



PETER MEDHURST'S

# MUSICAL ODYSSEYS

TOURS EXPLORING MUSIC AND THE ARTS

## THE ART & MUSIC OF BERLIN

WITH PETER MEDHURST & THOMAS ABBOTT

5 days  
from £2,099

Departing  
22 November 2017



Sanssouci Palace

FOR FURTHER ITINERARY INFORMATION 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 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.

Thomas 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 day
- Two private organ recitals by Peter Medhurst in Berlin & Potsdam churches
- Thomas Abbott - professional tour manager & art historian
- Centrally located Berlin hotel
- All excursions, entrance fees, guided tours & gratuities included
- Return British Airways flights from Heathrow to Berlin
- Included welcome dinner (with drinks reception) & farewell dinner
- Included light lunches on Days 2 to 4 (with a glass of wine, water, coffee)
- Included lunch at The Reichstag on Day 5 (with half a bottle of wine, water, coffee)
- Audio headsets included on Days 2 to 4
- Private executive coach for all day trips & transfers

### WHAT WE WILL SEE

- Neuwache
- Bebelplatz
- Berlin State Opera House
- Singakademie
- Museum Island - Old National Gallery & The Pergamon Museum
- Sanssouci Palace, Potsdam - guided tour
- Cecilienhof Palace, Potsdam
- Gemaldergalerie
- Musical instrument collection at The Philharmonie
- Brandenburg Gate
- Holocaust Memorial
- Charlottenburg Palace - tour of the State Apartments
- The Reichstag

### OPTIONAL

- Opera or concert on Days 2 & 4

### YOUR ACCOMMODATION

We stay four nights at the first class Kempinski Hotel Bristol ([www.kempinski.com](http://www.kempinski.com)), one of the finest hotels in Berlin. Centrally located on the famous Kurfürstendamm Boulevard, the hotel has a restaurant and bar and all rooms are en suite. Dinner is included at the hotel's restaurant on the first and last evenings and the remaining nights are on bed and breakfast basis.

### EXTRAS TO YOUR TOUR

- Insurance £36
- Single room supplement £199
- Optional concerts & opera
- Local accommodation tax to be paid directly to the hotel

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

## WHAT WE WILL SEE

Neuwache

Bebelplatz

Berlin State Opera House

Singakademie

Museum Island - Old National Gallery & The Pergamon Museum

Sanssouci Palace, Potsdam

Cecilienhof Palace, Potsdam

Gemaldergalerie

Musical instrument collection at The Philharmonie

Brandenburg Gate

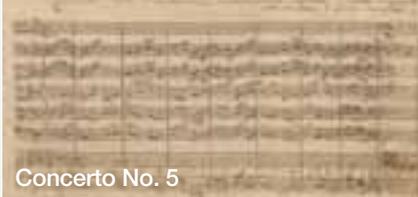
Holocaust Memorial

Charlottenburg Palace - tour of the State Apartments

The Reichstag



Brandenburg Gate



Concerto No. 5



Sanssouci Palace



The Reichstag

# THE ART & MUSIC OF BERLIN

WITH PETER MEDHURST & THOMAS ABBOTT

5 days  
from £2,099

Departing  
22 November 2017

Appropriately starting on the feast day of St Cecilia, the patron saint of music, this exclusive tour to Berlin explores the music and culture of one of the most vibrant and dynamic cities in the world. The tour is enhanced by a four night stay at the first class Kempinski Hotel Bristol, placed in the heart of the city. Private organ recitals, private tours, especially planned walks, inclusive lunches, and dinners with wine will all add to the experience.

### Day 1

The tour begins with our scheduled British Airways flight from London Heathrow to Berlin, where on arrival we are met by Peter and Tom and transfer by coach to the centre of Berlin. En route, Peter and Tom will begin to tell the story of Berlin and its extraordinary history, and once in the centre of the city, Peter will give the first of his organ recitals at our carefully selected church. After the music, we make our way to the Kempinski Hotel Bristol for our five day stay. After check in and time for some relaxation, a lecture by Peter introduces us to some of the music associated with Berlin. A drinks reception in the hotel is followed by dinner in the restaurant, which includes wine, water and coffee.

