

### MUSICAL ODYSSEYS

### TOURS EXPLORING MUSIC AND THE ARTS

## THE MUSIC & ART OF SECRET VENICE

WITH PETER MEDHURST & THOMAS ABBOTT

8 days from £1,924 7 days from £1,719 Departs 22nd January 2016
Departs 4th February 2016



### FOR FURTHER ITINERARY INFORMATION CONTACT:

Tailored Travel

Tel: 020 7064 4970

Email: info@tailored-travel.co.uk

Further Information relating to the tour can be found online at

http://petermedhurst.com/tours



Any air holidays and flights in this brochure are ATOL protected by the Civil Aviation Authority. Tailored Travel's ATOL number is 5605 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**

- · Tour limited to 24 passengers
- Lectures by Peter Medhurst each morning
- Four private organ recitals by Peter Medhurst in Venetian churches
- Tom Abbott professional tour manager & art historian
- Included light lunches on Days 3 & 6 (and on 8 day tour, Day 7)
- Àll excursions, entrance fées & guided tours included
- Centrally located hotel
- · Welcome & farewell dinners included
- Direct scheduled British Airways flights from Gatwick to Venice
- Return boat transfers in Venice between the airport & hotel
- Included Vaporetta ticket for the whole tour

### WHAT WE WILL SEE

- · Ca' d'Oro
- Querini Stampalia Museum guided tour
- Ospedale San Lazzero dei Mendicanti
- · Basilica of San Giovanni e Paolo
- · Boat trip to the Islands of the Venetian Lagoon
- Ospedale della Pietà
- San Giovanni Battista in Bragora
- · Ca' Rezzonico Museum
- · Piazza San Marco & the Basilica
- Palazzo Ducale
- Private evening viewing of the mosaics at St Mark's Basilica
- · Music Museum at Chiesa di San Maurizio
- Galleria dell'Accademia
- · Guided tour of the La Fenice Opera Theatre
- Vicenza Teatro Olimpico, Santa Corona Church & Palazzo Thiene (8 day tour only)

### **OPTIONAL**

· Optional opera performances on Days 2 & 4

### YOUR ACCOMMODATION

We stay at the centrally located 3\* Hotel Ala in Venice (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 nights are on bed and breakfast basis.

### **EXTRAS TO YOUR TOUR**

- Insurance £44
- Single supplement from £199
- Gratuities
- Opera performances on Days 2 & 4
- Local accommodation tax to be paid directly to the hotel (approximately €3.50 per person per night)

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

### WHAT WE WILL SEE

Ca' d'Oro

Querini Stampalia Museum

Ospedale San Lazzero dei Mendicanti

Basilica of San Giovanni e Paolo

Boat trip to the Islands of the Venetian Lagoon

Ospedale della Pietà

San Giovanni Battista in Bragora

Ca' Rezzonico Museum

Piazza San Marco & the Basilica

Palazzo Ducale

Private evening viewing of the mosaics at St Mark's Basilica

Music Museum at Chiesa di San Maurizio

Galleria dell'Accademia

Guided tour of the La Fenice Opera Theatre

Vicenza (8 day tour only)- Teatro Olimpico, Santa Corona Church & Palazzo Thiene



# THE MUSIC & ART OF SECRET VENICE

WITH PETER MEDHURST & THOMAS ABBOTT

8 days from £1,924 7 days from £1,719 Departs 22nd January 2016
Departs 4th February 2016

Day 1

Taking our direct scheduled British Airways flight from London Gatwick Airport (North Terminal) to Venice, we are met on arrival at Venice Airport by Peter Medhurst, our music lecturer, and Thomas Abbott, our art historian. We transfer by water taxi to the centrally located 3\* Hotel Ala in Venice. We are then given a seven day Vaporetto pass which we will be able to use throughout the week to explore the glories of Venice and the Grand Canal. This afternoon we visit the Ca' d'Oro (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 Carpaccio. A welcome dinner is served at a restaurant close to our hotel this evening.

### Day 2

After breakfast we have our first lecture by Peter entitled 'Introduction to the world of Venice and its music'. Our first visit of the day is to 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. This afternoon we visit the Ospedale San Lazzero dei Mendicanti, one of several churches in Venice that provided musical education for impoverished young girls. Here Peter will give and organ recital of 16th and 17th century music. 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 evening there is the option of enjoying a classical music concert at the San Vidal Church.

### Day 3

After breakfast we have a lecture entitled 'The Island of San Michele and its musical connections'. We then enjoy a full day private boat trip to some of the neighbouring islands of Venice. Isola di San Michele is Venice's cemetery and here we will see the graves of Diaghilev, Stravinsky Luigi Nono and Ezra pound. We then visit Murano, the island famous for its glass making. We continue on to Torcello, a complete contrast; barely inhabited, the central piazza and its ancient buildings are a haunting reminder of a bygone era. A light lunch is included on Torcello. Finally we visit Burano, which due to its brightly coloured houses lining the waterways is the most striking of all of the islands. Our visit takes in the square where the composer Baldesaro Galuppi was born and where his commemorative statue can be seen.

