



PETER MEDHURST'S

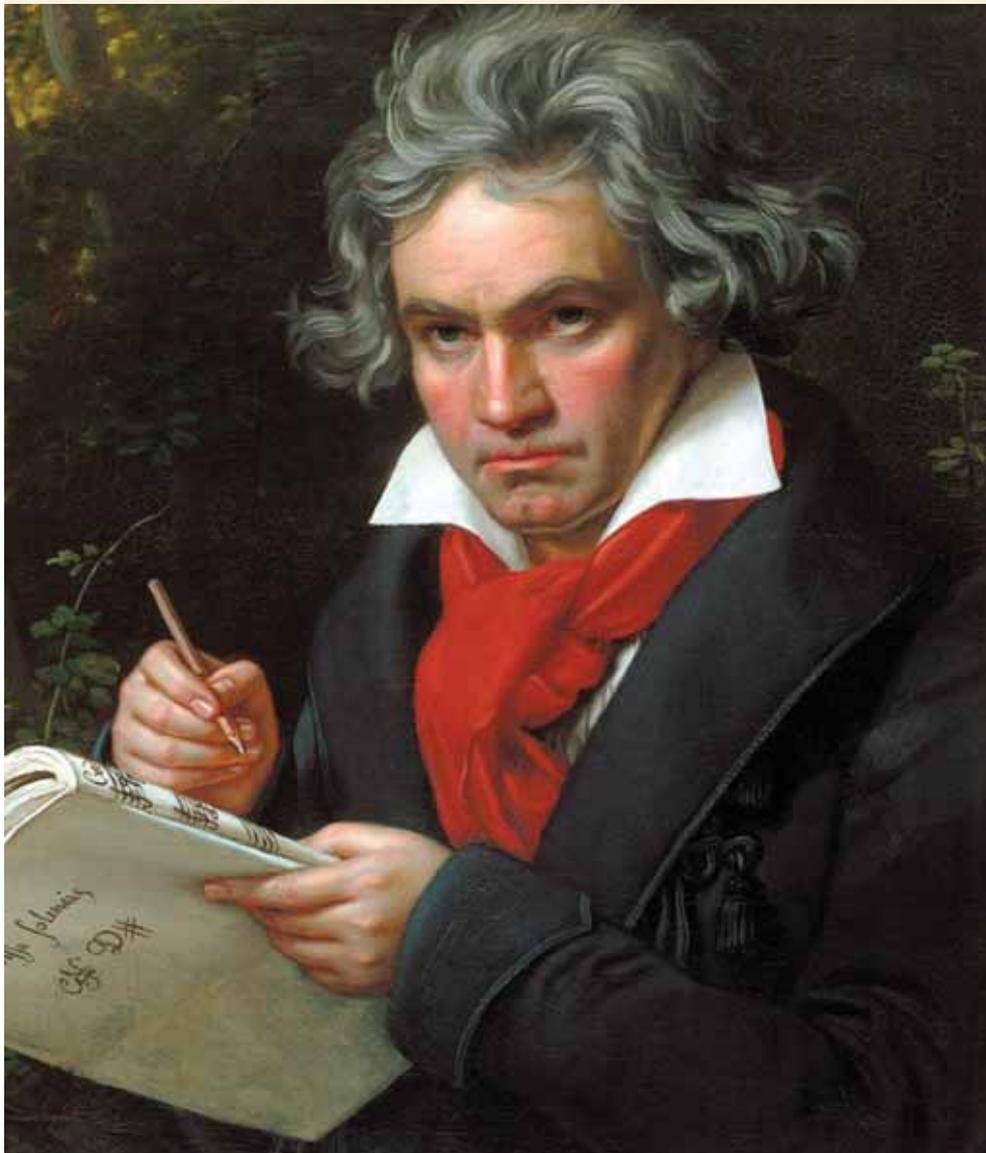
# MUSICAL ODYSSEYS

TOURS EXPLORING MUSIC AND THE ARTS

## BEETHOVEN IN VIENNA

with Peter Medhurst, Tom Abbott & Jeremy Limb

7 days from £2,999 • Departing 21 April 2018



FOR FURTHER ITINERARY INFORMATION CONTACT:

Tailored Travel

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Further Information relating to the tour can be found online at <http://petermedhurst.com/tours>



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

**Peter Medhurst** is well known in the 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** 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** 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.

