to Queen Victoria's beloved Osborne House & St Mildred's church
- A scenic West Coast 'Back of the Wight' tour exploring the coast & countryside
- A visit to Ventnor Botanical Garden in the unique microclimate of the Undercliff
- Fascinating Brading Roman Villa, one of the finest Roman sites in the UK

(Daily lunches and all entrance charges are included in holiday)

Accessibility

There is a hotel lift serving all floors.

BRADING
ROMAN
VILLA



All-inclusive cost

£695 per person sharing a twin or double room.

Sole occupancy of a twin or double room at a £10 per night supplement



"Falmouth: Call of the Sea"

Refresh your spirits at this relaxing coastal hideaway...

Sunday 24th to Friday 29th October 2021

The hotel



Steeped in history and with striking Victorian architecture, the majestic 3 star Falmouth Hotel enjoys a perfect coastal setting in the heart of Falmouth overlooking Castle Beach & set in 5 acres of beautiful gardens.

This lovely hotel offers stunning views, the award-winning Castle Beach Restaurant, comfortable sea view lounges, and a fabulous in-house Spa with swimming pool, hot tub and an infra-red sauna.

Daily excursions & lunches

- A magical day at the world renowned Eden Project with its plant filled biomes
 - A visit to the award-winning Cornish Maritime Museum in Falmouth Harbour
 - A day touring and discovering the wild & beautiful Lizard Peninsula
 - A free day to explore the vibrant town of Falmouth
- (Daily lunches and all entrance charges are included in holiday)

Accessibility There is a hotel lift serving all floors.

All-inclusive cost

£735 per person sharing a twin or double room.

Sole occupancy of a compact double room at a £15 per night supplement

Sole occupancy of a twin or double room at a £25 per night supplement.



"Autumn Colour in the Tweed Valley"

The Seven Forests of the Tweed Valley: *Caberston, Cademuir, Cardrona, Glentress, Thornielee, Innerleithen & Yair*

Sunday 7th to Friday 12th November 2021

The hotel



The 3-star Peebles Hydro in the Scottish Borders has a superb location on the outskirts of the attractive small town of Peebles, with panoramic views across the Tweed Valley.

This large & elegant hotel offers stunning views from its comfortable lounges & restaurant. There is also a large swimming pool, spa bath, steam room, hairdressing & beauty salon & gift shop.

Daily excursions & lunches

- Dawyck Botanic Gardens & the Tweed Valley in its full Autumn Glory
 - A visit to fascinating 900 year old Traquair, Scotland's oldest inhabited house
 - A relaxing day in Peebles; the award winning high street & John Buchan Story
 - Mystical Medieval Rosslyn Chapel, recently lauded in 'The Da Vinci Code'
- (Daily lunches and all entrance charges are included in holiday)

Accessibility

There is a hotel lift serving all floors

All-inclusive cost

£675 per person sharing a twin or double room.

Single rooms at no supplement.

Sole occupancy of a twin or double room at a £20 per night supplement.



The Apprentice Pillar, Rosslyn Chapel

"A Spirit of Christmas"

Celebrate the Spirit of Christmas with our pre-Christmas break
Monday 29TH November to Friday 3rd December 2021

The hotel

Raven Hall is dramatically situated 600 feet above sea level, overlooking Robin Hood's Bay in the North York Moors National Park.

This luxurious country house hotel has a cosy oak panel lounge with an open fire and the larger Bay View Lounge Bar & the Panorama Restaurant which both offer spectacular coastal views. The hotel also has a heated swimming pool & sauna and its gardens, perfect for a relaxing stroll, share the magnificent views of the sea.

The hotel will be decorated to welcome us all into the Christmas season and provides a full program of seasonal evening entertainment.



Daily excursions & lunches



- A visit to magnificent Castle Howard, a stunning 18th century house, recognisable as a film setting for both 'Pemberley' & 'Brideshead Revisited'
- A "Christmas Day" celebration at the hotel with carols, a traditional Christmas Lunch, a visit from Father Christmas and a festive evening buffet.
- A visit to Whitby and the dramatic setting of Whitby Abbey & St Mary's church (Daily lunches and all entrance charges are included in holiday)

Accessibility

There is a hotel lift serving all floors.

All-inclusive cost

£545 per person sharing a twin or double room.

