



WHALJETS Holidays FAQs

SUBJECT TO CHANGE AND ALTERATION WITHOUT NOTICE

General Questions

What do WHALJETS Holidays offer?

WHALJETS offer a wide range of travel services including flights, hotels, car rentals, transport, currency exchange and travel insurance, sourced from trusted global partners.

Do you operate the tours or provide the services directly?

Not exactly, we act as an intermediary between customers and third-party travel service providers. All bookings are subject to the terms and conditions of the respective provider and WHALJETS Terms and Conditions. However, we do offer a Guided Tour service where a WHALJETS Tour Specialist will introduce you to a world of culture, hot spots and landmarks at your chosen destination for a given price.

How can I contact customer support?

You can reach us via info@whaljets.co.uk, 07415 467626, or through our contact form.

Booking and Payment

How do I make a booking?

Simply find your preferred travel destination and services on our website, select your options, and follow the contact process to request your booking. A WHALJETS team member will get back to you as soon as possible (this is normally within 1-2 hours during business opening hours). Urgent bookings will incur an additional out of hours fee.

What payment methods do you accept?

We accept major credit cards (Visa, MasterCard) & Bank Transfer.

Is my payment secure?

Yes. All payments are secure. We use a banking system that has multiple layers of security.

Changes and Cancellations

Can I cancel or change my booking?

You may be able to modify your booking up to 14 days prior to your departure date; however, changes may incur additional fees. WHALJETS has a cancellation policy where a cancellation fee is deducted from your deposit, and the remaining balance is refunded to you. You may cancel your booking up to 14 days before your departure date. Any cancellation made within 14 days of your departure date will not be refunded.

Are there any cancellation fees?

WHALJETS maintains a clear and strict cancellation fee policy to ensure fairness and transparency:

- More than 30 days before departure: A fixed cancellation fee of £50 will be applied.
- 15–30 days before departure: A fixed cancellation fee of £100 will be applied.
- 14 days or less before departure: No refunds will be issued for cancellations made within this period.

All cancellation requests must be submitted in writing. Refunds, where applicable, will be processed within 7 to 10 business days.

Travel Requirements

Do I need a visa to travel?

Visa requirements depend on your nationality and destination. We recommend checking with the official consulate or embassy for up-to-date information. We are more than happy to assist you with this if you are struggling to find information.

Will I receive travel documents?

Yes. As your departure date approaches, you'll receive an email and e-tickets depending on the service. We can post tickets and relevant information in a WHALJETS Itinerary Pack for a price of £5. Find out more information regarding this pack on our website.

Before You Travel

Can I request special accommodations (e.g., meals, disability access)?

Absolutely! Please indicate your needs during booking or contact us immediately after booking so we can fully facilitate your needs.

What should I do if there's a problem while traveling?

Contact WHALJETS immediately. From here, we can coordinate with our carefully selected partners and try our best to solve the point that you have raised.

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