### FEATURES

- Tour limited to 24 passengers
- Tom Abbott - professional tour manager & art historian
- Jeremy Limb - pianist
- Six lectures by Peter Medhurst
- Beethoven Piano Sonatas study morning with Peter & Jeremy in the Lobkowitz Palace
- Centrally located historic 4\* hotel
- Welcome & farewell dinners included
- Included lunches every day
- All excursions, entrance fees, guided tours & gratuities included
- Direct scheduled British Airways 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 Beethoven's Piano Sonata No 21 Op 53 'The Waldstein' & the song cycle 'An die ferne Geliebte'.
- State Hall National Library
- Augustinian Church
- Albertina Art Collection - guided tour
- Recital by Jeremy at the Bösendorfer piano show room
- Liechtenstein Garden Palace - private tour of its art collection
- 'Eroica House' in Oberdöbling
- Beethoven's house in Heligenstadt
- Karlskirche
- Secession Building
- Biedermeier Rooms at the Vienna Museum
- Kunsthistorisches Museum - guided tour
- Musikinstrument Museum - guided tour
- Pasqualatihaus
- Schönbrunn Palace
- Schubert's Sterbewohnung
- Museum of Military History
- Upper Belvedere Palace

### OPTIONAL

- Vienna Boys' Choir performing High Mass at the Hofburg Chapel on Day 2
- Optional opera on Day 2 & 5

### YOUR ACCOMMODATION

We stay six nights at the centrally located 4\* König von Ungarn Hotel in Vienna ([www.kvu.at](http://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 £319 (limited availability)
- Optional excursions
- 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.

## LUDWIG VAN BEETHOVEN

*When the 22 year old Beethoven left his native Bonn for Vienna in 1792, his patron, Count Waldstein, wrote to him saying 'You are going to Vienna in fulfilment of your long frustrated wishes...with the help of assiduous labour you shall receive Mozart's spirit from Haydn's hands'.*

*Indeed, with Mozart's untimely death in 1791, that is pretty much what happened. Having wished to study with Mozart, Beethoven ended up in Vienna as the pupil of Joseph Haydn, and when eventually Beethoven found his musical feet as a composer, he became a magnificent distillation of the finer aspects of their late 18th century craft, mingled with his own inimitable and forward looking genius. For many people, this contributes to Beethoven's reputation as being the greatest composer of all time.*

*This exclusive tour is a rare opportunity to follow in the true footsteps of Beethoven. By immersing the group in early 19th century art and architecture, by visiting some of the places where Beethoven lived and worked, and by listening to private performances by Jeremy Limb and Peter Medhurst of Beethoven's music - some even given in the Lobkowitz Palace where premieres of Beethoven's works took place - these seven days spent in the heart of Vienna will become an unforgettable experience for the musical connoisseur.*



View of Vienna from Upper Belvedere Palace



Beethoven Frieze, Secession Building



Waldstein Sonata by Beethoven

# BEETHOVEN IN VIENNA

with Peter Medhurst, Tom Abbott & Jeremy Limb

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### Day 1

We meet at Heathrow Airport for our direct scheduled British Airways flight to Vienna. On arrival in Austria, we are met by Peter Medhurst, our music expert, and Tom Abbott, 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 lunch at the hotel, we take a walk through 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 Beethoven's Piano Quintet in Eb Op 16 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 from Peter on music in Beethoven's Vienna, we attend a drinks reception and enjoy a welcome dinner, both served in our hotel.

### Day 2

This morning you may choose to attend our lecture in the hotel, or join our optional excursion to hear the Vienna Boys' Choir performing High Mass at the Hofburg Chapel. Later, 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 Beethoven's Piano Sonata No 21 Op 53 'The Waldstein' and the song cycle 'An die ferne Geliebte'. We then go to nearby Café Demel for a lunch and follow this with a visit to 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 Beethoven's patron and dedicatee of his 1st Symphony, 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. This evening you may choose to join our optional excursion to the Opera.

### Day 3

This morning is spent in the Bösendorfer-Saal of the Figaro House, the place where Mozart lived from 1784-87 and where Peter and Jeremy present a study morning (9.30-12.30) on the Beethoven Piano Sonatas. 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 are paintings by Raphael, Rubens, Molenaer and Ricci, all displayed in sumptuously decorated rooms. The evening is at leisure.

