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Updated: 21 Dec 2022

Hays Travel


See how it fares for beach/resort holidays, city breaks, walking holidays, family holidays, cultural tours, escorted tours and self guided tours




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In this article

↓ [Who is Hays Travel? \(#who-is-hays-travel\)](#)

↓ [Which? verdict \(#which-verdict\)](#)

- ↓ [Hays Travel refund, cancellation and surcharge policy \(#hays-travel-refund-cancellation-and-surcharge-policy\)](#)
 - ↓ [Hays Travel customer ratings \(#hays-travel-customer-ratings\)](#)
 - ↓ [What's Hays Travel like? \(#whats-hays-travel-like\)](#)
 - ↓ [Should I book with Hays Travel? \(#should-i-book-with-hays-travel\)](#)
-

Who is Hays Travel?

[Hays Travel](https://www.haystravel.co.uk/) [↗](#) (<https://www.haystravel.co.uk/>) is the UK's largest independent travel agent – it grew its portfolio dramatically when it bought out all the Thomas Cook stores when the travel company went into liquidation in 2019. Offering fly and flop holidays, city breaks and far-flung tours, the company prides itself on customer service and value. To book a trip, you have to call or pop into a store, you can't book online. Hays Travel has 450 physical branches dotted across the UK.

Which? verdict

Hays Travel is a Which? Recommended Provider for beach/resort holidays and family holidays, and its short-haul holidays are some of the cheapest around. A real bargain.

Hays Travel refund, cancellation and surcharge policy

Hays Travel is a Which? Recommended Provider (WRP) which means that as well as being one of the most highly rated holiday firms in our survey it has also guaranteed to offer a full refund, or free changes, if government restrictions mean you can't travel.

It has also promised that in 2023 it won't apply any additional surcharges to holidays that have already been booked.

Hays Travel customer ratings

Holiday	Which? Recommended Provider?	Customer score
<u>Beach/resort holiday</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-and-worst-package-holiday-providers-agVuo5r7eV33)	Yes	80%
<u>Escorted tour</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-and-worst-escorted-tour-providers-arblW8x9Pbkb)	No	81%
<u>Self-guided tour</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-and-worst-self-guided-tour-providers-a6b5i1o6g4Fd)	No	80%
<u>City break</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-and-worst-city-break-providers-aJEYp4g2cKJC)	No	79%
<u>Family holiday</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-family-holiday-providers-a8Fni5l67wXv)	Yes	78%
<u>Cultural tour</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-and-worst-solo-holiday-providers-aZmb67g8aaBS)	No	77%
<u>Walking holiday</u> (https://www.which.co.uk/reviews/travel-agents/article/travel-agents/best-and-worst-walking-holiday-providers-aoAbn1A0iQaF)	No	82%

Using the table: Customer score: Based on a combination of overall satisfaction and how likely people are to recommend the company

What's Hays Travel like?

It's not easy to provide great customer service for holidays costing under £100pp a day (short haul) but Hays Travel does.

It might help that it still has 450 physical branches around the UK. Customers were genuinely surprised at the time and effort advisors took in finding the ideal holiday for clients. This was reflected in the customer feedback: 'the excellent member of staff genuinely wanted to find the best holiday to meet both my needs and my daughter's needs' one happy holidaymaker said. Another group found that Hays Travel went 'above and beyond', printing travel documents when their own printer failed.

In the beach/resort holiday category, it gets five stars for its customer service, transport, organisation and description matching reality. And with an average price per day of £98pp, Hays Travel is the cheapest Which? Recommended Provider for both beach/resort holidays and family holidays.

Hays Travel also received solid scores for its escorted tours, self guided tours, cultural tours, city breaks and walking holidays, though other companies out performed it in these categories.

Holidays with its 'Peace of Mind Guarantee' can be amended for free, for any reason, up to 14 days before departure.

Should I book with Hays Travel?

Yes. Hays Travel's excellent customer service and organisation has earned it Which? Recommended Provider Status for its beach/resort and family holidays.

Book a beach break with Hays Travel and you'll no doubt bag a bargain. And our survey results suggest you'll have a brilliant getaway too.

