

Peter Medhurst Tours presents

# The Music & Art in Secret Venice

with Peter Medhurst & Thomas Abbott

8 days from £1,799 Departing 1st February 2014



The Rialto Bridge, Canaletto

For further details contact:

**Tailored Travel**

Tel: 020 7064 4970

Email: [info@tailored-travel.co.uk](mailto:info@tailored-travel.co.uk)

Further Information relating to the tour can be found on the below weblink  
<http://petermedhurst.com/tours/venice-1-8-february-2014/>



Best Small Tour Operator for Groups



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travel**  
Inspiring Group Tours

Peter Medhurst is well-known in the world of the arts as a singer, pianist, scholar and lecturer, who in addition to his appearances on the concert platform and in the lecture hall, sets aside time to devise and lead tours abroad for small groups of art and music connoisseurs. His particular interests are centred on the music, art and history of Vienna, Salzburg (with its strong Mozart link), Berlin, Halle (Handel's birthplace), Dresden, Venice, and Delft (with its Vermeer and 17th century Dutch School connections). He did his training at the Royal College of Music, and at the Mozarteum in Salzburg.

Tom Abbott graduated in Psychology and Art History at Carleton College, Minnesota, and studied at the Louvre School of Art History in Paris. 1987 he moved to Berlin leading tours in Germany, specialising, of course, in the German capital. While in Berlin, Tom commenced and completed his graduate studies in the history of art and architecture, specialising in the art of the Italian and German Baroque.

## FEATURES

- All excursions, entrance fees & guided tours included
- Centrally located hotel
- Welcome & farewell dinners included
- Introductory talks by Peter Medhurst on days 1-8
- Included light lunches on Days 3 & 7
- Tom Abbott - professional tour manager and art historian
- Direct scheduled British Airways flights from Gatwick to Venice
- Return boat transfers in Venice between the airport & hotel
- Included 7 day Vaporetta ticket

## WHAT WE WILL SEE

- Ca' d'Oro
- Ospedale San Lazzero dei Mendicanti
- Basilica of San Giovanni e Paolo
- Querini Stampalia Museum – guided tour
- Boat trip to the Islands of the Venetian Lagoon
- Vivaldi Museum
- Ospedale della Pietà
- San Giovanni Battista in Bragora
- Ca' Rezzonico Museum
- St Mark's Square & the Basilica
- Palazzo Ducale
- Guided tour of the La Fenice Opera Theatre
- Music Museum at Chiesa di San Maurizio
- Accademia Gallery – guided tour
- Vicenza - Teatro Olimpico, Santa Corona Church & Palazzo Thiene

## OPTIONAL

- There may be the option of attending a Classical Concert in Venice. Tailored Travel will notify you of this once the Classical Concert schedules have been released for the 2014 season.

## YOUR ACCOMMODATION

We stay seven nights at the centrally located 3\* Hotel Ala in Venice ([www.hotelala.it](http://www.hotelala.it)). Located only a short stroll from St Mark's Square, the hotel has a bar, and all rooms are en suite and feature television, telephone, hairdryer and a minibar. Dinner is included at carefully selected restaurants close to our hotel on the first and last evenings, and the remaining five nights are on bed and breakfast basis.

## EXTRAS TO YOUR TOUR

- Insurance £36
- Single room supplement £199
- Gratuities
- Optional Classical Concert performance
- Local accommodation tax to be paid directly to the hotel (approximately €4 per person per night)

Flight details may be subject to change. Price based on twin share. Minimum numbers required. Normal booking conditions apply.



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## WHAT WE WILL SEE

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La Riva degli Schiavoni, Canaletto



Gondolas on Landing Stage, Venice by Mikhail Zahrnichny



Teatro Olimpico, Vicenza

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### Day 1 The Ca' d'Oro and Venetian aesthetics

We meet at Gatwick Airport for our direct scheduled British Airways flight to Venice. On arrival we are met by Tom Abbott, our tour manager, and transfer by water taxi to the centrally located 3\* Hotel Ala in Venice, where we stay seven nights. This afternoon we visit the Ca' d'Oro – the House of Gold, one of the most beautiful Gothic palaces on the Grand Canal and home to an excellent art collection including works by Titian and Francesco Guardi. It is here, surrounded by the superb art and sculpture collection, that Peter and Tom will introduce and reveal the key aesthetics of Venetian music and art, and so lay the foundation for the week's parallel themes. A welcome dinner is served at a restaurant close to our hotel this evening.