### Day 4

Following our morning lecture 'The musical world of Antonio Vivaldi', we visit the Ospedale della Pietà, a convent and music school for orphaned boys and girls, and where Vivaldi was director of music in the early 18th century. Here we will be able to see the Pietà Museum and focus on the life and music of Vivaldi, as well as on the lives of the orphans and choristers who performed and worked at the foundation. We will also listen to a recital by Peter played on the 18th century organ. We continue to the San Giovanni Battista in Bragora (the baptismal church of Vivaldi) for another recital, this time played on a fine copy of an 18th century chamber organ. In the afternoon we visit the Ca' Rezzonico, a museum dedicated to the world of 18th century Venice. This evening, for those who opt to book, we enjoy a touring performance of La Traviata at the Palazzo Barbarigo Minotto.

### Day 5

Our morning lecture introduces us to the composer Claudio Monteverdi and his connections with St Mark's, after which we spend the morning exploring Piazza San Marco, described by Napoleon as 'the drawing room of Europe'. We then go into the Basilica of St Mark's which was built in the 10th century to house the body of St Mark the Evangelist. This afternoon we visit Palazzo Ducale, founded in the 9th century and the official residence of each Venetian ruler. This evening we return to the Basilica of St Mark's for a private viewing of the magnificent mosaics at night. Clothing the domes, walls and floors of the Basilica are over 4,000 square metres of gleaming golden mosaics. The earliest, dating from the 12th century, were the work of mosaicists from the East.

### Day 6

After this morning's lecture, we visit the musical instrument museum at the Chiesa di San Maurizio. The collection has a range of superb instruments – harpsichords, violins, viols, oboes, flutes etc – all stemming from the 18th century. We then visit the Galleria dell'Accademia to explore some of the wonderful collection of Venetian art, including works by Titian, Carpaccio, Tintoretto and Veronese. The afternoon is spent at the historic La Fenice opera house, dating from 1789, and during the course of our visit we have a tour of the theatre as well as enjoy a private light lunch reception in one of the La Fenice's historic rooms

### Day 7 (NB This day is only included in the 8 day tour)

Today we travel by coach to Vicenza where we will 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 view the exterior of the Basilica Palladiana. After an included light lunch, we visit Santa Corona, a Gothic church built in 1261 to house a thorn from Christ's Crown of Thorns donated by Louis IX of France. 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 the Osteria Doge Morosini restaurant this evening.

### Day 7/8

After checking out of our hotel, we enjoy a summing up lecture by Peter followed by a final chance for time at leisure in Venice. We then transfer by boat to Venice Airport for our direct scheduled British Airways flight back to London Gatwick Airport (North Terminal).

NB:- 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 mobility problems. This holiday and the flights are ATOL protected by the Civil Aviation Authority. Tailored Travel's ATOL number is 5605.

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**Peter Medhurst Tours presents** 

# THE MUSIC & ART OF SECRET VENICE

Departing 22nd January and 4th February 2016

Preferred Departure Date (Please Tick)

22nd January 2016 from £1,924

4th February 2016 from £1,719



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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

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All cheques made payable to Tailored Travel and returned with completed booking form to Tailored Travel	Insurance @ £44.00 per person = (Upper Age Limit 85 Years Old) (payable immediately)	Single Room Supplement (payable 8 weeks before departure): -£259 per person (22nd January departure) = -£199 per person (4th February departure) =	Full Amount (payable 8 weeks before departure): -£1,924 per person (22nd January departure)= -£1,719 per person (4th February departure) =	Non-Refundable Deposit @ £150.00 per person = (payable immediately)	Details
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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

(Please Tick)

Credit Card

Debit Card

VISA

VISA

Wish to pay by

For Credit or Debit Card Payments

# Client Declaration

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

Signature of Card Holder

any outstanding balance eight weeks before departure

I authorise you to deduct the deposit for this holiday now and

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

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Ltd

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12 Jamaica Road, 

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### **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 thit by 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 wan dar 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 the particular price of the contract of

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. 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 repert 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 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 planed 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 ilinerary. Such reasons as weather, traffic and road conditions can create changes to an ilinerary sendent and the controlled of the country in which those services are provided and not those of the U.K. U.S. and the controlled of the country in which those services are provided and not those of the U.K. U.S. and the country in which those services are provided and not those of the U.K. U.S. and the country in which those services are provided and not those of the U.K. U.S. and the country in which those services a

### 12. ARTISTS, CONCERTS, ENTERTAINMENTS AND RIDES

We cannot accept responsibility for the non-appearance of any artist or the cancellation / withdrawal / closure of any concent / event / entertainment / ride (e.g. at Oberammergau Passion Play) for whatever reason. Should any such situation artise 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 pavable.

### 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/rail/air 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 atternative 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 repert 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 \$20 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 EU. Country, the EU. 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 sun(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 litis/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 other or the right of the client or where, in our opinion, the medical condition or disability of the client oncerned 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 vias 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 vor 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 ny 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 south 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 Holino. 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 proconsent except in the circumstances shown above. Under those pass your details to any individual or company which is not a subsidiary or parent of ours without your proconsent except in the circumstances show 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

- 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.
- 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 rue 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 apay 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 insolvenor, 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.
- Your non ATOL financial protection is covered by a separate trus account administered by independent chartered accountants.

Ref: Tailored Travel 17.7.14