

BOOKING CONDITIONS AND INFORMATION

1 When you make your weekend, short tour or holiday (hereafter referred to as holiday) booking you must complete a booking form, accepting on behalf of all your party the terms of these booking conditions, and pay a £30 deposit per person together with Holiday Insurance premium, if required. When signing the booking form for your holiday you will sign on behalf of yourself and the others in your party, that you have read, understood and have accepted the holiday information and booking conditions set out in this brochure. The contract is made when you make a booking and we accept it by written confirmation.

2 You will receive a final invoice some eight weeks prior to departure with the balance of the price of your holiday being due six weeks before your departure date, unless otherwise stated. If the balance is not paid in time, we reserve the right to cancel your holiday and retain your deposit. If you book within six weeks, unless otherwise stated, you must pay the full holiday cost at the time of booking.

3 Seats on the coach are allocated on a first come, first served basis. Early booking is therefore advisable. You will keep the same seat throughout the holiday. As we have coaches with different seating arrangements, we reserve the right to allocate seats other than those you have booked, although this will be avoided as far as possible.

4 You, or any member of your party may cancel your holiday at any time, providing that the cancellation is made by the person signing the booking form and is communicated to us in writing. As this incurs administrative and other costs, we will retain your deposit and in addition may apply cancellation charges up to the following maxima: Prior to 42 days before departure date - Deposit only; 28 to 42 days before departure date - 30% of holiday cost; 14 to 27 days before departure date - 45% of holiday cost; 7 to 13 days before departure date - 60% of holiday cost; 1 to 6 days before departure date - 100% of holiday cost. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

5 The arrangements for holidays in this brochure are made many months in advance and whilst it is always our aim to operate holidays as detailed in this brochure, changes are sometimes unavoidable. Most of these changes are however, minor, and we will endeavour to keep you informed of any necessary changes. Where a change is significant, you may: a) continue the holiday as amended; b) transfer your holiday booking to another Skinners holiday with monetary adjustment as appropriate; c) have a full refund of all monies paid by you for this holiday, excluding insurance premium. A significant change is one that involves changing your departure date, resort area, quality of the main hotel (not including single overnight hotels on touring holidays) or tour itinerary changes involving a main residential centre being eliminated.

6 We reserve the right to vary the order of the itinerary to, for example, take best advantage of the prevailing weather conditions. Please check with the driver/courier before arranging to meet friends, etc. and inform him/her of any such plans to avoid unnecessary inconvenience.

7 We reserve the right to cancel your holiday (if, for example, there is insufficient demand) and if this should occur we will return to you all the monies you have paid to us or offer you a suitable alternative. We will not cancel your holiday:

- a) Immediately prior to the departure date unless you have not paid for your holiday in full.
- b) After the balance due date except as a result of hostilities, political unrest or other circumstances amounting to Force Majeure.

8 Holiday prices include coach travel, hotel accommodation and meals & entry fees as specified in the holiday description and VAT at the current rate where applicable. Morning coffee, lunches, afternoon tea and other refreshments are not included unless stated. Some hotels may make a small additional charge for portage and tea or coffee served after lunch and dinner. Gratuities to the hotel staff and drivers/couriers are discretionary.

We guarantee that the price of your holiday will not be subject to any surcharge except for those resulting from UK or foreign governmental action, VAT or currency fluctuation. Even in this case we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premium. Only amounts in excess of this 2% will be surcharged. Revised charges in respect of changes to any given variable will be calculated by taking the total charge as the variable element concerned in relation to each passenger. This amount will then be added to the original holiday price exclusive of VAT. The revised VAT will then be added to the new VAT inclusive price to arrive at the revised VAT inclusive total price. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid except any premium paid to us for holiday insurance. Should you decide to cancel because of this you must exercise your right to do so within 14 days from the issue date printed on the invoice. Surcharges will not be imposed within 30 days of departure.

