



CHOIR TOURS  
CONCERT PROMOTION  
EVENT PRODUCTIONS WORLD-WIDE



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### Melody Music Company Booking Conditions 2020

1. Your Tour/Holiday is arranged by Melody Music Company Limited and we are bonded by ATOL 6217
2. A deposit is payable by you [or your group representative] at a time agreed by Melody Music and interim and balance payments are due as outlined in your payment schedule.
3. Failure to pay funds by the due date[s] may result in the cancellation of your Tour/Holiday and the changes outlined under section 7 would be applied. For bookings made within 14 weeks of departure, the full amount must be paid at the time of booking. We accept payment by Bank Transfer/Cheque and Major Credit Cards [Via Worldpay].
4. Prices shown on your booking form are correct at the time of printing. [Please check your most current itinerary]
5. It is the full responsibility of the individual travellers to ensure that you possess a valid passport, together with any relevant and necessary visas and health certificates that may be required for your tour Tour/Holiday.
6. It is the full responsibility of the individual traveller to ensure that you provide Melody Music with your correct passport details - including full name and date of birth [as per your passport].
7. If you change your booking after it has been confirmed, an amendment fee of £50 will be charged. An amendment may also be subject to additional charges for the cost of the new arrangement.
8. Should you or any of your party wish to cancel your tour once the booking has been confirmed, notice of cancellation must be made to Melody Music in writing. A booking is understood to be confirmed once we receive your first deposit payment.
9. Period before departure within which cancellation is received.  
Cancellation Charges:  
  
More than 120 days 25%  
119-80 days 45%  
79 - 50 days 65%  
49 - 22 days 80%  
Within 21 days 100%

Some airfare, hotels, cruises, coach companies have special conditions attached which can incur cancellation charges as high as 100%. These will be applied to the above charges if applicable.

10. In no case will we cancel your Tour/Holiday except for reasons of Force Majeure or failure on your part to pay the final balance or in situations where circumstances are beyond our control. Force Majeure includes but is not limited to: War, threat of war, terrorist activity, riots, fire, theft, epidemics, natural or nuclear disaster, adverse weather conditions.
11. Despite the amount of advanced planning, issues can occasionally occur. Should you have a complaint whilst away, it must be immediately reported to our local representative or agent in order that the matter may be rectified without delay. In the unlikely event that your problem is not resolved on the spot, your complaint should be reported to Melody Music Company in writing within 30 days of your return. Failure to follow these procedures can deprive us of the opportunity to investigate and take action and we could therefore not accept responsibility.
12. We accept responsibility for ensuring that the Tour/Holiday which you book with us is supplied at a reasonable standard as outlined in your itinerary. In respect of carriage by air, sea, rail, coach and the provision of accommodation, our liability in all cases will be limited in accordance with the relevant international conventions. It is your duty to confirm flight times once tickets [or e-tickets] have been issued and flight times are subject to change.
13. If any client suffers death, injury or illness arising out of an activity unconnected with the Tour/Holiday arrangements or excursions arranged through us we shall, at our discretion, offer general advice and assistance in connection with any claim against third parties provided we are advised of the incident within 90 days of the occurrence.
14. All Tour/Holiday details are correct as per the most recent itinerary supplied to you. Certain alteration and modifications may occur and we shall notify you of any possible changes at the earliest opportunity. Conditions of carriage by the airlines/ferries/coaches with which you are booked will apply and all carriers reserve the right to change timings and mode of transportation where and when necessary. Likewise, certain hotel facilities may be unavailable – e.g. due to refurbishment or given over to a specific function temporarily and our liability in these instances shall be limited to advising you of such changes.
15. If you have a special request for a facility or service not advertised, we shall pass it on to the relevant supplier but we cannot guarantee that it will be met and we cannot accept any booking being conditional upon special requests being met.
16. Your agreement is made on the terms of these booking conditions which are governed by UK law and both parties shall submit to the exclusive jurisdiction of the British Courts.
17. If requested Melody Music will assist and advise you of how to obtain the required visas. However, should your application for a visa be rejected by the visa office of the county you are visiting, or by authorities while you are abroad, their word is final and Melody Music take no further responsibility. Should this prevent you travelling to your destination, you would be subject to normal cancellation charges as per these booking conditions.
18. Melody Music advises all travellers to have adequate travel and health insurance in place for this tour. Individuals should seek advice from their G.P. in regard to any form of medication and inoculation that may be required for your tour. The health and travel insurance should cover the traveller from the start date to the date they return home.