

## INTERNATIONAL CONCERT TRAVEL

### BOOKING CONDITIONS – PLEASE READ CAREFULLY

**Before completing and signing the booking form it is most important that you read the booking conditions below. These form the basis of the contract between us for your holiday. Your signed booking form/confirmation of booking signifies your acceptance to be bound by the conditions described below. If you have booked your holiday via the telephone you have 10 days from the date on your invoice to return the confirmation for a full refund if you are not happy with the conditions as set out below. After this date it is agreed that you accept the conditions as fair and that you and your party will be bound by them. Please note that if your holiday is booked on the basis of seeing a particular attraction and that attraction is subsequently cancelled as per section 12 of our booking conditions then cancellation charges to cover parts of your holiday already booked and paid for by ourselves may be levied. The maximum cancellation charges that will be levied are shown in section 3.**

**1 HOLIDAY PAYMENT** - When you book you must sign the booking form and pay the appropriate deposit per person (this amount is shown on the brochure for the trip). The balance price of the holiday is due for payment 56 days before departure date. If the balance remains unpaid we reserve the right to cancel your booking and apply the cancellation charge as set out in clause 3 below. For bookings made within 56 days of departure the full amount is due

**2 CONFIRMATION OF BOOKING** - These booking conditions together with our general information section form the basis of your contract with us. This contract comes into existence when we despatch our confirmation invoice and will be governed by English Law. We expect to confirm your booking within 3 weeks of receiving your booking form and deposit

**3 HOLIDAY CANCELLATION BY YOU** - The deposit indicates that you wish to use the travel arrangements and accommodation which we make on your behalf. If you have to cancel your holiday you must do so in writing. The cancellation charges you incur depend on when we receive the written notification and will be as follows

Please read carefully – below are the charges that **WILL BE INCURRED** by yourself i.e. if you cancel your places MORE than 56 days before departure you will be charged the deposit value paid for each person booked i.e. If you cancel between 14 and 4 days before departure for coach packages the cancellation charge will be 75% of the total price of the package

#### **CANCELLATION CHARGE INCURRED BY YOURSELF**

<b>COACH HOLIDAY &amp; HOTEL ONLY BKGS</b>		<b>AIR HOLIDAYS</b>	
<b>More than 56 days notice -Deposit value</b>	<b>More than 56 days notice -Deposit value</b>	<b>More than 56 days notice -Deposit value</b>	<b>More than 56 days notice -Deposit value</b>
<b>Between 55-15 days - 50%</b>	<b>Between 55-28 days 50 %</b>	<b>Between 55-28 days 50 %</b>	<b>Between 55-28 days 50 %</b>
<b>Between 14- 4 days - 75%</b>	<b>Between 27-14 days 75%</b>	<b>Between 27-14 days 75%</b>	<b>Between 27-14 days 75%</b>
<b>3 days or under 100%</b>	<b>14 days or under 100 %</b>	<b>14 days or under 100 %</b>	<b>14 days or under 100 %</b>

**The above charges are calculated as a % of total holiday cost excluding any insurance premiums which are non refundable in any event**

**4 HOLIDAY ALTERATION BY YOU** - Should you wish to make any changes to your holiday, please advise as soon as possible in writing. We will endeavour to meet requests if we can. Please note that deposits cannot be transferred from one holiday to another

**5 HOLIDAY CANCELLATION BY US** - Very occasionally we are forced to cancel a concert trip due to lack of numbers. If this situation arises we will offer you an alternative trip or if this is not acceptable we will refund all monies paid to yourselves. However we will not refund monies if we are forced to cancel a trip as a result of circumstances outside our control including but not limited to those mentioned in clause 7 (force majeure).

**6 HOLIDAY ALTERATION BY US;** In many cases the arrangements for your holiday were made many months in advance and we must therefore reserve the right to make alterations to brochure and holiday details both before and after your booking has been confirmed. Most alterations will be minor. Occasionally we have to make a significant change to your holiday. A significant change means a change of departure time by more than 12 hours. A change of departure point to one which is significantly more inconvenient to you (and not listed on your booking form). A significant change of itinerary change of accommodation to that of a lower category than described. Where we have to make a significant change we will advise you as soon as possible. You will then be given the option of accepting the changed arrangements for taking a suitable alternative holiday if available, or receiving a full refund of all monies paid.

#### **COMPENSATION FOR CANCELLATION OF HOLIDAY BY US**

<b>PERIOD OF NOTIFICATION GIVEN PRIOR TO YOUR DEPARTURE DATE</b>	
<b>56 DAYS OR MORE</b>	<b>NIL</b>
<b>41- 28 DAYS</b>	<b>7%</b>
<b>13 DAYS OR LESS</b>	<b>15%</b>

**7 FORCE MAJEURE** - We regret we cannot accept responsibility or any compensation where we are forced to cancel, curtail, delay or change your holiday in any way where the performance or prompt performance of our contractual obligations is prevented or affected by reason of unusual or unforeseen circumstances beyond our control, the consequences of which we could not have avoided even with all due care. Such circumstances include but are not limited to war or threat of war, riots, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, fire, traffic conditions, technical or electrical breakdown with a hotel or affecting any method of transport, industrial disputes, government action, airport or port regulations and all similar events.