### Day 2 Ospedale San Lazzero dei Mendicanti and the Querini Stampalia Museum

After breakfast we have an introductory talk entitled 'Introduction to the world of Venice and its music' by Peter. We first visit the Ospedale San Lazzero dei Mendicanti, one of several churches in Venice that provided musical education for impoverished young girls. Here (subject to authorisation) we enjoy an organ recital by Peter. We continue to the Basilica of San Giovanni e Paolo, the city's greatest Gothic church. Built by the Dominicans in the 14th century, and known locally as the 'Pantheon of Venice', it houses monuments to 25 doges. This afternoon we visit the Querini Stampalia Museum, home to one of the richest art collections in Venice. With over 400 paintings by Venetian, Italian and Flemish artists, our guided tour introduces us to works by artists such as Pietro Longhi, Gabriel Bella, Lorenzo di Credi and Luca Giordano.

### Day 3 Boat trip to the Islands, including San Michele, Murano and Burano

After breakfast we have an introductory talk entitled 'Island of San Michele and its musical connections'. Today we enjoy a full day private boat trip to the neighbouring islands just off Venice. We visit Murano, the island famous for its glass making. Then on to Burano, the most colourful of the islands with brightly coloured houses, lining the waterways. We will visit the square where the composer Baldesaro Galuppi was born and where his commemorative statue can be seen. Galuppi was born in 1706 and after a period spent in and around his native Venice began to travel, and eventually, in 1741, settled in London for 18 months. It was at the King's Theatre in the Haymarket that Galuppi directed 11 operas, of which three were his own works: Penelope, Scipion in Cartagen and Sirbace. Galuppi was also an admired keyboard player and composer, and his sonatas met with great success in London. The musicologist Charles Burney remarked "Galuppi had had more influence on English music than any other Italian composer". This statue, erected in his memory, shows the composer holding a score of his Dixit Dominus. A light lunch is included at Murano. We continue to Torcello, a complete contrast; barely inhabited, the central piazza and its ancient buildings are a haunting reminder of a bygone era. We also visit Isola di San Michele, Venice's cemetery where we see the graves of Diaghilev, Stravinsky Luigi Nono and Ezra pound.

### Day 4 The Vivaldi Museum and the Ca' Rezzonico museum

The introductory talk is entitled 'The musical world of Antonio Vivaldi'. This morning we visit the Vivaldi Museum, focusing on the music and life of the composer Vivaldi. We visit the Ospedale della Pietà, a convent and music school for orphaned girls, where Vivaldi was a director of music in the early 18th century. It is here that Peter will give another organ recital, choosing music by the composers who worked at this foundation in the 18th century. We continue to the San Giovanni Battista in Bragora for another organ recital. The church is essentially Gothic and the interior contains works of art that demonstrate the transition from Gothic to early Renaissance. We visit the Ca' Rezzonico this afternoon, a museum dedicated to 18th century Venice. One of the highlights to be seen here is the splendid pastel portrait by Rosalba Carriera of the

singer Faustina Bordoni – a native of Venice and one of the great sopranos of the late Baroque period. Bordoni sang for Handel in his operas in London during the 1720s, and only blotted her copybook once when she famously had a fight on the stage of the King's Theatre in the Haymarket with the rival soprano Cuzzoni. The scrap occurred in 1727 during a performance of Bononcini's opera Astianatte. The whole story is told in a contemporary pamphlet, and still makes entertaining reading: A full and true ACCOUNT of a most horrid and bloody BATTLE between Madam FAUSTINA and Madam CUZZONI.

### Day 5 St Mark's Basilica and the Palazzo Ducale

Our after breakfast talk introduces us to Monteverdi and his connections with St Mark's. This morning we explore St Mark's Square, described by Napoleon as 'the finest drawing room in Europe'. Here we visit the Basilica of St Marks which was built in the 10th century to house the body of St Mark the Evangelist. From the 16th to the 17th century St Mark's was the nerve centre of music making in Venice and managed to attract a long line of distinguished music directors which included Adrian Willaert, Andrea and Giovanni Gabrieli, as well as Giovanni Croce and Antonio Lotti. However, St Mark's really raised its game when Claudio Monteverdi took up the post in 1613, ushering in an entirely new era in its musical history. Monteverdi re-organised the liturgical music at St. Mark's and composed a large amount of church music during the three decades of his time at the Basilica. Important published collections include Selva morale e spirituale (1640) and Messa a quattro e salmi (published posthumously in 1651). This afternoon we visit Palazzo Ducale, founded in the 9th century and the official residence of each Venetian ruler.

