

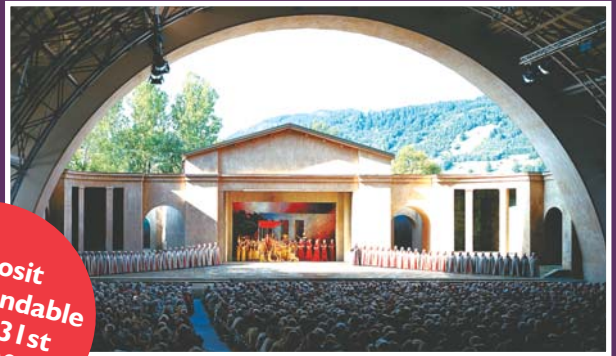
Christian Guild in cooperation with Tailored Travel presents

# Oberammergau Passion Play 2010

& the Beautiful Austrian Tyrol by Air

**8 days from £1,199**  
**Departs 7th August 2010**

Deposit  
fully refundable  
before 31st  
March 2009



## What is the Oberammergau Passion Play?



### The History

In 1633, in the middle of the Thirty Years War, Bavaria was being swept by a plague epidemic and more than 80 lives had been lost in Oberammergau alone. The local elders vowed that if the village were purged of the plague, they would 'keep the Passion tragedy every 10 years'. The epidemic came to a standstill and in 1634 the villagers fulfilled their solemn promise for the first time. Ever since they have loyally kept their vow and in 2010 Oberammergau will, for the 41st time, be staging the Passion Play telling the story of Christ's Passion, from his entry into Jerusalem and ending with the Resurrection and Transfiguration.

### The Play

The Play is performed exclusively by amateur actors, who were either born in Oberammergau or have lived there for the past 20 years. In 2000, some 2,200 of the 5,300 or so inhabitants were involved either on stage or backstage, 550 of them children. A special feature of the Oberammergau Passion Play is its living tableaux: colourful scenes from the Old Testament, which are woven into the story of the Passion in the form of still life pictures.

### The Stage

The roofed auditorium has seats for some 4,720 spectators. The terraces rising towards the back of the roofed and heated auditorium ensure a good view from every seat of the open air stage, where the play is performed whatever the weather.

### The Music

The music, with choral and prologue performances, was composed between 1811 and 1820 by Oberammergau's teacher and church musician Rochus Dedler. Markus Zwink added his own compositions and some contemporary touches for the Passion Play 2000.

