

A vibrant scene at an amusement park. In the foreground, a group of five young adults (three women and two men) are looking up with excitement and anticipation. They are dressed in casual summer attire. In the background, a roller coaster with a blue track and a shark-themed train is in operation. The train consists of several cars, each shaped like a shark's head, and is filled with passengers. The sky is clear and blue, and there are some green trees visible on the left side of the frame.

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Florida
Resort Guide

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Have you heard about Cosmos Concierge?

It's a free service to help you make the most of your holiday



Welcome

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Thank you for choosing Cosmos Holidays for your holiday this year. I hope you enjoy every moment and go home with some fantastic memories.

If you've travelled with us before, you may notice some changes. We're constantly looking at ways to improve your holiday, so we recently undertook some research to find out from customers what matters most during a holiday. Sun, sea and sand obviously were key factors, however many also told us that when they had a question, the traditional 'Rep' service of having set times to meet weren't always convenient, especially if it meant taking a break in the day from your long-awaited holiday plans to make your way back to the resort or hotel. We always take time to listen to our customers and have taken this on board so whilst you won't find us inviting you to an old-fashioned 'welcome meeting', you will find that we've introduced even more ways for you to keep in touch, which we feel are much more convenient for you.

So, what does this mean? Well, we have our overseas teams on hand for you 24/7. They're available by phone and email at a time that suits you. If you download the new Cosmos Holidays digital notice board to your smart phone or tablet, you can also contact us at the touch of a screen – just find your resort and you'll have your own personalised guide. In addition, in most of our destinations, our Destination Hosts have iPads, so you can be in contact with us around the clock whether that's by FaceTime, Skype, Live Chat or social media. So it's time to kick back, relax, enjoy your stay and remember, we're here when you need us – from recommending the best beach, where to eat, even the best place to buy your groceries – we're on hand to help you make the most of your holiday.

May I wish you a great holiday and please remember on your return to complete our feedback form, as we love to listen and it will help us to shape our holidays and service for the future.

Graham Coles
Customer Experience Director



About Cosmos Concierge

Cosmos Concierge is an exclusive and completely free service that allows us to share our expert knowledge to help you plan your trip and answer any questions or special requests you have regarding your chosen destination.

To find out more, visit www.cosmos.co.uk/concierge or email us at cosmosconcierge@cosmos.co.uk

Live Lounge

To help you directly contact the Cosmos Concierge team, we have created a 'Live Lounge'. This enables you to chat live with the Cosmos Concierges – simply ask your questions and get an immediate response. Go to www.cosmos.co.uk and click the Cosmos Concierge and Live Lounge image on the home page.

Your Before You Go Guide

We've also put together a 'Before You Go' guide which is full of helpful information including airport guides and even what to pack. Take a look by using the following link:

https://cosmosholidays.inbro.net/seeinsidebrochure/Cosmos-Holidays_2015-Cosmos-Concierge-Guide/doublepage

We are one click away and you can find us on:



Contact our team on
cosmosconcierge@cosmos.co.uk

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Orlando Airport Info



“Helping you find your way”

Arriving into Orlando International Airport

Once you have arrived into Orlando International Airport you will be required to produce passports at the immigration checkpoint after disembarking the aircraft.

After clearing immigration you will recover your baggage from the baggage carousel and proceed through the customs checkpoint.

After clearing immigration and customs:

You may either keep your checked bags with you, or place them on the baggage belt for transfer to Terminal A (or Terminal B) before taking the escalator/stairs up to the AGT station. The doors will automatically open when the outboard passengers have exited the AGT (train).

The journey to Terminal A or Terminal B, although it takes only 68 seconds, provides a great view of the landscape and waterways of Orlando International Airport.

As the train transports you to Terminal A (or Terminal B), read the signs and listen to the instructions directing you to either Baggage Claim A or Baggage Claim B.

A TERMINAL

TICKETING & GATES Level 3

AIRLINE	TICKETING	GATES
Aer Lingus	A	1-29
Aeromexico	A	1-29
Air Transat	B	1-29
AirTran Airways	D	100-129
Alaska Airlines	B	1-29
American	A	1-29
AviancaTaca	B	1-29
CanJet	B	1-29
Caribbean	A	1-29
Copa	C	1-29
Gol	B	1-29
JetBlue	B	1-29
Miami Air	C	1-29
Norwegian	A	1-29
Southwest	D	100-129
SunWing	B	1-29
TAM	A	1-29
Virgin Atlantic	C	70-99
Virgin America	B	100-129
Volaris	A	1-29
WestJet	B	1-29

BAGGAGE CLAIM Carousels 1-18 Level 2

Baggage Claim - 8A Level 1

BUSES & RESORT TRANSPORTATION (per City Bell)

ON AIRPORT RENTAL CAR AGENCIES
Avis, Budget, Dollar, Hertz, Enterprise, National and Thrifty

Taxis, Towncar, Limousine, Shuttles - Minors

Gates 100-129

Gates 70-99

Hyatt Regency - Level 4

Level 3

Level 2

Level 1

Gates 1-29

Gates 30-59

B TERMINAL

TICKETING & GATES Level 3

AIRLINE	TICKETING	GATES
Air Canada/rouge	H	70-99
Azul	G	1-29
Bahamasair	G	30-59
British Airways	F	70-99
Delta	H	70-99
Frontier	G	70-99
Lufthansa	G	70-99
Silver Airways	G	30-59
Spirit	E	30-59
Sun Country	H	70-99
Thomas Cook	G	70-99
United	F	30-59
US Airways	E	30-59

BAGGAGE CLAIM Carousels 20-32 Level 2

CURRENCY EXCHANGE

Baggage Claim - 28B Level 1

BUSES & RESORT TRANSPORTATION (per Magical Express)

ON AIRPORT RENTAL CAR AGENCIES
Avis, Budget, Dollar, Hertz, Enterprise, National and Thrifty

Taxis, Towncar, Limousine, Shuttles - Minors

Once inside Terminal A (or Terminal B) look for the large letters depicting Baggage Claim A or Baggage Claim B.

