

MUSIC ALONG THE RHINE: BOOKING DETAILS

MAKING A BOOKING

1. Booking Option. We recommend that you contact us to make a booking option which we will hold for 72 hours. To confirm it, please send the booking form and deposit within this period – the deposit is 10% of your total booking price.

2. Definite booking. Fill in the booking form and send it to us with the deposit. It is important that you read the Booking Conditions at this stage (see overleaf) and that you sign the booking form. We also ask that you take the fitness tests described on this page before committing to a definite booking. Full payment is required if you are booking within ten weeks of the date the festival begins.

Alternatively, make a definite booking straight away via our website.

3. Our confirmation. Upon receipt of the booking form and deposit we shall send you confirmation of your booking. After this your deposit is non-returnable except in the special circumstances mentioned in the Booking Conditions. Further details about the festival may also be sent at this stage, or will follow shortly afterwards.

FITNESS FOR THE FESTIVAL

Quite a lot of walking is necessary to reach some concert venues and to get around the towns we visit. Most of the concert venues do not have a lift. You need to be averagely fit, sure-footed and able to manage everyday walking and stairclimbing without difficulty.

If you have a medical condition or a disability which may affect your holiday or necessitate special arrangements being made for you, please discuss these with us before booking – or, if the condition develops or changes subsequently, as soon as possible before departure.

FITNESS TESTS

We ask that you take the following fitness tests before booking. By signing the Booking Form, you confirm that you have done so.

- 1. Chair stands.** Sit in a dining chair, with arms folded and hands on opposite shoulders. Stand up and sit down at least eight times in 30 seconds.
- 2. Step test.** Mark a wall at a height that is halfway between your knee and your hip bone. Raise each knee in turn to the mark at least 60 times in two minutes.
- 3. Agility test.** Place an object three yards from the edge of a chair, sit, and record the time it takes to stand up, walk to the object and sit back down. You should be able to do this in under seven seconds.

An additional indication of the fitness required, though we are not asking you to measure this, is that you should be able to walk unaided at a pace of three miles per hour for at least half an hour at a time, and to stand for at least 15 minutes.

BOOKING CONDITIONS

PLEASE READ THESE

You need to sign your assent to these Booking Conditions on the booking form.

OUR PROMISES TO YOU

We aim to be fair, reasonable and sympathetic in all our dealings with clients, and to act always with integrity.

We will meet all our legal and regulatory responsibilities, usually going far beyond the minimum obligations.

We aim to provide full and accurate information about our holidays. If there are changes, we will tell you promptly.

If something does go wrong, we will try to put it right. Our overriding aim is to ensure that every client is satisfied with our services.

ALL WE ASK OF YOU

That you read the information we send to you.

SPECIFIC TERMS

Our contract with you. From the time we receive your signed booking form and initial payment, a contract exists between you and Martin Randall Travel Ltd.

Eligibility. You must be in good health, free of infectious illness, and have a level of physical and mental fitness that would not impair other participants' enjoyment by slowing them down or by absorbing disproportionate attention from the tour leaders. Please read 'Fitness for the festival' on page 1 and take the self-assessment tests; by signing the booking form you are stating that you have understood what we are asking of you and are fit to participate. If you have a medical condition or a disability which may affect your holiday or necessitate special arrangements being made for you, please discuss this with us before booking – or, if the condition develops or changes subsequently, as soon as possible before departure. If during the festival or tour it transpires, in the judgement of the tour leaders, that you are not able to cope, you may be asked to opt out of certain visits or to leave altogether. This would be at your own expense. We reserve the right to refuse to accept a booking without necessarily giving a reason.

Foreign, Commonwealth & Development Office advice. Before booking, please refer to the FCDO website to ensure you understand the travel advice for the places to which the festival or tour goes. Non-UK citizens should look at the advice issued by their governments, which may differ significantly.

Insurance. It is a requirement of booking that you have adequate holiday insurance cover. The insurance must cover, at minimum, medical treatment, repatriation, loss of property and loss of payments to us in the event that you cancel your booking. If you are making your own arrangements for international travel, please ensure you have insurance that protects you in the rare event of Martin Randall Travel cancelling the festival or tour. *Experience indicates that free travel insurance offered by some credit card companies is not to be relied upon.*

Passports and visas. British citizens must have valid passports for travel outside the United Kingdom. The passport needs to be valid for 6 months beyond the date of the festival and/ or tour. For Schengen countries, your passport must have been issued less than ten years before the date you enter the country

and valid for at least three months after the day you leave. Non-UK nationals should ascertain whether visas are required in their case.

