SPECIALISED TRAVEL
CONCERT TOURING

BOOKING TERMS AND CONDITIONS

1. ABOUT SPECIALISED TRAVEL

1.1 Your contract will be with Specialised Travel Concert Touring Ltd (company number 00713414), whose registered office is at t Spaces Ealing Aurora, 71-75 Uxbridge Road, London, W5 5SL, telephone number 020 8799 8350 and email address scratch@stlon.com,

YOUR FINANCIAL PROTECTION

1.2 The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under its ATOL Franchise and The Package Travel and Linked Travel Arrangements Regulations 2018 for Specialised Travel Concert Touring Limited, ABTOT number 5659, ATOL number 12230, and in the event of their insolvency, protection is provided for the following:

1. non-flight packages;

2. flight inclusive packages

Any non-flight packages and flight-inclusive bookings made prior to 01 October 2025 will continue to be financially protected by Protected Trust Services (PTS) until their completion

https://www.protectedtrustservices.com/

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Specialised Travel Concert Touring Limited.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call ABTOT's 24/7 helpline on **01702 811397** and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: https://www.legislation.gov.uk/uksi/2018/634/contents/made

When you buy an ATOL protected flight, or flight inclusive holiday from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

The price of our ATOL-protected flight inclusive Packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

We, or the suppliers identified on your ATOL Certificate or holiday itinerary, will provide you with the services listed on the ATOL Certificate or itinerary (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder or supplier may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder or supplier will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder or supplier. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder or supplier, in which case you will be entitled to make a claim under ABTOT.

If we, or the suppliers identified on your ATOL certificate or holiday itinerary, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder, alternative supplier or otherwise) for reasons of insolvency, ABTOT Limited may make a payment to (or confer a benefit on) you under its scheme. You agree that in return for such a payment or benefit you assign absolutely to ABTOT Limited any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable).

You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ABTOT ATOL Franchise scheme.

For further information visit the ATOL website at www.atol.org.uk or the ABTOT website https://www.abtot.com/

2. TO MAKE A BOOKING

2.1 When you make a booking you must complete the Booking Form accepting on your own behalf and on behalf of all your party (for whom you have authority to accept) the terms of these Booking Conditions and pay a deposit of the amount per person specified in the relevant brochure. A contract will exist when we issue our confirmation invoice. Your contract will consist of these Booking Conditions, the completed Booking Form and the contents of the relevant brochure. When you make your booking you must pay a deposit (calculated as a percentage of your holiday cost) per person and as notified to you at the time of booking. Where you have provided us with card payment details as your payment method for the deposit, we shall take payment from your card at the time we issue our confirmation invoice to you.

2.2 The contract is governed by English law and the non-exclusive jurisdiction of the English courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

2.3 The balance of the price of your holiday must be paid at least 12 weeks before the departure date. If the balance is not paid in time, we reserve the right to cancel your holiday and retain your deposit. If you paid your deposit by card and wish to authorise us to take payment of the balance on or just after the due date for payment using the same card, you may do so by ticking the relevant box in the Booking Form.

2.4 We make no charge if you pay by cheque, personal credit card, debit card or by electronic transfer. However, should you choose to make payment by commercial credit card, or you are a card holder outside the EEA, we will make a charge equal to the cost to us of processing that payment using that payment card.

3. WHAT IS INCLUDED IN THE PRICE

3.1 We reserve the right to alter the prices of any of the holidays shown in the promotional literature, in accordance with these Booking Conditions. The current price of the holiday will be notified to you before your contract is confirmed at the time of booking.

3.2 All Specialised Travel Concert Touring tours are inclusive of the following:

- Round trip Economy Class air travel on scheduled or charter airline(s) specified (aircraft type not known when going to press) including local airport taxes and security charges, or Eurostar Passenger Service.
- Accommodation on board the ship shown in the relevant promotional literature (or similar grade) in twin bedded rooms with private bathroom or shower and w.c. Double rooms and single rooms are available on request. NB: We are aware of the considerable distress which can sometimes be experienced by those travelling alone when "single rooms" do not appear to come up to the standards expected. At all times we strive to overcome this on our clients' behalf (but can offer no guarantees) and sometimes it pays to take double or twin for sole occupancy.
- Transfers or shuttle services to / from the vessel on day of embarkation and disembarkation from standard published ports.
- Any applicable service charges and local taxes.
- Sightseeing tour programme as detailed in each itinerary including admission charges and guide services.
- The services of a Specialised Travel Concert Touring Tour Manager or local representative.

