



# Essential Information before you book

## The Tours

**What are they all about and how do they work?** The formula is simple but effective: a partnership between two organisations – Together they are offering a unique experience in travel.

**The Experience** Songlines Magazine wants to share the unbeatable experience of seeing world music in situ with its readers. The Tailor-Made Groups Company has over 60 years of experience arranging travel to most parts of the world. Their attention to detail, research and planning are essential for tours like these, along with experience of how to ensure everything operates seamlessly. Put these two areas of knowledge together and you have Songlines Music Travel.

The objective of all our tours is to get you close to the music of your destination: through evenings listening to live bands, time spent at festivals, dropping in on instrument makers or enjoying sessions with local musicians. The music is the focal point for these journeys.

However we aim to offer a balance of music with time for other activities – sightseeing, exploring or just chilling out. We offer some musical activities as part of the programme whilst others are optional, so thus catering for both the die-hard music enthusiast and those who want a little of everything.

**The Variety** The variety of tours is a feature of our programmes and choosing between them might be your only problem.

**The Flexibility** The flexibility of our tours is a key feature. You can travel with us from the UK, utilising our flight arrangements, or you can just book the land arrangements, purchasing your own flight tickets and joining the group at your destination (this is particularly useful if your destination is served by low-cost carriers, bookable online at considerable cost saving).

**The meal arrangements** on your tour are intended to offer you further flexibility so you can eat where and when you prefer. Only breakfast is included in the price of the tour. This allows you to sample the cuisine of the country as you wish. Whilst dietary preferences can sometimes be catered for, we do ask travellers to understand that in some countries there is a limited choice of foods available and a limited understanding of some dietary requirements.

**The size of our groups** is not large – between 10 and 20 participants (the average group size is about 15).

**Responsible Tourism** The need for responsible travel is at the heart of our programmes. We use locally owned accommodation wherever practical, rather than luxury international hotel chains, ensuring that your money goes straight into the local economy. Of course we

offer you the chance to offset our travel [www.thegroupscountry.com/carbon-offsetting.html](http://www.thegroupscountry.com/carbon-offsetting.html)

**The accommodation** on our tours is based around the use of modest three star, or sometimes four star hotels. Our criteria are that the accommodation should be clean, safe and comfortable. Your accommodation should be a good base from which to spend your time exploring the local area.

**The single traveller** will find our tours ideal. Whether travelling as a couple, with friends or travelling alone, accommodation is not a problem. We do not charge a mandatory single supplement. Many of our clients are flying solo, so if you book as an individual, we will room you in a twin room with a fellow traveller of the same sex. However if you do require a single room, these are often available but will incur an additional cost.

## The Practicalities

**What do I need to know? What do I need to be aware of once I have decided to travel?** At the time of booking we will ask if you have read and understood the information below as well as the booking conditions. Please take time to read this information. The tour duration is always calculated from the actual day of travel from the UK, until and including the day of arrival back in the UK, even if this involves simply a late evening departure from London, or an early morning arrival back home. It is a legal requirement that we show our tour durations this way and makes clear how many days you need to set aside for your holiday.

**Costs and Fees** The items included in your tour are; the cost of the flight (unless you are buying land arrangements only) from London (this is always specified) to the destination airport, including UK departure taxes and all overseas airport charges included in the cost of your ticket; flight supplements or flight surcharges may also be incurred, see below; transfers between the destination airport and the hotel (unless you are buying land arrangements only); all transport detailed in the tour itinerary; accommodation and meals as detailed in the itinerary; the services of local guides as detailed in the tour itinerary, together with the services of drivers and other necessary staff.

The items NOT included in your tour are international departure taxes (unless included in the cost of your ticket); passport costs; vaccinations; visa fees; insurance premiums; excess baggage charges; hotel portage, meals other than as stated as included in the itinerary; optional tours and excursions; and items of a personal nature such as drinks, phone calls, laundry and room service charges. Tips for personal service are not included and it is worth noting that in some countries these are a way of life and very much expected. Your tour leader will give guidance about this.