If you cancel. If you have to withdraw from a festival or tour on which you had booked, there would be a charge which varies according to the period of notice you give. Up to 57 days before departure the deposit would be forfeited. Thereafter a percentage of the total cost of your booking will be due:

Up to 57 days: deposit only
Between 56 and 29 days: 40%
Between 28 and 15 days: 60%
Between 14 days and 4 days: 80%
Within 72 hours: 100%

Additional costs for individual arrangements (including but not limited to flight upgrades, flight amendments, extra nights at hotel(s), room upgrades and airport transfers) are subject to the same cancellation charges, apart from in the instance where we have previously notified you that an additional cost is non-refundable.

If you cancel your booking in a shared room or cabin but your travelling companion chooses to continue to participate, the companion would have to pay the single-occupancy price.

We take as the day of cancellation that on which we receive written confirmation of cancellation.

If we cancel. We may decide to cancel a festival or tour if there were insufficient bookings for the it to be viable (though this would always be more than 8 weeks before departure). We would refund you with everything you had paid us.

Safety and security. Cancellation may also occur if civil unrest, war, natural disaster or other circumstances amounting to *force majeure* arise in the region to which the festival or tour was due to go. If the UK Foreign and Commonwealth Office advises against travel, we would either cancel or adjust the itinerary to avoid risky areas.

Health and safety. We have a safety auditing process in place and, as a minimum, request that all of our suppliers comply with local health and safety regulations. However, we operate tours in parts of the world where standards are lower than those you are used to at home, particularly in the areas of accessibility, handrails and seatbelts. We ask that you take note of the safety information we provide.

The limits of our liabilities. As principal, we accept responsibility for all ingredients of a tour or festival except those in which the principle of *force majeure* prevails. Our obligations and responsibilities are also limited where international conventions apply in respect of air, sea or rail carriers, including the Warsaw Convention and its various updates.

If we make changes. Circumstances might arise which prevent us from operating a tour or festival exactly as advertised. We would try to devise a satisfactory alternative, but if the change represents a significant loss to the tour or festival we would offer compensation. If you decide to cancel because the alternative we offer is not in your view an adequate substitute, we would give a full refund.

Financial protection for UK residents. Any money you have paid to us for a holiday which includes an international flight is protected by our Air Travel Organiser's Licence (ATOL, number 3622). Payments for holidays which do not include a flight from/to the UK are protected by ABTOT – The Association of Bonded Travel Organisers Trust

Limited. So, in the (highly unlikely) event of our insolvency in advance of the festival or tour, you would get your money back, or if we failed after it had begun, it would be able to continue and you would be returned to the UK at its conclusion. Clients living elsewhere who have arranged their own flights should ensure their personal travel insurance covers repatriation in the event of holiday supplier failure.

Financial protection – the official text. We are required to publish the following:

We provide full financial protection for our package holidays which include international flights, by way of our Air Travel Organiser's Licence number 3622. When you buy an ATOL protected flight inclusive holiday from us you 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. Most of our flights and flight-inclusive holidays on our website and in our brochure are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. In order to be protected under the ATOL scheme you need to be in the UK when you make your booking and/or one of the flights you take must originate or terminate in the UK with the group.

We provide full financial protection for our package holidays that do not include a flight, by way of a bond held by ABTOT – The Association of Bonded Travel Organisers Trust Limited.

We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder 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 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. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees 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 (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 ATOL scheme.

English Law. These conditions form part of your contract with Martin Randall Travel Ltd and are governed by English law. All proceedings shall be within the exclusive jurisdiction of the courts of England and Wales.

Privacy. By signing the booking form, or by booking online, you are stating that you have read and agree to our Privacy Policy (available online at www.martinrandall.com/privacy).

