

Tour NADFAS presents

# The Art & History of Puglia

& the Beautiful Heel of Italy

**8 days from £959**  
**Departs 28 September 2010**



## FEATURES

All excursions & guided tours included  
4\* hotel  
Half board accommodation  
Included lunch in palazzo at Lecce  
Direct British Airways flights:

- Outbound – Gatwick/Bari 12.30/16.15
- Return – Bari/Gatwick 17.05/19.00

Regional flights available – call for details  
Professional tour manager  
for all excursions  
Executive coach

## INCLUDED

Alberbello - guided tour  
Locorotondo - wine tasting & the  
Church of Santa Maria della Greco  
Barletta - the Pinacoteca de Nittis  
Castel del Monte - guided tour  
Bitonto  
Matera  
Altamura  
Ostuni - guided tour & olive oil tasting  
Grottaglie  
Lecce - guided tour & included lunch  
Grotto di Castellana – guided tour  
Polignano a Mare

## ACCOMMODATION

We stay seven nights at the 4\* Grand  
Hotel la Chiusa di Chietri  
([www.lachusadichietri.it](http://www.lachusadichietri.it)) on the  
outskirts of Alberobello. Located 2km  
from the centre of the UNESCO listed  
historical centre of Alberobello, facilities  
at the hotel include a restaurant, bar and  
a swimming pool. All rooms are ensuite  
and feature television, telephone and a  
mini bar. Dinner is served in our hotel  
on the first six evenings and we also  
enjoy a farewell dinner at a Masseria  
farmhouse on our last night.

## EXTRAS TO YOUR TOUR

Insurance £36  
Single room supplement £149  
Farewell dinner in Masseria  
Entrance fees to places of interest (State  
run museums free to over 65's)  
Gratuities

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

For more information contact

**Tailored Travel**  
Tel: 020 8665 9966  
[info@tailored-travel.co.uk](mailto:info@tailored-travel.co.uk)  
[www.tailored-travel.co.uk](http://www.tailored-travel.co.uk)



Any air holidays and flights  
in this brochure are ATOL  
protected by the Civil  
Aviation Authority. Our  
ATOL number is 5605

Tailored Travel

The name says it all



# The Art & History of Puglia & the Beautiful Heel of Italy

8 days from £959 Departing 28 September 2010

## ITINERARY

### Day 1 UK to Puglia

We take our scheduled British Airways flight from London Gatwick to Bari (regional flights available on request – call for details). On arrival in Italy we are met by our professional tour manager who will stay with us throughout our tour. We transfer to the 4\* Grand Hotel la Chiesa di Chietri on the outskirts of Alberobello for a seven night stay. Dinner is served in our hotel on six evenings and there is an optional farewell meal at the Masseria Torricella farmhouse on the last night.



### Day 2 Alberobello & Locorotondo

This morning we enjoy a guided tour of Alberobello where we see the white washed conical shaped trulli houses for which the Puglia region is famous. After free time for lunch we continue to Locorotondo, which is perched on a hill overlooking Valle d'Itria, a fertile and densely populated region dotted with trulli houses. We visit the beautiful church of Santa Maria della Greco followed by wine tasting at a local winery.

### Day 3 Pinacoteca De Nittis, Castel del Monte & Bitonto

Our full day begins with a visit to Barletta and the Pinacoteca de Nittis, a delightful palazzo housing a wonderful collection of works by the impressionist artist Giuseppe de Nittis who took part in the first Impressionist exhibition in 1874. We then travel on to the World Heritage site of Castel del Monte with its unusual octagonal layout and eight equally octagonal towers. Built in the 13th century for Emperor Frederick II, there is no moat or defence of any kind since the castle was built as the Emperor's monument rather than a secure structure. Our final visit is to Bitonto, home to one of Puglia's most beautiful cathedrals (dated between 1175 and 1200) with a façade that features a richly decorated prothyrum and rose window. The rest of the old medieval town centre features impressive Renaissance and Baroque buildings.

### Day 4 Matera & Altamura

Matera is a gem of a city in Italy's Basilicata region and is famous for its Sassi dwellings carved out of stone. Windows, doors, terraces and churches look out from holes in the stone and the area is believed to be the best example of cave dwelling in the Mediterranean. Afterwards we visit Altamura, founded by Frederick II, home to a magnificent cathedral dating from the 1300's and the Museo Archeologico housing finds from Neolithic times.

### Day 5 Ostuni & Grottaglie

Our included guided tour of Ostuni introduces us to this delightful white washed town, with tiny narrow streets set below its imposing cathedral, topped by domes of green, yellow and white tiles. The town stretches over three hilltops providing extraordinary views with its white washed houses standing out against the pink-tinged brown of its principal buildings. After free time, we tour an underground oil mill surrounded by century old olive groves for an included extra olive oil tasting. In the afternoon we continue to Grottaglie, the ceramic capital of Puglia where you have time at leisure to explore the town dominated by its central castle. You may choose to accompany our tour manager on an optional visit to a local ceramic laboratory with medieval ovens.

### Day 6 Lecce

Today we travel to admire the wealth of Baroque architecture in Lecce. On arrival there is an included guided tour of this charming Southern Italian town known as the 'pink city'. We enjoy an included light buffet lunch in Lecce in an historic palazzo. There is then time to wander at your leisure through the piazzas, winding streets and churches. Why not enjoy the sights and sounds of market day or the peace and serenity of the Basilica della Santa Croce, a delightfully ornate church dating from 16th century.