**The land arrangements only tour** does not include any international flights or transfers between your destination airport and the hotel. You meet your tour leader on arrival at the first hotel. If you are considering booking a land-only tour you should only purchase air, train or bus tickets that are totally refundable and flexible. Dates of operation and itineraries can change and it is important that you can change your connecting travel arrangements if necessary. Also in the event of a tour being cancelled it is important that any air, train or bus tickets you have booked are fully refundable. It is advisable to refrain from booking any connecting air, bus or train tickets until eight weeks prior to travel.

**The prices** shown on any of the brochures are guide prices only. They represent the cost of travel at the date of issue of the brochure you

are reading (there will be a date of issue on the brochure). The selling price at the time you book your holiday could be different to that shown in the brochure. Where flights from the UK are included in the tour price, the prices shown are based on group air fares. If these are not available, a flight supplement may be payable.

**Travel Insurance** Travel insurance is an obvious requirement when travelling abroad. With our tours it is a mandatory requirement that you hold insurance and our tour leaders will want to see evidence of your insurance when they first meet you. You may choose to purchase your own insurance. If you do so, please ensure that your documentation clearly shows you as the named policy-holder; that your cover includes, as a minimum, medical expenses and repatriation; that the cover is applicable for your dates of travel and that your policy displays a 24-hour emergency number. Alternatively just visit [www.campbellirvine.com/asp/singleTrip\\_quotation.asp?aid=7](http://www.campbellirvine.com/asp/singleTrip_quotation.asp?aid=7) to link up with our recommended insurer and this will be done for you. The choice is yours (but bear in mind that if things do go wrong and you need help, the insurers we suggest will be in a better position to liaise with us and help you more swiftly).

**The pre-existing condition** that might stop you, or anyone you are booking on behalf of, travelling with us needs to be declared to your insurer. You should then get written confirmation from the insurer that the condition is covered. If you do not do this your cover may be invalid and we will not be able to allow you to travel (even if you have arrived in the destination country).

**Cancellation** The group nature of our tours means that all holidays operated by us are offered on fixed departure dates to allow us to assemble a viable group. However like any group tour organiser, we do require a minimum number of participants to operate each tour. Should this number not be reached then the tour will not be commercially viable and we must reserve the right to cancel the departure. Normally this would apply if we had less than eight participants booked, although this number may vary. In such situations you will be offered an alternative departure date, or an alternative tour, or a refund of monies paid. We do not cancel tours less than eight weeks before departure except in exceptional circumstances.

The itinerary for our tour is designed to operate without difficulty. But sometimes local conditions dictate that we must amend the itinerary. Local politics or safety considerations can cause this, as can unforeseen weather conditions, or simply a change in flight or other transport schedules. We will advise in advance if such changes seem necessary before you depart, but we ask that you understand the need for flexibility once you are on tour.

**FCO** The Foreign and Commonwealth Office may sometimes be a key component in your decision whether or not to travel. Politics, including terrorism, can affect the advisability of visiting some countries, as can the current security or crime situation. Whilst we would have no hesitation about re-routing or even cancelling a tour if Foreign Office Travel Unit advice suggested this was the prudent course of action, before booking on any tour you should always consult the FCO Travel Advice Unit website at [www.fco.gov.uk](http://www.fco.gov.uk) or contact the relevant Embassy or Consulate before making any decision to book. FCO travel advice is always either 'Prescriptive' (in which case we would cancel or re-route your tour) or 'Advisory'.

**Health Requirements** The health requirements for your tour depend on the country you are visiting. When visiting any developing country we recommend that you are immunised against typhoid, tetanus, polio and hepatitis A. Malaria and/or yellow fever may also be a factor. Detailed information on this subject can be found at [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) and you should also consult your medical practitioner. Remember to leave sufficient time to have any inoculations as the process may take some weeks.

The nature of some of our tours means that conditions on tour may be different from those you are used to at home. Service standards, operating conditions, unusual events and infrastructural inadequacies are sometimes such that a sense of humour can be useful. If you expect everything to run like clockwork, irrespective of which country you are in then you may be advised not to book on some of our tours.