### Day 6 A tour of La Fenice Theatre, Music Museum and the Accademia

After our introductory talk, we take an included guided tour of the historical La Fenice Opera Theatre, dating back to 1789. We then visit the Music Museum at the Neo-Classical Chiesa di San Maurizio. Rebuilt twice during its history, the standing structure dates back to the early 19th century, and is a fine example of Neo-Classical architecture. We then visit the Accademia Gallery for a guided tour of the wonderful collection of Venetian art from the 14th to 18th century including works by Titian, Carpaccio, Tintoretto and Veronese. It is here that Tom and Peter introduce 10 of their favourite paintings in the collection, including Gentile Bellini's Procession in St. Mark's Square, Giovanni Bellini's Madonna and Child Enthroned between Saints Francis, John the Baptist, Job, Dominic, Sebastian, Louis and Angels, Veronese's The Marriage of St Anne and Hayez's Rinaldo and Armida.

### Day 7 A day in Vicenza to include the Olimpico Theatre and Palazzo Thiene

We travel by coach to Vicenza where we have an included coffee break on arrival. We then visit the Teatro Olimpico, Europe's oldest surviving indoor theatre designed by Palladio in 1579, and the Basilica Palladiana. After an included light lunch we visit the Santa Corona, a Gothic church built in 1261 to house a thorn donated by Louis IX of France and said to be from Christ's Crown of Thorns. Here we enjoy the last of the organ recitals given by Peter. This afternoon we visit Palazzo Thiene, designed for Marcantonio and Adriano Thiene by Giulio Romano in 1542 and revised during construction by Andrea Palladio. A farewell dinner is served at a restaurant close to our hotel this evening.

### Day 8 Leisure time in Venice and return to London

After a final summing up lecture by Peter Medhurst, there will be a chance for some time at leisure in Venice, we transfer by boat to Venice Airport for our direct scheduled British Airways flight back to Gatwick.

**NB:- Please note we reserve the right to alter the above itinerary if required for operational reasons. Please also note that this itinerary involves a fair amount of walking.**

# Booking Form

Peter Medhurst Tours presents  
**The Music & Art in Secret Venice with Peter Medhurst & Thomas Abbott**  
 Departing 1st February 2014



Exactly as shown on your Passport		Required by Authorities in some countries						Twin/ Double/ Single Room	I wish to share (Yes/No)	Require Insurance (Yes/No)
Title	Forenames	Surname	Date of Birth	Passport Number	Nationality	Issue Date	Expiry Date	Place of Issue/Authority		
			DD/MM/YY			DD/MM/YY	DD/MM/YY			
			DD/MM/YY			DD/MM/YY	DD/MM/YY			
			DD/MM/YY			DD/MM/YY	DD/MM/YY			
			DD/MM/YY			DD/MM/YY	DD/MM/YY			

## Address of First Named Person

Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Postcode \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Email \_\_\_\_\_

## Next of Kin Details

Name \_\_\_\_\_  
 Relationship (eg son or daughter) \_\_\_\_\_  
 Telephone Number \_\_\_\_\_

## Alternative Insurance Details

Insurance Company \_\_\_\_\_  
 Policy Number \_\_\_\_\_  
 Telephone Number \_\_\_\_\_

## Payment Details

I enclose Non Refundable Deposit @ £150.00 per person = (payable immediately)	£
I enclose Full Amount @ £1,799.00 per person = (Payable by 7th December 2013)	£
I enclose Single Room Supplement @ £199.00 per person = (Payable by 7th December 2013)	£
I enclose Insurance @ £36.00 per person = (Upper Age Limit 85 Years Old) (payable immediately)	£
<b>I enclose All cheques made payable to Tailored Travel and returned with completed booking form to Tailored Travel</b>	<b>£</b>





## Client Declaration

I warrant that I am authorised to make this booking and that I have read, understand and accept for myself and all others named above, the Booking Conditions, and other information set out in any brochure/leaflet relevant to my holiday. I am 18 years old or over (if under 18 years of age, this Booking Form may be signed by your Parent/Guardian)

Signed:..... Date:...../...../.....

