



PETER MEDHURST'S

MUSICAL ODYSSEYS

TOURS EXPLORING MUSIC AND THE ARTS

MOZART IN VIENNA 1781-1791

Peter Medhurst with Tom Abbott, Jeremy Limb & Richard Rowe

7 days from £3,199 • Departing 11 April & 31 May 2019



WA Mozart

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, music expert and bass-baritone, is well known in the field of the arts as a singer, pianist and scholar who devises and leads tours abroad for small groups of art and music connoisseurs. He trained at the Royal College of Music in London and at the Mozarteum in Salzburg.

Tom Abbott, art historian, 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.

Jeremy Limb, pianist and organist, is the great grandson of the composer Sir Arnold Bax and like his distinguished ancestor is a pianist of remarkable ability. Jeremy Limb read music at Queen's College, Oxford, then studied piano at the Royal College of Music in London.

Richard Rowe, tenor, attended the Royal Academy of Music and has sung for Scottish Opera, Opera North and ENO, as well as in opera houses abroad.

FEATURES

- Tour limited to 24 passengers
- Five lectures by Peter Medhurst
- Tom Abbott - professional tour manager & art historian
- Jeremy Limb - pianist
- Richard Rowe - tenor
- Study morning on Day 3 with Peter, Richard & Jeremy on Mozart's arias and piano music
- Four private musical recitals by Peter, Richard & Jeremy
- Centrally located historic 4* hotel
- Welcome & farewell dinners included
- Included lunches every day
- All excursions, entrance fees, guided tours & gratuities included
- Direct scheduled flights from London Heathrow to Vienna
- Personal audio headsets on Days 1 to 6

HIGHLIGHTS

- Walking tour of Vienna's medieval streets
- Afternoon coffee & cream cakes at Café Frauenhuber
- Austrian Theatre Museum, Lobkowitz Palace
- Recital by Jeremy & Peter of Mozart songs, arias & piano sonatas in the Eroica Saal
- State Hall National Library - exclusive tour
- Augustinian Church
- Albertina Art Collection - guided tour
- Recital by Richard, Jeremy & Peter in the church of St Peter
- Study morning at Bösendorfer-Saal of the Figaro House
- Liechtenstein Garden Palace - private tour of its art collection
- Wachau Valley
- Melk Abbey
- Organ recital by Jeremy & Peter in memory of Mozart's 1767 recital
- Cruise to Krems along the scenic Danube
- Joseph Haydn's house
- Kunsthistorisches Museum - exclusive tour
- Schönbrunn Palace - guided tour
- St Mark's cemetery - grave of Mozart
- Vienna cemetery - graves of Haydn, Beethoven & Schubert
- Organ recital by Peter in a church in the Vienna suburbs
- Museum of Military History
- Upper Belvedere Palace - guided tour

OPTIONAL

- Optional opera on Days 3 & 5

YOUR ACCOMMODATION

We stay six nights at the centrally located 4* König von Ungarn Hotel in Vienna (www.kvu.at). Located just behind St Stephen's Cathedral, facilities at the hotel include a restaurant and a bar. All rooms are en suite and feature television, telephone, hairdryer, mini bar, and an in room safe. A dinner is included in our hotel on the first evening (set 3 course dinner without drinks), and at The Sky Restaurant on our last night, whilst the remaining four days are on bed and breakfast basis.

EXTRAS TO YOUR TOUR

- Insurance £44
 - Single room supplement from £339 (limited availability)
 - Optional operas
 - 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.

WOLFGANG AMADEUS MOZART (1756-1791)

Quite rightly, the Mozart scholar, HC Robbins Landon, once referred to the last decade of Mozart's life as 'The Golden Years'. This was the period when Mozart settled in Vienna, (the European capital of music at the time) found himself a wife, enjoyed increasing fame, and despite bouts of depression and financial pressures composed some of the finest music that the world has ever known. With Richard Rowe, tenor, and Jeremy Limb, pianist and organist, Peter Medhurst explores Mozart's relationship with Vienna, the works that he wrote there, and why it was specifically Vienna that finally freed up Mozart's creative genius.

This exclusive tour is a rare opportunity to follow in the true footsteps of Mozart. By immersing the group in late 18th century art and architecture, by visiting some of the places where Mozart lived and worked, and by listening to private performances by Richard, Jeremy and Peter of Mozart's music - some even in the building where Mozart composed his music - these seven days spent in the heart of Vienna will become an unforgettable experience for the musical connoisseur.