### Day 4

After the morning lecture at the hotel, we make our way by coach to the Viennese suburb of Oberdöbling to visit the museum known as the 'Eroica House'. Although Beethoven never lived in the building (the Austrian archivist, Josef Böck-Gnadenau misidentified the house), the museum is a memorial to the summer of 1803, when Beethoven stayed in Oberdöbling and wrote the lion's share of his 3rd Symphony. We continue to Beethoven's house in Heiligenstadt (another Viennese suburb) and where in 1802 Beethoven wrote the famous 'Heiligenstadt Testament'. The Testament is a letter (never sent) to his two brothers in which he lamented his advancing deafness, and momentarily contemplated suicide as being the only way forward. An included lunch will then be served at a carefully selected local restaurant followed by a return to the centre of Vienna to enjoy a recital by Jeremy at the Bösendorfer piano show room. Time permitting, we may pay a visit to the Karlskirche, before making our

way to the Secession Building, built by Joseph Maria Olbrich in 1897 and which famously contains Gustav Klimt's Beethoven Frieze of 1901. The Secession Building is an architectural manifesto of the rebel artistic movement spearheaded by Gustav Klimt. Crowned with a golden leaf globe, it is home to a fine collection of works by pioneering artists that continue to redefine contemporary art. Again, time permitting, we may visit the Vienna Museum to see the celebrated Biedermeier Rooms. The evening is at leisure.

### Day 5

The morning lecture at the hotel is followed by a guided tour of the Kunsthistorisches Museum. Opened around 1891, it is Austria's largest art museum and contains works by Raphael, Bruegel the Elder, Rembrandt, Vermeer and Caravaggio. It also contains magnificent paintings by the Venetian artist Bernardo Bellotto of views of Vienna, and show what the city would have looked like when Beethoven arrived there in the 1790s. After an included lunch we walk to the nearby Musikinstrument Museum for a guided tour of its superb collection of musical instruments. We will particularly concentrate on instruments - and paintings of composers - that stem from Beethoven's time in Vienna, including pianos by Walther, Stein and Ehlers and portraits of Hummel, Walther and Beethoven. When finished, we make our way to the Pasqualatighaus, named after its owner Josef Benedikt Baron Pasqualati, and the place where Beethoven spent eight years living in the apartment on the fourth floor. It was here that the composer worked on his 4th, 5th, 7th and 8th symphonies, and where he also worked on his opera 'Fidelio'. 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 will include 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. The gardens were laid out with fountains and statues, and later, on the Gloriette Hill, a colonnaded arcade was added, from which can be enjoyed an extensive view over the city. After an included lunch at the Palace in the Café Residenz, we visit Schubert's Sterbewohnung, the house where Franz Schubert died on 19th November 1828. The exhibits document the last weeks of the composer's life, his death and his funeral. Schubert is important in the unfolding of the Beethoven story since not only was he a torchbearer at Beethoven's funeral, but the 'point and counterpoint' aspect of their careers highlights the ways in which the composers were viewed by the early 19th century Viennese. The remainder of the afternoon is at leisure in Vienna, and 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, Tom guides us around the magnificent art collection, paying especial attention to the paintings on the uppermost floor, which reflect everyday life in Vienna during the early part of the 19th century. The Upper Belvedere also contains the world's largest Gustav Klimt collection, which you may wish to seek out. After an included lunch, we return to Vienna Airport for our direct scheduled 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 CONDITIONS

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



## 1. HOLIDAY PAYMENT

When you book you must pay the appropriate deposit per person (this amount is shown on the booking form) together with all applicable insurance premiums – see clause 16. The balance of the price of the holiday is due for payment 8 weeks (unless otherwise stated) before departure date. If the balance is not paid in time we reserve the right to treat your booking as cancelled by you and apply the cancellation charges set out in clause 3 below. For bookings made within 8 weeks of departure the full amount is due at the time of booking. If you book a holiday which does not include flights through one of our authorised travel agents all monies you pay to him for that holiday will be held on our 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 dispatch our confirmation invoice and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within 10 days of receiving your booking form and deposit or full payment as applicable. You must check your confirmation invoice, tickets and all other documents you receive from us carefully as soon as you receive them. Please contact us immediately if any information on any document appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 5 days of our sending it out.