## For Credit or Debit Card Payments

I wish to pay by (Please Tick)      Credit Card       Debit Card

Expiry Date      Security No      Last 3 digits on Back Strip

No Fee for Debit Cards (Maestro/Delta/Connect).  
 There is a Credit/Charge card fee of 2% per transaction.

Name of Card Holder \_\_\_\_\_

I authorise you to deduct the deposit for this holiday now and any outstanding balance eight weeks before departure

Signature of Card Holder \_\_\_\_\_



**FINANCIAL SECURITY**  
 All flight holidays are protected under ATOL 5605 issued by the Civil Aviation Authority. Come what may your holiday and your money are perfectly safe when you book with Tailored Travel

## Tailored Travel Ltd

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# BOOKING CONDITIONS

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Inspiring Group Tours

**It is important that you read the following conditions together with additional general information contained within this brochure. In these Booking Conditions, “we”, “us” and “our” are Tailored Travel Limited.**

## 1. HOLIDAY PAYMENT

When you book you must pay the appropriate deposit per person (this amount is shown on the booking form) together with all applicable insurance premiums – see clause 16. The balance of the price of the holiday is due for payment 8 weeks (unless otherwise stated) before departure date. If the balance is not paid in time we reserve the right to treat your booking as cancelled by you and apply the cancellation charges set out in clause 3 below. For bookings made within 8 weeks of departure the full amount is due at the time of booking. If you book a holiday which does not include flights through one of our authorised travel agents all monies you pay to him for that holiday will be held on your behalf until a contract between us comes into existence. After that point all such monies will be held on our behalf. If you book an air holiday with us through one of our authorised travel agents, any monies you pay to your travel agent for that holiday will be held on our behalf until they are paid to us or refunded to you.

## 2. CONFIRMATION OF BOOKING

These booking conditions together with our general information section form the basis of your contract with us. Your contract comes into existence when we despatch our confirmation invoice and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within 10 days of receiving your booking form and deposit or full payment as applicable. You must check your confirmation invoice, tickets and all other documents you receive from us carefully as soon as you receive them. Please contact us immediately if any information on any document appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 5 days of our sending it out.

## 3. HOLIDAY CANCELLATION BY YOU

If you have to cancel your holiday you must do so in writing. The cancellation charges you incur depend on when we receive this written notification and are as follows:

Receipt of notice	Cancellation Fee (Per Person)
More than 56 days before departure	Loss of deposit
Between 29 and 56 days before departure	50% or full deposit if greater
Between 8 and 28 days before departure	75% or full deposit if greater
7 days before departure or less	100%

In the event of a cancellation of a booking secured by a low deposit, we reserve the right to levy the full deposit amount.

Percentages refer to the total holiday price excluding any amendment charges and insurance premiums which are non-refundable.

If a room or cabin is booked for multiple occupancy, but, due to cancellation by one or more of the occupants before departure, it becomes occupied by a single passenger then a charge equivalent to any sole occupancy fee charged by our suppliers will be added to the above cancellation charges.

## 4. HOLIDAY ALTERATION BY YOU

Should you wish to make any changes to your holiday, please advise us as soon as possible in writing. We will endeavour to meet requests if we can. A change of holiday where you wish to travel earlier or later than originally booked, will be treated as a cancellation of the original booking and charges will be levied according to clause 3. NB Insurance premiums are not transferable from one person to another.

## 5. ALTERATIONS AND CANCELLATIONS BY US

Occasionally, we have to make changes to and correct errors in the brochure or booklets supplied and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. Most changes are minor. Occasionally, we have to make a significant change to your holiday. When we refer to a “significant change” in these Booking Conditions, we mean a change of outward departure time of more than 12 hours, a change of departure point to one which is significantly more inconvenient for you, a change of country of destination, a change of accommodation to that of a lower category for the whole or the majority of your holiday. If we have to make a significant change or cancel, we will tell you as soon as possible. Subject to clauses 6 and 12 below, if there is time to do so before departure you will then be given the choice of accepting the changed arrangements or taking a suitable alternative holiday with us if available or receiving a full refund of all monies paid to us. Should the alternative holiday be more expensive than the original one, there will be no further cost to yourself. Should the alternative holiday be less expensive than the original one, we will refund the difference.