NB: If you have any special requests relating to diet, accommodation and so forth, these must be made known to us at the time of booking. We will do our best to comply with them but cannot guarantee to do so (also see clause 13 below).

3.3 We can change your holiday price after you've booked, only in certain circumstances. Changes in the price of your travel arrangements can be made due to changes in: the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources; the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; or exchange rates, which means that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure. We will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your travel arrangements, excluding any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (and we will refund any price difference if the alternative is of a lower value), or cancel and receive a full refund of all moneys paid, except for any amendment charges. Should you decide to cancel you must do so within the time-period shown on your final invoice.

3.4 Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

3.5 Please note that in accordance with Air Navigation Orders, in order, to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

4. ALTERATIONS AND CANCELLATIONS BY YOU

4.1 If, after our confirmation has been issued, you wish to change to another of our holidays or modify, at any time, the travel arrangements and/or tour itineraries shown, we will do our utmost to make the changes provided that, notification is received in writing from the person who signed the Booking Form. We reserve the right to charge an administration fee of £35.00 per person, in order, to process that change, in addition to any further cost in making the alteration. You should be aware that these costs could increase the closer to the departure date that changes are made, and you should contact us as soon as possible. Please note that certain travel arrangements (eg, concert tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

4.2 You, or any member of your party, may cancel your holiday at any time provided that, notice of the cancellation is made to our offices by the person signing the Booking Form and is in writing. As certain travel arrangements and bookings cannot be changed after confirmation, cancellation incurs administration costs. We will retain your deposit and the cost of any concert tickets, and in addition may apply cancellation charges up to the maximum shown in Clause 4.3 below.

4.3 Period before departure within which written confirmation of cancellation is received and amount of cancellation charge shown as a percentage of the holiday price:

More than 70 days	Holiday deposit
70 - 42 days.	40% of tour price
41-31 days.	.65% of tour price
30 – day of travel.	100% of tour price

4.4 No refund will be given after the commencement of travel except at our discretion. Please note that if the reason for your cancellation is covered under the terms of your insurance policy, then you may be able to reclaim these charges.

4.5 You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. In assessing what is classified as unavoidable and extraordinary circumstances, we will observe advice provided by the UK Foreign, Commonwealth & Development Office.

4.6 You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing at least 7 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer, including (but not limited to) the cost of any transfer fees charged by suppliers such as airlines whose flight tickets are non-transferable.

5. ALTERATIONS AND CANCELLATION BY US

5.1 It is a term of your booking that we are able, to make changes to any aspect of your booking. It is possible that we may have to make changes to your holiday (other than the price) as the arrangements are planned many months in advance. Most of these changes are insignificant and we will ensure that we advise you as early as possible. Flight timings and carriers in the promotional literature are subject to change as a result, of airline procedures which are beyond our control. Flight timings in the promotional literature are for guidance only. Actual times will be given on your ticket. We are required to advise you of the actual carrier operating the flight, connecting flight (if any) and transfer. The potential carriers likely to be used are as set out in the promotional literature. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers.

5.2 If a major change becomes necessary and we are constrained by circumstances beyond our control to significantly alter any of the main characteristics of the travel services that make up your package you will have the rights set out below.

We will inform you as soon as reasonably possible if there is time before departure. You will have the choice of either, accepting the change of arrangements, accepting an offer of available alternative travel arrangements of comparable or higher standard from us (where we offer one, we will refund any price difference if the alternative is of a lower value) or cancelling your holiday and receiving a full refund of all monies paid. We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.

If you choose to accept a refund, we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances (as defined below).

5.3 We reserve the right to cancel your booking. For example, if the minimum number of people required for a particular travel arrangement is not reached, we reserve the right to cancel the tour up to 70 days in advance. In this case we offer the choice of an alternative tour of comparable standard, if available (we will refund any price difference if the alternative is of a lower value), or a full refund of all monies paid, but you will not be entitled to any compensation in such circumstances. We will not cancel less than 49 days before the scheduled departure date except for reasons of unavoidable or extraordinary circumstances or your failure to pay the final balance.

If your holiday is cancelled, you can either have a refund of all monies paid or accept an alternative holiday of comparable or higher standard from us if we offer one (we will refund any price

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difference if the alternative is of lower value). In the event a refund is paid to you, we will pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances.