Single rooms at no supplement.

Sole occupancy of a twin or double room at a £10 per night supplement.



Dramatic ruins of Whitby Abbey

"The Thursford Christmas Spectacular"

The Festive Season has truly begun....Fa-La-La-La!
Tuesday 14th to Saturday 18th December 2021

The hotel

Le Strange Arms Hotel is a beautifully located 4-star hotel which faces the sea in the picturesque village of Old Hunstanton. It is an elegant brick and flint building, with comfortable lounges, a stylish sea view restaurant, and a conservatory enjoying fantastic garden and coastal views. The hotel will be ready to share in the spirit of Christmas with beautiful seasonal decorations to celebrate our pre-Christmas break.



Daily excursions & lunches

The highlight of the holiday is our visit to the magical Thursford Christmas Spectacular Performance at Fakenham. On the other days we will enjoy a full program of pleasant excursions & lunches but these will be planned closer to the time when there is more information available for the best of Norfolk's Festive Season events.

Accessibility

There is a hotel lift serving all floors.

All-inclusive cost

£635 per person sharing a twin or double room.

Sole occupancy of a small double room at a £20 per night supplement.



"Christmas Celebrations in Tiverton"

Join us to celebrate Christmas together in the heart of Devon
Thursday 23rd to Monday 27th December 2021



The hotel

The Best Western Tiverton Hotel lies on the edge of the market town of Tiverton in the heart of the beautiful mid-Devon region.

The hotel exterior is a modern building, but inside it is warm & welcoming and comfortably & stylishly furnished.

It has a pleasant restaurant and a separate bar-lounge for our evening entertainment. The hotel will be fully decorated for Christmas with a full program of seasonal entertainment including two evenings of live music.

Daily excursions & lunches

On Christmas Day we enjoy a traditional day with Christmas lunch & entertainment in the hotel. On Christmas Eve and Boxing Day we will enjoy excursions and lunch in the local area, but these days will be planned closer to the time when there is more information available for Christmas events & opening times for this year.

Accessibility

Bedrooms are divided between the ground floor and first floor (which is accessed by a set of stairs) so please advise which type of room is more suitable for you when booking.



All-inclusive cost

£685 per person sharing a twin or double room.

Sole occupancy of a twin or double room at a £22.50 per night supplement.



Dragonfly is a small, family owned company. We've been successfully organising holidays for 'over-60s' since the early 1990s. We are proud to provide our customers with friendly & efficient service & unique holidays to remember.

Door-to-Door Service

Our holidays include taxi collections from home for customers living in Birmingham and the surrounding areas - so there's no need to worry about travelling to meet our coach or struggling with your suitcase! We collect you from home by taxi and return you home at the end of your holiday.

On the morning of departure, we bring you to our centre in Harborne, where our friendly tour manager and driver are waiting to meet you. On arrival you are served with complimentary refreshments while you sit in comfort inside the centre. Once everyone has arrived and enjoyed a hot drink, we board the coach and are ready to set off together! During the journey we make a minimum of two comfort stops en route.

All-Inclusive Holidays

Our holiday prices cover the cost of the whole holiday – there are no extras! Most coach holidays include coach travel, hotel accommodation and meals at the hotel as standard, but a Dragonfly holiday also includes a taxi collection from home, daily excursions, all entrance fees, light lunches out every day, and complimentary hot & cold drinks on board the coach.

Our aim is to provide a stress-free holiday with all arrangements made and no additional expense so you can simply relax and enjoy yourself knowing everything has been taken care of.

During a Dragonfly holiday, the only additional items our customers may pay for are evening bar drinks, or an ice cream or souvenirs! We even include lunch on the way home!

Accessibility

Our holidays are designed to be enjoyed by customers with good mobility, but also to be considerate to anyone with more limited mobility. The hotels we use either have passenger lifts to the bedrooms or a large number of ground floor rooms. Wherever possible, we cater for special requirements, such as walk-in showers or special diets. You can bring a collapsible wheelchair on most of the holidays, provided you also bring a companion to assist you with it (but please mention this when you book so that we can ensure you have chosen a suitable holiday and make any necessary arrangements). Please note that all customers must be able to manage to climb the steps onto and off the coach and to walk for short distances.