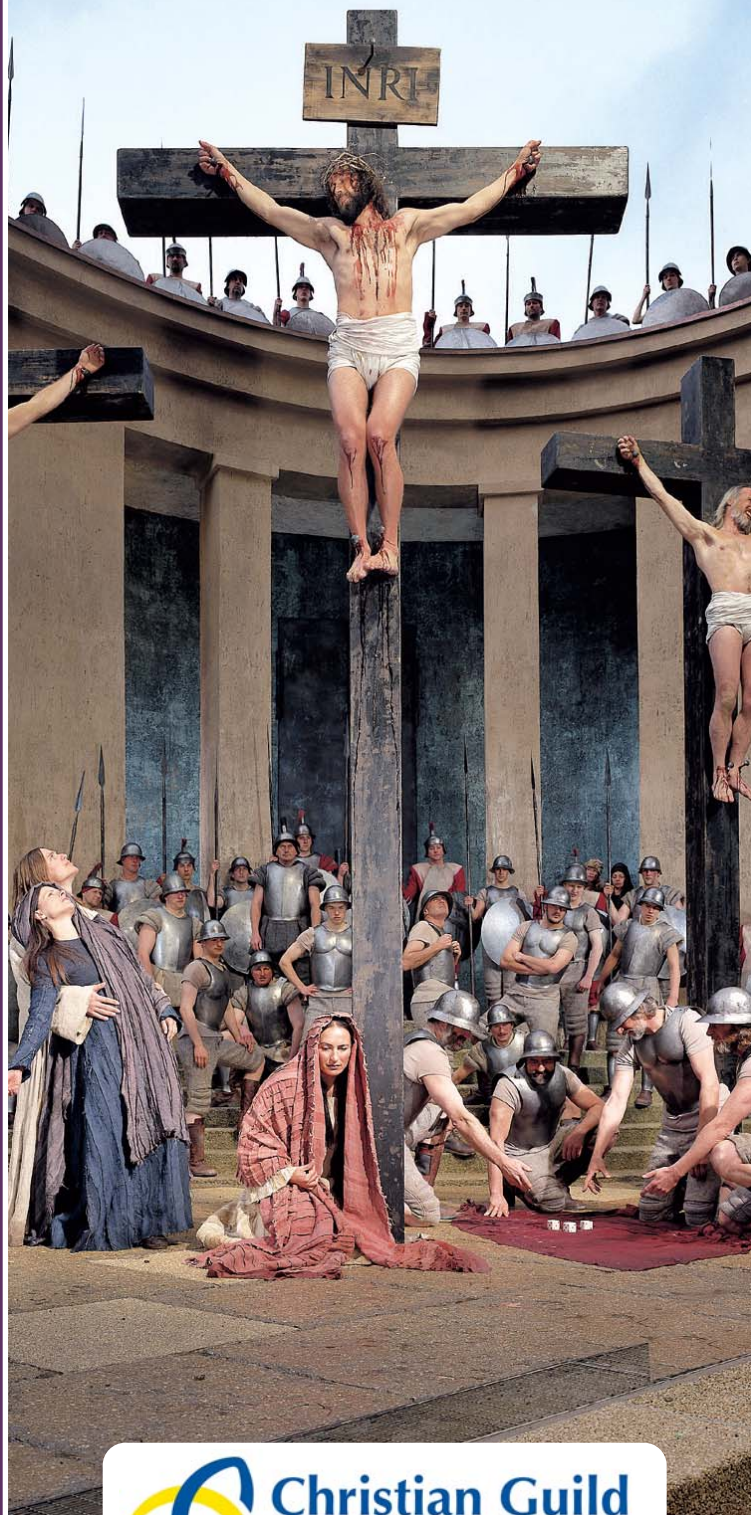
For further details contact

**Sarah Askew**

Christian Guild, Derwent House  
Cromford, Matlock, Derbyshire DE4 5JG

**Tel: 01629 580550**

Email: [sarah@christianguild.co.uk](mailto:sarah@christianguild.co.uk)



Christian Guild presents

# Oberammergau Passion Play 2010 & the Beautiful Austrian Tyrol by Air

8 days from £1,199 Departs 7th August 2010

## Passion Play Package

Passion Play admission ticket in Category 2 seating area

1 overnight stay with breakfast & dinner (see below for details)

Lunch on day of the Play

Admission to the Oberammergau Museum

Playbook of the Passion Play

Shuttle bus service

## Tour Features

Most excursions included

Half board accommodation in Austria

Return scheduled flights

Professional tour manager

Executive coach in Austria & Germany

## Tour Includes

Oberammergau Passion Play tickets & package (see above)

Salzburg – guided tour

Kitzbühel

Innsbruck – guided tour

Rattenberg

Tratzberg Castle

Pertisau

Zell am See – guided tour

## Optional

Tyrolean evening

Achensee train ride & boat cruise

## Your Accommodation

**Kirchberg** - We stay six nights on half board basis at the 3\* Hotel Kirchenwirt (or similar) in the idyllic village of Kirchberg in the Austrian Tyrol. Facilities at this charming family run property include a restaurant and a bar. All rooms are en suite and feature television and telephone.

**Oberammergau** - We stay one night in Category 3 (3\* equivalent) accommodation in various inns/guesthouses in and around Oberammergau. Dinner and lunch are included on the day of the Play and breakfast is included the following day. The availability of single rooms in Oberammergau is extremely limited and, once any availability is used up, those requesting single rooms will be accommodated in Oberammergau on a twin share basis.

