

I: Interviewer, H: Helga

I: Helga, what would you say were the advantages of a _____ 1. holiday?

H: Well, I think the most obvious advantage is the 2. _____ in cost. Package holidays are 3. _____ than the same holiday bought independently. We're tour 4. _____, and so we're buying in bulk. And we buy in 5. _____ - sometimes as much as two years in advance - and this means that we get good prices for airline seats, for hotel rooms, for accommodation in general, and for other services. The independent traveller simply cannot get prices as good as ours. So yes, I'd say the low cost is the most 6. _____ advantage,

I: Are there any other advantages?

H: Well, yes, there are. Another important advantage of the package holiday is that you know how much the holiday will cost 7. _____ you've left home. The accommodation, transport, transfers, a lot of excursions - all this is 8. _____ in the price. In fact, we call it an all-inclusive price - the only other money you will spend is buying souvenirs, drinks, or small things like that. With a family, where the money they have might be limited, you know how much the holiday's going to cost you 9. _____ you leave home.

I: Can you give me one more 10. _____ for taking a package holiday?

H: Well, another thing is the fact that it's been organized by professionals. So, as tour operators we've been to the 11 _____. We've confirmed that the hotel meets our standards and we've checked with local guides.

I: So, this means that you won't have any problems - you can 12. _____, and...

H: Yes, you're on _____ 13. with nothing to worry about. And if you do have a problem, there's a rep, a representative of our company, on Site. So, if you have any problems, there's somebody who speaks your 14. _____ that you can go to and this person will find a solution to your problem. And **this also produces peace of mind**