



HOW TO BOOK Please contact us by telephone (020 8799 8350) - you will speak to one of our sales team usually after three rings! If space is available on the tour of your choice you will be given a 7-day option. We will then require a completed booking form together with your deposit or full payment (see Late Bookings). You must agree to the Booking Conditions.

BOOK EARLY Many of our holidays are taken up very quickly after the brochure launch, when tours appear on our website. Sometimes they are fully booked after appearing as advanced information in our Newsletter.

LATE BOOKINGS If you book within 8 weeks of departure, you will need to provide a credit/debit card for the full amount of the holiday, or send us a cheque within 24-hours.

TOUR CODE & BOOKING REFERENCE Please include these on the booking form and quote your Booking Reference in all subsequent communications.

OPENING HOURS are Monday-Friday, 9.30-5.30. The office is closed on UK public holidays.

NAME OF TOUR / À LA CARTE DESTINATION	DATES	TOUR CODE (e.g. BUD1 or CPH3)
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BOOKING REFERENCE	WHERE DID YOU HEAR ABOUT THIS TOUR? (e.g. brochure, a friend, magazine or newspaper, email, etc.?)
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PERSONAL DETAILS (Please show names as they appear on your passport)				ROOM TYPE Twin, Double or Single	CLUB CLASS Yes or No
No.	TITLE	FIRST NAME	FAMILY NAME		
1					
2					
3					
4					

PASSPORT DETAILS (essential for airline ticketing & in case of emergency)						
No.	D.O.B	PASSPORT No.	NATIONALITY	DATE OF ISSUE	DATE OF EXPIRY	NAMES AS YOU WISH TO APPEAR ON THE PARTICIPANT LIST (if different from above)
1						1
2						2
3						3
4						4

NB If travelling to the USA you will require a machine-readable passport

ADDRESS (for correspondence)

TELEPHONE: (Day) _____

TELEPHONE: (Eve) _____

MOBILE: _____

EMAIL: _____

FAX: _____

TELEPHONE: 24-hours pre-departure _____

SPECIAL NEEDS/FITNESS AND MOBILITY In order to assist us in ensuring you and fellow travellers maximum comfort please indicate below any special requirements or conditions about which we should be aware.

EMERGENCY / NEXT OF KIN:
(Must be completed at time of booking)

PERSONAL DETAILS (Please show names as they appear on your passport)

No.	AGE	WHEELCHAIR ASSISTANCE	SPECIAL DIET	OTHER
1				
2				
3				
4				

NAME: _____

ADDRESS: _____

TEL NO: _____

RELATIONSHIP: _____

SPECIAL OCCASION If this holiday coincides with a special occasion, please indicate below (e.g. birthday or wedding anniversary)



5.4 If it is necessary to cancel your holiday (except for reasons of unavoidable and extraordinary circumstances) or make a significant change after the date when payment of the balance becomes due, we will in addition pay you compensation as follows:

Period before departure within which Compensation notification of change or cancellation is given per person

More than 49 days.....	Nil
49 – 42 days.....	£10.00
41 – 25 days.....	£20.00
24 – 16 days.....	£30.00
15 – 1 days.....	£40.00

Please note compensation is not payable in the case of minor changes. The compensation offered does not exclude you from claiming more if you are entitled to do so.

'Unavoidable and extraordinary circumstances' means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken, including (for example) but not limited to, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

6. NON-APPEARANCE AND ALTERATIONS TO REPERTOIRE/ITINERARY

6.1 Opera and music lovers will appreciate that performances and artists can be changed without notice. Fortunately, this is a rare occurrence but nevertheless disappointing. Every effort is made to obtain and pass on to you up to date information regarding performances and artists. This information is based upon details supplied to us by other parties and we cannot guarantee its accuracy or that there will not be further changes to the programme. The non-appearance of an artist, cancellation of event or other changes, are entirely outside our control or even the control of those organising the event. We will always do our utmost to find a suitable alternative in such a case and wherever refunds from an event organiser are received we will pass this on to you.