In addition to Sterling we use the following currencies in calculating our rates and fares for 2010. Below are the equivalent exchange rates to £1 Sterling as per XE.com dated 20 October 2009: Euro 1.09795, Croatian Kuna 7.93405 HRK, .

9 If you have a problem during your holiday, please inform the relevant supplier, e.g. hotel and our driver/courier who will do his/her utmost to resolve the problem immediately. If your complaint cannot be resolved locally, you must notify us in writing within 28 days of the completion of your holiday. This must be sent to Skinners of Oxted, 15 Barrow Green Road, Oxted, Surrey RH8 0NJ giving your booking details and other relevant information. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome.

10 We accept responsibility for ensuring that all component parts of your holiday are as described in this brochure and are supplied to you at a reasonable standard. We have taken reasonable steps to ensure that proper arrangements have been made for all holidays advertised in this brochure and that the suppliers of services and accommodation are reputable and that they comply with the local and national laws and regulations of the country in which they provide those services. In respect of carriage by air, sea and rail and the provision of accommodation, our liability in all cases will be limited in the manner provided by the relevant International Convention. In all other cases, damages will be limited to those that the injured party would be entitled to under English Law in an English Court. Damages or compensation for other than personal injury shall be limited to twice the cost of the holiday.

11 When you travel on an aircraft, train or ship, the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability.

12 This brochure is issued subject to applicable Acts of Parliament and Government Regulations and the company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run. The contract is subject to English Law and both parties shall submit to the jurisdiction of English Courts at all times.

13 For European tours and day trips British citizens require a British Passport. Please ensure as soon as you have made your booking that your passport will have at least six months to run at the end of your holiday. Obtaining a new or replacement Passport can take up to six weeks. At the time of going to press, visas were not required by holders of British Passports for any of the countries visited on holidays featured in this brochure. We cannot accept responsibility for any of our clients who are not in possession of the correct travel documents.

14 At the time of going to press, there were no special health requirements for any of the countries featured in this brochure, however, regulations are subject to change, and if you are not sure of the health requirements of the country you are visiting, you are advised to check with your own doctor before travelling. You are also advised to refer to the Department of Health leaflet 'Health advice for travellers'. This leaflet gives details of the European Health Insurance card (EHIC), which replaced the form E111 from 31 December 2005. Please ensure that you have a current EHIC. This card does not replace travel insurance. The EHIC can be obtained online, by phone (0845 606 2030) or by post.

15 The hotel amenities as described on the appropriate brochure page will normally be available for the enjoyment of our clients, sometimes with a small additional charge. These amenities do however require servicing and cleaning, so we do not guarantee that they will always be available. Entertainment provided by hotels is often subject to demand and its nature and/or frequency may be subject to variation. All bookings for double rooms are taken on a request basis as most modern hotels have a majority of twin-bedded rooms. Single rooms are always a problem and are in limited supply on all tours. Please note that the position or type of any room cannot be guaranteed and, in the main, the responsibility for room allocation is retained by the hotelier. However, all special requests, such as low floor rooms or special dietary requirements, are passed on and we make every endeavour to see that they are complied with.

16 We reserve the right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct. Full cancellation charges will apply, we will be under no obligation to refund, compensate or reimburse losses or additional expenses that may be incurred.

17 To comply with the Package Travel Regulations 1992 we are members of the BAWTA Repatriation Scheme Tel: 0161-928-1928. This guarantees that you will be returned to your departure point in the UK if we become insolvent whilst you are outside the UK on any tour in this brochure. To comply with Consumer Protection legislation all monies paid to us in respect of Weekends, Short Tours and Holidays are held in a trust account until your return. The trustees are Mr F N Skinner, Mrs J W Skinner and Mr B J Harvey, all of whom can be contacted c/o Skinners of Oxted, 15 Barrow Green Road, Oxted, Surrey RH8 0NJ. The account is held at National Westminster Bank, Station Road East, Oxted, Surrey.

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Price of tickets at shows: Katherine Jenkins: £37.50, Strictly Come Dancing, the Professionals: £36.50