**The Security** of your holiday is important. The Songlines Music Travel programmes are operated by The Tailor-Made Groups Company Ltd, a fully bonded tour operator licensed by the Civil Aviation Authority (CAA) and ATOL. The ATOL scheme covers all package tours that include the provision of ex-UK flights whilst land-only arrangements, without any air travel, operated by the company are financially protected with Travel & General Insurance Company plc. Itineraries and prices that we may indicate on our brochures, for tours departing after Jan 2011, are for guidance only and are subject to change once we receive final prices from our suppliers.

**The Flights** The booking class used on our group flights is economy. If you wish to upgrade your flight, please discuss this with our staff.

**The flight routings** used on our tours are usually non-stop and direct. However for some tours we may use indirect flight routings with a change of aircraft en route. This may be because we cannot obtain an allocation of seats with a direct carrier, or because it may be the only option available to us. If in such a situation you wish to book direct flights please do not hesitate to discuss this with your consultant.

**The in-flight meals** offered on your flights may vary. Many carriers nowadays are not offering complimentary in-flight meals, so we are unable to guarantee a meal on all our flights. Please check with us or the carrier if this is a cause of concern for you. Where meals are included we can request any dietary requirements but these are rarely confirmed back to us so you are best advised to check in early and talk to the check-in staff on the day of your flight.

**The flight supplement** that we may require in some situations is because we hold an allocation of seats on most tours, but the allocation (a block of seats which the airline allows us to hold without client names) is for a limited number of seats. Once these seats are used, or if you book after we have released the unsold allocation seats back to the airline, then we may have to source an alternative seat. This may cost more than the allocated seats on which the advertised tour price was based. You will be told about this prior to our accepting your booking. In general, if you book early you avoid flight supplements.

**The fuel surcharge** is unfortunately currently very much a part of flying, due to the soaring cost of aviation fuel. Airlines pass such increases on as and when they deem them to be necessary. All of our tour prices include any fuel surcharges known at the time of publishing the tour price. However further surcharges can subsequently occur; you will be told of any

further fuel surcharges applicable at the time of booking.

The need to surcharge after you have booked with us is infrequent. But where fuel surcharges are imposed by airlines after you have booked your holiday these will be passed on to you along with any other government taxes or dues relating to security, embarkation or disembarkation. We will however absorb an amount equal to 2% of the holiday cost invoiced (excluding amendments fees and insurance).

**Late booking** is usually the most likely to incur a flight supplement. This is because our flight allocation will have been released back to the airline and we must source an alternative flight, or a seat on the same flight as the group but at a higher price than that charged for our already-booked group. A late booking is one made within eight weeks of the date of travel.

**The regional airports** outside London nowadays offer a number of flight choices. Where these are available to the destination of your choice we can look into flights for you but such flights will usually be more expensive than the ex-London flights included in our tours. It should be noted that for several of our destinations there are no linking flights available from regional airports.

**The flight changes** that can occur can be a nuisance, so it's worth a word of explanation. The airline used on your tour may change subsequent to your booking. Carriers may withdraw allocations of seats due to their use of a smaller aircraft, for example, or may even withdraw a route. Where this occurs we will source another carrier and advise you of any effect this may have on your tour.

When you book with us we will supply you with flight routings and timings correct at the time of your booking. However carriers can and do change the flight numbers, routings and most frequently the timings of your flight. Timings can change several times between booking and taking off so we will monitor any changes and notify you if there is a variation of more than six hours in your flight timings; smaller changes will not be communicated to you as you could end up with a surfeit of correctional emails. Your final invoice will again contain the most up-to-date timings and any other subsequent timing changes will be passed on to you. In view of these points it is advisable not to book any connecting travel arrangements to your departure airport until you have received your final invoice.

**The journey to the airport** It's your responsibility to get to the departure airport on the right day, for the right departure time and in good time to allow a leisurely check-in. Remember slower check-ins due to security checks and lengthy queues at the hand-luggage checks means if you check in at the last minute, you could miss your flight. We recommend you should aim to be at the check-in two to three hours before departure.