## 3. HOLIDAY CANCELLATION BY YOU

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

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

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

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

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

## 4. HOLIDAY ALTERATION BY YOU

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

## 5. ALTERATIONS AND CANCELLATIONS BY US

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

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

## 6. FORCE MAJEURE

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

## 7. PRICING POLICY

In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if transport costs (including the cost of fuel) increase or our costs otherwise increase as a result of currency exchange rate fluctuation or any new or increased tax, levy or other sum imposed by any government or regulatory

authority/body, (e.g. CAA, ATOL etc.). In the unlikely event that your holiday is surcharged you will be notified in writing not less than 30 days before departure. In any event we will absorb increases up to a total amount equivalent to 2% of the total holiday price which excludes insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means, in extreme circumstances paying more than 10% of the holiday price, excluding insurance premiums and any amendment charges you will be entitled to cancel your holiday with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. In return for these promises and the applicable risks to us no refunds will be made for decreases in costs. We reserve the right to correct errors in both advertised and confirmed prices at anytime. We will do so as soon as we become aware of the error.

## 8. PERSONAL LUGGAGE

Whilst every effort will be made by our contractors to ensure your luggage is kept safe throughout the duration of your holiday, customers are respectfully reminded that the ultimate responsibility for all personal luggage remains that of the individual customer.

## 9. LOSS OF PERSONAL PROPERTY

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

## 10. SPECIAL REQUESTS

Although we will endeavour to pass any reasonable requests on to the relevant supplier, we 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 us to you, often in accordance with international conventions. Copies of these conditions and the International Conventions are available from our office on request and can be inspected at the office of the suppliers concerned. We regret we cannot exercise any control over industrial disputes, port disputes or any similar action outside our control.

## 14. TRAVEL DELAY

Due to circumstances completely beyond our control, a delay may arise to your sea crossing/tunnel crossing/air/air departure. In the event of any delay to your rail/air departure, responsibility for any meals etc. rests with the ferry company, airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

## 15. HEALTH REGULATIONS

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

## 16. HOLIDAY INSURANCE

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

2. The travel insurance policy offered in the brochure will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet.

IMPORTANT – you may already possess alternative insurance(s) for some or all of the features and benefits provided by this product: It is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs: we will however be happy to provide you with factual information to aid you in making your own informed buying decision. Tailored Travel Limited is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

## 17. COMPLAINTS PROCEDURE

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

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

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

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

- (a) the act(s) and/or omission(s) of the person(s) affected or
- (b) those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- (c) an event which either ourselves or the supplier of the service(s) in question could not have foreseen or avoided even with all due care.

3. We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss and/or damage to or of luggage or personal possessions is concerned or a lower limitation of liability applies to the claim, the maximum amount we will have to pay you for such non-personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total.

4. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £60 per person affected as you are assumed to have taken out travel insurance which is adequate or your requirements.

5. It is a condition of the acceptance of liability set out in clauses 18(1) and 18(2) of these Booking Conditions that you notify us of any claim you or any member(s) of your party has in accordance with the procedure set out in clause 17, “COMPLAINTS PROCEDURE”. Any person to whom any payment is made must also assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. You must also provide ourselves and our insurers with all assistance we may reasonably require.

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

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

## 19. PASSENGERS WITH A DISABILITY

Please note, our holidays may not be suitable for people with certain disabilities or medical conditions. If you have a disability, coaches can be difficult to get on and off and some of our hotels do not offer ground/lower floor accommodation or lifts/easy access. Should any member of your party suffer from any disability or medical condition which may affect their or other people's holidays you must provide full written details at the time you book the holiday including any specific

requirements that person has. Additionally at the time you book the holiday you must provide written confirmation that all assistance the person concerned requires will be provided by other party members as outside assistance will not be available. In view of the nature of our holidays, we regret we must reserve the right to decline any booking whenever we feel unable to accommodate the needs of any particular client or where, in our opinion, the medical condition or disability of the client concerned is likely to have a significant adverse effect on other clients taking the same holiday. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made. This does not affect your statutory rights.

## 20. INDEMNITY

If your actions or those of any member of your party cause damage to the accommodation in which you are staying or to the vehicle, train, ship or aircraft in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully indemnify us against any claim (including legal costs of all concerned) made against us by or on behalf of the owners of such accommodation or the operator of such means of transportation or by any third party.

## 21. INFORMATION REFERRING TO OUR TOURS

We always endeavour to give precise, accurate information to telephone 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. YOUR FINANCIAL PROTECTION

- The air holidays and flights in the brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5605. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid for an advance booking. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).
- When you buy an ATOL protected flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate. In some cases, where we are unable to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).
- If we are unable to provide the services listed in your ATOL Certificate (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including 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.
- If your non ATOL financial protection is covered by a separate trust account administered by independent chartered accountants.