5.4 If it is necessary to cancel your holiday (except for reasons of unavoidable and extraordinary circumstances) or make a significant change after the date when payment of the balance becomes due, we will in addition pay you compensation as follows:

Period before departure within which Compensation notification of change or cancellation is given per person

More than 70 days. . . . . .. Nil
70 – 42 days. £10.00
41 – 25 days. £20.00
24 – 16 days. £30.00
15 – 1 days. £40.00

Please note compensation is not payable in the case of insignificant changes or where cancellation is due to unavoidable and extraordinary circumstances. The compensation offered does not exclude you from claiming more if you are entitled to do so.

'Unavoidable and extraordinary circumstances' means unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken, including (for example) but not limited to, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

6. ALTERATIONS TO ITINERARY

6.1 Please note that the order of events on itineraries is subject to alteration due to local circumstances, unscheduled closures etc. However, every effort will be made to include all elements of the programme during the tour dates or a suitable alternative which will be notified to you.

7. OUR LIABILITIES TO YOU

7.1 We accept responsibility for the proper performance of the travel services included in your package that you have booked with us. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in the package holiday sold to you by us. If any of the travel services included in your package are not performed in accordance with the contract, or any improperly performed, by us or the travel service suppliers that we have arranged your booking with, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation, or both. However, we will not be liable where any failure to perform or improper performance of the travel services is due to you or another member of your party; or a third party unconnected with the provision of the travel arrangements included in your package , or whether the failure is due to unavoidable and extraordinary circumstances (as defined above), the consequences of which could not have been avoided even if all reasonable measures had been taken.

7.2 If an event within the itinerary is cancelled due to unavoidable and extraordinary circumstances within one month prior to the event, we reserve the right to refund the cost of the admission ticket to the event only.

7.3 We accept responsibility for the negligent acts and/or omissions of our employees, agents, or suppliers. Save for liabilities under clause 7.4 below, our liability to you in all cases (except where they lead to death, injury, or illness) shall be limited to a maximum of three times the cost of the original travel arrangements.

7.4 Our liability to you will also be limited in accordance with and/or in an identical manner to:

i) the contractual terms of the companies that provide the travel services that make up your package. These are incorporated into this booking; and

ii) any relevant international conventions (for example, the Montreal Convention for travel by air, the Athens Convention for travel by sea, the Berne Convention for travel by rail and the Paris Convention for accommodation), which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage, and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. Travel by air or sea shall be subject to the general conditions of contract of the carrier (the contractual terms of the companies that provide the transportation for your travel arrangements are incorporated into this contract), subject to which the tickets are issued.

You can ask for copies of the travel service contractual terms, or the international conventions, from us.

7.5 If you are prevented from travelling on an aircraft because in the opinion of any person in authority at the airport you appear, by reason of intoxicating liquor or use of drugs, either to be unfit for travel or likely to cause discomfort or disturbance to other passengers, our responsibility for your journey, including any return flight thereupon ceases. You must accept responsibility for your proper conduct, and we therefore have the right to terminate our contract in circumstances of serious misconduct by you or any member of your party.

7.6 You have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation, or delay to flights. Full details of these rights will be available at EU/UK airports and will also be available from airlines. **However, please note that reimbursement in such cases does not automatically entitle you to a refund of the cost of your holiday from us.** Your right to a refund and/or compensation from us is set out in these Booking Conditions. If any payments to you are due from us, then if the airline makes payment of these to you then such sum will be deducted from this amount. If your airline does not comply with such rules, then you can complain to the Aviation Consumer Advocate Panel on 020 7453 6888 or www.caa.co.uk.

7.7 If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible, of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided, that you notified us of these needs at least 48 hours before the start of your holiday.

NB: This clause does not apply to any separate contracts that you may enter in to for excursions or activities whilst on holiday.

8. DATA PROTECTION POLICY

8.1 In order to process your booking and to ensure your travel arrangements run smoothly and meet your requirements, we need to use the information you provide to us, such as name, address, contact details and any special needs/dietary requirements. Please see our Privacy Policy for details of how we collect and process your personal data, and the personal data of those in your party.

8.2 We will only pass information on to persons responsible for part of your travel arrangements, such as airlines, hotels, and transportation companies. The information may also be provided to security of credit checking companies, public authorities such as customs and immigration if required, or as required by law. The information passed to suppliers includes any sensitive information that you give to us such as details of any disabilities, dietary or religious requirements. If we cannot pass this information to the relevant suppliers whether in the EEA or not, we cannot provide your booking. In making your booking you consent to this information about you and the members of your party being passed on to the relevant persons, in accordance with our Privacy Policy.

