

MUSIC ALONG THE RHINE

15-22 JUNE 2021

NAME(S) – We do not use titles on documents issued to festival and tour participants unless you want us to by including them here:

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 – and 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?:

Brochures sent by post

E-newsletter

Yes

No

Yes

No

What prompted this booking? Please be as specific as possible – e.g. did you see an advertisement in a particular publication? Was this brochure the first time you heard about the festival? Or did you come across it on our website?:

DECK, CABIN & FLIGHT – complete this section to stay on the ship. See pages 15–16 for details.

Deck	Cabin type	Travel option
<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 – Mozart only <input type="checkbox"/> Suite with beds together – Mozart only	<p><i>If you are joining a pre-festival tour, please leave this blank.</i></p> <input type="checkbox"/> Option 1: Heathrow to Basel, Amsterdam to London <input type="checkbox"/> Option 2: Heathrow to Zurich, Amsterdam to London <input type="checkbox"/> No flights: making your own way to and from the ship.

WALKING PARTY – complete this section to stay on land and take country walks.

Room type	Flights
<input type="checkbox"/> Double for sole use <input type="checkbox"/> Double – two sharing <input type="checkbox"/> Twin – two sharing	<input type="checkbox"/> Group flights: taking the flight arrangements (page 16). <input type="checkbox"/> No flights: making your own way to and from the festival.

FURTHER INFORMATION & SPECIAL REQUESTS, including dietary needs:

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 (MH 800) as a reference and ask your bank to allow for all charges.

Account name: Martin Randall Travel Ltd. *Bank:* Handelsbanken, 2 Chiswick High Road, London W4 1TH. *Account number:* 8663 3438. *Sort code:* 40-51-62.

Transfers from non-UK bank accounts: please instruct your bank to send payment in pound sterling (GBP). *IBAN:* GB98 HAND 4051 6286 6334 38. *Swift/BIC code:* HAND GB22.

CHEQUE. Please make your cheque payable to 'Martin Randall Travel Ltd', and write the tour code (MH800) on the reverse.

DEBIT OR CREDIT CARD. I authorise Martin Randall Travel to contact me to take payment by debit or credit card.

USING CREDIT. Please tick this box if you are transferring funds from a booking affected by Covid-19 (ie. from a cancelled tour) or a refund credit note.

Please tick payment amount:

EITHER Deposit
10% of total booking cost.

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

Carbon offset donation: tick to add £5 per person. We support the India Solar Water Heating project (visit www.martinrandall.com/sustainable-tourism for details).

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
Voysey House
Barley Mow Passage
London W4 4GF, United Kingdom

Martin Randall Australasia
PO Box 1024
Indooroopilly
QLD 4068, Australia

Tel +44 (0)20 8742 3355
Fax +44 (0)20 8742 7766
info@martinrandall.co.uk
www.martinrandall.com

Tel 1300 55 95 95
New Zealand 0800 877 622
Fax +61 (0)7 3371 8288
anz@martinrandall.com.au

North America
1155 Connecticut Avenue NW, Suite 300
Washington, DC 20036
USA

Tel 1 800 988 6168
usa@martinrandall.com

ATOL 3622 | ABTA Y6050 | AITO 5085

FITNESS TESTS

Please also read 'fitness for the festival' on page 16. By signing this form, you confirm that you have taken these tests.

- 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.
- 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.
- 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.

Making a booking

1. Provisional booking. We recommend that you contact us first to make a booking option which we will hold for seven days. To confirm it please send the booking form and deposit within this period – the deposit is 10% of your total booking price. Alternatively, make a definite booking straight away through our website.

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, and that you sign the booking form. Full payment is required if you are booking within ten weeks of departure.

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.

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.

What 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 and have a level of fitness that would not impair other participants' enjoyment by slowing them down or by absorbing disproportionate attention from the festival leaders. Please read 'Fitness' (on page 16) and take the self-assessment tests described there; by signing the booking form you are stating that you have passed these tests. If during the festival it transpires, in the judgement of the festival leaders, that you are not able to cope, you may be asked to opt out of certain visits or to leave the festival altogether. This would be at your own expense. We reserve the right to refuse to accept a booking without necessarily giving a reason.

Foreign Office advice. Before booking, please refer to the FCO website – www.fco.gov.uk – to ensure you understand the travel advice for the places to which the 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 the tour. 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 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 all tours outside the United Kingdom. The passport needs to be valid for six months beyond the date of the tour. In the event of a 'no-deal' Brexit, additional validity may be required. If visas are required we will advise UK citizens about obtaining them; nationals of other countries should ascertain whether visas are required in their case.

If you cancel. If you have to withdraw from a 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 the tour the deposit would be forfeited. Thereafter a percentage of the total cost of the tour 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 3 days:	80%
within 48 hours:	100%

If you cancel your booking in a double or twin room but are travelling with a companion who chooses to continue to participate in the tour, the companion would have to pay the single-occupancy price.

If you cancel a non-residential event (normally a London Day) we will return the full amount if you notify us 22 or more days before the event. We will retain 50% if cancellation is made within three weeks and 100% if within 3 days.

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

If we cancel the festival. We may decide to cancel a tour if there were insufficient bookings for it to be viable (though this would always be more than eight 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 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, 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 event exactly as advertised. We would try to devise a satisfactory alternative, but if the change was so fundamental that 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. Any money you have paid to us for a tour which includes an international flight is protected by our Air Travel Organiser's Licence (ATOL, number 3622). Payments for tours which do not include a flight from/to the UK are protected by ABTA – The Travel Association. So, in the (highly unlikely) event of our insolvency in advance of the tour, you would get your money back, or if we failed after the tour had begun, the tour 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 ABTA The Travel Association.

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 you are stating that you have read and agree to our Privacy Policy, which can be found online at www.martinrandall.com/privacy.