



PETER MEDHURST'S

# MUSICAL ODYSSEYS

TOURS EXPLORING MUSIC AND THE ARTS

MUNICH and SALZBURG : 18<sup>th</sup> to 24<sup>th</sup> March 2015



PETER MEDHURST with Thomas Abbott invite you to join them on their music and art odyssey



**7 days from £2,250 max group size 24 people**

**FEATURES:** Talks/Guided Tours, Concerts/Recitals, Entrance Fees, Transfers/Transport, Direct Flights, Four ★ Hotels, Daily Lunch or Dinner.

**OPERAS:** (not inclusive) GÖTTERDÄMMERUNG and DIE ENTFÜHRUNG AUS DEM SERAIL

**HIGHLIGHTS:** The Historic City of Munich • Alte Pinakothek & Neue Pinakothek

- Neuschwanstein Castle • Mozart Geburtshaus and Mozart Wohnhaus
- Deutsches Museum • Fortress Hohensalzburg



This holiday is operated by Tailored Travel and is ATOL protected by the Civil Aviation Authority. Tailored Travel's ATOL number is 5605

# MUNICH & SALZBURG



18<sup>th</sup> to 24<sup>th</sup> March 2015



**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 Odysseys both here and abroad for small groups of art and music connoisseurs. His Odysseys take you on a personal journey exploring the well known and not so well known. Peter's 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) and over the years Peter has worked with a number of companies including Travel Editions, Cox and Kings, Heritage Travel and Tailored Travel.

**THOMAS ABBOTT** graduated in Psychology and Art History at Carleton College, Minnesota, and studied at the Louvre School of Art History in Paris. In 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, focusing particularly on the art of the Italian and German Baroque.

Besides being the best of friends, Peter and Tom have collaborated on many tours in Europe. They hugely enjoy working together and their individual artistic disciplines – Peter's in music, Tom's in art – complement one another beautifully. They are also great fun to be with.

## FEATURES:

- Lectures and Presentations by Peter Medhurst & Thomas Abbott
- Recitals by Peter Medhurst
- Limited to 24 passengers
- All excursions (except optional operas) and entrance fees included
- Specially dedicated guided tours
- Welcome reception
- Dinner or light Lunch on each day
- Centrally located 4\* hotels
- Direct scheduled BA flights from London Heathrow to Munich

## HIGHLIGHTS TO INCLUDE:

The historic centre of Munich including the Rathaus, Frauenkirche, Michaelskirche, Isar Tor, New Synagogue, Asam Church, and the building in Burg Strasse where Mozart composed '*Idomeneo*'.

- Alte Pinakothek & Neue Pinakothek
- Nymphenburg Palace
- Herz-Jesu-Kirche
- Deutsches Museum
- Neuschwanstein Castle
- Wieskirche
- Munich Residenz
- Nannerl Mozart museum at St Gilgen
- Old city of Salzburg
- Mirabell Gardens
- Mozart Geburtshaus and Mozart Wohnhaus
- St Peter's Abbey
- Fortress Hohensalzburg

\*\* Please note we reserve the right to alter the above Highlights if required for operational reasons.

## OPERAS: Not inclusive

Tickets can be arranged for the Bavaria State Opera performances in Munich:

- *Götterdämmerung* by Wagner  
Friday 20th estimated  
cost & subject to availability £179
- *Die Entführung aus dem Serail* by Mozart  
Saturday 21st estimated  
cost & subject to availability £129

## ACCOMMODATION:

Munich - Four nights at the centrally located 4\* Holiday Inn Munich, City Centre  
Salzburg - Two nights at the 4\* Hotel Am Mirabellplatz in Salzburg's historic centre

## EXTRAS TO THE TOUR:

- Insurance £36
- Single room supplement £229
- Gratuities
- Opera performances
- Local accommodation tax

Flight details may be subject to change. Price based on twin share. Minimum numbers required. Tailored Travel's booking conditions apply.

ITINERARY

# MUNICH & SALZBURG



Departs 18<sup>th</sup> March 2015

## Why Munich and Salzburg?

*Munich (or München, literally 'home of the monks') has a long tradition for patronising music and the arts, and when on this tour we immerse ourselves in its culture, we shall learn that over the centuries the city has drawn to its heart great composers and artists such as Lassus, Mozart and Wagner and Lenbach, Klee and Kandinsky. Munich was - and is - a melting pot for the various strands of the arts, and our time there will be spent sampling the best of what it has to offer. By contrast, Salzburg is quieter, quainter and a little bit of a backwater, but nonetheless is famous for being the birthplace of Mozart and the city in which he spent the majority of the first 25 years of his life. Apart from enjoying the old world atmosphere of Salzburg, our time there will be spent following in the footsteps of 'the miracle which God let be born in Salzburg'.*