### Day 2

The day starts after breakfast with a 9.00am lecture on Carl Maria von Weber's great opera 'Der Freischütz', which was premiered in 1821 in the Schauspielhaus. The opera was a landmark of German national expression after the Napoleonic wars and, through its music, symbolised the re-kindling of the German spirit after years of warfare. Following the lecture we leave the hotel and make our way to the boulevard Unter den Linden on which are sited all the main buildings and museums that we wish to explore today. On the agenda are the Neuwache, Bebelplatz, as well as the opera house built for Frederick the Great in 1742. We also view the Singakademie, where Mendelssohn in 1829 gave the first modern performance of Bach's 'St Matthew's Passion'. Included lunch is at a restaurant near Museum Island, the area where we spend the afternoon. Our first visit is to the Old National Gallery, which opened to the public in 1876 and which contains a fine selection of paintings by key 19th century German artists such as Friedrich Schinkel, Arnold Böcklin, Caspar David Friedrich and Moritz von Schwind. We then make our way to the Pergamon Museum to view its monumental buildings, which include the Pergamon Altar, the Ishtar Gate of Babylon, and the reconstructed Market Gate of Miletus. This evening there will be an optional opera or concert in Berlin (subject to availability).

### Day 3

We depart early this morning for Potsdam, a city situated 20 miles to the south west of Berlin. On arrival we enjoy a private tour of Frederick the Great's summer palace, Sanssouci. The building is one of the finest in the German Rococo style and it is where CPE Bach directed orchestral concerts in which Frederick the Great played the flute solos. After a coffee break, we make our way to one of the local churches for the second of our organ recitals by Peter. The music performed will draw on the repertoire associated with the period of Frederick the Great. Included lunch is at the Flying Dutchman in Potsdam, a local hostelry that specialises in East German cuisine. The afternoon will be spent at the historically important Cecilienhof, built in the style of an English country house and famous for being the venue for the Potsdam Conference in 1945. On our return to the hotel - and to wrap up today's theme - we enjoy a lecture with some music written especially for Sanssouci, including samples of concertos written by Frederick himself. This evening there will be another optional opera or concert in Berlin (subject to availability).

### Day 4

This morning's lecture is on masterpieces in the Gemaldergalerie, a gallery that displays the main selection of paintings of the Berlin State Museums. We follow this with a visit to the gallery itself. Paintings discussed in the gallery will be Dirck van Baburen's 'Flute Player' of 1624, Gerard ter Borch's 'Concert' of 1675, as well as Vermeer's 'Lady Drinking and a Gentleman' of 1658, and Tischbein's 'Self Portrait with his First Wife at the Clavichord' of 1756-7. When we have finished at the gallery we visit the nearby musical instrument collection at the Philharmonie and - subject to permission - Peter will demonstrate some of the keyboard instruments, as well as guide us through the collection. After an included light lunch, the afternoon is at leisure. This evening there is an included farewell dinner in our hotel.

### Day 5

After we have checked out of our hotel, we make our way to the Brandenburg Gate, without doubt the most iconic edifice in Berlin, and for many, the architectural nerve centre of the city. From there we walk around the corner to the Holocaust Memorial to spend some time among its extraordinary and thought provoking structures. We continue by coach to the 17th century palace of Charlottenburg for a tour of the state apartments, after which we make our way to the Reichstag to enjoy an included three-course lunch at the Käfer restaurant situated at the top of the German Parliament building. The restaurant will allow us to enjoy some of the most spectacular views over the city. We then transfer by coach to the airport for our British Airways flight back to Heathrow.

**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.

# Booking Form

Peter Medhurst's Musical Odysseys presents  
**THE ART & MUSIC OF BERLIN**  
 Departing 22 November 2017



Exactly as shown on your Passport		Required by Authorities in some countries										
Title	Forenames	Surname	Date of Birth	Passport Number	Nationality	Issue Date	Expiry Date	Place of Issue/Authority	Twin/Double Room	Double Room for Single Use	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 @ £2,099 per person = (payable 8 weeks before departure)	£
I enclose Single Room Supplement @ £199 per person = (payable 8 weeks before departure)	£
I enclose Insurance (including 20% Insurance Premium Tax) @ £36.00 per person (upper age limit 85 years old) = (Payable immediately)	£
I enclose All cheques made payable to Tailored Travel and returned with completed booking form to Tailored Travel	£

### 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)

### 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 \_\_\_\_\_

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



**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

Tailored Travel Ltd

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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 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 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 activity, 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 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, any 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

- 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).
- 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).
- 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 where applicable, 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 trust account administered by independent chartered accountants.

Ref: Tailored Travel 17.7.14