Travel agent reviews

1. [Audley Travel](/reviews/travel-agents/article/travel-agent-reviews/audley-travel-aHRaW3H1ZwPk) (/reviews/travel-agents/article/travel-agent-reviews/audley-travel-aHRaW3H1ZwPk)
2. [Barrhead Travel](/reviews/travel-agents/article/travel-agent-reviews/barrhead-travel-aEHV4k40YLe) (/reviews/travel-agents/article/travel-agent-reviews/barrhead-travel-aEHV4k40YLe)
3. [British Airways Holidays](/reviews/travel-agents/article/travel-agent-reviews/british-airways-holidays-aHR6V5Y6Az7P) (/reviews/travel-agents/article/travel-agent-reviews/british-airways-holidays-aHR6V5Y6Az7P)
4. [Club Med](/reviews/travel-agents/article/travel-agent-reviews/club-med-aFive0B2ZnJB) (/reviews/travel-agents/article/travel-agent-reviews/club-med-aFive0B2ZnJB)
5. [easyJet holidays](/reviews/travel-agents/article/travel-agent-reviews/easyjet-holidays-aVl935u7VHyF) (/reviews/travel-agents/article/travel-agent-reviews/easyjet-holidays-aVl935u7VHyF)
6. [eDreams](/reviews/travel-agents/article/travel-agent-reviews/edreams-adjVT4d1fWom) (/reviews/travel-agents/article/travel-agent-reviews/edreams-adjVT4d1fWom)
7. [Exodus](/reviews/travel-agents/article/travel-agent-reviews/exodus-arhGu7q7Bbu7) (/reviews/travel-agents/article/travel-agent-reviews/exodus-arhGu7q7Bbu7)
8. [Expedia](/reviews/travel-agents/article/travel-agent-reviews/expedia-awi4a7n55FLg) (/reviews/travel-agents/article/travel-agent-reviews/expedia-awi4a7n55FLg)
9. [Explore](/reviews/travel-agents/article/travel-agent-reviews/explore-aUkcW6i4VEAN) (/reviews/travel-agents/article/travel-agent-reviews/explore-aUkcW6i4VEAN)
10. [First Choice](/reviews/travel-agents/article/travel-agent-reviews/first-choice-aLM1C7p2kvs9) (/reviews/travel-agents/article/travel-agent-reviews/first-choice-aLM1C7p2kvs9)
11. [Hays Travel](/reviews/travel-agents/article/travel-agent-reviews/hays-travel-anaV26T6mvy4) (/reviews/travel-agents/article/travel-agent-reviews/hays-travel-anaV26T6mvy4)
12. [HF Holidays](/reviews/travel-agents/article/travel-agent-reviews/hf-holidays-ap7yf4s6aKhl) (/reviews/travel-agents/article/travel-agent-reviews/hf-holidays-ap7yf4s6aKhl)
13. [Inghams](/reviews/travel-agents/article/travel-agent-reviews/ingham-aohNk3R5wF9V) (/reviews/travel-agents/article/travel-agent-reviews/ingham-aohNk3R5wF9V)
14. [Inntavel](/reviews/travel-agents/article/travel-agent-reviews/inntavel-aT3hI8T9KOnD) (/reviews/travel-agents/article/travel-agent-reviews/inntavel-aT3hI8T9KOnD)
15. [Jet2Holidays review](/reviews/travel-agents/article/travel-agent-reviews/jet2holidays-review-anQCJ1X9nxOE) (/reviews/travel-agents/article/travel-agent-reviews/jet2holidays-review-anQCJ1X9nxOE)
16. [Kuoni](/reviews/travel-agents/article/travel-agent-reviews/kuoni-aXflr2Y7MJ0i) (/reviews/travel-agents/article/travel-agent-reviews/kuoni-aXflr2Y7MJ0i)
17. [Lastminute.com](/reviews/travel-agents/article/travel-agent-reviews/lastminute.com-awAPq0s8bvkC) (/reviews/travel-agents/article/travel-agent-reviews/lastminute.com-awAPq0s8bvkC)
18. [Love Holidays](/reviews/travel-agents/article/travel-agent-reviews/love-holidays-a4T5n9x9aI6x) (/reviews/travel-agents/article/travel-agent-reviews/love-holidays-a4T5n9x9aI6x)
19. [On The Beach](/reviews/travel-agents/article/travel-agent-reviews/on-the-beach-aqvny9r03syT) (/reviews/travel-agents/article/travel-agent-reviews/on-the-beach-aqvny9r03syT)
20. [Ramblers Walking Holidays](/reviews/travel-agents/article/travel-agent-reviews/ramblers-walking-holiday-aTaU93A3D7ts) (/reviews/travel-agents/article/travel-agent-reviews/ramblers-walking-holiday-aTaU93A3D7ts)
21. [Riviera Travel](/reviews/travel-agents/article/travel-agent-reviews/riviera-travel-aKc5D9S5IWCi) (/reviews/travel-agents/article/travel-agent-reviews/riviera-travel-aKc5D9S5IWCi)
22. [Saga](/reviews/travel-agents/article/travel-agent-reviews/saga-aHfdN3g0r6l0) (/reviews/travel-agents/article/travel-agent-reviews/saga-aHfdN3g0r6l0)
23. [Secret Escapes](/reviews/travel-agents/article/travel-agent-reviews/secret-escapes-a2ID33C4JtOJ) (/reviews/travel-agents/article/travel-agent-reviews/secret-escapes-a2ID33C4JtOJ)
24. [Sunvil](/reviews/travel-agents/article/travel-agent-reviews/sunvil-abcPg1o5aLC7) (/reviews/travel-agents/article/travel-agent-reviews/sunvil-abcPg1o5aLC7)
25. [Trailfinders](/reviews/travel-agents/article/travel-agent-reviews/trailfinders-az2mg8s130jd) (/reviews/travel-agents/article/travel-agent-reviews/trailfinders-az2mg8s130jd)
26. [Travel Republic](/reviews/travel-agents/article/travel-agent-reviews/travel-republic-ajb2x7r4Vwt7) (/reviews/travel-agents/article/travel-agent-reviews/travel-republic-ajb2x7r4Vwt7)
27. [Tui](/reviews/travel-agents/article/travel-agent-reviews/tui-aVXz07B6hEqq) (/reviews/travel-agents/article/travel-agent-reviews/tui-aVXz07B6hEqq)
28. [Virgin Holidays](/reviews/travel-agents/article/travel-agent-reviews/virgin-holidays-aHi2U2G6lj9i) (/reviews/travel-agents/article/travel-agent-reviews/virgin-holidays-aHi2U2G6lj9i)



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