

Songlines Music Travel and the Tailor-Made Groups Company

BOOKING FORM & CONDITIONS



Your contract is with **The Tailor-made Groups Company Limited**, which is fully bonded with the Civil Aviation Authority (ATOL No: 9349). The aim of these conditions is to explain where you stand as our client should you have any queries at all about your booking. It is most important that you carefully read the following conditions and the brochure as these form the basis of the contract between The Tailor-made Groups Company, yourself and all the people for whom the booking has been made.

1. CONFIRMATION

- i) On receipt of your completed booking form and applicable payment, The Tailor-made Groups company will issue an Invoice confirming your arrangements and it is only at this stage that a binding contract comes into existence between you and The Tailor-made Groups Company.
- ii) The signatory on the booking form will be treated as signing on behalf of and with the consent of all the persons for whom the booking covers. That person will be responsible to us for full payment of the price (including any insurance premiums and cancellation/change charges).
- iii) For tailor-made bookings the requested services will only be booked upon receipt of your booking form and deposit payment. Your confirmation invoice in this instance will indicate your requested package cost and you will be advised of any service that is still on request at the time the confirmation invoice is issued. It is your responsibility to carefully check the confirmation invoice and to immediately inform The Tailor-made Groups Company or your travel agent of any error.
- iv) The balance of your tour cost is payable not less than 8 weeks prior to departure. If the full balance is not received on time The Tailor-made Groups Company will treat the booking as cancelled by you and will levy the cancellation charges set out in clause 7 below. If you book within eight weeks of departure, full payment will be due with your completed Booking Form.
- v) Late bookings are those made within 30 days of departure, being so defined as at this point flight allocations have been released. Once your booking has been made definite over the telephone and the company has confirmed full holiday details including a Booking Reference Number to you or your travel agent a verbal contract shall be deemed to exist between you and The Tailor-made Groups Company UK Ltd and all booking conditions including cancellation charges shall apply. Full payment will be required immediately.
- vi) For bookings involving accommodation/car hire only The Tailor-made Groups Company reserve the right to charge additional supplements, which will be notified at the time of booking.
- vii) To take advantage of certain special fares/offers, we may be required to issue tickets well before travel. Therefore in this instance full payment may be required at the time of booking and 100% of the flight cost will be levied if you have to cancel or make changes. This also applies to discounted Business Class Fares.
- viii) Travel documents will be sent approximately ten days before departure. For bookings made within ten working days of departure, documents can be collected

from the Tailor-made Groups Company office during normal working hours or sent by courier upon payment of relevant charges.
ix) Where documents need to be issued at the airport any fees will also be payable by you.

2. SPECIAL REQUESTS BY YOU

Any special requests must be made in writing at the time of booking. Every effort will be made to ensure that these requests are fulfilled, but they cannot be guaranteed. We may have to make a charge to meet the costs of providing them. Please note that such requests do not form part of our contractual obligations and we have no liability to you if they are not met.

3. YOUR TRAVEL AGENT

If you book your holiday through a travel agent we will communicate with you through the travel agent. All monies paid by you to an approved travel agent are held at all times by him on our behalf and we are responsible for your booking immediately you have received an ATOL receipt or confirmation invoice.

4. ALTERATION BY YOU

a) If you wish to make any amendments to your holiday after the confirmation invoice has been issued, you must inform us in writing and we will do our best to implement your request. In the event that we are able to do so, communication charges and other expenses will be payable by you together with an amendment fee of £45 per alteration per booking, in addition to any charges passed on by our suppliers (e.g. hotels, airlines). However, if you change your booking less than eight weeks before departure this will be treated as a cancellation and a new booking and you will be liable for the cancellation charges set out in clause 7.