Please note, our liability for significant changes and cancellations is limited to offering you the above mentioned choices. Where our liability is limited, we regret we cannot pay any expenses, costs or losses you may incur as a result of any change or cancellation. No compensation is payable for minor changes or where we cancel or make a significant change before the date the balance of your holiday cost falls due. Minor changes do not entitle you to cancel or change to another holiday without paying our normal charges.

## 6. FORCE MAJEURE

We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by any event or circumstances beyond our control. Such events may include (but are not limited to) war or threat of war, riot, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute, government action, fire and similar events or circumstances outside our control.

## 7. PRICING POLICY

In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if transport costs (including the cost of fuel) increase or our costs otherwise increase as a result of currency exchange rate fluctuation or any new or increased

tax, levy or other sum imposed by any government or regulatory authority/body, (e.g. CAA, ATOL etc.). In the unlikely event that your holiday is surcharged you will be notified in writing not less than 30 days before departure. In any event we will absorb increases up to a total amount equivalent to 2% of the total holiday price which excludes insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means, in extreme circumstances paying more than 10% of the holiday price, excluding insurance premiums and any amendment charges you will be entitled to cancel your holiday with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. In return for these promises and the applicable risks to us no refunds will be made for decreases in costs. Prior to confirmation, we reserve the right at any time to increase or decrease an advertised holiday price without limitation, in which case, the revised prices will be advised at the time of booking. Revised holiday prices remain subject to surcharges as outlined above. We reserve the right to correct errors in both advertised and confirmed prices at any time. We will do so as soon as we become aware of the error.

## 8. PERSONAL LUGGAGE

On holidays including coach travel you are allowed ONE medium sized suitcase per person to go in the luggage lockers. DO NOT bring oversized or extra cases as they may have to be left behind as space may be limited. In addition, if you have a small piece of hand luggage, this may have to be stowed under your seat as the overhead racks are very narrow. For holidays with an air content, if baggage exceeds the free allowance, an excess will be charged by the airline. Any excess will only be carried subject to space availability on the aircraft. Whilst every effort will be made by our contractors to ensure your luggage is kept safe throughout the duration of your holiday, customers are respectfully reminded that the ultimate responsibility for all personal luggage remains that of the individual customer.

## 9. LOSS OF PERSONAL PROPERTY

For those who have taken out the holiday insurance we offer, the holiday insurance company insists that you report any loss or theft to the local police within 24 hours. Keep a note of where you reported the loss or theft and obtain a written report from the local police, this will assist when your insurance company asks for evidence of loss or theft. On your return home contact the holiday insurance company for a claims form (See also clause 18). If you have not taken out the insurance we offer, please check your policy.

## 10. SPECIAL REQUESTS

Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other document is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. We regret we cannot accept any conditional bookings (i.e. any booking which is specified to be conditional on the fulfilment of a particular request). All such bookings will be treated as “standard” bookings subject to the above provisions on special requests.

## 11. OUR BROCHURE DESCRIPTIONS

All descriptions of holidays are advertised by us in good faith and we take care over accuracy. As our brochures are produced many months in advance of your departure, there may be times when an advertised facility, excursion or entertainment is not available during your particular holiday. Travel arrangements are planned very carefully to give you the maximum value while operating under normal circumstances. It may be necessary, sometimes at short notice, to make changes to an itinerary. Such reasons as weather, traffic and road conditions can create changes to an itinerary. Regrettably coaches, trains, ships and aircraft do occasionally break down or certain facilities on board a coach, train, ship or aircraft may become faulty. Every effort will be made to repair breakdowns or faults as quickly as possible. In some instances it may be necessary to replace the vehicle or aircraft which cannot be repaired. We cannot accept any responsibility for delays caused by any form of breakdown. During your stay in a hotel you may have problems with certain aspects of maintenance, generally caused by wear and tear to such items as a shower unit, lock etc. Please be understanding of such matters and report them to the hotel reception in a firm but polite manner. Hot water supplies can be occasionally limited in hotels and we cannot exercise any control over this. You may find that bed linen is not as large as you have at home, and towels which may not always be supplied, can be rather small. Regrettably, the general standards of hygiene, fire precautions etc. vary from country to country and can in some instances be lower than you are used to in the U.K. The monitoring and enforcement of such matters is governed by the authorities of the country and overseas supplier of the services concerned. Please note, the services which make up your holiday comply with the standards and requirements of the country in which those services are provided and not those of the U.K.