## Extras

Insurance £36

Single supplement £99

Entrance fees to places of interest

Optional extras

Gratuities

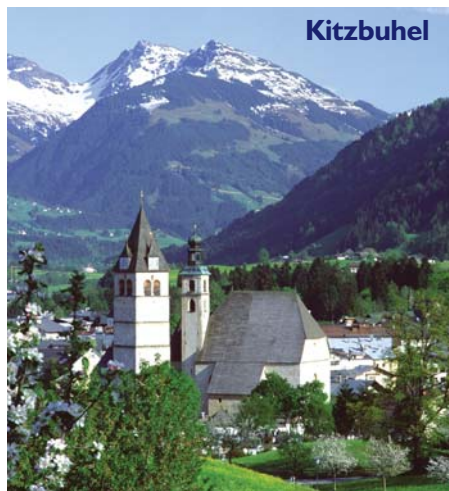
## Itinerary

### Day 1 UK to Austria

We meet at Heathrow Airport for our scheduled flight to Munich. On arrival we are met by our Tour Manager and travel to the 3\* Kirchenwirt (or similar) in the idyllic village of Kirchberg where we stay six nights on half board basis. This evening there is a welcome drink prior to our evening meal.

### Day 2 Salzburg

Salzburg is our destination today, the home of Mozart and the 'Sound of Music'. Nestled between two mountains and the River Salzach, Salzburg is a picturesque city with small alleyways, quaint colourful townhouses, rich castles and palaces and has a large number of churches and monasteries. On arrival there is an included guided tour around the old city taking in sights such as the Hohensalzburg Fortress, the Cathedral, Mozart's birthplace and the Mirabell Palace and Gardens to name but a few. We then have free time to explore at leisure before returning to our hotel for dinner.



Kitzbühel

### Day 3 Kitzbühel

We visit Kitzbühel today where we have free time to wander through the narrow cobbled streets, chic designer shops, coffee/cake houses and restaurants. You may choose to take a cable car excursion to the top of the magnificent Hahnenkamm Mountain which towers over the village. Dinner in the hotel this evening is followed by the option of a night of traditional culture and dance at the Tyrolean evening.

### Day 4 Innsbruck & Rattenberg

Innsbruck, the capital of the Tyrol, is an enchanting medieval town set against the backdrop of the Austrian Alps and our included guided tour takes in its many treasures such as the 'Golden Roof', the Cathedral St Jacob, the Imperial Palace and Ambras Castle. There is free time at leisure in Innsbruck before heading to the delightful medieval town of Rattenberg, the oldest in the Tyrol and famous for its glass crystal ware.



Passion Play

### Day 5 Tratzberg Castle & Pertisau

We start our day with a visit to Tratzberg Castle, a romantic medieval castle sitting atop a massive rock ledge that commands breathtaking views of the Inn Valley. The castle dates from the 16th Century and was once used by Emperor Maximilian. We take a small train to the castle entrance and once inside we see the stunning Hapsburg Rooms, the Fugger Room with Renaissance art and a wonderful armoury collection. We then head to Pertisau, a popular tourist resort on Lake Achensee famed for its unspoilt nature, clean mountain air and crystal clear lake, from where you may choose to join our optional tour combining a boat cruise on Lake Achensee with a romantic steam journey on the Achensee train which dates back 120 years old and offers breathtaking views of the surrounding mountain ranges.

### Day 6 Zell am See

The picturesque lakeside resort of Zell am See is our destination today and an included guided tour on arrival takes in sights such as Constable's Tower and Castle Rosenberg. The rest of the day is at leisure and you may choose to enjoy lunch in a restaurant in the old town or take a cruise on the lake.

### Day 7 Oberammergau Passion Play

We leave Kirchberg and travel to Oberammergau. After checking in to our allocated Category 3 (3\* standard) inns and guesthouses in and around Oberammergau, followed by an included 3 course lunch, we take our category 2 seats for the Passion Play. The performance runs from 2.30pm until 10.30pm with a 3 hour break for an included 3 course dinner in a restaurant in Oberammergau.

### Day 8 Oberammergau to UK

After breakfast in Oberammergau and flight times permitting, you may have the opportunity to visit the Oberammergau Museum before we transfer to Munich Airport for our flight back to Heathrow and onwards travel to our original pick up points.



Salzburg

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

**TOUR NAME:**

CHRISTIAN GUILD PRESENTS: OBERAMMERGAU PASSION PLAY 2010  
& THE BEAUTIFUL AUSTRIAN TYROL BY AIR

**DEPARTURE DATE:**

7th AUGUST 2010

Dark purple fields must be exactly as shown on your passport. Required by authorities in some countries.