Take the stairs, escalator or elevator down to the Arrivals/Baggage Claim Level (Level 2).

Check the monitors to determine the correct baggage carousel for your flight. After claiming your baggage, go to:

Curbside pick-up by car on the Arrivals/Baggage Claim Level (Level 2)

Rental cars, Economy (Satellite) Parking Shuttles, Taxis, Express Pick-Up, Shuttle Vans and Buses on the Ground Transportation Level (Level 1)

Car parked in Terminal Garage Parking (Level T)

Car parked in Terminal Top Garage (Level 4-10)

Experience the Difference



Here in Florida, Cosmos Holidays is represented by our local agency Hotelbeds. You met some of the team at the airport and they are also available to visit you at your hotel or villa should you require any information about the local area.

We think it's the little personal touches that make a holiday more special and memorable. We will be there whenever you need us, to give advice and support and with our 24-hour a day in-resort assistance line, you're well looked after.

Together, Cosmos and Hotelbeds are here to make sure that you get the most out of your holiday. Our team have a wealth of local knowledge, so use them to your advantage. They know the best places to visit, local culture and language and can help you with booking excursions and a host of other things. Don't be shy, give them a call and they'll pop by and see you.

Stress free holidays

The holiday you book is the one we give you – simple as that. We want the memories of being away with us to be happy ones.

Make sure you tell us

Tell us straight away if you have a problem, no matter how big or small. It's our job to worry about it, not yours. After all, you're on holiday and have more important things to think about.

If you're not completely happy

If you're not happy with how we sort it out, again, let our office know. And if they can't make things right, they're backed up by our management team.

Lean on us, we're here to help

Lean on us – within this booklet, you have the contact details for our local resort team. These are all the numbers you will ever need to get in touch. The Hotelbeds office is open from 8am to 5pm seven days a week, however in case of an emergency our on-call representative is available 24-hours a day. You can contact us on the below telephone number, make sure you keep these handy:

Local office telephone:

(00 1) 407 517 0320

Out of hours emergency mobile:

(00 1) 407 517 0320

Tell us what you think

We have been delivering great package holidays for over 50 years. We are proud of our history and regularly receive great feedback from our guests. On your return we would love to hear your thoughts, good or bad, so visit www.cosmos.co.uk/survey.

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Settling In



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Electricity

The voltage in Florida is 120 volts.

Time

Florida is 5 hours behind UK based on British Summer Time.

Water

We don't recommend that you drink the water from the taps. The water is not harmful, but the taste is a little like chlorine. Buy bottled water from the supermarkets and take a tip and compare prices – some brands are more expensive than others!

Money Matters

At the time of going to press the exchange rate is fairly good. You get more for your money making everything you buy here great value. There are visitors centres and some banks that will provide money exchange. We recommend that traveller's cheques are not exchanged as they are accepted as they are in shops, restaurants and convenience stores. Local currency is US dollars.

Take Care

Any place where a lot of people gather will attract those willing to take advantage. Use the same care as you would in a busy town at home. Always take just as much money as you need out with you and use your safety deposit boxes wherever possible to store your valuables. Leave jewellery and wallets in your safe when you don't need them and always lock up the room or apartment as you would at home.

Emergencies

In the case of a medical emergency call a doctor.

Local Doctor (+1) 407 648 5252
Ambulance, Fire Service & Police emergency – 911

Calling Home

Calling the UK from the United States requires the US exit code first, followed by the country code for England / Ireland.

To call England: 011 44 + telephone number minus your first “0”.

To call Ireland: 011 351 + telephone number minus your first “0”.

You'll probably need around \$2.00 to get a connection plus about 75c there after. Check that your money goes in easily before you use the phone and remember to have lots of coins handy. We strongly recommend phone cards – it's much easier and cheaper.

Florida, and the Orlando/Kissimmee area in particular, does not enjoy good reception for international mobile phones and thus signal can be lost in certain areas for no apparent reason. Theme parks too are especially prone to receiving little or no signal. This interference can cause calls to go directly to voicemail and therefore if you are waiting for a call back it is advised to leave a local phone number where possible.

Eating Out

Eating out in Florida is quite reasonable compared to most European countries and there is a wide choice of cuisine and types of restaurant. Fast food restaurants are everywhere and you will not be short of places to visit. If you wish to bypass the fast food and try some local cuisine, give these Floribbean dishes a try:

Key Lime Pie – The small key lime fruit is indigenous to Florida and features in everything from lemonade to this popular custardy dessert. Despite the name, it is yellow so if you see green key lime pie, you will know it is not made from real key limes! It is sometimes served with meringue or whipped cream.

Crab cakes – Stone crab claws (only one per crab) are harvested only in winter. These crabmeat patties are delicious served with tangy dips.

Plantain – Although they look like bananas, plantains are less sweet and a little starchier. They are fried and served alongside Latin and Cuban meat dishes with rice and beans.

Grits – Popular in north Florida, grits is a splodge of white corn porridge served with butter and sometimes eaten alongside fried bacon and eggs for breakfast. You'll love it or hate it.

Cuban sandwich – This features layers of sliced pork or ham, cheese and pickles which melt together when grilled on French bread.

Alligator nuggets or medallions – yep, real alligator meat taken from the tail. Deep fried or marinated.



Florida Villas



“A home away from home”

Our Orlando area villas are operated through the Hotelbeds Welcome Centre. Please read the below general information pertaining to all Welcome Centre villas, which will assist you during your stay.