### DAY 1

We all meet at Heathrow to take a 2 hour flight to Munich. Upon arrival, a coach will take us from the airport to the historic centre of the city, where we will view some of the main highlights including the Rathaus, the Frauenkirche and the Michaelskirche – the burial place of King Ludwig II. We are hoping that Peter will be given permission to give an organ recital at one of these churches. In the later afternoon we will book into the 4 star Holiday Inn, conveniently located in the middle of the city. After an introductory lecture by Peter on Munich's musical connections, we will gather for a drinks reception, which is followed by a group dinner in the Hotel's restaurant.

### DAY 2

After breakfast, we will depart by coach for a tour of the Alte Pinakothek, which opened its doors in 1836 and is therefore one of the oldest art galleries in the world. Among its treasures are Dürer's 'Selfportrait in Fur', Leonardo da Vinci's 'Madonna of the Carnation' and Rubens's 'Last Judgment'. We then relocate to the Neue Pinakothek whose focus is on European Art of the 18th and 19th centuries. After this, we depart by coach for the Nymphenburg Palace where an included light lunch has been arranged. The Nymphenburg Palace dates from the late 17th century and was the main summer residence of the rulers of Bavaria of the House of Wittelsbach. After we have enjoyed a tour of the Palace, we return to the hotel via the stunning Modernist Herz-Jesu-Kirche that famously shines – as they say - like a blue gem. The evening is at leisure.

### DAY 3

We follow breakfast with a talk on Mozart's opera 'Idomeneo' written for the Munich Carnival season of 1781, after which we depart for the Deutsches Museum and its famous musical instrument collection. On display are items ranging from the Bronze Age 'lur' to a DX-7 synthesizer, but – given our theme for the week – we will be able to view the excellent range of 18th and 19th century keyboard instruments, all housed in a single large room. A light lunch is included. We then walk to view the Isar Tor, the New Synagogue, the Asam Church, and the building in Burg Strasse where Mozart composed "Idomeneo". A coach will take us back to our hotel so that those going to hear Wagner's 'Götterdämmerung' can change and get to the theatre in good time. En route to theatre, or just after, the coach will also be available to transfer non-theatre goers to the 3rd of the Pinakoteck galleries, or to the Lenbach Museum. The coach will be available to collect museum people afterwards and bring them back to the hotel.

### DAY 4

Be prepared, we have an early start today and leave the hotel at 8 am for Neuschwanstein Castle. This fairytale style building was erected between 1869 and 1892 as a retreat from the world for the reclusive King Ludwig II. However, within six weeks of his death, Neuschwanstein was opened to the public and since then, has become one of the most visited castles in all Europe. It was also intended by Ludwig to be a homage to Wagner and his operas, and the

interior of Neuschwanstein contains many visual references to the composer's music dramas. Our lecture this morning, on Wagner, will be given on the coach as we travel to the castle. After a tour of Neuschwanstein, a picnic lunch will be provided. We return to Munich via Wieskirche, a magnificent church designed in the late 1740s by Dominikus Zimmermann and now an UNESCO World Heritage Site. On our return to the hotel, there will be time for operas goers to get themselves ready for the evening performance of Mozart's 'Die Entführung aus dem Serail'. Otherwise, the evening is at leisure.

### DAY 5

Today we check out of our hotel in Munich and depart by coach for Salzburg. However, before we leave the city centre, we will have a tour of the Munich Residenz - the largest city palace in Germany and famous for its architecture, room decorations, and displays from the former royal collections. This will be followed by a light lunch. In the afternoon we travel to Salzburg via St Gilgen located 25 km east of Salzburg. The village was the home of Mozart's grandfather, where his mother was born and where his sister Nannerl moved after her marriage. There is a very interesting little museum dedicated to the much-underrated Nannerl. After refreshments, we leave St Gilgen for the last part of the journey to Salzburg and check into our hotel. Before we meet for a group dinner, Peter will give a lecture on Mozart and his Salzburg connections.

### DAY 6

After breakfast we will have a lecture that explores the music that Mozart wrote for his Salzburg audiences between 1761 and 1781. Just after 10 am, we will begin our walking tour of the old city of Salzburg and make our way to the Mozart Geburtshaus at No 9 Getreidegasse, the first of the two domestic buildings associated with the composer's life in the city. Mozart was born in this house in 1756, and the family apartment is now a museum filled with portraits of Mozart and other surviving memorabilia. When the tour is finished we will visit St Peter's Abbey, where Joseph Haydn's brother Michael is buried and where Mozart presented the première his Great Mass in C minor K427, in 1783. After an included light lunch in a near by restaurant, we will walk to the second Mozart house, the so-called 'Tanzmeisterhaus', where Mozart lived from the age of 17 until his departure for Vienna in 1781. Again, there is much to see, including one of Mozart's pianos, as well as the famous 'family' portrait of the Mozarts. We return to the Hotel, where Peter will give a recital of music by Mozart. The evening is at leisure.