9. PASSPORTS, VISAS AND HEALTH

9.1 You and your party's specific passport, visa and other immigration requirements are your responsibility and we do not accept responsibility for the validity of your passports or visas or for the refusal of visas by the Issuing Authorities. You should therefore confirm these with the relevant authorities, Embassies and/or Consulates. We shall not be liable for any loss, expense, cost, damage, injury, or loss of enjoyment suffered, as a result, of such invalidity or loss, including any responsibility if you cannot travel because you have not complied with such requirements.

9.2 British Citizens require a passport. We will direct you to information about visas and health requirements. If you do not hold a valid UK passport, please inform us at point of booking. We cannot be held responsible for declined visas and normal cancellation charges in respect of your booking will be levied should this occur.

For further advice visit the FCDO website, www.gov.uk/foreign-travel-advice.

10. HEALTH, MOBILITY AND ASSISTANCE

10.1 Physical Demands of this Tour
Please tell us about any health conditions or mobility issues **before you book** this tour. This specific river cruise, along with your flight or rail travel, has strict physical demands. European rail travel, train stations, and airports often require long walks, navigating crowds, and steep steps or jetways. Ramps to get on and off the ship can be steep, and many shore excursions involve uneven ground, cobblestones, steps, or long walks. You must be able to cross the ship's ramps on foot without a wheelchair. **If you need help to travel or participate in activities, you must travel with a companion who can assist you.**

10.2 Rules for Wheelchairs and Activities
The ship's management makes the final decision on vessel safety. For safety reasons, they may ban wheelchairs or mobility scooters on board. We must check with the ship operators before we can confirm your booking. If you cannot join certain activities, use the air or rail transport, or enjoy all aspects of the trip because a service is unsuitable, we cannot offer you a refund. If the airline, train company, or ship management denies you boarding due to an undisclosed mobility issue, no refund will be given.

10.3 Group Travel and Safety Decisions
Our holidays, journeys, and excursions are group events with fixed schedules. If a guest is not fit enough to participate safely, or keeps the group from following the itinerary, we must take action. The Tour Manager, airline/train staff, or Ship Captain may ask a guest to opt out of certain excursions or visits. In serious safety cases, they may ask a guest to leave the tour entirely. If this happens, you will not receive a refund, and you must pay for your own travel home.

11. COMPLAINTS AND DISPUTES

11.1 If you have a compliant about any of the services included in your holiday, you must inform the relevant supplier and our representative (whose details will be provided to you prior to the commencement of your trip) without undue delay, who will endeavour to put things right quickly. If your complaint cannot be resolved locally, your representative will ask you to make a report, the original of which is for you and a copy will be forwarded to our Head Office, as detailed on our invoice to you. Please follow this up within 28 days of your return home by writing to us giving your original tour reference number and all other relevant information. Please keep your letter concise and provide all relevant information. If you fail to follow the requirement to report your complaint during your holiday, we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking.

11.2 It is unlikely that you will have a complaint that cannot be settled amicably between us. However, disputes arising out of or in connection with this contract which cannot be amicably settled, may (if you so wish) be settled by way of an alternative dispute resolution procedure.

12. ADDITIONAL ASSISTANCE

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur if the difficulty is your fault.

13. SPECIAL REQUESTS

Any special requests made on your Booking Form are noted and we do our very best to comply with these wherever possible. However, although we do make every effort to meet your requirements, we cannot unfortunately give a guarantee.

14. TOUR MANAGERS AND LOCAL REPRESENTATIVES

Wherever possible and practical, our tours are escorted throughout by a representative from the UK. On occasions when circumstances dictate, we retain the services of a local representative to meet our clients and to escort them to cities and on excursions accompanied by our local guide.

15. TRAVEL INSURANCE

It is a condition of these Booking Conditions and your contract with us that you have comprehensive travel insurance cover.

16. SEVERABILITY

If any part of these Booking Conditions is held to be invalid, unreasonable, or unenforceable, such portion(s) shall be deemed as severable from these Booking Conditions and the remainder of these Booking Conditions shall remain in full force and effect and enforceable.

17. EXCURSIONS

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book which does not form part of your package holiday with us, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course, of its provision by the operator.

July 2026

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