Our homes on the Gulf Coast are serviced by independent rental agencies. If you are staying in one of these villas, please refer to the information you receive upon check-in regarding policies and services relating to your holiday home. Information on the homes and registration process is also detailed on the driving directions that you received either upon arrival or prior to your departure.

Hotelbeds Welcome Centre

Hours: 08.00 – 22.00

Address: Hotelbeds Homes Welcome Center, 8285 Champions Gate Blvd, Davenport, FL 33896

Local Phone: 407-362-1017

Freephone: 1-800-713-8356

Should you arrive to the Welcome Centre out of hours, please follow directions to the lock box outside of the office. Here you will find driving directions and home access information. If you have arrived outside of office hours, you should return to the Welcome Centre the following morning to complete the registration details.

Registration

Florida law requires you to register within 24-hours of arrival. You will need a credit card and photo ID to register. A \$500 refundable deposit will be held on your credit card for the duration of your stay. If you only have cash, the deposit will be refunded via postal cheque to your home address, this could take up to 6 weeks. We strongly recommend taking out a Property Protection Plan for \$39 providing up to \$1000 payment for accidental damages.

Emergency Assistance

In case of fire or a severe medical emergency, please call 911

Hotelbeds Homes 24hr number: 1-800-713-8356

If you are calling after hours and reach the voicemail system, you will be asked to leave a message and return phone number. The manager on duty will return your call shortly.



Maintenance Issues

If you encounter any maintenance issues during your stay please contact the Hotelbeds Homes Office on 407-362-1017 during office hours. Problems encountered upon arrival must be reported within 24-hours.

Your Accommodation

Gardens are maintained on a routine basis and pools are normally checked and cleaned weekly. If you have reported a fault, please leave your key in the lockbox so maintenance can access the home if you are out.

Rubbish collection in most sub-divisions will be once per week. Please see the information book in your home for details.

All homes are non-smoking.



Discover and Explore



Orlando Area

Packed with theme parks and fun-filled attractions, Orlando has more excitement per mile than anywhere else on earth:

International Drive – Stretching for five miles, buzzing International Drive lies in the thick of Orlando’s attractions. Here you will find **Universal Orlando® Resort**, **SeaWorld® Orlando**, **Aquatica™**, **Discovery Cove® Orlando** and **Wet n Wild®** Orlando water park and the new "I-Drive 360" complex, featuring Madame Tussauds, SeaLife Aquarium and The Orlando Eye. This 400-foot tall observation wheel provides breathtaking views of Central Florida in all directions and on a clear day, views of Cape Canaveral on the east coast can be seen. This resort area is full of great hotels, fabulous restaurants serving every possible cuisine and enough boutiques, stores and discount outlets to keep you shopping from morning til night.

Kissimmee – Charming Kissimmee makes a relaxed base that is handy for all Orlando’s theme parks, plus stores, shows and nightspots. Overflowing with shops, restaurants and cafés, it boasts a quaint Old Town shopping mall, bustling main street and exciting nightlife with live dinner shows.

Lake Buena Vista – This leafy laid-back suburb neighbours all the magic of **Walt Disney World** Resort together with the shops and nightlife of **Downtown Disney** and the new transformation of Disney Springs. With three golf courses, Helicopter Rides and shopping at Orlando Premium Outlets, there is plenty to keep all the family happy.

Tampa & The Gulf Coast

Tampa – The vibrant city of Tampa has something for all the family. It is home to **Busch Gardens® Tampa**, **Lowry Park Zoo** and the **Florida Aquarium**. Those preferring more active pursuits can enjoy golf courses and canoe trails. Add excellent shopping and diverse nightlife and you have all the ingredients for the perfect holiday.

Clearwater Beach – Clearwater offers a choice of spectacular award-winning beaches, from the glorious main beach to Caladesi Island with its nature trails, abundant bird life and immaculate sands. Stroll the pier, ride the seafront trams or enjoy the wide range of shops and restaurants.

Indian Shores – Here you will find expanses of sun-drenched sands gliding into shimmering waters. There’s an abundance of water-based activities from dolphin viewing to jet-skiing. There are also nature trails nearby, plus a fascinating sea bird sanctuary.

North Redington Beach – A tranquil resort fringed by a mile-long stretch of gently shelving powder white sand. Sailing is popular here with charter and trips available from the marina

St Pete Beach – Set in an idyllic location with access to miles of white sand beach, yet it is also close to all the shops, restaurants and bars of St Petersburg.

Anna Maria Island – This pretty island is only 7 miles long, but is home to 3 cities. It is the ideal place to head if you’re looking to experience old Florida charm. You’ll also notice a distinct lack of high-rise hotels and fast food outlets.



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Discover and Explore

North East

St Augustine – St Augustine is Florida’s oldest city. With its Spanish colonial-era buildings and quaint cobblestone streets, St Augustine is well worth the drive from the Orlando area. The city’s historic centre is anchored by St. George Street, which is lined with historic homes from various periods. Most of these homes are reconstructions of buildings that had been burned or demolished over the years, though a few of them are original. History-minded visitors can explore the Castillo de San Marcos, Fort Matanzas and Flagler College. If shopping is more your thing, the shops around the historic district offer everything from souvenirs to antiques, arts and crafts to clothing. There are also several quaint cafés and bars offering a welcome break to relax.



Daytona Beach – Daytona Beach is a town with many personalities. It has been known as the “World’s Most Famous Beach” (self-proclaimed) and “World Center of Racing.” It is racing that this area is now well-known for and today thousands of race enthusiasts come to the home of the National Association for Stock Car Auto Racing (NASCAR) for the Daytona 500, the Pepsi 400 and other races throughout the year. Away from racing, the bustling hub of activity is at the end of Main Street, where you’ll find the Main Street Pier (also known as the Daytona Beach Pier or Ocean Pier), the longest wooden pier on the east coast.