### DAY 7

After we have checked out of the hotel, we will either visit the Salzburg Museum of Historic Musical Instruments or see the Fortress Hohensalzburg (the Castle on the hill above Salzburg) built on the instructions of the Prince-Archbishops of Salzburg. We will enjoy an early lunch, and then make our way by coach to Munich Airport to catch our late afternoon flight to London. We will arrive at Heathrow in good time for people to travel home, without its being too late.

\*\* Please note we reserve the right to alter the above itinerary if required for operational reasons. Given the historic nature of the places visited a certain degree of walking will be involved and this holiday may not be suitable for those with limited mobility & mobility problems

### COST:

**£2,250** max group size 24 people  
**£229** Single room supplement

**TO BOOK:** Complete and return the attached booking form to Tailored Travel

**FOR FURTHER INFORMATION REGARDING TRAVEL & HOTELS CONTACT:**

**TAILORED TRAVEL ON 020 7064 4970**

**FOR FURTHER ITINERARY INFORMATION CONTACT:**

**www.bluethreadmedhurst.com**

**TELEPHONE: 01442 865528**

BLUE THREAD  
**MEDHURST**  
PRODUCTIONS

© Blue Thread Medhurst Production, 2014.



This holiday is operated by Tailored Travel and is ATOL protected by the Civil Aviation Authority.  
Tailored Travel's ATOL number is 5605



PETER MEDHURST'S

# MUSICAL ODYSSEYS

TOURS EXPLORING MUSIC AND THE ARTS



BLUE THREAD  
B:  
MEDHURST  
PRODUCTIONS

**FOR FURTHER ITINERARY INFORMATION CONTACT:**

**[www.bluethreadmedhurst.com](http://www.bluethreadmedhurst.com)**

**TELEPHONE: 01442 865528**

# Booking Form

**Musical Odyssey: Munich & Salzburg**  
 With Peter Medhurst & Thomas Abbot  
 Departing 18th March 2015

BLUE THREAD  
**? MEDHURST**  
 PRODUCTIONS

## Exactly as shown on your Passport

Title	Forenames	Surname	Required by Authorities in some countries									
			Date of Birth	Passport Number	Nationality	Issue Date	Expiry Date	Place of Issue/Authority	Twin/ Double/ Single Room	I wish to share (Yes/No)	Require Insurance (Yes/No)	
			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 @ £200.00 per person = (payable immediately)	£
I enclose Full Amount @ £2,250.00 per person = (Payable by 21st January 2015)	£
I enclose Single Room Supplement @ £229.00 per person = (Payable by 21st January 2015)	£
I enclose Insurance @ £36.00 per person = (Upper Age Limit 85 Years Old) (payable immediately)	£
<b>I enclose Cheques made payable to Tailored Travel and returnable 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**  
 This holiday is operated by Tailored Travel and is 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

**Blue Thread Productions**  
 .....  
 12 Hall Park Gate,  
 Berkhamsted HP4 2NJ  
 t: 01442 865528  
 info@bluethreadmedhurst.com  
 www.bluethreadmedhurst.com

**Tailored Travel Ltd**  
 .....  
 12 Jamaica Road,  
 London SE1 2RN  
 t: 020 7064 4970.  
 info@tailored-travel.co.uk  
 www.tailored-travel.co.uk

# BOOKING CONDITIONS

It is important that you read the following conditions together with additional general information contained within the brochure for your holiday. 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 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 category 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 you. In return for these promises and the applicable risks to us no refunds will be made for decreases in costs. We reserve the right to correct errors in both advertised and confirmed prices at anytime. We will do so as soon as we become aware of the error.

## 8. PERSONAL LUGGAGE

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.

## 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 safety, 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 action 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 ferry company, airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

## 15. HEALTH REGULATIONS

We advise you 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. Tailored Travel Limited is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

## 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 statutory rights.

## 20. INDEMNITY

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. YOUR FINANCIAL PROTECTION

1. 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).
2. When you buy an ATOL protected flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate. In some cases, where we are unable to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).
3. If we are unable to provide the services listed in your ATOL Certificate (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.
4. Your non ATOL financial protection is covered by a separate trust account administered by independent chartered accountants.