



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					

*Payable at the time of confirmation

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)



AIRPORT PARKING / AIRPORT HOTEL / REGIONAL FLIGHTS Please send me details of: (please tick)

<input type="checkbox"/> AIRPORT PARKING	<input type="checkbox"/> AIRPORT HOTEL	Comments:
<input type="checkbox"/> AIRPORT LOUNGE	<input type="checkbox"/> DOMESTIC FLIGHT	

OPTIONAL OR SUPPLEMENTARY PERFORMANCE TICKETS Please book the following supplementary services

DATE	PERFORMANCE REQUIRED OR DESCRIPTION OF SERVICES	No. REQUIRED

FINANCIAL

No. of Places	PER PERSON	TOTAL
Deposit <i>(See tour price panel)</i>	£	£
OR Full payment <i>(if booking within 8 weeks of departure)</i>	£	£
Supplementary Performance	£	£
Tickets / Services*	£	£
TOTAL	£	£

* Payable at time of booking

METHOD OF PAYMENT

I wish to pay by Debit Card I wish to pay by Credit Card
 I wish to pay by Cheque *(Please tick box)*



NB: Payment by commercial card will incur a 2% charge. No charge is made for personal cards, unless the card holder is outside the EEA.

CARD NO: []

NAME ON CARD

DATE OF ISSUE [] [] [] [] DATE OF EXPIRY [] [] [] []

SECURITY CODE [] [] [] [] [] []

ISSUE NO [] []

Please tick this box if you would like the balance of payment charged to your card

Billing address if different from address overleaf

REDEMPTION OF VOUCHERS

If you are redeeming a voucher please attach it to your booking form. Vouchers cannot be redeemed retrospectively.

MEMBERSHIP NUMBERS

If you are a Friend of Covent Garden, British Friend of the Salzburg Festival or Member of the The Wagner Society of England or New York, please complete details below:

NAME OF ORGANISATION	MEMBERSHIP NO.

TRAVEL INSURANCE

It is a condition of booking that you have comprehensive travel insurance for all the activities you will be undertaking whilst on holiday - please provide the details below. We can introduce you to an insurance company if you do not have any cover. Full details are shown in our Booking Terms and Conditions.

INSURANCE CO. NAME	POLICY NUMBER	EMERGENCY ASSISTANCE TEL No.

DECLARATION

I am over 18 years of age and I have read and understood the booking conditions, Data Protection Policy, general information and travel insurance advice and accept them on behalf of myself and the members of my party.

SIGNATURE: DATE:

1. ABOUT TRAVEL FOR THE ARTS

1.1 Your contract will be with Specialised Travel Ltd trading as TRAVEL FOR THE ARTS, whose registered office is at Craven House, 40-44 Uxbridge Road, London W5 2BS, telephone number 020 8799 8350 and email address info@travelforthearts.com, which is a fully bonded member of the Association of British Travel Agents (ABTA) (ABTA number V7795) and appointed by the International Air Transport Association (IATA).

1.2 The air holidays and flights in our brochures & promotional material are ATOL protected (as detailed in clause 1.3 below), since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 2178. 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 to us for an advance booking. For further information, visit the ATOL website at www.caa.co.uk, the CAA can be contacted at 45-59 Kingsway, London WC2B 6TE.

YOUR FINANCIAL PROTECTION

1.3 We provide financial protection for our package holidays.

- a) When you buy a flight-based holiday from us, you will receive financial protection for your **flight-based holiday** under our ATOL licence (detailed above), and 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.
- b) We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able 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).
- c) If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (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.

1.4 Financial protection for **non-flight packages** is provided to you as bonded members of ABTA. When you buy a package holiday from us that does not include a flight, then financial protection is provided by way of our ABTA bond (please see www.abta.co.uk, who can be contacted at 30 Park Street, London SE1 9EQ), as per the Package Travel and Linked Travel Arrangements Regulations 2018.

2. TO MAKE A BOOKING

2.1 When you make a booking you must complete the Booking Form accepting on your own behalf and on behalf of all your party (for whom you have authority to accept) the terms of these Booking Conditions and pay a deposit of the amount per person specified in the relevant brochure, or in the case of an independent holiday, the amount specified in writing by our staff at the time of booking, plus insurance premium and any additional performance tickets ordered. A contract will exist when we issue our confirmation invoice. Your contract will consist of these Booking Conditions, the completed Booking Form and the contents of the relevant brochure. When you make your booking you must pay a deposit (calculated as a percentage of your holiday cost) per person and as notified to you at the time of booking. Where you have provided us with card payment details in the Booking Form as your payment method for the deposit (and any insurance premium and additional performance tickets), we shall take payment from your card at the time we issue our confirmation invoice to you.

2.2 The contract is governed by English law and the non-exclusive jurisdiction of the English courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

2.3 The balance of the price of your holiday must be paid at least 8 weeks before the departure date. If the balance is not paid in time, we reserve the right to cancel your holiday and retain your deposit. If you paid your deposit by card and wish to authorise us to take payment of the balance on or just after the due date for payment using the same card, you may do so by ticking the relevant box in the Booking Form.

2.4 We make no charge if you pay by cheque, personal credit card, debit card or by electronic transfer. However, should you choose to make payment by commercial credit card, or you are a card holder outside the EEA, we will make a charge of 2% of the total price of the holiday.