Ocala – Just 78 miles west of Daytona Beach is Ocala, a different world that is more Kentucky than Central Florida. Known for its rolling hills, cow pastures and Derby-caliber horse farms, Ocala is a nature lover’s paradise and home to the stunning Ocala National Forest where you’ll find Lake George, the second-largest lake in Florida.

Cocoa Beach – Known as the “Space Coast,” the area around Cape Canaveral was once a sleepy place where city dwellers escaped the urban centres of Miami and Jacksonville. Today the area is a mecca for tourists coming to visit the Kennedy Space Center and enjoy the area’s 72 miles of beaches. The area is also excellent for fishing, golf and in particular surfing. The beach at Cocoa Beach Pier is a popular spot with surfers, who consider it the east coast’s surfing capital.



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COSMOS

Discover and Explore



South Florida

Key West – At the far end of the Florida Keys, Key West has an array of activities and sightseeing on offer. You could choose to take a ride on the Conch Train, visit the author Ernest Hemmingway’s home or perhaps enjoy the selection of shops, bars and restaurants in bustling Duval Street. Alternatively, take a ferry to the remote islands of Dry Tortugas.

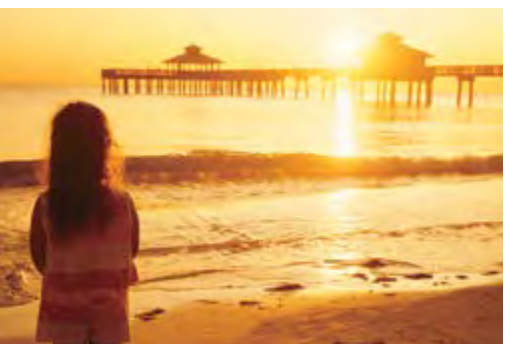
Miami Beach – With its white sand beaches, shimmering turquoise waters and candy-coloured Art Deco buildings, it is easy to see why Miami Beach is so popular. The vibrant Bayside Market Place offers a good selection of shops, restaurants and outdoor entertainment.

West Coast

Sarasota – The beach here stretches along the Gulf of Mexico to Sarasota Bay. Sarasota itself is full of sophistication and charm, with a scattering of restaurants, shopping and cultural activities. The John and Mable Ringling Museum of Art is well worth a visit, with its stunning 20 acre waterfront plot, home to a number of exhibits, circus museums and even a theatre.

Naples – Easily Southwest Florida’s most sophisticated city. There is a thoroughfare of pricey boutiques and restaurants and, although pricey, Naples has a very laid back vibe. This is a place that may have defined the meaning of R & R being there is not much to do besides linger on the beach, play golf or chill.

Sanibel and Captiva Islands – A world away from the amusement parks of the Orlando area. Sanibel and Captiva are famous for their seashells and residents and visitors alike can be seen searching for some 200 species. More than half of Sanibel Island is preserved in its natural state as a wildlife refuge where you can walk, ride or take a canoe to explore the fascinating wildlife of this area.



Contact your
Cosmos Holidays Representative
for discounted tickets.

Driving in Florida



Car hire is a great way to discover Florida. To stay safe, follow the below top tips for driving in the state of Florida

- In the U.S.A. you drive on the right hand side of the road.
- You WILL be fined for speeding.
- NEVER DRINK AND DRIVE: It is illegal in the State of Florida to visibly carry alcohol or to have an opened container of alcohol in the vehicle.
- You must turn on your headlights when driving in rain or reduced visibility.
- Always stop at a stop sign! Even though the junction may be clear, you are obliged to come to a complete stop before continuing.
- Unless otherwise stated, you may turn RIGHT at a RED traffic light providing of course that it is safe to do so.
- When crossing the road on foot, make sure that you look LEFT first.
- When going to petrol stations, you may be required to pay before filling up. All cars use regular unleaded petrol and it is cheaper to use self service stations.
- If you are stopped by the police for any reason you must stay in your vehicle until the officer comes to you. Do not attempt to get out of the car. If you do not have both your driving licence and rental agreement with you, you can be fined.
- Should you have an accident, you MUST report it to the local police. You must not leave the scene of an accident and you must ask for a copy of the report for your car rental company. You should then telephone your

car rental company and advise them of the situation

- On multi-lane roads, you can be overtaken by vehicles in both the outside and inside lanes. American drivers in general will not allow you to cut in so make sure that you are in the correct lane at junctions.
- Roads are much wider than in the U.K.
- Rush hour is normally between 7:00 and 10:30 in the morning and between 15:00 and 19:00 in the afternoon.
- You are required to STOP if a school bus stops, even if you are on the other side of the road. It is illegal to overtake a school bus when it is stopped for loading or unloading passengers. You should remain stationary until all the children are clear of the road and the bus has moved off. When entering a school district, watch out for reduced speed signs.

When it comes to driving in America, there are a number of language differences. Here are a few of the most common:

BRITISH
 Petrol
 Car Bonnet
 Hand Brake
 Car Boot
 Give Way
 Gear Lever
 Torch
 Windscreen
 Road surface
 Pavement
 Motorway
 Central Reservation
 Car Park

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 Hood
 Parking Break
 Trunk
 Yield
 Stick Shift
 Flashlight
 Windshield
 Pavement
 Sidewalk
 Freeway
 Median
 Parking Lot

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Shopping



Markets

Flea markets and farmers markets are very popular throughout Florida. For souvenirs and bargain hunting, the flea markets are well worth a visit and you can not beat a farmers market for fresh and seasonal produce. A couple worth visiting in the Orlando area are the Main Gate Flea Market in the city of Kissimmee and the Orlando Farmers Market at Lake Eola Park, downtown Orlando.