BOOKING FORM

MUSIC ALONG THE RHINE
8–15 MAY 2025 (ML 693)

NAME(S) – as you wish them to appear on the list of participants. Please note that we do not use titles:

Participant 1:

Participant 2:

Contact details for all correspondence:

Address

Postcode/Zip

Country

Telephone (home)

Mobile

E-mail

Tick if you are happy to receive your festival and booking documents online where possible (confirm your e-mail address above).

Please complete this section, even if you have told us your preferences before:

How would you like to be kept informed about our future tours and events?:

By post

Yes

No

E-newsletter

Yes

No

What prompted this booking? It is very helpful for us to know how you first heard about this event, and if you can be specific, e.g. if in an advertisement, the name of the publication it appeared in; if we sent you a communication, what type? (e-mail or post?):

ACCOMMODATION & TRAVEL – STAYING ON-BOARD THE SHIP

Deck – tick one	Cabin type – tick one	Travel option – tick one
<input type="checkbox"/> Haydn – lowest <input type="checkbox"/> Strauss – middle <input type="checkbox"/> Mozart – top	<input type="checkbox"/> Single occupancy cabin <input type="checkbox"/> Twin cabin with beds separate <input type="checkbox"/> Twin cabin with beds together <input type="checkbox"/> Suite with beds separate – <i>Mozart only</i> <input type="checkbox"/> Suite with beds together – <i>Mozart only</i>	<input type="checkbox"/> Option 1: return flights from London City <input type="checkbox"/> Option 2: return flights from London Heathrow <input type="checkbox"/> Option 3: train out, flight back (London City) <input type="checkbox"/> Option 4: train out, flight back (London Heathrow) <input type="checkbox"/> Option 5: return rail travel from London St Pancras <input type="checkbox"/> No flights/trains. Making your own arrangements for joining and leaving the festival.

FURTHER INFORMATION. Please notify us of dietary restrictions (for example, religious, medical or if you are vegetarian or vegan). Please also use this space to request room upgrades, or extra nights, etc.

BOOKING FORM

PASSPORT DETAILS & NEXT OF KIN

Essential for airlines and the ship/hotels, and in case of emergency. Please use capital letters for your passport details.

	Title	Surname	Forename(s)	Date of birth (dd/mm/yy)	Place of birth
1.					
2.					

	Passport number	Place of issue	Issue date (dd/mm/yy)	Expiry date (dd/mm/yy)
1.				
2.				

	Next of kin name	Relation to you	Telephone number(s)
1.			
2.			

PAYMENT

We prefer payments by bank transfer. We cannot currently accept payment through our website. All money paid to us is fully protected regardless of payment method. Please tick one option:

BANK TRANSFER. Please use your surname and the festival code (ML 693) as a reference and ask your bank to allow for all charges.

Account name: Martin Randall Travel Ltd.

Bank: Barclays

Address: 1 Churchill Place, Canary Wharf, London E14 5HP

Account number: 4054 4558

Sort code: 20-96-63

Transfers from non-UK bank accounts: please instruct your bank to send payment in pound sterling (GBP)

IBAN: GB19 BARC 2096 6340 5445 58

Swift/BIC code: BARC GB22

DEBIT OR CREDIT CARD. I authorise Martin Randall Travel to contact me by telephone to take payment from my Visa credit/Visa debit/Mastercard/AMEX.

Please tick payment amount, and then ensure you sign at the bottom of this form:

EITHER Deposit 10% of total booking cost.

OR Full balance
Required if you are booking within 10 weeks of departure.

Add carbon offset (£5 per person). Tick to offset the emissions generated by your booking. Read about the project we currently support through carbon offsets by visiting martinrandall.com/sustainable-tourism.

TOTAL: £

I have read and agree to the Booking Conditions and Privacy Policy (www.martinrandall.com/privacy) on behalf of all listed on this form.

Signature:

Date:

Martin Randall Travel Ltd
10 Barley Mow Passage
London W4 4PH, United Kingdom

Tel +44 (0)20 8742 3355
From North America: 1 800 988 6168
info@martinrandall.co.uk
www.martinrandall.com

Martin Randall Australasia
PO Box 1024
Indooroopilly
QLD 4068, Australia

Tel 1300 55 95 95
New Zealand 0800 877 622
anz@martinrandall.com.au

MARTIN RANDALL **FESTIVALS**

ATOL 3622 | ABTOT 5468 | AITO 5085