Hotels

The hotels we use range from larger 3 or 4 star hotels with leisure facilities to smaller three star hotels or very occasionally we may use a 2 star hotel if we feel it has something special to offer.

Most of the hotels we use are family owned and individually run. All bedrooms have a private bathroom, phone, colour television and hospitality tray as standard, and some hotels also offer dressing gowns and other luxuries!

We always visit a hotel before we use it, and many of the hotels we feature have been 'tried and tested' over the years by our customers to become firm favourites.

Tour Manager

A friendly and helpful Tour Manager will be with you during the holiday from the moment you join us. Her duty is to make sure that everything runs smoothly throughout the holiday (and of course to provide you with your complimentary hot drinks on the coach!). She is also available to assist any customer who experiences a problem or unexpected illness during their holiday. Please do note however that if you are not usually independent then you must bring someone with you to care for you while on holiday as our Tour Manager is unable to provide individual care for customers.

Data Protection

We keep details of your name, address, phone number and booking information on our company database. The information is used by Dragonfly solely for dealing with your holiday booking and also to send you brochures and other Dragonfly literature. Your details are held confidentially and securely, we do not store credit card details nor do we share customer details with any 3rd parties.

Security of your Holiday Payments

In accordance with EC Regulations, we hold any payments you make to Dragonfly for your holiday in a separate Client Account until the holiday is completed.

Payment Options

If you prefer to break down the payment of your final balance into smaller monthly amounts, simply let us know when you book your holiday and we can arrange this to suit you.

Cancellation Refund Scheme

We understand that it is difficult to cancel a holiday that you have been looking forward to, especially if you are ill, and we always aim to help you as sensitively as we can. The earlier you are able to inform us of your cancellation, the more of your payment we will be able to refund. As soon as you call us, we will take your cancellation from the date of your phone call.

The initial £75 deposit paid to confirm your booking is non-refundable. But if your cancellation is more than six weeks before the holiday departure date, we may be able to arrange to transfer your deposit to a future holiday.

If you need to cancel after the due date of the final balance payment (usually 6 weeks before the holiday) but prior to the last ten days before departure, we can refund 70% of the final payment.

If you cancel within the last ten days, but prior to the last four days before the holiday departure we will refund 50% of the final payment and if you cancel within the last four days, we will be able to refund 30% of the final payment.

If you cancel within 24 hours of departure, we unfortunately cannot guarantee any refund.

If you want to transfer your holiday into another person's name we will do this without any charge.

We will always make every effort to help our customers as much as possible on an individual basis. The refunds stated above are the minimum amounts that we will refund regardless of the reason for the cancellation.

In-house Customer Scheme

Over the years, we have developed systems to support our customers through unexpected illnesses & emergencies. Back in the late 1990s, we set up our Customer Care Scheme which is free for all our customers and has been running successfully ever since. Here are some of the things that we cover;

Our Cancellation Refund Scheme

The refunds detailed on the previous pages are given to any customer who cancels a holiday, regardless of whether or not you are cancelling due to an existing illness.

We don't request doctor's notes or proof of your illness and we don't send out lengthy forms to complete (the last thing you need if you are feeling 'under the weather'!)

Medical Assistance on Holiday

If any of our customers fall ill during their holiday, our Tour Manager will make any necessary phone calls and will arrange medical assistance through the National Health Service.

We will also arrange and pay for transport to and from a local surgery or hospital, & wherever possible our tour manager will accompany you.

Getting you Safely Home

If any of our customers have to stay in hospital and are unable to return with the coach at the end of the holiday, we will arrange and pay for a private transfer to bring them safely home when they are well enough to travel.

Personal Insurance Cover

Our Customer Care Scheme is designed to cover our customers' needs but please note that it is an in-house scheme not a holiday insurance. You may decide to also make your own arrangements for personal insurance cover.

How to Book Your Dragonfly Holiday

1.

Enjoy browsing through this brochure to select your favourite holiday.

2.

Call the free phone number below & we will check availability for you. We can also answer any questions you may have about your holiday or help you with any special requirements or requests.

3.

You can either confirm over the phone with a card payment (deposit is £75 per person to reserve the holiday) Or by post, we can hold your holiday reservation until we receive your booking form & cheque payable to 'Dragonfly'

4.

Start looking forward to your holiday!

Freephone

0800 018 8485

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