**Flight delays** can raise the blood pressure too. They can occur due to many reasons: overbooking situations, security issues, air traffic control problems, technical problems with an aircraft and bad weather for instance. Airlines vary in their response to delays, with regards to the issuance of drink or meal vouchers or even the provision of accommodation. We have no control over the response of the airline – the carrier's standard response will apply.

## The ten steps to taking off on a tour.

1. First of all select a tour, or more than one if you wish, that interests you. You can contact us on +44 (0)20 8505 2582 to check availability. If space is available we will hold an option for you for three working days to allow you to fill in your booking form.
2. If you have any questions about the tour that interests you, please discuss this with our staff as they are your first point of call.
3. Fill in our booking form and return it to us at **Songlines Music Travel, The Tailor-Made Groups Company, Groups House, Coopersale Hall Farm, Epping, Essex CM16 7PE**, with a deposit. Alternatively, call us on 0208 505 2582 and pay with a credit or debit card. **The deposit is 10% of the cost of the tour or £50, whichever is greater.**
4. Insurance is compulsory on all of our tours. You may purchase insurance from a provider of your choice, or simply visit [www.campbellirvine.com/gsp/singleTrip\\_quotation.asp?aid=7](http://www.campbellirvine.com/gsp/singleTrip_quotation.asp?aid=7) to arrange insurance with our recommended insurer (remember that if things do go wrong it is easier for us to liaise with our recommended insurer, as they know the details of all our tours and can help you more swiftly). If you want airport car parking, visit <http://secure.holidayextras.co.uk/groupscompany-parking> to link up with our service, or if you want to use an airport hotel before an early flight, visit <http://secure.holidayextras.co.uk/groupscompany-hotels> to link up with our hotel-booking service
5. Check that your passport will be valid for six months after you return to the UK and has sufficient pages blank to use on this trip. Check if you need a visa for your destination country as regulations change without warning even we may not know immediately of a change, so it is always best to check with the relevant Embassy or Consulate. If you need a visa and do not want the hassle of arranging this yourself, simply visit [www.travcour.com](http://www.travcour.com)
6. We work closely with the Travel Industry Carbon Offset Scheme. If you want to use their services, visit [www.thegroupscompany.com/carbon-offsetting.html](http://www.thegroupscompany.com/carbon-offsetting.html)
7. The confirmation of your booking and invoice will be despatched within three working days of receipt of the booking form. This will be forwarded to you at the email address shown on your booking form or, mailed by post if you do not show an email contact on your booking form.
8. Ten weeks before departure you will receive your final invoice. This is payable not later than eight weeks prior to departure.
9. Your air ticket or e-ticket details (if your arrangements include flights) together with your final documents will be posted to you two weeks before departure.
10. On departure day check: you have your passport (with visa if relevant); your travel insurance documents; your air ticket or e-ticket details; your airport car- parking and/or airport hotel voucher (if relevant) and any other documents. We recommend you leave for the airport with plenty of time for a two-hour check-in.

Enjoy your holiday!

## BOOKING CONDITIONS

Songlines Music Travel are agents for The Tailor Made Groups Company Ltd ATOL protected 9349.



### FOR YOUR PROTECTION

When you buy an ATOL protected air holiday package from the Tailor Made Groups Company you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 9349. 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.atol.org.uk](http://www.atol.org.uk). Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of: non-flight inclusive packages commencing and returning to the UK, the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this document (subject to the terms of the insurance policy), for: a refund of such prepayments if customers have not yet travelled, or making arrangements to enable the holiday to continue if customers have already traveled. Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.