Grocery/Household Shopping

Many supermarkets are open 24-hours. The main supermarket chains include WalMart, Publix and Super Target. 7-11 petrol station/ convenience stores as well as CVS and Walgreens are great choices for a quick stop for most basic needs.

For a unique grocery experience, try the Whole Foods Market where high quality natural and organic products are available.

Outlet Stores & Shopping Malls

There are large shopping malls all over Florida providing unbelievable savings on UK prices. In addition, Florida has an abundance of fantastic premium and outlet malls, offering fabulous bargains on designer gear. Take a visit to the Orlando Premium Outlets for designer discounts or for world class shopping, visit the Mall of Millenia or the Florida Mall. Both stocked with luxurious international brands.

Downtown Disney

Aside from the theme parks, for "Mouse Memorabilia" head to Downtown Disney and

the new Disney Springs. Here you will find a unique shopping and dining experience, whether shopping for Disney collectibles, accessories or dazzling artwork.

Artegon Marketplace Orlando

Artegon Marketplace Orlando is a 1.1 million-square-foot shopping attraction and artisan marketplace which opened in November 2014 in the heart of Orlando's tourism district on International Drive. The centre offers a totally new kind of shopping adventure unlike any other in the region. 165 one-of-a-kind artisanal shops and stores where local purveyors sell and demonstrate their products and services ranging from eco-friendly handbags and accessories, jewellery, hand-blown glass, mixed media artwork, custom clothing and locally-sourced foods. Artegon Marketplace also boasts some of the biggest brands in dining and retail, including the area's only Bass Pro Shops, Ron Jon Surf Shop and Toby Keith's I Love This Bar & Grill, plus Cinemark Theaters. Rounding out the guest experience is Sky Trail, the world's first indoor high ropes course.



The Village at Artegon Marketplace Orlando



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COS

Overseas Opportunities



Life's a Beach

St Pete Beach

This is Pinellas County's busiest beach. White sand to blue waters decorated with surfboards, sailboards and sailboats makes a paradise for all. Lots of action is available with watersports equipment available for hire. Charter boats are available for deep-sea fishing expeditions.

Bradenton Beach

Located on Anna Maria Island off the Gulf Coast, Bradenton Beach has quaint local shops and gorgeous beaches. It is known for fishing piers, sugar-sand beaches and a quaint strip of locally-owned shops and restaurants.

Longboat Key

Longboat Key straddles the Sarasota/Manatee County Line. Public access points to the beach can be found by looking for the blue and white "Beach Access" signs labelled Neptune Avenue Beach or Mayfield Street Beach. Both are right on the Gulf but are less known and therefore a bit secluded. The beaches here are also quite wide and the sand is a bit softer than at some other beaches. There are no facilities on Longboat Key beaches, but they are a great spot to watch the sun set.

Looking to take a day away from the theme parks to relax and soak up the sun? Then head towards the Gulf Coast. Beaches along the Gulf Coast feature soft white sand, blue-green water and the relaxing splash of waves. Whether you're looking for a fun-filled day at the beach or a peaceful stroll along the water at sunset, you'll find it here.

The most popular beaches along the Gulf Coast are:

Sand Key

Sand Key Park hosts great swimming and fishing. A rock barrier shields the beach and makes the waters just right for swimmers. It's a great place to go to escape the madness of Clearwater Beach.

Clearwater Beach

A wide four-mile stretch of white sandy beaches with an abundance of outdoor entertainment, boats and watersports equipment available to hire. Two fishing piers are always an attraction to visitors and residents. Festivals and fairs held here throughout the year provide a buzz of activity.

Cosmos Holidays, the UK's leading independent tour operator and a division of The Monarch Group are currently recruiting for enthusiastic, dedicated and professional individuals to fill roles within our overseas team.

The Overseas Customer Experience Team within The Monarch Group is responsible for providing a superior customer experience in our overseas resorts. Our team is passionate about the customer and are highly trained in all elements of customer service. Through our Cosmos Concierge and overseas resort teams we look after our customers all the way from the moment they book until they wave goodbye at the end of their holiday.

They work as a united team building a service that our customers have told us is what they want, what they value and what they expect, in an ever changing and often challenging customer service environment overseas. We are proud to have an excellent overseas team and anyone wishing to join them must be prepared to dedicate themselves to reach equally high standards.

So what can we offer you?

- A fun and informative induction training course prior to travelling to resort with ongoing training in resort
- A competitive salary
- An opportunity for progression and a career in the travel industry
- To be part of a united team and make friends for life
- An opportunity to work for an independent company with a family feel that gives you the chance to put your fingerprint on the way our customers are looked after in the future
- And not forgetting the experience of a lifetime!!!!!!!

Success in all of our roles comes from the ability to demonstrate exemplary/positive behavioural skills to not only achieve a superior customer service experience but to exceed far beyond the customers' expectations. If you think you have what it takes to join Cosmos please apply now. You too could be part of this team!

Don't forget to download our app or follow us on:



For further information on the roles please visit:

<http://careers.monarch.co.uk>

Or email:

overseasrecruitment.cosmos.co.uk

COSMOS
holidays

Part of the Monarch Group

Days and Nights



Florida offers a fantastic selection of days and nights for all the family a few of the most popular are listed below.

Walt Disney World Resort

The place where dreams come true. Comprising of six fantastic Disney Parks, two exciting night-time entertainment districts and a state-of-the-art sports complex. Add in countless opportunities for dining, shopping and recreation and it's easy to see why Walt Disney World Resort is the number one holiday destination in the world.

