



**MAESTRO!**  
TOUR MANAGEMENT



Maestro Tour Management Ltd hold ATOL Licence 9141 – your guarantee of financial protection

**BOOKING FORM - please complete ALL sections**

Title	Passport first name	Passport surname	Date of birth	Passport No, start & exp

CONTACT ADDRESS (to which all correspondence will be sent):

TELEPHONE:

EMAIL:

Departure Date	TOUR NAME	Number of Nights	ROOM TYPE (please indicate preference) TWIN      DOUBLE      DOUBLE/SOLE USE
11 December 2017	Vienna – a pre-Christmas visit	6	If travelling alone, would you be interested in sharing?

Departure Airport (please indicate):

Manchester      Gatwick      Heathrow      Luton

Vienna at Christmas upgrade? Yes / No      If yes please include with deposit.

INSURANCE	ANY SPECIAL REQUESTS
It's imperative that you are properly covered in case of cancellation or curtailment due to an insured reason. If you don't have annual cover you must take out a suitable policy and provide us the details. Insurance company & policy number:  If you wish to arrange insurance for this holiday please call us on 0800 678 5747 and we will put you in touch with an FSA authorised provider.	Special Diet or Walking difficulties?

DEPOSIT DUE:	Cheques should be made payable to	TOTAL AMOUNT ENCLOSED
£750 per person	'Maestro Tour Management Ltd'	£

CARD HOLDER NAME & BILLING ADDRESS (if different to above)	CARD NUMBER If paying by Switch include your Issue No.	EXPIRY DATE & 3 DIGIT CODE FROM REVERSE	AMOUNT TO DEBIT
			£

**DECLARATION IMPORTANT!:** I confirm that I have received and read the Fact Sheet & Booking Conditions for this tour and accept them on behalf of all those named above  
SIGNED:      DATED:

## Maestro Booking Conditions

We want to be sure that you are aware of the Booking Conditions and in particular the charges involved in the event that you have to cancel your holiday. Please read the following carefully:

Should you need to cancel or make any alterations to your arrangements once your deposit has been accepted then the following scale of charges will apply:

Cancellations must be made by telephone (0800 678 5747) and confirmed the same day in writing and sent by recorded or registered delivery to our office at 11 Seymour Terrace, Seymour street Liverpool, L3 5PE.

Should you have to cancel your holiday the following scale of charges will apply:

Cancellations made from booking date until 57 days prior: Loss of deposit plus any pre-purchased performance tickets.

Cancellation 56 – 31 days prior to departure: 50% of the total holiday cost plus any pre-purchased performance tickets.

Cancellation 30 – 15 days prior to departure: 75% of the total holiday cost plus any pre-purchased performance tickets.

Cancellation less than 14 days prior to departure or inability to travel on day of departure: 100% of the total holiday cost plus any pre-purchased performance tickets.

If you have to leave a tour for any reason once it has commenced no refund can be made for any unused hotel, sightseeing, concert tickets, meals or other prepaid services.

Alterations:

If you need to alter your plans this will be treated as a cancellation. Minor alternations may be possible (e.g. departure airport) more than 56 days prior to departure for an administration fee of £50.

Changes to the cast or music programme:

In the event that an included opera or concert is cancelled or a member of the cast of a particular Opera or Concert is unable to perform or is replaced for any reason, Maestro Tour Management Ltd cannot be held responsible for this change. However in the event that the Opera or Concert is cancelled completely the face value of the tickets will be refunded.

Transfer of Booking:

If you are unavoidably prevented from proceeding with your holiday you may, subject to at least 56 days advance notice from the departure date, transfer your booking to another person. We will charge an administration fee of £50 plus any cancellation charges imposed by our suppliers.

Contract Point:

A binding contract (subject to the jurisdiction of the English courts) will come into force between us at the time we send you our Confirmation Invoice and until issued we shall be under no liability whatsoever. If we cannot confirm your booking we will return your deposit to you within 28 days of receipt.

Insurance:

It is a condition of our Booking acceptance that you must have adequate insurance cover for the holiday to be undertaken. Because of new FSA regulations Maestro no longer sell insurance but we will send you a list of reputable providers if requested. We will require details of your insurance policy within 7 days of receiving your booking form. All EU based travellers should have a valid European Health Insurance Card (EHIC) regardless of other insurance. To obtain your EHIC free of charge please go to <https://www.ehic.org.uk>

Passports & Visas:

Valid Passports are required for all travellers. If you hold anything other than a British Passport you may need a Visa for your destination. Please advise us before making your booking