

INSCAPE TOURS: TERMS AND CONDITIONS

HOW TO BOOK

To secure a booking, please send the required deposit (listed with each tour description) to the INSCAPE office using the booking form provided. Final payments are due eight weeks prior to each tour.

PRICE INSCAPE offers different prices for members and non-members, as shown next to each tour.

STUDY TOURS IN THE UK: The price is per person sharing a double room and includes private coach for excursions, public transport as specified, accommodation with private facilities, all breakfasts, tuition, all entrance fees, study packs, gratuities and VAT. Each tour description states how many evening meals are included: house wine is always included with group dinners except where specifically excluded. Not included are lunches unless otherwise stated.

STUDY TOURS ABROAD: The price is per person sharing a double room and includes a return flight, private coach for excursions, public transport as specified, accommodation with private facilities, all breakfasts, tuition, all entrance fees, study packs, gratuities and VAT. Each tour description states how many evening meals are included: house wine is always included with group dinners except where specifically excluded. Not included are lunches unless otherwise stated, drinks other than those included with dinner, or holiday insurance. **If you prefer to make your own travel or accommodation arrangements, INSCAPE will gladly provide separate quotations excluding or upgrading either flight or accommodation or both, on any tour.**

SURCHARGES INSCAPE endeavours to avoid imposing surcharges on its study tours. INSCAPE may be obliged, however, to make a surcharge on any foreign tour price in the event of an abnormal increase in the cost of its supplies. For your benefit, INSCAPE will absorb the first 2% of any such increase in the tour price. Only amounts in excess of this 2% will be surcharged. If the surcharge amounts to an increase of more than 10% of the tour price, you will be entitled to cancel and obtain a full refund within 14 days of the date printed on the surcharge invoice. INSCAPE will absorb any increases after the surcharge invoice or within nine weeks of the tour departure. The foreign tours in this programme have been costed at One Pound Sterling = 1,30 Euros and One Pound Sterling = 1,50 USD.

INSURANCE is obligatory on all study tours abroad and advisable on other tours, in the event that you have to cancel your booking, or that you are unable to continue your participation or that you sustain loss of or damage to your belongings during the tour. Higos Insurance Services Ltd, Tel: 0845 450 4286, will be able to advise you as to the most suitable insurance policy for your requirements. We advise organising travel insurance from the day you pay your deposit, so as to cover it, but will ask you for your insurance details when we request your final payment, eight weeks before departure.

LIMIT OF LIABILITY INSCAPE accepts full responsibility for the correct description of services offered in this programme and for supplying those services to a reasonable standard. These responsibilities are limited by international conventions governing carriage by air and sea, and are excluded entirely for loss or damage caused by war, terrorist activities, riots, strikes, natural disasters or other force majeure causes. Loss caused by sickness, theft and loss of baggage can be mitigated through your insurance, subject to the terms and conditions of the policy and the standard terms of the claims procedure being met.

ALTERATIONS AND CANCELLATIONS

BY US: While every care is taken to ensure that the programme will be run as advertised, we reserve the right to alter the details of any study tour (travel times, hotels, itineraries, tutor) should unforeseen circumstances make this necessary; we will always endeavour to make the substitution of equal value and will not issue any refunds. We also reserve the right to cancel any tour which has fewer than ten bookings, though we will endeavour to run tours on low numbers whenever possible. If a tour is cancelled because of low numbers, you will be informed as soon as possible and will receive a full refund. If a tour is cancelled because of war, terrorist activities, riots, strikes, natural disasters or force majeure causes, we will make such refunds as are possible after moneys committed in advance of the tour have been taken into account.

BY YOU: Should you be forced to cancel a booking we will do our best to resell your ticket minus a small administration fee. If we are unsuccessful the following refund schedule applies to the full amount due:

PRIOR TO FINAL PAYMENT DATE (8 WEEKS PRIOR TO DEPARTURE): DEPOSIT ONLY WILL BE CHARGED

FINAL PAYMENT DATE TO 28 DAYS BEFORE TOUR DATE: 60% WILL BE CHARGED

7 TO 27 DAYS BEFORE TOUR DATE: 75% WILL BE CHARGED

1 TO 6 DAYS BEFORE TOUR DATE: 100% WILL BE CHARGED

PLEASE NOTE THAT DEPOSITS ARE ONLY REFUNDABLE IF WE ARE ABLE TO RESELL YOUR PLACE.

CAVEAT

INSCAPE reserves the right to refuse admission and/or participation on any study day or tour, to any person who, in the opinion of any INSCAPE representative, is likely to cause undue distress to other participants or to the tour leader or to impede the tour itinerary. This right extends to terminating the participation of any such person in any study day or tour without giving compensation.

PHYSICAL INFIRMITY

If you do not inform us WHEN YOU BOOK of the full extent and nature of any physical infirmity from which you may suffer, you may incur additional charges to reflect any increases in our costs due to provision of additional support services. If, in our view, the tour is inappropriate for you in light of your physical disabilities we reserve the right to refuse your admission to the study tour before it begins, as it begins, or at any point thereafter without compensation.

TRAVEL TO FINAL DESTINATION

We are happy to give you information regarding health formalities or visa requirements. You are required to have a full passport, which should be valid for six months after the end of the tour, to present at immigration. We usually travel in economy class on scheduled airlines to the airport(s) specified next to each tour description. Specific flight details will be sent to you as soon as they are known.

AITO

INSCAPE is a member of the Association of Independent Tour Operators. The Association represents Britain's leading independent tour operators and encourages high standards of quality and service. INSCAPE abides by the Association's Code of Conduct and adheres to the AITO Quality Charter, which can be viewed at www.aito.co.uk. Visit the website to find out more about the Association or call 020 8744 9280.



ATOL

INSCAPE study tours with flights are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is 3219. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk



TOTAL PAYMENT PROTECTION (TOPP) POLICY COVER:

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Services Limited (t&g), to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of

- non-flight inclusive packages commencing and returning to the UK
- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this brochure/literature/document/on this website (subject to the terms of the insurance policy), for:
- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled, or
- repatriation of customers to the UK or their home country as may be applicable.

Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.

This policy is provided by Travel & General Insurance Services Limited (t&g), registered number 02527363 and underwritten by Hiscox Insurance Company Limited (Hiscox), registered number 00070234. t&g and Hiscox are authorised and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (number 113849).

INDEPENDENT TRAVELLERS

If you would like help making your flight reservations, or any other help with your journey, we would recommend Flight Centre. They will find the best, and often the cheapest, flight for you. You should contact their Darren Boulter at their Kensington High Street branch on 020 7361 1802 or darren.boulter@flightcentre.co.uk, introducing yourself as an INSCAPE client.

