

# CULTURAL ODYSSEYS

TOURS EXPLORING MUSIC AND THE ARTS

# THE MUSIC, ART & ARCHITECTURE OF HISTORIC VENICE

**Peter Medhurst with Tom Abbott** 

7 days from £3,199 • Departing 21 January 2026



FOR FURTHER ITINERARY INFORMATION CONTACT:

**Tailored Travel** 

Tel: 020 7064 4970

Email: info@tailored-travel.co.uk

Further Information relating to the tour can be found online at

http://petermedhurst.com/tours



Any air holidays and flights in this brochure are ATOL protected by the Civil Aviation Authority. Tailored Travel's ATOL number is 5605 Peter Medhurst is an expert on the music and art of Venice, and has presented numerous lectures and study days on the subject at venues which include the National Gallery, the V&A, the Royal Festival Hall, and the Barbican. Together with Tom Abbott he has taken 100s of visitors to Venice, and this new tour, once again, combines their unrivalled knowledge and understanding of the city.

### **FEATURES**

- Tour limited to 24 passengers
- · Lectures by Peter Medhurst each morning
- · Four private music recitals by Peter
- Thomas Abbott professional tour manager & art historian
- · All excursions, entrance fees, guided tours included
- Centrally located 4\* hotel
- · Welcome & farewell dinners included
- Included high tea on Day 1
- · Light lunches on Days 2 to 7
- Direct scheduled flights from London Heathrow to Venice
- Return water taxi transfers in Venice between the airport & hotel
- · Included Vaporetta ticket for the whole tour
- · Gratuities for hotel & restaurant staff included

### HIGHLIGHTS

- · Rialto Bridge & Fondaco dei Tedeschi
- · Treasury & bell tower of St Mark's Basilica
- · Private boat tour of the waterways of Venice
- Ospedale San Lazzaro dei Mendicanti private viewing
- · Basilica of Santi Giovanni e Paolo recital by Peter
- · Ospedale Santa Maria dei Derelitti private viewing
- · Ospedale della Pietà recital by Peter
- Academy at Palazzo Pisani a Santo Stefano quided tour & private recital
- · Ca Rezzonico Museum
- · Doge's Palace private 'behind the scenes' tour
- · Church of Madonna dell'Orte
- Private evening tour of St Mark's Basilica
- · Walking tour of the Giudecca Island
- Basilica di Santa Maria Gloriosa dei Frari recital by Peter
- Scuola Grande di San Rocco

### OPTIONAL

· Concert or opera visit on Day 3

### YOUR ACCOMMODATION

We stay six nights at the 4\* Hotel Saturnia (www.hotelsaturnia.it) which has a wonderful old world grandeur about it. The hotel, dating from the 14th century, is one of the great palazzos of Venice and is located in the heart of the city and is just a short stroll from St Mark's Square and La Fenice. The hotel has a restaurant and bar and all rooms are en suite. Dinner is included at the hotel's La Caravella Restaurant on the first evening and at a restaurant close to our hotel on the last evening. The remaining four nights are on bed and breakfast basis.

### **EXTRAS TO YOUR TOUR**

- Insurance (including Covid cover) £84
- Single room supplement £199
- · Double room for single use £299
- Optional concert or opera visit on Day 3
- Local accommodation tax to be paid directly to the hotel (approximately €4.50 per person per night)

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

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### INTRODUCTION

"I would like to give a Venetian flavour to Dr Johnson's famous throw away remark about London that 'when a man is tired of Venice, he is tired of life'. No matter how many times one crosses the waters of the Adriatic to this City of Water, Venice will always hold a few precious, cultural cards up its sleeve to engage and astonish the visitor. This, our latest Venice itinerary, combines the familiar with the new, to create a programme that should delight newcomers and cognoscenti alike."

### Day 1

Following our morning flight from London Heathrow to Venice, water taxis convey us over the lagoon to the Hotel Saturnia for our seven day stay in the famous island city. After check in, we walk to the Rialto in the sestiere of San Polo district (the original settlement of the city) which rose to prominence in 1097 when the famous market was positioned there. Our perambulations take in the famous bridge, as well as the Fondaco dei Tedeschi, founded in 1228 as a trading post for German merchants. Today, the building has been transformed into a conglomerate of luxury shops selling quality Italian brands, ranging from Gucci to Armani. High tea has been arranged for us in the atrium of the Tedeschi, after which we take lifts to the roof terrace to enjoy great views over the city. Dinner will be in the Caravella Restaurant in our hotel.

