

PRACTICAL DETAILS

TOUR PRICE

£1225 per person sharing a twin/double room
£150 single room supplement (limited availability)

PRICE INCLUDES

4 night's bed and breakfast accommodation at the 4 star
New House Country Hotel
3 dinners in the hotel restaurant
1 dinner at Fonmon Castle
4 lunches
Guided tour of Llandaff Cathedral
Curator led tour of Cardiff Castle
Guided tour of the Senedd
Private guided tour of Tredegar House
Tour of the National Museum of Wales
Guided tour of Stradey Castle
Tour of the Glynn Vivian Art Gallery
Private evening tour of Fonmon Castle
Guided tour of Llanvihangel Court
Refreshments as specified
All entrance charges for visits as per the itinerary
All coach transport locally
Donation to the Royal Academy of Arts

OPTIONAL TRAVEL INSURANCE

Details available upon request

HOTEL DETAILS

4 nights' accommodation at:
The New House Country Hotel
Thornhill
Cardiff
CF14 9UA

MINIMUM NUMBERS

The price of the tour is based on a minimum of 25 paying participants.

FINANCIAL SECURITY

ABTOT provides protection for your booking as set out in the Financial Protection clause of our Booking Conditions.

PAYMENT DETAILS

A deposit of **£400** per person, plus the relevant insurance premium (if required), is due **as soon as possible** and no later than **Friday 13 January 2017**. Please note that as places on the tour are limited, unfortunately there is no guarantee that you will be offered a place, in which case we will return your deposit in full. The final balance will be due by **Monday 27 February 2017**.

BOOKING & FINAL TRAVEL DETAILS

To reserve your place on the tour, please send your completed booking form and deposit, together with your insurance premium (if required), to **Heritage Group Travel**. You will receive a confirmation of your booking combined with an invoice for the final balance, together with your insurance policy if requested. *Please note that no reminder will be sent for the final balance.* The final travel details (itinerary, hotel details and luggage label) will be available approximately 10-14 days prior to travel.

For further details please visit their website at:
www.townandcountrycollective.co.uk/newhouse

Heritage Group Travel
Charlotte House, 12 Charlotte Street Bath BA1 2NE
Tel: 01225 466620



BOOKING CONDITIONS

Heritage Group Travel Ltd, which is hereinafter called "The Company", holds ATOL number 3707 and ABTOT licence number 5093.

The Client here means the person who makes a booking and any other persons included within that booking.

All arrangements made by The Company on behalf of The Client are subject to The Company's Booking Conditions as set out herein.

All arrangements are subject to the terms and conditions imposed by The Company's suppliers, including ferry companies, hotels, airlines, coach companies, insurance companies and other companies and / or individuals.

The Company will accept responsibility for the actions/omissions of its employees. The Company will take all reasonable steps to ensure that all arrangements made are reliable and proper and that the suppliers of all relevant services are efficient and reputable. The Company will also accept responsibility for the actions/omissions of its agents, sub-contractors and suppliers within the scope of the contracted arrangements, subject to any limitations as laid down in international conventions which govern air, sea and land carriers.

The Company will not accept responsibility for and will not be liable in respect of loss or damage or changes caused by Force Majeure events such as political unrest, civil unrest, hostilities, industrial disputes, technical problems, weather problems, traffic problems or any other such events beyond its control.

If for reasons beyond the control of The Company the arrangements cannot be fulfilled

The Company will make every effort to provide suitable alternative arrangements.

Payment/Cancellation Terms

The booking form sets out details of deposit payments, with dates by which deposits must be received in The Company's offices.

The booking details also show the dates by which the final balance must be received in The Company's offices. The Company reserves the right to cancel any arrangements made and retain any deposits received if the schedule of payments is not adhered to.

If for any reason The Client wishes to cancel the arrangements made then The Company must be notified in writing.

Cancellation charges will be made on the following scale:

Notice Period Cancellation Fee

More than 56 days before departure Loss of deposit(s)
56 to 29 days before departure 30% (or deposit(s) if greater)
28 to 15 days before departure 60%
14 days to day of departure 100%

NB. The above scale of cancellation charges does not apply where additional services (e.g. low-cost flights, concert tickets, etc) are not included in the tour price. Any refund due will be based on the basic tour price only.

Financial Protection

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for Heritage Group Travel, and in the event of their insolvency, protection is provided for the following:

1. non-flight packages commencing in and returning to the UK;
2. non-flight packages commencing and returning to a country other than the UK; and
3. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK.

1, 2 and 3 provides for a refund in the event you have not travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Heritage Group Travel.

Prices

Prices are based on a minimum number of participants as set out. If numbers do not reach the specified minimum by the balance date shown, The Company reserves the right to cancel all arrangements made and refund monies paid.

Passports / Visas

For travel outside the UK, British Citizens require a valid 10 year passport which normally needs 3 - 6 months validity remaining from the date of your return. We will notify you if a visa is required for travel to a country included in your itinerary.

Complaints

Most complaints can be dealt with on the spot either with the relevant supplier or with your tour leader. Failing a satisfactory outcome

The Company must be contacted immediately and every effort will be made to rectify the matter. Should there be no satisfactory outcome, The Client must write to The Company within 14 days outlining the nature of the complaint. In the unlikely event that a dispute between a Client and The Company cannot be solved amicably, a low cost Independent Dispute Settlement may be called upon by either side to bring the matter to conclusion. This scheme is administered by an independent third party on behalf of the

Association of Independent Tour Operators of which The Company is a member.

Heritage
GROUP TRAVEL