### 1. MAKING A BOOKING & PAYMENTS

When you make your booking you must complete a booking form accepting on behalf of yourself and your party the terms of these booking conditions and pay a deposit per person. If a booking is made within 10 weeks of departure the full amount of the tour price must be sent with the completed form. Travel insurance is not included in the price but is a condition of booking. You may wish to take out our specially arranged comprehensive policy, or choose to take out a policy independently, if so, please tell us about the policy on the booking form. This is important as we will then be able to check to ensure you have sufficient cover for the trip and also assist you in the event of an emergency. A contract will exist when we issue our confirmation invoice. The balance of the amount is payable **10 weeks** before the specified departure date. The booking is not accepted until the date shown on the confirmation invoice sent to you. If the booking is not accepted the deposit will be refunded. Alterations or cancellations by a customer on an accepted booking will be subject to the provision of paragraph 4 of these conditions. In special circumstances we may not exercise our right to hold the deposit forfeit.

### 2. OUR RESPONSIBILITY TO YOU

Every effort will be made to operate all tours as advertised, but the Company reserves the right at its discretion to modify or cancel any flight, schedule, accommodation or arrangement. It is unlikely that we will have to make any changes to your tour, but we do plan the arrangements many months, or years in advance. Sometimes we may need to make changes, which we reserve the right to do at any time. We cannot guarantee that every part of the itinerary advertised in the brochure will be followed or that the duration of each visit along the route will be as advised. The Tailor-Made Groups Company Ltd reserves the right to decide whether to omit any such visits or parts of the itinerary, where to include additional visits, whether to deviate from the advertised itinerary without notice. Provided such decision is reasonably taken, The Tailor-Made Groups Company Ltd shall be under no obligation or liability to the Client. Most changes are very minor, but where they are significant, we will inform you when you book, or, if you have already booked, as soon as is reasonably possible if there is time before your departure. If a major change becomes necessary, we will inform you as soon as is reasonably possible if there is time before your departure. A major change is one that we make to your holiday arrangements before departure, that involves changing your UK airport, (although please note a change from Heathrow to Gatwick/Stansted or vice versa is not classified as a major change) or time of departure or return by more than twelve hours, or offering accommodation of a lower category. You then have the choice of either:

- 1) accepting the changed arrangements as notified to you.
- 2) purchasing another available tour from us.
- 3) cancelling your tour.

If in these particular circumstances, you cancel, all money paid to us will be refunded to you. We also reserve the right in any circumstances to cancel your tour and, in this event we will return to you all money you have paid to us or will offer you an alternative available tour to purchase of comparable standard. Please note that we are not liable for any consequential financial loss or incidental expenditure other than the tour price stated in the confirmation invoice.

### 3. CHANGES TO YOUR TOUR

If war, terrorist activities either threatened or actual, industrial action either threatened or actual, civil unrest closure of airports or any other event outside the control of the Company either delays or extends the tour or compels a change in the tour arrangements, the Company cannot accept liability for any resulting loss, damage or expense and any refund will be subject to the deduction of reasonable expenses.

### 4. CANCELLATION & CHARGES

If you do not pay the balance of the tour price at the prescribed time, the Company reserves the right to cancel the booking. In this event or if you cancel after the booking is confirmed, the deposit will be forfeited. Any cancellation by you of a definite reservation must be notified to us in writing and will take effect on the day this is received by us. If cancellation occurs 70 days or less before the departure, the following cancellation charges will be payable by you:

PERIOD	CHARGE
Over 70 days	Deposit
70-42 days before departure	30%
42-28 days before departure	60%
27-14 days before departure	90%
Less than 14 days	100%

NOTE: If the reason for cancellation is covered under the terms of your insurance policy, you will be able to reclaim these charges, less excesses and insurance premiums.

### 5. OPERATIONAL NUMBERS AND CANCELLATIONS

Unless specified otherwise the minimum number of persons required for most tours to take place is 8 persons. If this is not achieved, we reserve the right to continue to operate (with Driver/Guide), or to cancel the tour no later than four weeks prior to departure in which case all monies paid to us for the tour will be refunded. We also reserve the right to alter the arrangements for any group tour if, in our opinion, this becomes necessary. For instance factors beyond our control might necessitate a change of tour leader, the hotel specified, or the route to be followed. In particular, we will cancel your tour if you fail to make any payment by the due date. If we cancel your tour for any other reason we will inform you or your travel agent as soon as practicable and you will have the option of choosing an alternative tour of a comparable standard, if available, or receiving a prompt refund of all monies paid. If cancellation is because of failure to reach the agreed minimum number of participants for your group you will be notified at least 28 days before departure. The only circumstance in which a tour will be cancelled less than 28 days before departure is where it is cancelled by reason of *force majeure*. Please note that we are not liable for any consequential financial loss or incidental expenditure resulting from the cancellation of your tour and therefore advise those purchasing their own air arrangements to buy a flexible, fully refundable ticket.

