



### **Booking Terms and Conditions**

#### **Cost Includes:**

The package as identified in the tour details.

Our tours do not include transport to and from the start and finish of the tour. They also exclude all beverages, portorage, gratuities and meals not stated in the tour details.

For **Bespoke Tours for individuals** joining the Unlimited Voices Choir - all rehearsal and singing fees are separate to the tour package price. They will be indicated on the tour information based on the number of UK rehearsals. You will make your own way to and from rehearsals.

For **Exclusive Choir Tours** based on your own specific choir – all rehearsals will be arranged by you and the costs for these covered by you.

#### **Payment:**

A deposit of £100 is required to secure your place (unless stated differently in the tour details). The balance is due 12 weeks before the commencement date of the tour unless a different date is stated in the tour details.

#### **Cancellation Policy:**

Cancellation by client: All monies are strictly non-refundable and the full balance is due whether you or your party travels or not. By paying a deposit for all people named on the booking form, you agree to pay the outstanding balance(s) in full by the specified due date. You accept that should you or any member of your party be unable or unwilling to travel on this trip for any reason whatsoever, you shall be liable for the said outstanding amounts and agree to pay the same as liquidated damages and not as a penalty, in full by the said due date. You accept that no refunds will be made whatsoever under any circumstances. Please make sure you have the necessary valid and adequate travel insurance to cover your trip.

All cancellations should be made in writing and sent to Unlimited Voices Travel.

Cancellation by the company: Unlimited Voices Travel reserves the right to cancel your tour. In this event they will give a refund of all moneys paid for the tour package up until 14 weeks before departure. Please see separate note regarding rehearsal and singing fees. In no case except for reasons of war, natural disasters, fire, civil disturbances, epidemics, riots, terrorist action, closure of

port or airport, industrial disputes, force majeure or similar events beyond our control will cancellation take place within 14 weeks of the departure date. In the event of a cancellation within 14 weeks under these conditions, Unlimited Voices Travel retains the right to make a partial refund at their own discretion.

Please note that all rehearsal and singing fees cannot be refunded once rehearsals have started even if it is within the period up until 14 weeks before departure.

### **Postponement of Any Tours**

We make every effort to run our tours on the dates they are scheduled. However, if for any reason beyond our control the tour has to be postponed all bookings will be transferred to the new date. If the new dates are unsuitable for you we will refund your payment less the deposits paid, to cover the work already undertaken. Please see separate notes regarding singing fees.

### **Insurance:**

Unlimited Voices Travel requires that you have adequate Travel Insurance. They require proof of this for all tours outside of the UK.

### **Surcharges:**

Unlimited Voices Travel can take no responsibility for changes in the economic climate that might affect the services of the suppliers. **The prices quoted are based on the current exchange rate.** We endeavour to ensure that your holiday will not be subject to any surcharge except for those resulting from fuel surcharges, currency fluctuations and government action. Should this occur any extra costs would be passed on to you.

### **Liability:**

We have taken all reasonable steps to ensure that proper arrangements have been made for our tours and that the suppliers of the services are efficient and reputable. Every booking is subject to the conditions imposed by our suppliers. We cannot be held liable for any loss or expenses suffered by you as a result of your late arrival at the start of the tour, or at any time during the tour, for other than reasons within our control. Any wilful damage to property is your sole responsibility and the company will not be responsible for any costs incurred due to such action or measures taken up by the various authorities or principals. Damage will be charged to you and must be paid for at that time. We cannot accept claims when an inferior vehicle is used as relief or replacement in an emergency. Unlimited Voices Travel reserves the right to withdraw any person at any time from a tour if their behaviour is likely to affect the smooth operation of the tour or adversely affect the enjoyment or safety of other passengers and we shall not be under any liability to such person whatsoever. This is without any liability whatsoever on the company's behalf for homeward travel arrangements or refund of tour costs. The decision of the Tour Director will be final.

Unlimited Voices Travel will not be held responsible for closure of any sites, restaurants or suppliers named in the tour itinerary. Under such circumstances every endeavour will be made to find an alternative. Unlimited Voices reserve the right to substitute hotels.

With regard to singing locations, venues can at any time rescind our option to sing if such venues have to alter their programme of events at any time for reasons not known at the time of our booking. By applying for this trip and paying a deposit you are accepting that there cannot be 100

per cent certainty for the recitals to take place at the given location and that should the location rescind the option you are happy to sing elsewhere if this can be arranged. Should this happen we will look for alternative singing locations. However, please be aware of this when signing up for our singing tours as we are unable to make refunds in the unlikely event of this happening.

By applying for this trip and paying a deposit you acknowledge that rehearsing and performing recitals on singing holidays can be physically demanding, and may require performances in unusual places and on uneven ground, including steps, outdoor terrain, uneven floors in ancient buildings etc. By paying your deposit for this tour you accept that you are responsible for your own safety and well being and will opt out if you feel unsafe in any singing location. You accept that Unlimited Voices Travel cannot be held responsible for you in such circumstances and the choice is yours to take part, whether these are impromptu recitals or part of the scheduled itinerary.

In the event that a passport is lost or one of the group members is taken ill or has an accident, Unlimited Voices Travel will assist to the best of their ability but must reserve the right to carry on with the tour. It may be necessary to leave the tour member to rejoin later at his/her own expense.

**Complaints:**

If you have a complaint during your tour, please notify your tour director immediately so that he/she can try to resolve the problem. If the matter is not resolved to your satisfaction, you should inform the company in writing within 28 days of the end of the holiday.

**Photography:**

Photographs of all our tours, recitals, sightseeing, events etc are an integral part of our singing holidays. Please note your participation and that of all those named on your application form in the holiday is taken as your acceptance to be in such photographs without further reference to you. It is also taken as consent to use such photographs for purposes of social media, advertising, website and distribution of such images as necessary for the promotion of Unlimited Voices Travel.

**Information Accuracy:**

All the facts in our published tour information and material about our suppliers and services are checked so that they are as accurate as possible before going to print. This information is compiled in advance and changes do happen that are not within our control. Such changes are regrettable and where a major change takes place, we will inform you whenever possible.

These are the standard terms and conditions for Unlimited Voices Travel. These conditions shall be interpreted, construed and enforced in all respects in accordance with English law and you and we each irrevocably agree to submit to the exclusive jurisdiction of the English Courts in respect of any dispute or claim arising out of or in connection with these conditions.