**8 PERSONNEL LUGGAGE** - On coach holidays you are allowed one medium size suitcase per person to go in the luggage lockers plus one small piece of hand luggage to carry with you inside coach. For air holidays your suitcase must not exceed 20 kilos,(44lbs) and your cabin baggage must not exceed 5 kilos (11lbs).If baggage

exceeds the allowance above the carrier may charge an additional fee to be paid by you.

**9 LOSS OF PERSONAL LUGGAGE** - For those whom have taken out holiday insurance, your insurance company will insist that you report 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 is to assist when your insurance company ask for evidence of theft or loss. If your property has not been recovered by the time you return home contact our office with full details of loss or theft. If we are unable to assist then it may be necessary for you to contact the holiday insurance company for a claims form.

**10 SPECIAL REQUESTS** - Although all special requests are noted and passed onto the coach operator, shipping company, airline etc we regret that such requests cannot be guaranteed. Every effort will be made to fulfil your request and you should notify us in writing at the time of booking.

**11 OUR BROCHURE DESCRIPTION** - All descriptions in our brochures/flyers are advertised in good faith and we take care over accuracy. Travel arrangements are planned to give maximum value whilst operating under normal circumstances. It may be necessary to sometimes at short notice to make changes to an itinerary and we reserve the right to do so. Regrettably, coaches, trains, ships, airplanes may become faulty. Every effort will be made to repair breakdowns as quickly as possible. We cannot accept any responsibility for delays caused by any form of breakdown.

**12 ARTISTS AND CONCERTS** - ICT cannot accept any responsibility whatsoever for the non appearance or the failure to appear or the cancellation of a concert for whatever reason. It is important to realise that our only responsibility is to provide you with the ticket for the show we advertise. However we are not responsible for the contents of the show or for any omissions by the artiste concerned, nor are we responsible for any expenses incurred by yourself as a result of the concert being cancelled by any party other than ourselves.

**IMPORTANT;** Should the concert be cancelled by the artiste/promoter AFTER the final payments have been made by yourselves then the trip will still proceed and the ticket money will be refunded.

**Please note** that our insurance policy has a section which covers you for part refund of trip if the concert is cancelled due to illness after the trip has commenced and we recommend you consider taking out this policy for your benefit in the unlikely event of concert cancellation.

However, if the concert is cancelled and rescheduled for a new date then the booking will be deemed valid for the new date. However, ICT cannot be held responsible for any new charges arising from the rescheduled date although every reasonable safeguard is assured. **Please note** that if you decide to cancel your places because the concert has been cancelled then your booking will be treated as per section 3. Cancellation charges may apply to Coach places, Airline tickets, Ferry places Hotel Rooms and insurance premiums.

**13 SHIPPING LINES AND AIRLINES** - Whenever you travel by air or sea, you will be subject to the conditions of carriage of the shipping company or airline concerned. These conditions form part of the agreement between us and may limit or exclude the carriers liability to you, often in accordance with international agreements. We regret we cannot exercise any control over industrial disputes, port disputes or any similar action outside our control.

**14 HEALTH REGULATIONS** - At the time of print, no vaccinations are required for Holidays in Europe. However regulations may change and it is advisable to check with your doctor or Department of health before travelling.

**15 HOLIDAY INSURANCE** - is essential when you travel abroad. Although we do not make our policy mandatory we do insist that you have some form of cover when travelling abroad. If you do not take our policy then we cannot be held responsible for any expense incurred or cancellation charges raised/incurred.

**16 STANDARDS OF PERSONAL CONDUCT** - 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 opinion or in the 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, over responsibility for their holiday will thereupon immediately cease and we will not be liable for any costs or expenses incurred by them as a result.

**17 COMPLAINTS** - We do try to ensure that your holiday is as enjoyable as possible. However, very occasionally things do go wrong. If you do encounter a problem please inform our representative whom will try to resolve the matter there and then. If the matter cannot be put right, details of your complaint will be recorded by our rep. Please follow this up within 28 days of your return home by writing to our Customer Services Manager at our offices giving details/information of your complaint. We will not accept liability in respect of claims we receive later than 28 days after return from your holiday. We can normally agree an amicable settlement of the few complaints we receive.

**18 FINANCIAL PROTECTION AND REPATRIATION** - In line with the EEC Directive on package tours abroad, ICT operate a Clients Trust Fund for your financial safety.

All payments made by customers of ICT are placed in a Trust Account held at Barclays Bank Church Street Peterborough. ICT are unable to withdraw funds from the Trust Account until the client has returned home from Holiday. In the unlikely event of the company failing whilst you are abroad the monies in the Fund will be used by the **Trustees to repatriate you, since your holiday monies are not paid over to the company until after your return home**