1

TITLE	FIRST NAME	SURNAME	DATE OF BIRTH	PASSPORT NUMBER
NATIONALITY	PASSPORT EXPIRY DATE	TWIN / DOUBLE / SINGLE ROOM	I WISH TO SHARE	REQUIRE INSURANCE?

2

TITLE	FIRST NAME	SURNAME	DATE OF BIRTH	PASSPORT NUMBER
NATIONALITY	PASSPORT EXPIRY DATE	TWIN / DOUBLE / SINGLE ROOM	I WISH TO SHARE	REQUIRE INSURANCE?

3

TITLE	FIRST NAME	SURNAME	DATE OF BIRTH	PASSPORT NUMBER
NATIONALITY	PASSPORT EXPIRY DATE	TWIN / DOUBLE / SINGLE ROOM	I WISH TO SHARE	REQUIRE INSURANCE?

ADDRESS OF FIRST NAMED PERSON
.....
.....
Postcode.....
Telephone .....
Email .....

NEXT OF KIN DETAILS
Name.....
Relationship (eg son, daughter) .....
Telephone Number .....

PAYMENT DETAILS	
<b>I ENCLOSE FIRST DEPOSIT @ £150.00 PER PERSON</b> (PAYABLE IMMEDIATELY & REFUNDABLE BEFORE 31ST MARCH 2009)	£
<b>I ENCLOSE SECOND DEPOSIT @ £150.00 PER PERSON</b> (PAYABLE BY 31ST MARCH 2009)	£
<b>I ENCLOSE INSURANCE @ £36.00 PER PERSON =</b> (Upper age limit 85 years old) (PAYABLE BY 31ST MARCH 2009)	£
<b>SECOND DEPOSIT AND ANY INSURANCE PREMIUM IS DUE BY 31ST MARCH 2009 AND THEN FINAL BALANCE IS DUE 56 DAYS BEFORE DEPARTURE. YOU WILL RECEIVE A BOOKING CONFIRMATION/INVOICE SHOWING THE AMOUNT DUE</b>	
<b>TOTAL ALL CHEQUES MADE PAYABLE TO CHRISTIAN GUILD AND RETURNED WITH COMPLETED BOOKING FORM TO SARAH ASKEW AT CHRISTIAN GUILD</b>	£

CLIENT DECLARATION
I warrant that I am authorised to make this booking and that I have read, understand and accept for myself and all others named above, the Booking Conditions, and other information set out in any brochure/leaflet relevant to my holiday. I am 18 years old or over (If under 18 years of age, this Booking Form may be signed by your Parent/Guardian)
<b>SIGNED:..... DATE...../...../.....</b>

When completed, return this form with your payment to:

**Sarah Askew, Christian Guild,  
Derwent House, Cromford,  
Matlock, Derbyshire DE4 5JG**

## Christian Guild in cooperation with Tailored Travel

# Booking Conditions

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

### 1. HOLIDAY PAYMENT

When you book you must pay the appropriate deposit per person (this amount is shown on the booking form) together with all applicable insurance premiums - see clause 17. 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 5 below. For bookings made within 8 weeks of departure the full amount is due at the time of booking. If you book a holiday which does not include flights through one of our authorised travel agents all monies you pay to him for that holiday will be held on your behalf until a contract between us comes into existence. After that point all such monies will be held on our behalf. If you book an air holiday with us through one of our authorised travel agents, any monies you pay to your travel agent for that holiday will be held on our behalf until they are paid to us or refunded to you.

### 2. CONFIRMATION OF BOOKING

These booking conditions together with our general information section form the basis of your contract with us. Your contract comes into existence when we despatch our confirmation invoice and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within 10 days of receiving your booking form and deposit or full payment as applicable. You must check your confirmation invoice 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 off.