### Day 7 Grotto di Castellana, Polignano a Mare

For our last full day in Puglia we enjoy a 50 minute guided tour of Italy's most famous cave complex, the Grotto di Castellana, a complex of underground limestone caves and caverns estimated to be 50 million years old. We continue to the coastal town of Polignano a Mare. With a dramatic location situated on the top of the cliffs overlooking the clear waters, the whitewashed buildings of the town are of typical Puglian style and there is also a cathedral of note to visit. We then return to the hotel before heading out for an optional farewell dinner of typical Puglian cuisine at the Masseria Torricella farmhouse.

### Day 8 Puglia to UK

We say goodbye to Puglia and transfer by coach to Bari for our scheduled British Airways flight back to the UK.

**NB:- Please note we reserve the right to alter the above itinerary if required for operational reasons.**



Lecce

### What we will see

Alberobello

Locorotondo

Pinacoteca de Nittis

Castel del Monte

Bitonto

Matera

Altamura

Ostuni

Grottaglie

Lecce

Grotto di Castellana

Polignano a Mare



Alberobello



# Booking Form

PREFERRED AIRPORT

LONDON GATWICK

OTHER

PLEASE SPECIFY.....

Supp. PAYABLE

TOUR NAME

TOUR NADFEAS PRESENTS: -THE ART & HISTORY OF PUGLIA

DEPARTURE DATE

28 SEPTEMBER 2010

**EXACTLY AS SHOWN ON YOUR PASSPORT**

TITLE	FIRST NAME	SURNAME	DATE OF BIRTH	REQUIRED BY AUTHORITIES IN SOME COUNTRIES	PASSPORT NUMBER	NATIONALITY	ISSUE DATE (DD/MM/YY)	EXPIRY DATE (DD/MM/YY)	PLACE OF ISSUE/AUTHORITY	TWIN/DOUBLE/SINGLE ROOM	I WISH TO SHARE (YES/NO)	REQUIRE INSURANCE (YES/NO)

**ADDRESS OF FIRST NAMED PERSON**

.....  
 .....  
 .....  
 Postcode .....  
 Telephone .....  
 Email .....

**ALTERNATIVE INSURANCE DETAILS**

Insurance Company .....  
 Policy Number .....  
 Telephone Number .....

**NEXT OF KIN DETAILS**

Name .....  
 Relationship (eg son, daughter).....  
 Telephone Number .....

**PAYMENT DETAILS**

I ENCLOSE DEPOSIT @ £75.00 PER PERSON =  
 (PAYABLE IMMEDIATELY)

I ENCLOSE FULL AMOUNT @ £959.00 PER PERSON =  
 (PAYABLE BY 3RD AUGUST 2010)

I ENCLOSE SINGLE ROOM SUPPLEMENT @ £149.00 PER PERSON =  
 (PAYABLE BY 3RD AUGUST 2010)

I ENCLOSE INSURANCE @ £36.00 PER PERSON =  
 (Upper age limit 85 years old)  
 (PAYABLE IMMEDIATELY)

**TOTAL** ALL CHEQUES ARE MADE PAYABLE TO  
 TAILORED TRAVEL & 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:...../...../.....

**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



I WISH TO PAY BY: CREDIT CARD  DEBIT CARD  (PLEASE TICK)



EXPIRY DATE VALID FROM ISSUE NO (Maestro Only) 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

Tailored Travel Ltd

102-116 Windmill Road, Croydon,

Surrey CR0 2XQ ENGLAND

Tel: 020 8665 9966 • Fax: 020 8665 5050

Email: info@tailored-travel.co.uk



# BOOKING CONDITIONS

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

## 1. HOLIDAY PAYMENT

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

## 2. CONFIRMATION OF BOOKING

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

## 3. HOLIDAY CANCELLATION BY YOU

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

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

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

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

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

## 4. HOLIDAY ALTERATION BY YOU

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

## 5. ALTERATIONS AND CANCELLATIONS BY US

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

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

## 6. FORCE MAJEURE

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

## 7. PRICING POLICY

In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if transport costs (including the cost of fuel) increase or our costs otherwise increase as a result of currency exchange rate fluctuation or any new or increased tax, levy or other sum imposed by any government or regulatory authority/body, (e.g. CAA, ATOL etc.). In the unlikely event that your holiday is surcharged you will be notified in writing not less than 30 days before departure. In any event we will absorb increases up to a total amount equivalent to 2% of the total holiday price which excludes

insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means, in extreme circumstances paying more than 10% of the holiday price, excluding insurance premiums and any amendment charges you will be entitled to cancel your holiday with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. In return for these promises and the applicable risks to us no refunds will be made for decreases in costs. Prior to confirmation, we reserve the right at any time to increase or decrease an advertised holiday price without limitation, in which case, the revised prices will be advised at the time of booking. Revised holiday prices remain subject to surcharges as outlined above. We reserve the right to correct errors in both advertised and confirmed prices at anytime. We will do so as soon as we become aware of the error.

## 8. PERSONAL LUGGAGE

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

## 9. LOSS OF PERSONAL PROPERTY

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

## 10. SPECIAL REQUESTS

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

## 11. OUR BROCHURE DESCRIPTIONS

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

## 15. HEALTH REGULATIONS

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

## 16. HOLIDAY INSURANCE

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

2. The travel insurance policy offered in this brochure will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet. IMPORTANT - you may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision. We are an Appointed Representative of ITC Compliance Limited who are authorised and Regulated by the Financial Services Authority.

## 17. COMPLAINTS PROCEDURE

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

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

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

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

- the act(s) and/or omission(s) of the person(s) affected or
- those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- 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 for 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. We permit to whom any payment is made must also assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. You must also provide ourselves and our insurers with all assistance we may reasonably require.

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

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

## 19. PASSENGERS WITH A DISABILITY

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

## 20. INDEMNITY

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

## 21. INFORMATION REFERRING TO OUR TOURS

We always endeavour to give precise, accurate information to telephone enquirers. 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. CONSUMER PROTECTION

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