3. WHAT IS INCLUDED IN THE PRICE

3.1 We reserve the right to alter the prices of any of the holidays shown in the promotional literature, in accordance with these Booking Conditions. The current price of the holiday will be notified to you before your contract is confirmed.

3.2 All Travel for the Arts tours are inclusive of the following:

Round trip Economy Class air travel on scheduled or charter airline(s) specified (aircraft type not known when going to press) including local airport taxes and security charges; or Eurostar Passenger Service.

Hotel accommodation at the hotels shown in the relevant promotional literature (or similar grade) in twin bedded rooms with private bathroom or shower and w.c. Double rooms and single rooms are available on request. NB: We are well aware of the considerable distress which can sometimes be experienced by those travelling alone when "single rooms" do not appear to come up to the standards expected. At all times we strive to overcome this on our clients' behalf (but can offer no guarantees) and sometimes it pays to take double or twin for sole occupancy.

Round trip private transfers from airports or local railway stations to hotels.

Hotel service charges and local taxes.

Sightseeing tour programme as detailed in each itinerary including admission charges and guide services.

The services of a Travel for the Arts Tour Manager or local representative.

NB: If you have any special requests relating to diet, accommodation and so forth, these must be made known at the time of booking. We will do our best to comply with them but cannot guarantee to do so (also see clause 13 below).

3.3 We can change your holiday price after you've booked, only in certain circumstances. Changes in the price of your travel arrangements can be made due to changes in: transportation costs i.e. the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources; the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; or exchange rates, which means that the price of your travel arrangements may change after you have booked.

However, there will be no change within 20 days of your departure. We will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your travel arrangements, excluding insurance premiums and any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (and we will refund any price difference if the alternative is of a lower value), or cancel and receive a full refund of all moneys paid, except for any amendment charges. Should you decide to cancel: (1) you must do so within the time period shown on your final invoice; (2) we will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy. Whether you cancel or not you will also be entitled, under the terms set out in respect of major changes (Alterations and Cancellations by us) to accept from us an offer of alternative travel arrangements if we are able to do so and compensation as set out below.

3.4 Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

3.5 Please note that in accordance with Air Navigation Orders, in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

4. ALTERATIONS AND CANCELLATIONS BY YOU

4.1 If, after our confirmation has been issued, you wish to change to another of our holidays or modify, at any time, the travel arrangements and/or tour itineraries shown, we will do our utmost to make the changes provided that notification is received in writing at our offices from the person who signed the Booking Form. We reserve the right to charge an administration fee of £35.00 per person in order to process that change, in addition to any further cost in making the alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Please note that certain travel arrangements (eg, concert tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

4.2 You, or any member of your party, may cancel your holiday at any time provided that notice of the cancellation is made to our offices by the person signing the Booking Form and is in writing. As certain travel arrangements and bookings cannot be changed after confirmation, cancellation incurs administration costs. We will retain your deposit and the cost of any performance tickets, and in addition may apply cancellation charges up to the maximum shown in Clause 4.3 below.

4.3 Period before departure within which written confirmation of cancellation is received and amount of cancellation charge shown as a percentage of the holiday price:

More than 56 days	Holiday deposit and performance tickets
56 - 42 days	40% of tour price
41-31 days	65% of tour price
30 - day of travel	100% of tour price

4.4 No refund will be given after the commencement of travel except at our discretion.

Please note that if the reason for your cancellation is covered under the terms of your insurance policy then you may be able to reclaim these charges.

4.5 You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign & Commonwealth Office.

4.6 You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing at least 7 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer.

5. ALTERATIONS AND CANCELLATION BY US

5.1 It is possible that we may have to make changes to your holiday (other than the price) as the arrangements are planned many months in advance. Occasionally changes may be made, and we reserve the right to do so at any time. Most of these changes are insignificant and we will ensure that we advise you as early as possible. Flight timings and carriers in the promotional literature are subject to change as a result of airline procedures which are beyond our control. Flight timings in the promotional literature are for guidance only. Actual times will be given on your ticket. In accordance with EU Regulations we are required to advise you of the actual carrier operating the flight, connecting flight (if any) and transfer. The potential carriers likely to be used are as set out in the promotional literature. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard or higher standard, changes of carriers.

5.2 If a major change becomes necessary and we are constrained by circumstances beyond our control to significantly alter any of the main characteristics of the travel services that make up your package you will have the rights set out below.

We will inform you as soon as reasonably possible if there is time before departure. You will have the choice of either, accepting the change of arrangements, accepting an offer of available alternative travel arrangements of comparable standard from us (where we offer one, we will refund any price difference if the alternative is of a lower value) or cancelling your holiday and receiving a full refund of all monies paid. We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.

If you choose to accept a refund:

- we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy;
- we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances (as defined below).

5.3 We reserve the right to cancel your booking. For example, if the minimum number of people required for a particular travel arrangement is not reached, we reserve the right to cancel the tour up to 70 days in advance. In this case we offer the choice of an alternative tour of comparable standard, if available (we will refund any price difference if the alternative is of a lower value), or a full refund of all monies paid. We will not cancel less than 49 days before the scheduled departure date except for reasons of unavoidable or extraordinary circumstances or your failure to pay the final balance.

If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of lower value). In the event a refund is paid to you, we will:

- provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse the policy;
- pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances.

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/gottravel 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 much 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 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.