SeaWorld® Orlando

The world's best loved marine park! Take a seat at the sensational shows, enjoy up-close animal encounters and take the plunge on the thrilling rides. It doesn't get any closer than at SeaWorld® Orlando.

Discovery Cove® Orlando

Discovery Cove gives you the unique opportunity to swim and play with a beautiful Atlantic bottlenose dolphins, snorkel amongst tropical fish, glide with rays and relax on white sand beaches. It's all about a day of wonderful discoveries and a lifetime of memories.

Aquatica™

Orlando's whimsical, one-of-a-kind waterpark that could only come from SeaWorld. Where slides spin and soak, to tranquil and rapid rivers and relaxing on white sand beaches. Aquatica is where fun is as endless as the sea.

Universal Orlando® Resort

Two amazing theme parks, non-stop nightlife and a trio of on-site hotels, all in one convenient location. Jump into the action of the movies at **Universal Studios Florida®**. Feel the adrenaline rush of cutting edge ride and attractions at **Universal's Islands of Adventure®**. Enjoy live music, shopping and dining at **Universal CityWalk®**.

Busch Gardens® Tampa

Discover Busch Gardens the extraordinary 335-acre adventure park. It brings together an unrivalled combination of rides, animals and shows. There is much to explore for all ages.

LEGOLAND® Florida

This 150-acre interactive theme park offers more than 50 rides, shows and attractions including thousands of spectacular LEGO models. LEGOLAND® Florida is a year-round theme park experience geared towards families with children between the ages of 2 and 12. Duplo Village is ideal for toddlers and their imaginations, whilst Miniland USA will take you on a journey to California, New York and Washington DC, amongst others.

Kennedy Space Center

Strap in for a day of space exploration at Kennedy Space Center visitor complex. Go vertical on the new shuttle launch experience, tour behind the scenes, see shuttle launch pads and walk beneath a moon rocket. Meet a real astronaut and enjoy IMAX presentations. The Astronaut Hall of Fame is also available.

Miami/Everglades 1-day Getaway

Round trip transportation and breakfast provided. Start your day with a visit to the Everglades for a wild airboat ride – hold on to your hats and keep your hands inside the boat as you come face to face with some real Florida locals – the alligators! You then get to participate in an alligator handling show with some great photo opportunities.

Head to Miami's Bayside shopping district to board the wonderful Star Island Cruise – relax and take in the sights of the houses of the rich and famous. Explore the magnificent Art Deco District. Top up your tan with a visit to Florida's famous "melting pot" of Miami's South Beach.

Shopping Extravaganza

For those of you looking for some "retail therapy" with "lots of savings" at Orlando's hottest shopping spots this is the tour for you. Visit the Premium Outlets, Lake Buena Vista Factory Outlets and finish at Florida Mall with over 200 shops to choose from. Includes round trip transportation, breakfast and lunch.

Chef Mickey's Fun Time Buffet

Enjoy a fabulous meal at Chef Mickey's Fun Time Buffet. Dine with Mickey and friends at Disney's Contemporary Resort. Have your autograph books and cameras ready as each character visits your family right at your table. Remember that 5-star door to door stretched limousine service is included! Also includes complimentary family photo and a visit to Downtown Disney prior to dinner. Vehicle and table occupancy maximized on each trip.

"...a fantastic selection for all the family..."

Gatorland with Airboat Ride

Gatorland is a 110-acre theme park and wildlife preserve, combining "Old Florida" charm with exciting new exhibits and entertainment. The park provides affordable-priced family fun with thousands of alligators, crocodiles, an aviary, breeding marsh with observation tower, petting zoo, nature walk, educational wildlife programs, gift shop, Florida's best train-ride, restaurant, new Gator Gully Splash Park and much more. One-of-A-Kind reptilian shows include: The Gator Wrestlin' Show, Gator Jumparoo and the Up-close Encounters Show. Also enjoy a thrilling airboat ride to get a chance to see some of Florida's natural beauty!

Clearwater Captain Memo's Pirate Cruise

Go back in time and travel around the way the seafaring seadogs did. Board the famous Captain Memo's pirate ship and join his crew for an adventure you won't forget. Listen to the sounds of island reggae as you sail the open waters keeping watch for dolphins. Every guest will get a choice of a soft drink, beer, wine or champagne whilst onboard. For those who like to indulge in a bit more there is a full bar available. Beach time and lunch included.

Days and Nights



Cocoa Beach and Airboat Safari

Visit Orlando's closest and coolest beachCocoa Beach! Spend the day relaxing at the Space Coast on one of the most famous beaches in the world! Check out the world's largest Ron Jon Surf Shop where you can find the latest trends in surf fashion. Lunch is included. Don't feel like relaxing? Then rent yourself a board and hit the waves!! Your day will also include a narrated airboat ride through St. Johns River where you can encounter our "friendly" reptile, the alligator!

Florida Adventure Tour

Swim with the Manatees! Your day starts in Orlando with an all-you-can-eat breakfast. Then it is off to our team of professional manatee experts in Crystal River. Masks and snorkels are included for a fabulous, narrated boat tour on the picturesque Crystal River. Then enjoy a picnic-style lunch over-looking this beautiful sanctuary. Your afternoon starts with a 45-minute airboat adventure on the beautiful Homosassa River; keep your eyes open for manatees, dolphins as well as a host of other wildlife that often accompany us.



2 Day South Beach and Dolphins Getaway

Hop right into all the action in world famous Miami's South Beach. This amazing 2 day adventure lets you explore all the great things South Florida has to offer. Visit the renowned Everglades and get up close and personal with our friendly reptile, the alligator. Enjoy a thrilling airboat ride and then watch and learn as our expert reptile handlers teach you all about these amazing creatures. For the brave, photo opportunities are always available!