5. IF WE HAVE TO MAKE A MAJOR CHANGE TO YOUR HOLIDAY

If before you depart we have to make a major change to your holiday arrangements e.g. a change of resort area or hotel of lower standard, airport (but excluding changes between London airports and aircraft type), airline, hotel or date of departure, it will only be because we are forced to do so by circumstances usually beyond our control. In such an unlikely event we will inform you or your travel agent immediately and our objective will be to minimise your inconvenience. We will wherever possible offer you alternative arrangements as close as possible to your original choice. They may be of superior value - at our expense of course - or of similar value. In the unlikely event that they are of inferior value (e.g. if only a lower grade hotel is available) we will refund the

difference in holiday price and also provide you with an appropriate cash refund. You will then have a choice of accepting, taking another available holiday of similar price, or cancelling. Should you choose to cancel compensation will be payable and you will be reimbursed all monies paid to us. In no circumstances can we be held liable for any consequential loss or incidental expenditure incurred as a result of these changes. Clearly such refunds do not apply to changes caused by reason of civil strife, riots, war, threat of war, natural disaster, industrial action, technical or maintenance problems affecting transport, terrorist activity, closure of airports or similar events beyond our control, fire and adverse weather conditions, changes due to rescheduling or cancellation of flights by an airline or charter and alteration of the airline or aircraft type (please see details of your insurance cover regarding flight delays).

6. GROUP TOURS

Our holidays are based on an agreed minimum number of participants and in the unlikely event that these numbers are not reached we reserve the right to cancel the tour and refund all payments made. Group tours will not be cancelled due to lack of numbers later than 4 weeks before departure. 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.

7. CANCELLATION BY YOU

You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form and is communicated to us in writing; such notification, we strongly advise, should be by recorded delivery. As this incurs administrative costs, we will retain your deposit and also apply cancellation charges as shown below. Also insurance premiums are not refundable in the event of cancellation since you will have already had the benefit of cancellation cover. The cancellation charge applicable should you cancel are calculated as a percentage of the holiday price:

More than 56 days	Deposit only
56 - 29 days	45%
28-15 days	75%
Less than 15 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.

CUT HERE & SEND THE COMPLETED BOOKING FORM TO THE TAILOR-MADE GROUPS COMPANY

PLEASE COMPLETE BOTH SIDES OF THIS FORM IN BLOCK CAPITALS THROUGHOUT

TOUR DESCRIPTION	
Songlines Music Tour 2008	
Departure date and tour _____	

Travel Agents stamp
<i>tailor-made</i> thegroupscompany.com <i>bespoke travel solutions</i>

PASSENGER DETAILS (as appear in the passengers passport)					
Surname	First Name	Title	Nationality	Date of birth	Special requests/diet (Cannot be guaranteed)

ACCOMMODATION (room type)	
Twin-bedded Room <input type="checkbox"/>	Single Room <input type="checkbox"/>
Share of Twin Room <input type="checkbox"/>	

<i>For official use</i>	
INV _____	
RCD _____	
REF SL2008 _____	

Continued Booking Form & Conditions

8. CANCELLATION BY US

We try never to cancel a tour, but must reserve the right to do so. 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. In addition, unless the cancellation has been caused by force majeure or failure to reach the agreed minimum numbers for your group (defined in clause 6 above) we will pay you the appropriate amount. 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.

9. TOUR PRICING

Prices for our tours are individually calculated for each group departure. The rate of exchange for your tour is \$2.05 as quoted in the Financial Times on December 2007. 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.

10. YOUR RESPONSIBILITIES TO US

1) Passports and Visas: 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. You are responsible for any charges, fines etc that may be levied by UK or overseas authorities for non-compliance of passport and visa regulations.
2) 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" (T6), which is available by calling 0800 555 777. 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.

3) Transportation: It is your responsibility to ensure that you arrive in good time to board all flights or other method of transportation. To assist you, we will notify you of the times by which you should arrive at all points of departure. If you miss a flight or other transportation we will try to arrange alternative transportation, but reserve the right to recover from you any costs we incur in making such arrangements.