6.2 Specific outside events – in the event of adverse weather conditions a full refund of the face value of the performance ticket will be made only if the performance fails to start. If abandonment occurs after the start, conditions of the ticket purchased prevent any refund.

6.3 Please note that the order of events on itineraries is subject to alteration due to local circumstances, unscheduled closures etc. However, every effort will be made to include all elements of the programme during the tour dates or a suitable alternative which will be notified to you.

7. OUR LIABILITIES TO YOU

7.1 You must inform us without undue delay of any failure to perform or improper performance of the travel services included in the package holiday sold to you by us. If any of the travel services included in your package are not performed in accordance with the contract, or any improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation, or both. However, we will not be liable where any failure to perform or improper performance of the travel services is due to you or another member of your party; or a third party unconnected with the provision of the travel arrangements and whether the failure is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances (as defined above) beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

7.2 If an event within the itinerary is cancelled due to unavoidable and extraordinary circumstances within one month prior to the event, we reserve the right to refund the cost of the admission ticket to the event only.

7.3 We accept responsibility for the negligent acts and/or omissions of our employees, agents or suppliers. Save for liabilities under clause 7.4 below, our liability to you in all cases (except where they lead to death, injury or illness) shall be limited to a maximum of three times the cost of the original travel arrangements.

7.4 Our liability to you will also be limited in accordance with and/or in an identical manner to:

- the contractual terms of the companies that provide the travel services that make up your package. These are incorporated into this booking; and
- any relevant international conventions (for example, the Montreal Convention for travel by air, the Athens Convention for travel by sea, the Berne Convention for travel by rail and the Paris Convention for accommodation), which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from us.

7.5 If you, or any member of your party, suffers death, illness or injury whilst overseas arising out of activity which does not form part of the inclusive holiday arrangements or excursion arrangements through us (as per clause 17 below), we shall at our discretion, offer advice, guidance and assistance to help in resolving any claim you may have against a third party. We limit the cost of our assistance to you or a member of your party to £5,000.00 in total. Where legal action is contemplated and you want our assistance you must obtain our authority prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves.

7.6 If you are prevented from travelling on an aircraft because in the opinion of any person in authority at the airport you appear, by reason of intoxicating liquor or use of drugs, either to be unfit for travel or likely to cause discomfort or disturbance to other passengers, our responsibility for your journey, including any return flight thereupon ceases. You must accept responsibility for your proper conduct and we therefore have the right to terminate our contract in circumstances of serious misconduct by you or any member of your party.

7.7 Under EU law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be available at EU airports and will also be available from airlines. **However, please note that reimbursement in such cases does not automatically entitle you to a refund of the cost of your holiday from us.** Your right to a refund and/or compensation from us is set out in these Booking Conditions. If any payments to you are due from us, then if the airline makes payment of these to you then such sum will be deducted from this amount. If your airline does not comply with such rules then you can complain to the Aviation Consumer Advocate Panel on 020 7453 6888 or www.caa.co.uk.

7.8 If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

NB: This clause does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

8. DATA PROTECTION POLICY

In order to process your booking and to ensure your travel arrangements run smoothly and meet your requirements, we need to use the information you provide to us, such as name, address, contact details and any special needs/dietary requirements. Please see our Privacy Policy for details of how we collect and process your personal data, and the personal data of those in your party.

<http://www.travelforthearts.com/privacy>

9. PASSPORTS, VISAS AND HEALTH

9.1 You and your party's specific passport, visa and other immigration requirements are your responsibility and we do not accept responsibility for the validity of your passports or visas or for the refusal of visas by the Issuing Authorities. You should therefore confirm these with the relevant authorities, Embassies and/or Consulates. We shall not be liable for any loss, expense, cost, damage, injury or loss of enjoyment suffered as a result of such invalidity or loss, including any responsibility if you cannot travel because you have not complied with such requirements.