### Day 2

A lecture entitled 'Venice and its Music' begins the day, and is followed by a visit to St Mark's Basilica to explore the treasury museum. Here may be viewed Byzantine, Islamic, and Western artefacts dating back to the 10th century, as well as the original, bronze life size horses which once beautified the Western façade of the Basilica. Later, we walk to the adjacent bell tower of St Mark's to enjoy further views over Venice and the lagoon. Lunch will be in a nearby restaurant. In the afternoon we take a leisurely tour - by private boat - of the waterways of Venice, alighting - if time permits - for an exterior viewing of the Accademia



di belle Arti di Venezia. This was formerly the Ospedale degli Incurabili - one of the four orphanages in the city, famous for its music making in the late 17th and early 18th centuries. The evening is at leisure.

### Day 3

Today's lecture continues the theme of Venice's four Ospedali and their musical associations, a theme that is further explored by our private, morning visit to the Ospedale San Lazzaro dei Mendicanti, the orphanage where Vivaldi's father Giovanni Battista taught music in the 1780s. After time spent in the glorious 17th century Baroque chapel - the venue in the past for the renowned children's concerts - we walk to the Gothic Basilica of Santi Giovanni e Paolo to hear Peter play the organ in the rich acoustics of the interior. We continue to the Ospedale Santa Maria dei Derelitti for another private viewing, not only of the chapel, but also of the foundation's recently restored music room. After lunch we visit the last and most famous of all the Ospedali in Venice - La Pietà - where over a 35 year period, Vivaldi taught and supplied the institution with a steady stream of compositions. After we have explored the orphanage's museum, we relax and listen to Peter play the splendid Pietro Narcchini organ. There is an optional evening visit to the opera or concert hall.



### Day 4

This morning's lecture tells the story of Benedetto Marcello (1686-1739), the prominent Venetian composer, after whom the Music Academy of Venice is named. This prepares us for our morning visit to the Academy, housed in the early 17th century Palazzo Pisani a Santo Stefano. During our exclusive tour of the palace, we are shown period copies of Vivaldi's compositions, as well as a priceless manuscript of a soprano aria in Vivaldi's own hand. We then ascend to the upper levels of the building to enjoy the views of the Grand Canal, which flows adjacent to the building. The tour concludes with a private recital in one of the palace's historic rooms. Lunch is in a nearby restaurant. By contrast, the afternoon is spent exploring the magnificent art collection housed in the Ca Rezzonico Museum, on the Grand Canal. The evening is at leisure.



### Day 5

Following our morning lecture, we take an exclusive 'behind the scenes' tour of the Doge's Palace. This is a specially designed visit that takes in rooms and areas of the famous palace that are not usually viewed by the public. After lunch in a nearby restaurant, we journey down the Grand Canal to the 15th century church of Madonna dell'Orte, which today is one of Venice's art galleries. It is here that the painter Tintoretto's tomb is located, along with a number of his important paintings. In the evening we are treated to a private tour of St Mark's Basilica to see the interior and its mosaics illuminated by arc lights.

### Day 6

Following our morning lecture, we take a walking tour of the Giudecca Island, taking in as we go, the glorious churches of Il Redentore and Sant'Eufemia, as well as the marvellous views over to Venice. After lunch, we visit the Frari, to see the tomb of the composer Claudio Monteverdi, as well as the sculptor Antonio Canova's huge pyramidical monument, erected in his memory by five of his students. Also, here on the 18th century Gaetano Callido organ, Peter gives the last of his organ recitals. The remainder of the afternoon is at leisure. A private drinks reception and a farewell dinner, round off the day.



### Day 7

This morning we visit the magnificent Scuola Grande (Great School) di San Rocco, a charitable confraternity established in 1478 and named after the saint who is the traditional protector against plague. Through its patronage, the Scuola - along with others in Venice - had a huge impact on the music of the city, employing at one stage the great Giovanni Gabrieli as its organist. At the scuola, we also have a chance to admire the 39 paintings by Tintoretto that adorn the walls. A final lunch at the Correr Museum will set us up for our water taxis to the airport for our flight back to London.

# Peter Medhurst Tours presents

# THE MUSIC, ART & ARCHITECTURE OF HISTORIC VENICE



Departing 21 January 2026

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# FINANCIAL SECURITY

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

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# Tailored Travel Ltd

t: 020 7064 4970 www.tailored-travel.co.uk nfo@tailored-travel.co.uk

## **BOOKING CONDITIONS**

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

### 1. HOLIDAY PAYMENT

When you book you must pay the appropriate deposit per person togethe when you book you must pay the appropriate deposit per person together with any applicable insurance premiums. The balance of the price of the holiday is due for payment 8 weeks (unless otherwise stated) before the 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 the server is the full amount is due at the time of booking. If you book a holiday which is does not include flights through one of our authorised travel agents all ooes not incluee higher smough 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 or 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

### 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 Walse. 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. payment as applicable. You must check your continuation 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 w 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 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. Minor changes do not entitle you to cancel or change to another holiday without paying our normal charges. A change in the airline, aircraft type and airport of departure or destination previously provided at any time will be treated as a minor change.