4) Behaviour: Any client who through unruly behaviour or infringement of accommodation regulations, local laws and customs or upsets the enjoyment of other clients is liable for eviction from their accommodation and must seek alternative accommodation at their own expense. All aircraft captains have the legal right to deny boarding to any passenger who is deemed unacceptable to fly due to intoxication or unruly behaviour. In this case the holiday is forfeited and no money is refunded.

11. OUR RESPONSIBILITIES TO YOU

We accept responsibility for any death, bodily injury or illness caused to you as a result of the proven negligent acts and / or omissions of our employees, agents and our suppliers and sub-contractors and their servants and / or agents while acting in the scope of, or in the course of their employment in connection with the provision of services provided as part of your holiday. Except as provided in paragraphs (a) to (c) below, we accept responsibility for any damage caused to you as a result of any failure to perform or improper performance of the services we have agreed to provide to you. We will not be responsible to you where such failure or improper performance is not due to our fault or that of our suppliers because:

- Such failure is attributable to you or any member of your party.
- Such failure is attributable to a third party unconnected with the provision of the services to be provided to you and is unforeseeable or unavoidable.
- Such failure is due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or to an event which we or our suppliers or agents, even with all due care, could not foresee or forestall.

12. CONDITIONS OF CARRIAGE

Land, sea and air carriers have their own conditions of carriage with which you must comply. These conditions of carriage may include limitations or exclusions of liability. A copy of relevant conditions of carriage will be supplied on request. Our liability for such claims will not exceed the limit of the relevant international convention.

13. IF YOU HAVE A COMPLAINT

We accept that things can and do occasionally go wrong. If you have a complaint or problem during your holiday, it is a legal requirement that you immediately inform the relevant supplier, our local agent, or our office direct,

who will endeavour to put things right. If your complaint cannot be completely resolved locally, you must obtain written confirmation from the supplier or our local agent of the complaint lodged. It is a condition of this contract that you communicate any problem to the supplier of the services in question and where available to our representative whilst in the resort and obtain written confirmation of the complaint lodged. If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. If you are unable to resolve your complaint locally to your written satisfaction you must write using recorded delivery to our UK office within 28 days of your return enclosing as much documentary evidence as possible.

14. GENERAL TOUR PRICE EXCLUSIONS

- The cost of personal items such as laundry; drinks with meals or otherwise; incidentals, etc.
- Airport security charges if levied by any airport to cover the cost of security arrangements.
- Optional excursions.
- Transport between your home and airport/port/station.
- Gratuities for service provided on a personal basis.
- Meals other than those specified.
- Flight supplements.
- Optional extras linked to late bookings, amendments etc, as stated in our booking conditions

15. TRAVEL INSURANCE

All our clients must have adequate travel insurance including the cost of repatriation in the event of serious accident or illness. You may choose to insure through The Tailor-made Groups company or you can make your own arrangements. We will require you to furnish us with full particulars including the insurance contact telephone number in the UK and a copy of the policy. Such cover must be comparable to our policy

16. EXCURSIONS/REPRESENTATIVES and AGENTS

- Excursions only form part of your holiday arrangements if they are described or purchased before departure.
- Our acceptance of liability for the acts of our representatives or agents in clause 11 above is only binding if our representatives or agents are acting with our authority and / or performing their duties as described in this brochure. This excludes for example any social contact that you may have with them.

17. LEGAL JURISDICTION

The Laws of England shall apply in all respects and the Courts of England shall have sole jurisdiction.

CUT HERE & SEND THE COMPLETED BOOKING FORM TO THE TAILOR-MADE GROUPS COMPANY

Please complete this form and send it to:

THE TAILOR-MADE GROUPS COMPANY LTD

Groups House, Coopersale Hall Farm, Epping, Essex CM16 7PE

PLEASE COMPLETE BOTH SIDES OF THIS FORM IN BLOCK CAPITALS THROUGHOUT

DEPOSIT

Deposit (per person)

@ £ 100 = £

TOTAL ENCLOSED

£

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 Tour 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

YOUR ADDRESS

Full name

Address

Address

Town

Post code

Daytime Tel

Evening Tel

Mobile Tel

E-mail

Remarks