9.2 British subjects require a passport. We will provide information about visas and health requirements and can also apply for visas on your behalf for a small fee and handling charge. If you do not hold a valid EU passport, please inform us at point of booking. Although we can apply for any visa on a client's behalf, we cannot be held responsible for declined visas and normal cancellation charges will be levied should this occur.

Higher charges may also be applied to non-British citizens and late applications which will be charged accordingly. For further advice visit the FCO website, www.fco.gov.uk, visit the ABTA website www.abta.com/gotravel or telephone ABTA on 020 3117 0599.

10. PHYSICAL HANDICAPS AND MOBILITY

Should you suffer from any serious physical handicaps or experience difficulty in walking long distances and tire easily, please do bring this to our attention at the time of booking in order that we can provide the necessary assistance at airports and hotels. **Please note that some of the activities on our tours may not be suitable if you have any disability or reduced mobility. In the interests of safety and comfort for the whole group, you should be fit enough to participate or alternatively have an able bodied carer with you to assist.**

11. COMPLAINTS AND DISPUTES

11.1 If you have a complaint about any of the services included in your holiday, you must inform the relevant supplier and our representative (whose details will be provided to you prior to the commencement of your trip) without undue delay, who will endeavour to put things right quickly. If your complaint cannot be resolved locally, your representative will ask you to make a report, the original of which is for you and a copy will be forwarded to our Head Office, as detailed on our invoice to you. Please follow this up within 28 days of your return home by writing to us giving your original tour reference number and all other relevant information. Please keep your letter concise and provide all relevant information. If you fail to follow the requirement to report your complaint during your holiday, we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking.

11.2 It is unlikely that you will have a complaint that cannot be settled amicably between us. However, disputes arising out of or in connection with this contract which cannot be amicably settled, may (if you so wish) be settled by way of an alternative dispute resolution procedure. We are a member of ABTA. We are also obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's Scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved.

12. ADDITIONAL ASSISTANCE

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

13. SPECIAL REQUESTS

Any special requests made on your Booking Form are noted and we do our very best to comply with these wherever possible. However, although we do make every effort to meet your requirements, we cannot unfortunately give a guarantee.

14. TOUR MANAGERS AND LOCAL REPRESENTATIVES

Wherever possible and practical, our tours are escorted throughout by a representative from the UK. On occasions when circumstances dictate, we retain the services of a local representative to meet our clients and to escort them to cities and on excursions accompanied by our local guide.

15. TRAVEL INSURANCE

It is a condition of these Booking Conditions and your contract with us that you have comprehensive travel insurance cover.

We are able to introduce you to Citybond Suretravel. Citybond Suretravel insurance is underwritten by Union Reiseversicherung AG, UK. Specialised Travel, trading as Travel for the Arts, is an Introducer Appointed Representative of Citybond Suretravel for the sale of travel insurance and we have negotiated discounts on the Citybond Suretravel schemes for our clients.

Citybond Suretravel can provide a comprehensive range of travel insurance offering high levels of cover for medical emergency, repatriation, personal baggage, cancellation and more.

They are able to provide single trip policies with no upper age limit, annual multi trip policies up to age 85, long stay policies for trips up to 12 months and gap year policies for trips up to 18 months.

All their policies offer the option to include existing medical conditions as well as, automatic cover for their participation in over 100 sports and activities.

Referral Code 56275

Please use the above code to receive the premium discounts:

Online at <https://www.suretravel.co.uk/?intcode=56275>
or by phone on Freephone 0333 207 0481 for 10%

16. SEVERABILITY

If any part of these Booking Conditions is held to be invalid, unreasonable or unenforceable, such portion(s) shall be deemed as severable from these Booking Conditions and the remainder of these Booking Conditions shall remain in full force and effect and enforceable.

17. EXCURSIONS

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book which does not form part of your package holiday with us, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.