Requiem Mass by Mozart



Don Giovanni Act 2 Finale



View of the City of Vienna by Bellotto

MOZART IN VIENNA

1781-1791

Peter Medhurst with Tom Abbott, Jeremy Limb & Richard Rowe

7 days from £3,199 • Departing 11 April & 31 May 2019

Day 1

We meet at Heathrow Airport for our direct scheduled Austrian Airlines or British Airways flight to Vienna. On arrival in Austria we are met by Peter Medhurst our music expert, and Tom Abbot, our art historian and tour manager. We then transfer by coach to the centrally located 4* König von Ungarn Hotel for a six night stay. After an included light lunch at the hotel, we take a walk around the medieval streets in the immediate environs of the hotel and the cathedral. En route we see - among other things - the house where Mozart died in 1791, and visit the venue where the first performance of Mozart's arrangement of Handel's *Acis and Galatea* took place. This building is now the Café Frauenhuber and it is here that we enjoy afternoon coffee and cream cakes. Following an evening lecture on music in Mozart's Vienna, we attend a drinks reception and enjoy a welcome dinner, both served in our hotel.

Day 2

After our morning lecture we visit the Austrian Theatre Museum, in the Lobkowitz Palace. It was in this building that Beethoven's 3rd Symphony 'The Eroica' was premiered in 1805; and in the same hall where this took place, Jeremy Limb and Peter will give a recital of Mozart songs, arias and piano sonatas. We then go to nearby Café Demel for lunch and follow this with a guided tour of the State Hall National Library. The former court library was designed by the Viennese Baroque architect Johann Bernhard Fischer von Erlach and his son Emanuel. It is the largest Baroque library in Europe, and it was here that Mozart's patron, Baron van Swieten, was court librarian from 1777 until his death in 1803. After a visit to the Augustinian Church, we make our way to the Albertina Art Collection for a guided tour. The Albertina has one of the largest and most valuable graphical collections in the world, and contains works such as Dürer's 'Hare' and Klimt's studies of women. In the early evening, Richard, Jeremy and Peter will give a recital in the church of St Peter, where Mozart also performed before the public.

Day 3

This morning is spent in the Bösendorfer-Saal of the Figaro House, the place where Mozart lived from 1784-87 and where he wrote *The Marriage of Figaro*. Peter, Richard and Jeremy will present a study morning (9.30-12.30) on Mozart's arias and piano music, including the magnificent works for four hands. After an included lunch, we make our way by coach to the Liechtenstein Garden Palace (dating from 1700) and enjoy a private tour of its magnificent art collection. On show will be paintings by Raphael, Rubens, Molenaer and Ricci, all displayed in sumptuously decorated rooms. This evening you may choose to join our optional excursion to the opera.

Day 4

Today is spent away from Vienna visiting the famous Wachau Valley, a landscape formed by the River Danube and one of the great beauty spots of Lower Austria. After morning coffee, our first stopping place is Melk Abbey, a superb Baroque structure built on a rocky outcrop overlooking the Danube. Mozart played the organ in this Abbey in September 1767 and met Maximilian Stadler (a member of the Benedictine community of Melk Abbey) who became the musical advisor to Mozart's widow Constanza. Stadler was among the first to complete, file and catalogue Mozart's

manuscripts. In memory of Mozart's 1767 recital, Jeremy and Peter plan to give a joint organ recital in a local church. After our visit, we enjoy lunch in the town of Melk itself, before embarking on a cruise to Krems along the scenic Danube. We return to our hotel in the late afternoon and the evening is at leisure.

Day 5

Following our morning lecture, we make our way by coach to Joseph Haydn's house at 19 Haydnngasse. Haydn famously wrote to Mozart's father saying 'I tell you before God, and as an honest man, your son is the greatest composer known to me by person and repute, he has taste and what is more the greatest skill in composition'. The house in the 6th district of Vienna is where Haydn lived from 1797 until his death in 1809 and where he composed his oratorio masterpieces *The Creation* and *The Seasons*. The house contains much Haydn memorabilia, including his piano, his portraits, and even his composing pencil. We are also able to view the rooms in the house that honour the memory of Johannes Brahms. We then make our way to the Kunsthistorisches Museum for lunch, after which we have a guided tour of the collection of paintings. The museum was opened around 1891 and is Austria's largest art museum, and contains works by Raphael, Brueghel the Elder, Rembrandt, Vermeer and Caravaggio. It also contains magnificent paintings of views of Vienna by the Venetian artist Bernardo Bellotto, and show what the city would have looked in Mozart's time. This evening you may choose to join our optional excursion to the opera.