Your first taste of Miami will start with a visit to the Bayside Shopping Complex. Situated on Biscayne Bay, this complex offers speciality boutiques, name brand stores, restaurants on the water and spectacular views. For an even better view board the Star Island Cruise and get as close as you can to the homes of the "rich and famous". Your accommodation is right in the heart of the Art Deco District in South Beach, just seconds away from restaurants, shops, museums, nightclubs and the beach.

On day two you can choose to stay in Miami or why not join us in the morning for an amazing one on one Dolphin Swim. During your swim you get to experience a whole host of behaviors including dorsal tow pulls, belly rubs, toe pushes, handshakes, and the best of all a dolphin kiss! Remember that dolphin interaction is guaranteed! If you choose to swim with the dolphins you still have some extra time in the afternoon in Miami to top up that golden tan before returning to Orlando.

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Your Safety In Mind



**“...we want you to
have a safe, happy,
stress-free holiday...”**

The health and safety of our customers is always our first priority – we want you to have a safe, happy and stress free holiday whilst you are here in Florida. With this in mind, our overseas staff are constantly working with customers and hotel/apartment managers to ensure safety standards are maintained.

We believe in an honest and open approach. We have put together some information to help you throughout your holiday and we ask you to help us by taking a few minutes to read the following pages carefully.

The Information Covers:

Notice to All Parents
Swimming Pool Safety
Sun Care
Beach Safety
Passport Safety
Fire Precautions

We are here to help – if you have any concerns at all during your holiday please let us know.

Notice to All Parents...

Cots – Parents with young children or babies requiring cots should check that the cot meets the following requirements:

The cot should be firmly assembled, with no loose screws or fittings.

Check that there are no projections or sharp edges on which the child could hurt itself, or catch its clothing and remove any pictures inside the cot which are peeling off.

Make sure that the gaps between railings and between the base and side rails are appropriate for your child and there is no danger of the child's head becoming stuck.

Obviously, standards and cot styles vary greatly from one country to another and we cannot control the type of cot used in each hotel. If you have any doubts at all about the safety of the cot, please do not hesitate to contact us.

Lifts – Please ensure that young children do not travel unaccompanied in lifts at any time. We also strongly recommend that you keep your child clear of the doors in the lift, especially where there are no interior safety doors.

Supervision – Please do not leave your child unaccompanied on or near balconies, steep stairs, lifts etc. Any child who cannot swim should not be left unsupervised on the beach or near a swimming pool.

Swimming Pool Safety...

Safety standards, especially regarding lifeguard supervision, may be different abroad and in new surroundings. Look after yourself, your friends and family. Unless you know otherwise check water depths by ‘walking the pool’ as far as you can.

Do not mix alcohol and water! Alcohol impairs judgement and ability and greatly increases the chance of an accident.

Pay particular attention to the supervision of youngsters and weak swimmers.

Familiarise yourself with the opening hours of the pool and do not swim after these hours – this is normally when cleaning chemicals are being put into the water.

DON'T DIVE INTO SHALLOW (UNDER 3.5 metres) WATER.

Know the depth for swimming and diving
Never fool around the pool's edge
Watch out for youngsters
Take notice of the signs

Have fun, but not at the expense of others
Eat after swimming, never before
Play safely near children
Only signal if you really are in trouble
Only fools mix alcohol with water
Look before you dive

Sun Care...

The S stands for sun and fun and that is what we want you to have. Apply your sun cream regularly, especially after you have been in the water. Don't stay in the sun too long find some shade. If you have burnt cover-up the next day!

Remember to:
Slip on a T-shirt **Slap on a hat**
Slop on some sun cream **Slurp on a drink**

Beach Safety...

Even the safest beach may become dangerous when subjected to unusual weather conditions. This may only happen on a few days of the year, or for short periods when local conditions create changes. The best source of knowledge regarding the sea and beach has to be the locals. Check out the area before swimming, after all there may be a very good reason why that quiet secluded beach is so quiet.

Know the depth, tides and currents
Never use inflatable boats/lilos on open water
Obey warning signs and flags
Watch out underfoot
Take heed of local advice
Have a thought for powered craft
Eating & drinking do not mix with swimming
Beware of heavy surf and 'rip' tides
Swim along the shore, not out to sea
Always keep an eye on youngsters
Check the weather for changes
However tempting, do not swim after dark

Passport Safety...

Your passport is an essential part of your travel documentation and you will not be permitted to enter or depart your holiday destination without it. Please ensure that you make a note of the passport number of each person travelling in your party and keep these in a safe place, away from your passports. In case of a loss or theft, this will enable the local consulate to provide you with a temporary passport as quickly as possible.

Fire Precautions...

For your own safety we would advise you to familiarise yourselves with the fire precaution procedures and emergency exits upon arrival at your holiday accommodation.

Read the fire notices in your room/apartment and in the public areas and find out the location of the main fire escape route.

Find out about the alternative escape routes and make a mental note of the nearest fire extinguisher and alarm to your room.

In the event of a fire: **Stay Calm.**

If your escape route appears to be clear, leave your room immediately without packing.

Remember you and your family come first. Get them all out together and make your way as quickly as possible (without running) to the nearest fire exit.

DO NOT USE THE LIFT – use the stairs. If smoke or heat blocks your escape route, then stay in your room with the door closed and put a wet sheet or blanket against the door to keep out the smoke.

Departure Details



Farewell

All good things must come to an end and it will inevitably be time to go home, so here are a few tips to make the journey go smoothly:

Vacating Your Rooms

Check your room vacation time with reception. It is stated by international regulations that hotel room vacation is at 11am and apartment vacation is 10am.

It may be possible to retain a room/apartment a little longer, but this must be arranged with the reception on the morning of your departure. An extra charge may be made for this.