### 6. EXTENDING YOUR STAY

It is possible to extend your return flight date in most cases for little or no extra cost. However this should be done when booking as availability of seats is not guaranteed. If you extend your tour you will be responsible for making your own arrangements for accommodation, transfers, etc once the official tour has ended. Circumstances may arise whereby after you have booked you may wish to transfer to another tour, depart on a different date or make other alterations to your original booking. If we have confirmed your original booking and you then wish to change any detail on the booking form we shall charge an amendment fee of £45 per person. We would also be happy to make extra hotel bookings or flights where possible but again would charge an administration fees of £45 per person.

### 7. CONDITIONS OF CARRIAGE

Any flight scheduled or otherwise forming part of the arrangements will be subject to the Conditions of Carriage of that airline or Cruise Line. Some of these will limit or even exclude liability. These conditions are the subject of International Agreements between countries.

### 8. FLIGHT DELAY

All flight timings are local and provided by the airlines. They are subject to air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that the flights will depart at the time shown either in the brochure or on the tickets. The Tailor-Made Groups company does not have any liability to you for any delay, which may arise. In the event of a flight being delayed, be it outward, onward or homeward, the relevant airline will make arrangements, depending on the time of day and duration of the delay. We strongly urge you to ensure that flight delay cover is included in your insurance (The Tailor-Made Groups Company's policy does cover this).

### 9. LOSS OR DAMAGE TO LUGGAGE

The Company is only liable for loss of or damage to baggage caused directly by its negligence. Valuable items are at all times at the customer's risk and should be insured accordingly.

### 10. DISSATISFACTION

In the event of any dissatisfaction with the accommodation or any other service provided by the Company the matter must be reported immediately to either your Tour Leader, Guide, local

representative or agent so that action can be taken to remedy the problem. Unless the Company is given such notice it can accept no responsibility. Please bear in mind that some of the destinations offered are primitive in what can be offered to tourists and this should be borne in mind before choosing to travel there. We would ask that you consult us if in any doubt of the suitability of the trip for you. The Company expressly disdains any liability for loss, damage or inconvenience arising out of the act or failure or neglect of any third party including (but not limited to) airlines and ground handlers.

### 11. TOUR PRICING

Prices for our tours are individually calculated for each group departure. For tours departing between 1 February 2011 and 31 January 2012, the rate of exchange is 1.2088 euros or 1.5384 US dollars as quoted in the Financial Times on 10 September 2010. Prices are subject to variation if there is an increase due to government action, a change in exchange rates, or increase in transportation costs or fuel prices. Any increase in the tour price will be notified to you at least eight weeks prior to departure. The Tailor-Made Groups Company will in any event absorb such part of the surcharge as is equivalent to 2% of the holiday price. If surcharges exceed 10% of the original holiday price you may exercise the option to cancel your holiday arrangements. If you settle the final balance of the holiday price by the due date we will absorb any price increases after that date. In return for this commitment, we are unable to make any refund or reduce any other costs should the value of sterling increase against the currencies used.

### 12. ROOM SHARING ARRANGEMENTS

All prices are quoted on the basis of two persons to a room/cabin. Single room/cabin accommodation is limited and may not always be available. If you are travelling alone but wish to share, we shall endeavor to find a suitable travelling companion but if this is not possible we will allocate you a single room and charge you only half the applicable single room supplement stated in the brochure. In this instance, a separate invoice will be issued 30 days before departure.