Day 6

After the morning lecture in the hotel, we spend the morning at the palace of Schönbrunn, commissioned in 1696 by Leopold I, completed in 1730, and adapted in the mid-18th century for Maria Theresa. Our audio-guided deluxe tour includes Maria Theresa's bedroom, hung with Brussels tapestries, her breakfast room decorated with needlework worked by her and her daughters, and the Hall of Mirrors, where Mozart, aged 6, gave his first Viennese recital. In later years, Mozart presented his comic opera *The Impresario* in the orangery. The gardens were laid out with fountains and statues, and later, on the Gloriette Hill, a colonnaded arcade was added, which gives the visitor magnificent views over the city. After an included lunch at the palace in the Café Residenz, we make our way to St Mark's cemetery to see the supposed grave of Mozart, and we follow this with a visit to the main cemetery of Vienna to view the graves of Haydn, Beethoven and Schubert. Peter will give a final recital in a church in the suburbs of Vienna. This evening we enjoy a farewell dinner at the nearby Sky Restaurant - a magnificent eatery overlooking the rooftops of central Vienna.

Day 7

After a summing up lecture, we check out of our hotel, and following a swift visit to the Museum of Military History, we continue to the Upper Belvedere Palace. Here, we enjoy a tour of the magnificent art collection, paying especial attention to the paintings on the uppermost floor, which reflect everyday life in Vienna during the last years of Mozart's life and that of the early 19th century. The Upper Belvedere also contains the world's largest Gustav Klimt collection, which you may wish to seek out. After an included light lunch, we return to Vienna Airport for our direct scheduled Austrian Airlines or 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 Tours presents
MOZART IN VIENNA 1781-1791
 PETER MEDHURST WITH TOM ABBOTT, JEREMY LIMB & RICHARD ROWE
 Departing 11 April & 31 May 2019

2nd Edition

| | |
|--|--------------------------|
| Preferred Departure Date (Please Tick) | |
| 11 April 2019 | <input type="checkbox"/> |
| 31 May 2019 | <input type="checkbox"/> |



| 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/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 Passenger Above

Address _____

Postcode _____

Mobile Telephone _____

Telephone _____

Email _____

Special Requests & Dietary Requirements

Next of Kin Details

Name _____

Relationship (eg son or daughter) _____

Telephone Number _____

Alternative Insurance Details

Insurance Company _____

Policy Number _____

Telephone Number _____

Personal Information

We may like to keep you informed by email and/or letter about Tailored Travel and its services. Please tick the boxes below to let us know that you are happy for us to do this.

By Email: Yes No

By Letter: Yes No

NB: Condition 24 overleaf explains how we may use your personal information.

Payment Details

I enclose Non-Refundable Deposit @ £200.00 per person = **£** _____ (payable immediately)

Tour departing 11 April 2019:

I enclose Full Amount @ £3,199 per person = **£** _____ (payable 8 weeks before departure)

I enclose Single Room Supplement @ £339 per person = **£** _____ payable 8 weeks before departure

Tour departing 31 May 2019:

I enclose Full Amount @ £3,249 per person = **£** _____ (payable 8 weeks before departure)

I enclose Single Room Supplement @ £386 per person = **£** _____ (payable 8 weeks before departure)

I enclose Insurance (including 20% Insurance Premium Tax) @ £44.00 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)

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

Name of Card Holder _____

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

Signature of Card Holder _____

FINANCIAL SECURITY

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

Tailored Travel Ltd

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BOOKING CONDITIONS



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. We do not accept credit cards for payment of the balance. 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 country of destination, a change of accommodation to that of a lower category for the whole or the majority of your holiday. If we have to make a significant change or cancel, we will tell you as soon as possible. Subject to clauses 6 and 12 below, if there is time to do so before departure you will then be given the choice of accepting the changed arrangements or taking a suitable alternative holiday with us if available or receiving a full refund of all monies paid to us. Should the alternative holiday be more expensive than the original one, there will be no further cost to yourself. Should the alternative holiday be less expensive than the original one, we will refund the difference.

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

6. FORCE MAJEURE

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

7. PRICING POLICY

In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if there is an increase in the cost of fuel or other power sources for the carriage of passengers, an increase in tax, levy or other sum imposed by any government or

regulatory authority/body (eg CAA, ATOL etc) or our costs increase as a result of currency exchange rate fluctuation. 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 paying more than 8% 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. If there is a decrease in such costs of more than 2% of the holiday price, excluding insurance premiums and any amendment charges, then on your request in writing received by us not less than 30 days before departure you will be entitled to a price reduction corresponding to such decrease. We reserve the right to correct errors in both advertised and confirmed prices at any time. We will do so as soon as we become aware of the error.

8. PERSONAL LUGGAGE

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 to us, 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/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 for you 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 for you for such non-personal injury claims is 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/door 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

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.

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 may assign 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.

Ref: Tailored Travel 11.01.18.