## 12. ARTISTS, CONCERTS, ENTERTAINMENTS AND RIDES

We cannot accept responsibility for the non-appearance of any artist or the cancellation / withdrawal / closure of any concert / event / entertainment / ride (e.g. at Oberammergau Passion Play) for whatever reason. Should any such situation arise the holiday arrangements will still proceed. We will not always be in a position to advise you in advance of any such cancellation etc. Such situations will not constitute a significant change to your holiday arrangements entitling you to cancel or change to another holiday without paying our normal charges and no compensation will be payable.

## 13. SUPPLIERS

Whenever you use the services provided by an independent supplier you will be subject to the conditions of that supplier. These conditions form part of the agreement between us and may limit or exclude the liability of the supplier and us to you, often in accordance with international conventions. Copies of these conditions and the International Conventions are available from our office on request and can be inspected at the office of the suppliers concerned. We regret we cannot exercise any control over industrial disputes, port disputes or any similar activity outside our control.

## 14. TRAVEL DELAY

Due to circumstances completely beyond our control, a delay may arise to your sea crossing/tunnel crossing/air/rail departure. In the event of any delay to your rail/air departure, responsibility for any meals etc. rests with the airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

## 15. HEALTH REGULATIONS

It is advisable to check with your Doctor or the Department of Health in good time before travelling whether vaccinations are required for any of our holidays. Information on your health abroad is available from your local main Post Office. For European holidays, you should also obtain a European Health Insurance Card (EHIC) prior to departure.

## 16. HOLIDAY INSURANCE

1. It is compulsory that you take holiday insurance at the time of booking. Should you decide on an alternative policy, you must give us the name, address, policy number and details of the emergency medical and repatriation telephone number relating to the alternative arrangements either at the time of booking or within 14 days of confirmation. If you do not take out any holiday insurance or provide the required details in time, we reserve the right to refuse your booking and/or treat your booking as cancelled by you and apply the cancellation charges as set out in clause 3. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check alternative policies. Please take your policy with you on holiday.

2. The travel insurance policy offered in the brochure will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet.

IMPORTANT – you may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision. We are an Appointed Representative of ITC Compliance Limited who are authorised and Regulated by the Financial Services Authority.

## 17. COMPLAINTS PROCEDURE

Should you have a complaint about any aspect of your holiday, you must notify the tour manager, coach driver or a representative of the company, together with the supplier of the services in question immediately so that the problem can be quickly resolved on the spot. If the matter cannot be put right on the spot, on your return from holiday, you must write to us within 28 days with full details. For all complaints and claims which do not involve personal injury, illness or death, we regret we cannot accept any liability if you fail to notify the complaint or claim entirely in accordance with this clause.

## 18. OUR LIABILITY (EVENTS CONNECTED WITH YOUR HOLIDAY PACKAGE)

1. We accept responsibility for ensuring that your holiday is supplied to you as described in the brochure and to a reasonable standard. We also accept responsibility for what our employees, agents, suppliers and subcontractors do or do not do (providing they were at the time carrying out work authorised by us) except where death, personal injury or illness results (dealt with separately below). This acceptance of responsibility is, however, subject to clauses 6 & 12 and the other terms of these Booking Conditions.

2. Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury or illness as a result of any failure to perform or improper performance of any part of our contract with you by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us) except in the following situations. We will not be liable where any failure to perform or improper performance of the whole or any part of our contract was due to:

- (a) the act(s) and/or omission(s) of the person(s) affected or
- (b) those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- (c) an event which either ourselves or the supplier of the service(s) in question could not have foreseen or avoided even with all due care.

3. We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss and/or damage to or of luggage or personal possessions is concerned or a lower limitation of liability applies to the claim, the maximum amount we will have to pay you for such non-personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total.

4. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £60 per person affected as you are assumed to have taken out travel insurance which is adequate or your requirements.

5. It is a condition of the acceptance of liability set out in clauses 18(1) and 18(2) of these Booking Conditions that you notify us of any claim you or any member(s) of your party has in accordance with the procedure set out in clause 17, “COMPLAINTS PROCEDURE”. Any person to whom any payment is made must also assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. You must also provide ourselves and our insurers with all assistance we may reasonably require.