### 3. HOLIDAY CANCELLATION BY YOU

If you have to cancel your holiday you must do so in writing. Subject to the relevant paragraph on page 2 of this brochure, the cancellation charges you incur are per person and depend on when we receive this written notification and are as follows:

More than 56 days before departure	Full deposit
Between 29 and 56 days before departure	50% or full deposit if greater
Between 22 and 28 days before departure	60% or full deposit if greater
Between 4 and 21 days before departure	75% or full deposit if greater
3 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 smaller number of persons, the unoccupied space 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. Where we are able to do so, the following charges will apply (in addition to any charges our suppliers may impose or incur): a) If you wish to change any part of your booking (but still going on the same holiday), including substituting a party member where the original party member is prevented from travelling, still travelling on the same dates, from the same departure point, a charge of £25 per booking will be levied and added to your account. Changes may not be made within 14 days of departure. Both you and any new party member will be responsible for the payment of any outstanding monies. b) If you wish to change dates within the operating period of the applicable programme, then there will be a charge of £25 per booking provided that notification is received more than 56 days before the original date of travel. If the new date of travel is a different price than the relevant price date will be effective plus the £25 per booking amendment fee. c) A change of holiday within 56 days of departure of the original booking 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 holiday to another (including when you travel earlier or later than originally booked) or 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 changes made to the departure date such as the following: a) a change of departure time of more than 12 hours, a change of departure point or itinerary to one which is significantly more inconvenient for you, a change of country of destination, a change of accommodation to that of a lower category for the whole or the majority of your holiday. If we have to make a significant change or cancel, we will tell you as soon as possible. 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.

If you decide to accept the significant change or the alternative holiday offered, we will in addition pay you compensation in accordance with the scale set out below. However in no case will we pay compensation if the change is due to events or circumstances referred to in clause 6.

Period of notification given to you or your travel agent prior to your departure date

Compensation per fare paying passenger	
More than 56 days	nil
Between 56-14 days	£10
Between 13 days and date of departure	£20

\* Please note, our liability for significant changes and cancellations is limited to offering you the above mentioned choices and, where applicable, compensation payments. 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 regret 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 circumstance beyond our control. Such events may include (but are not limited to) war or threat of war, riot, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute, government action, fire and similar events or circumstances outside our control.

### 7. PRICING POLICY

In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if transport costs (including the cost of fuel) increase or our costs otherwise increase as a result of currency exchange rate fluctuation or any new or increased tax, levy or other sum imposed by any government or regulatory authority/body, (e.g. CAA, ATOL etc.). In the unlikely event that your holiday is surcharged you will be notified in writing not less than 30 days before departure. In any event, we will absorb increases up to a total amount equivalent to 2% of the total holiday price which excludes insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means, in extreme circumstances paying more than 10% of the holiday price, excluding insurance premiums and any amendment charges you will be entitled to cancel your holiday with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. In return for these promises and the applicable risks to us no refunds will be made for decreases in costs. Prior to confirmation, we reserve the right at any time to increase or decrease an advertised holiday price without limitation, in which case, the revised prices will be advised at the time of booking. Revised holiday prices remain subject to surcharges as outlined above. We reserve the right to correct errors in both advertised and confirmed prices at any time. We will do so as soon as we become aware of the error.

### 8. PERSONAL LUGGAGE

On holidays including coach travel you are allowed ONE medium sized suitcase per person to go in the luggage locks. DO NOT bring oversized or extra cases as they may have to be left behind as space may be limited. In addition, if you have a small piece of hand luggage, this may have to be stowed under your seat as the overhead racks are very narrow. For holidays with an air content your baggage must not exceed 20 kilos (44lbs) per person. In addition, your cabin baggage should weigh no more than 5 kilos (11 lbs) and be able to fit under the seat in the overhead locker. Cabin baggage must not exceed 18 - 45.55 cm (7 - 18.21 inches). If baggage exceeds the free allowance, an excess will be charged by the airline. Any excess will only be carried subject to space availability on the aircraft. Whilst every effort will be made by our contractors to ensure your luggage is kept safe throughout the duration of your holiday, customers are respectfully reminded that the ultimate responsibility for all personal luggage remains that of the individual customer.

### 9. LOSS OF PERSONAL PROPERTY

For those who have taken out the holiday insurance we offer, the holiday insurers will compensate you for 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. If your property has not been recovered by the time you return home contact our office immediately with full details of the loss or theft. If we are unable to assist, it may be necessary for you to contact the holiday insurance company for a claims form (See also clause 19). 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 completed. Please note that we do not usually accept special requests. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other document is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. We regret we cannot accept any conditional bookings (i.e. any booking which is specified to be conditional on the fulfilment of a particular request). All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

### 11. SMOKING

We operate a NO SMOKING policy and bookings are ONLY accepted on the basis that SMOKING is NOT permitted on the coach, including feeders. Most airlines now operate a no smoking policy on all flights. Seats are allocated at our discretion and you will receive a seat number for your main tour coach for each member of your party with your travel documents. Please note, seats are not allocated on feeder services.