### 13. HEALTH

Recommended inoculations for travel may change at any time and you should consult your doctor on current recommendations before you depart. Health requirements for your holiday destination are outlined in the Department of Health leaflet entitled "The Traveller's Guide to Health" (T7.1), which is available by calling 0800 555 777 or by visiting [www.dh.gov.uk](http://www.dh.gov.uk). It is your responsibility to ensure that you obtain all recommended inoculations, take all recommended medication and follow all medical advice in relation to your trip.

### 14. TRAVEL INSURANCE

All our clients must have adequate travel insurance including the cost of repatriation in the event of serious accident or illness. We recommend the policy offered by Campbell Irvine which includes sufficient repatriation and medical cover for your trip. To book this policy, please call 01737 223 687 (quoting the groups company as a reference) or visit the website at [www.campbellirvine.com/asp/quotationChooseSTMT.asp?aid=7](http://www.campbellirvine.com/asp/quotationChooseSTMT.asp?aid=7)

If you make your own arrangements, we will require you to furnish us with full particulars including the insurance contact telephone number in the UK. Such cover must be comparable to our policy summarised below. We reserve the right to refuse to carry any passenger not able to produce details of their insurance. Failure to produce an insurance certificate will mean a forfeit of the holiday and all monies paid.

### 16. PASSPORTS AND VISAS (UK)

A full valid passport (valid for at least six months after travel) is required for all tours featured. It is very important that the first name and surname on the air ticket matches those on the passport, otherwise the passenger may not be able to travel and any applicable insurance will be ineffective.

VISA REQUIREMENTS—UK CITIZENS			
ARGENTINA	NO	MALI	YES
BRAZIL	NO	MOROCCO	NO
CAPE VERDE	YES	PORTUGAL	NO
CUBA	YES	SENEGAL	NO
INDIA	YES	SERBIA	NO
MALAWI	NO	SPAIN	NO
MALAYSIA	NO	ZANZIBAR	YES

### PASSPORTS & VISAS (OTHER NATIONALS)

If you hold a passport other than a UK passport, contact The Tailor-Made Groups company for advice on whether you require a visa or not. If you do require a visa we may be able to send you the application form. Other nationals should ensure they comply with formalities. The Tailor-Made Groups Company can not be held responsible for Foreign Nationals not complying with Passport or Visa requirements.

## Passenger details

Surname (as on your passport)	Christian name (as on your passport)	Title	Nationality	Date of birth	Passport number	Passport start date	Passport expiry date
Lead Passenger							
Your address						Postcode	
Telephone number: Mobile:			Email:				
Tour name & departure date						Would you like us to arrange your flights? Y/N	

## Special Requirements

## Travel Insurance

If you already have insurance, please supply the details of your insurance policy below:

**Name of company:**

**Policy number:**

**Emergency contact number:**

**Level of emergency medical cover (e.g. £5 million):**

## Room configuration

Twin room

  
  

Single room

  
  

Triple room

Share of  
twin room

**Next of Kin:** Please provide contact details in the event of an emergency

Name:

Telephone number:

Relationship:

In signing this form I have read and understand the terms and booking conditions applicable to this tour and I accept them on my behalf and on the behalf of all other persons named on this booking form. At the time of making this booking no circumstances are known which are likely to lead to the cancellation or the curtailment of the holiday or any person and none of the insured persons will travel against any medical advice. I would like all correspondence to be sent to my address.

## Signature & date

## What happens next?

Once you have filled in and signed the booking form, return it to us at **Songlines Music Travel, Groups House, Coopersale Hall Farm, Epping, Essex CM16 7PE**. After receiving your booking form we will send you a confirmation within three working days in the UK, detailing receipt of your payment. Two weeks prior to leaving we will send you your final itinerary and tickets which will include the contact details of the local ground agents, hotel names and addresses and the exact flight timings.

Ref 1.66

The deposit required to secure your place is either 10% of the cost of the tour or £50 per person, whichever is the greater. You can either make send us a cheque, payable to **the Tailor-Made Groups Company** and send it in with your form or pay by credit or debit card over the telephone. The number to call is 0208 505 2582

## Finally, before you go...

Do you currently subscribe to Songlines magazine

Y/N

If not, are you a regular reader?

Y/N