Please make sure you settle all bills and hand your keys to reception.

Courtesy Rooms and Storage

All complexes will provide an area for the storage of your luggage. It is important to be aware that all the other departing guests will also use this area, so we advise you keep all valuables with you at all times.

Transfer Details

If you have booked a package holiday with Cosmos Holidays then your coach or taxi transfer has been booked with Orlando Carriers. You should have received the pick up time for your departure transfer when you arrived at the airport. If not, please contact the Hotelbeds representative 2 days before departure to confirm the pick up time.

When phoning please be ready to quote your booking reference, departure flight number (eg. ZB123 – Luton) and the name of the hotel/apartment in which you are staying.

Please note, if your paperwork instructs you to phone another transfer provider, please ignore the above and follow the procedures as stated on your booking confirmation.

Car Hire

Please ensure you allow plenty of additional time to return your car. Ensure you settle any payments or queries, before leaving the car rental area.

Tax Free Allowances

Please remember that you can purchase duty free goods for your own use in Florida and the guidelines are set out as follows:

Alcohol

Beer: 16 litres

Non-sparkling wine: 4 litres

Spirits and other liquors (over 22% alcohol): 1 litre

Fortified wine, sparkling wine and alcoholic drinks up to 22% alcohol: 2 litres

You can split this last allowance eg. you could bring 1 litre of fortified wine and half a litre of spirits (both half of your allowance).

Tobacco

200 cigarettes or 50 cigars or 100 cigarillos or 250g tobacco

You can split this allowance – so you could bring in 100 cigarettes and 25 cigars (both half of your allowance).

You can bring in other goods worth up to £390.

If a single item's worth more than your allowance you pay any duty or tax on its full value, not just the value above the allowance.

NB. You are still only allowed the same luggage allowance as on your arrival. Allowances, tobacco and drink are not permitted to passengers under the age of 17 years.

Even the best holidays have to come to an end!

We want every aspect of your holiday to run smoothly so we have put together some useful information to help you all the way home to your front door. The details below will help to ensure you have a pleasant and smooth journey home.

Airport Tips

- Check-out time from your accommodation is usually 11:00pm.
- Your luggage allowance is stated on your holiday confirmation and booking invoice, please be prepared to pay excess if you have exceeded this limit.
- Don't forget to put your tickets and passports in a safe and convenient place.
- Hand all keys in at the end of your stay.
- Never carry any sharp objects in your hand luggage as these may be confiscated at security control. This includes knives of any description, scissors, nail files, corkscrews or any tools.
- No individual luggage should exceed the limit of 32kg.
- Please do not carry aerosols inside your hand luggage, as they may be confiscated.

Onward Travel

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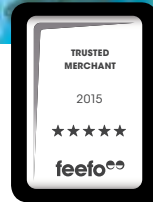
Airport Bus Links

London Gatwick: www.gatwickairport.com/to-and-from
London Luton: www.luton-airport-guide.co.uk/transport
Leeds Bradford: www.flyingtigerbus.co.uk
Manchester: www.manchesterairport.co.uk/manweb.nsf/Content/Bus
Birmingham: www.birminghamairport.co.uk/transport-and-directions/by-bus-or-coach

Airport Train Links

London Gatwick: www.gatwickairport.com/to-and-from/rail
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Birmingham: www.birmingham-airport-guide.co.uk/transport
Leeds Bradford: www.leedsbradfordairport.co.uk/getting-to-the-airport/by-train
Manchester: www.manchesterairport.co.uk/manweb.nsf/Content/train

We Listen



Your honest feedback allows us to improve the service we offer you and make your Cosmos Holiday experience even better. It highlights what we are doing well and what we need to improve on, to bring you better service.

There are a number of ways you can let us know how we are doing.



We work with Feefo, an independent ratings and reviews platform, which allows us to measure how we're performing. When you booked your holiday, you would have received an email inviting you to review the booking process with Feefo. All these reviews are calculated and we are given a rating out of 100 which you will find displayed on our home page, so you can see how we are doing. We have also been awarded a Trusted Merchant Award.

www.feefo.com/reviews/Cosmos-Holidays_cosmosholidays/?internal=true&id=688152

Alternatively you can review your entire Cosmos journey, from searching for your perfect getaway to the holiday itself with our Customer Service Questionnaire which you will receive by email on your return home.

We look forward to hearing what you think.

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Please note: we only act as booking agent where our local representatives have been formally authorised by us to sell or book the activity in question. Our local representatives are instructed not to sell or book any activity which they have not been formally authorised to sell or book. We do not act as booking agent and have no other connection with or responsibility or liability for any activity where this is not the case. Any advice or assistance on or with any activity provided by any local representative does not mean or imply that the activity is sold by the local representative or ourselves or that any such advice or assistance is given on our behalf.



Ask your **Cosmos Holidays Representative** about feeding giraffes by hand at **Busch Gardens' Serengeti Safari**, or seeing rescued manatees at **SeaWorld's Behind the Scenes Tours**.

How about our **All Day Dining Deal** at **SeaWorld** and **Busch Gardens**? Or, the all-you-care-to-eat restaurant at **Aquatica**, **Banana Beach Buffet**?

Why not get closer than ever to our magnificent Orcas, at the **Dine with Shamu** experience?

Your Cosmos Holidays Representative can set all this up for you, and more!

We're with you all the way....

We want your feedback so we can keep delivering great holidays just for you. Tell us what you think.

www.surveymonkey.com/s/yourholidayfeedback

The Cosmos Holidays range of brochures



Pick up a brochure from your local travel agent, download a copy from www.cosmos.co.uk or use the Cosmos Holidays ipad app.

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Cosmos holds an Air Travel Organiser's Licence (ATOL) which is granted by the Civil Aviation Authority.

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