### 12. OUR BROCHURE DESCRIPTIONS

All descriptions of holidays are advertised by us in good faith and we take care over accuracy. As such 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.

### 13. ARTISTS, CONCERTS, ENTERTAINMENTS AND RIDES

We cannot accept responsibility for the non-appearance of any artist or cancellation, withdrawal or closure of any concert, TV event/entertainment or ride (e.g. an Observation Point) 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.

### 14. 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.

### 15. TRAVEL DELAY

Due to circumstances completely beyond our control, a delay may result to your sea crossing/tunnel crossing/air/rail departure. Should a delay occur to your sea crossing/tunnel crossing lasting more than 3 hours after the scheduled departure time, we will endeavour to provide the following:- 3-5 hours delay; light refreshments. Over 5 hours delay; main meal. In the event of any delay to your air/rail departure, responsibility for any meals etc. rests with the airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

### 16. HEALTH REGULATIONS

It is advisable to check with your Doctor or the Department of Health in good time before travelling whether vaccinations are required for any of our holidays. Information on your health abroad is available from your local main Post Office. For European holidays, you should also obtain a completed and issued form E111 (details are in leaflet T6 - Health Advice for Travellers) prior to departure.

### 17. HOLIDAY INSURANCE

It is compulsory that you take holiday insurance at the time of booking. Should you decide on an alternative policy, (which must provide equivalent cover to that offered by us), 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.

### 18. 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.

### 19. OUR LIABILITY

#### (EVENTS CONNECTED WITH YOUR HOLIDAY PACKAGE)

- We accept responsibility for ensuring that your holiday is supplied to you as described in this 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 clause 6 and the other terms of these Booking Conditions.
- 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 the contract with you by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us) except in the following situations. We will not be liable where any failure to perform or improper performance of the whole or any part of our contract was due to:
  - the act(s) and/or omission(s) of the person(s) affected or
  - those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
  - (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.
- 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 death or personal injury or illness 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.
- 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 £25 per person affected as you are assumed to have taken out travel insurance which is adequate for your requirements.
- It is a condition of the acceptance of liability set out in clauses 19(1) and 19(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 18, '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.
- 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 a 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.
- 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.

### 20. PERSONAL INJURY

#### (EVENTS NOT CONNECTED WITH YOUR HOLIDAY PACKAGE)

Should any member of your party suffer illness, personal injury or death through any misadventure arising out of an activity which does not form part of your holiday arrangement, or part of any excursion sold through us, we shall offer you every assistance we can. This includes advice, guidance and initial financial assistance with legal costs where appropriate and in our absolute discretion up to a limit of £5,000 per booked total cost to ourselves. Assistance with legal costs must be requested within 90 days of the date of misadventure. In the event of there being a successful claim for costs or a suitable insurance policy being in force we will be entitled to recover the costs we actually incur from you. This service is provided by Arnold Fisher Insurance Services Limited, which has been taken out for the benefit of your booking. Should you require further information or details, these may be obtained from us on 020 8665 9366.

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

### 22. INDEMNITY

We expect all our clients to have consideration for their fellow passengers. In the event of any client behaving in such a way as is likely, in our reasonable opinion or the reasonable opinion of any person in authority, to cause offence, danger, damage or distress to others, we reserve the right to terminate that person's holiday arrangements. In this event, our suppliers for their holiday will thereupon immediately cease and we will not be liable for any costs or expenses incurred by them as a result. If your actions or those of any member of your party cause damage to the accommodation in which you are staying or to the vehicle, train, ship or aircraft in which you are travelling, or cause delay or diversion to any means of transport, 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.

### 23. 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.

### 24. 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.

### 25. FLIGHTS

We are not always in a position to confirm the airline, aircraft type and airport of 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.

### 26. PERSONAL DETAILS

We may have to pass on certain details to a company or organisation (for example, the tour operator, 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.

### 27. 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.

### 28. CONSUMER PROTECTION

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