6. Except where otherwise expressly stated in these booking conditions, where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on or off the transport concerned) provided by any carrier or any stay in a hotel, the maximum we will have to pay you in respect of that claim or part of a claim if we are found liable to you on any basis is the maximum which would be payable by the carrier or hotel keeper concerned under the applicable international conventions (e.g. Warsaw convention as amended for international travel by air and/or for carriers with an operating licence granted by an E.U. country, the E.U. Regulation on air carrier liability for any travel by air) in that situation.

7. Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description which (a) on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) did not result from any breach of contract or any other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally, we cannot accept liability for any business losses.

## 19. PASSENGERS WITH A DISABILITY

Please note, our holidays may not be suitable for people with certain disabilities or medical conditions. If you have a disability, coaches can be difficult to get on and off and some of our hotels do not offer ground/lower floor accommodation or lifts/easy access. Should any member of your party suffer from any disability or medical condition which may affect their or other people's holidays you must provide full written details at the time you book the holiday including any specific requirements that person has. Additionally at the time you book the holiday you must provide written confirmation that all assistance the person concerned requires will be provided by other party members as outside assistance will not be available. In view of the nature of our holidays, we regret we must reserve the right to decline any booking whenever we feel unable to accommodate the needs of any particular client or where, in our opinion, the medical condition or disability of the client concerned is likely to have a significant adverse effect on other clients taking the same holiday. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made. This does not affect your rights under the Disability Discrimination Act 1995 (as amended).

## 20. INDEMNITY

We expect all our clients to have consideration for their fellow passengers. In the event of any client behaving in such a way as is likely, in our reasonable opinion or the reasonable opinion of any person in authority, to cause offence, danger, damage or distress to others, we reserve the right to terminate that person's holiday arrangements. In this event, our responsibility for their holiday will thereupon immediately cease and we will not be liable for any costs or expenses incurred by them as a result. If your actions or those of any member of your party cause damage to the accommodation in which you are staying or to the vehicle, train, ship or aircraft in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully indemnify us against any claim (including legal costs of all concerned) made against us by or on behalf of the owners of such accommodation or the operator of such means of transportation or by any third party.

## 21. INFORMATION REFERRING TO OUR TOURS

We always endeavour to give precise, accurate information to telephone enquiries. However, we cannot accept liability for information given orally to customers unless it is confirmed by us in writing.

## 22. PASSPORTS, VISAS, ETC.

It is your responsibility to ensure that you and those for whom you are booking are in possession of valid passports and any appropriate visas. Be sure to check passport and visa requirements with the consulates of countries being travelled through well in advance. You are responsible for any charges, fines etc. that may be levied by authorities in the UK or overseas for non compliance with regulations in the area and any such amounts will be recharged to you. You will not be permitted to travel overseas without an appropriate passport and all applicable visas. UK passports should be valid for at least 3 months beyond your planned date of return to the UK.

## 23. FLIGHTS

We are not always in a position to confirm the airline, aircraft type and airport of departure or destination which will be used for your holiday at the time of booking. Where this information is provided at any time, a change will be treated as a “minor change” not entitling you to cancel or change to another holiday without paying our normal charges.

## 24. PERSONAL DETAILS

We may have to pass on certain details to a company or organisation (for example, the airline, hotel or credit card company) in order that your holiday or other service or product can be provided. When you make a booking or enter into a transaction this means you consent to our passing on such details. We may be required to provide information by law as permitted by the Data Protection Act or by a legal authority recognised by the European Union. We will use the information you provide to send you details about our products and services now and in the future. We may also pass your details to third parties working on our behalf. If you do not want us to do this you must write to the Data Controller, at our head office address. We will not sell or pass your details to any individual or company which is not a subsidiary or parent of ours without your prior consent except in the circumstances shown above. Under the Data Protection Act 1998 you are entitled to see a copy of all the data we hold relating to you personally. In line with the Act, we reserve the right to make a nominal charge for this service.

## 25. CONSISTENCY

In the event of any inconsistency between these Terms and Conditions and the additional general information in the brochure, these Terms and Conditions will apply in respect of the inconsistency.

## 26. CONSUMER PROTECTION

The air holidays and flights in the brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5605. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid for an advance booking. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). Your non ATOL financial protection is covered by a separate trust account administered by independent chartered accountants.