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 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 departure you will then be given the choice of accepting the changle arrangements or taking a suitable alternative holiday with us if available or receiving a refund of 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. to direting you the above intentional controls. Whele our intentity is immay 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.

### 6. FORCE MAJEURE

We cannot accept liability or pay any compensation where the performance of we cannot accept usuminy 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, pandemic/epidemic and similar events or "Another than the contraction of the contraction circumstances outside our control. Where any such events lead to the cancellation of your holiday, we will refund monies paid to us (less any insurance premium and a contribution to any unrecovered costs up to a maximum of £75 per person).

### 7. PRICING POLICY

For flight tours and for tours to countries other than the UK, the price of For light tours and for tours to countries omer than the up, the price or your tour is calculated using the currency exchange rate at the time the tour was initially costed and a reasonable estimate of the projected transport costs at the date of departure. In limited circumstances the price of your confirmed holidary is subject to a surcharge as set out below. Surcharges can arise if there is an increase in tax, levy or other sum imposed by any government or regulatory authority/body (eg CAA, ATOL etc) or if our costs increase as a result of currency exchange rate etc) of nour costs increase as a result of currency exchange rate fluctuation or if transport costs are in excess of our estimate. 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 means paying more than 9% 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. 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

If your baggage is lost whist flying, a Property Irregularity Report should be completed at the airport prior to exiting the airports baggage area. For those who have taken out the holiday insurance we offer, the holiday insurance company insists that you report any loss or thet 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 calism's form (See also clause 18). If you have not taken out the insurance we offer, please check your policic.

### 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 compiled 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 planed very carefully to give you the maximum value while operating under normal circumstances. It may be necessary, sometimes at short notice, to make changes to an 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 velicide or aircraft which cannot be repaired. We cannot accept any responsibility of delays caused by vary form of breakdown. During your stay in a hotel you may have problems with certain aspects of maintenance, generally caused by vear and bear to such items as a shower until, look etc. Please be understanding of such matters and report them to the hotel reception in a time 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 on 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 concerned.

### 12 ARTISTS CONCERTS ENTERTAINMENTS AND RIDES

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

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 convenions. Copies of these continuous and the international convenions 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 real/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.

### 16. HOLIDAY INSURANCE

- 1. It is compulsory that you have comprehensive holiday insurance before travel. Should you decide on an alternative policy to the travel insurance policy offered in the brochure, 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 behaling a cristing of the alternative arrangements either at the time of booking or within 14 days of you taking out your alternative travel insurance policy. If you do not take out any holiday insurance or travel insurance policy. In you only out ace out any notice; insurance or of on of 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. Your holiday insurance must have no less cover than that available in the travel insurance policy offered by us in the brookure. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs.
- 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.

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 Wiripstruer Services (Hampshire) Limited with oare authorised and regulated by the Financial Conduct Authority (their registration number is 311349) and which is permitted to advise on and arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from www.fca.org. uk) or by contacting the FCA Consumer Helpline on 0800 111 6768.

### 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 repret 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)

- (EVENTS CONNECTED WITH TOUR INDUCTOR 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.
- 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 your holiday and which were unforeseeable or unavoid:
- (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.
- even with an 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.
- A. 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.
- or your requirements.

  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 PROCECURE". 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.
- 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 jin that situation.
- To any traver by any in trait structure.

  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 If your actions or those of any member or your party cause pamage to the accommodation in which you are staying not the vehicle, train, ship or aircraft in which you are traveilling, 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 bealf 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 endeayour 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 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 and are able to comply with any entry requirements of countries being travelled through. Be sure to check passport, visa and entry 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 UR 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. If you are planning to travel to an EU country (except ireland) or Switzerland, Norway, Iceland, Liechtenstein, Andorra, Monaco, San Marino or Vistance City, UR, sessopres should be issued less than 10 years before the date you enter the day you plan to leave (check the 'excir) valid for at least 3 months after the day you plan to leave (check the 'excir) valid for at least 3 months after the day you plan to leave (check the 'expiry

### 23. 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. We may be required to provide information by law as permitted by relevant data protection to provide information by law as permitted by relevant data protection legislation or by a legal authority. When you make a booking or enter into a transaction this means you consent to our passing on such details in all such circumstances. We will also 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 prio consent except in the circumstances shown above. You are entitled to see a copy of all the data we hold relating to you personally

### 24. 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.

### 25. 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 When you buy an AIOL protected tlight 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 alternative ATUC holder will perform into so obligations aim you agree to by 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 for make a claim under the ATOL scheme (or your credit card issuer where applicable).
- 3. If we are unable to provide the services listed in your ATOL Certificate (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may assign austractive to this tributes any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.
- 4. Your non ATOL financial protection is covered by a separate trust account administered by independent chartered accountants

Ref: Tailored Travel 08.02.23