

Taste Provence Limited – Booking Terms and Conditions

1. Bookings

- a) All bookings are made with Taste Provence Limited. Registered address is c/o H W Fisher & Company, Acre House, 11/15 William Road, London NW1 3ER.
- b) You will be provided with a booking form, which must be completed, signed by the person accepting the booking conditions and returned along with a deposit of £100 per person. Cheques can be made payable to 'Taste Provence Limited' or 'CTC Tours' for cycling holidays run in conjunction with the CTC.
- c) The booking is confirmed upon receipt of the booking form and deposit. A confirmation invoice will be sent to you. It is your responsibility to check this invoice to ensure all dates and details are correct.
- d) The balance of payment is payable 6 weeks prior to the start of the holiday. If you book your holiday within 6 weeks of the start of the holiday then the full amount is payable at the time of the booking. Failure to pay the balance in this timeframe will result in the loss of place on the holiday and loss of deposit amount. Your place can subsequently be sold to another client.
- e) There is a single supplement fee of £70. The payment of this fee will entitle you to your own room during your holiday.
- f) All bookings are undertaken on the understanding that occasionally alternative arrangements to those advertised will need to be made. These holidays need participants to have a degree of flexibility. The outline itineraries for each holiday must therefore be an indication of what is to be achieved and not a contractual obligation. Changes in itinerary may be necessary and the company reserves the right to make these changes without prior consent e.g. change of artist, tour route or accommodation. Every effort will be made to keep these changes to a minimum and of a similar standard to that which is advertised.
- g) Special Requests – if you have any special requests these should be noted on the booking form at the time of booking. These will be noted and whilst every effort will be made to accommodate these, they cannot be guaranteed.
- h) All the information that you provide on the booking form is for our use only and will only be passed to third parties involved in the arrangements of your holiday. The information may also be passed to public authorities such as customs or immigration if required by them or as required by law.

2. Travel Insurance

- a) The cost of the holiday does not include travel insurance.
- b) It is down to the individual guests to ensure that they have adequate travel insurance to cover them for their chosen activity and holiday. Taste Provence Limited accept no responsibility for any costs that are incurred due to lack of appropriate insurance cover. The company will ask for a copy of up-to-date insurance to accompany the booking form. If this is not possible then a copy of the insurance must follow as soon as is possible.

3. Cancellations

- a) All cancellations must be made in writing to Taste Provence Limited. Any cancellation received up to 6 weeks before the start of the holiday, will result in loss of deposit. All holidays cancelled after this period are payable in full.
- b) We reserve the right to cancel any holiday either due to unusual and unforeseeable circumstances beyond our control or if we have received fewer than the minimum number of

bookings to run the holiday. We will give you at least 6 weeks notice and where possible offer you an alternative holiday. If this is not possible all monies paid to the company will be reimbursed without any interest. We will not however be liable for any other expenses incurred as a result of your booking e.g. travel expenses. Certain personal insurance may provide cover against unavoidable cancellations.

- c) Taste Provence Limited accepts no responsibility for adverse weather conditions that may affect the holidays. No reimbursements will be made or cancellations accepted due to weather conditions that may have affected the execution of an itinerary. Every effort will be made by the company to provide alternative arrangements but this may not always be possible.

4. Our obligations to our guests

- a) The company's responsibility begins at the designated meeting point only. If you fail to arrive at this point we will not be responsible for any further costs incurred for you to meet up with the rest of the group.
- b) The company will not take responsibility for any injury, damage or loss incurred beyond their control. All participants should ensure before they make a booking that it is appropriate to their physical abilities. Any medical conditions should be made known to the company at the time of booking and be detailed on the booking form. The company shall not be responsible if any participant is unfit for the holiday.
- c) The company will ensure that the holiday will be run to a reasonable standard and in accordance with the contract. We accept responsibility for any personal injury or death caused as a direct result of the company's negligent acts. The company shall not be liable for any damages or injury caused if the failure to carry out the contract is:
 - i) attributable to the participant or any member of his/her party
 - ii) the fault of a third party unconnected to the company
 - iii) a result of unforeseen circumstances beyond the control of the company
- d) Where the company is found liable for damages in respect of its failure to carry out the contract the maximum amount of such damages will be limited to the price paid for the holiday.
- e) In the event of luggage or possessions being damaged or lost on the outward journey, the company will endeavour to do what they can to ensure the participant can continue with their holiday, but will not be held responsible if this is not possible.
- f) Artists/Chefs – we reserve the right to substitute the artist or chefs due to unforeseen circumstances.
- g) Marketing – photographs of participants taken on any of our holidays, may be used by the company for marketing purposes without further consent or payment.

5. Your obligations to Taste Provence Limited

- a) Each client is responsible for ensuring that the holiday is suitable to their individual ability. Any known medical conditions should be made known to the company at the time of booking and be detailed on the booking form.
- b) You are responsible for any damage caused by you to the accommodation and its contents or other participants' possessions. Any damages caused must be paid for immediately.