

# Oberammergau

— PASSION PLAY 2020 —



DEPOSIT  
FULLY REFUNDABLE  
BEFORE  
**31<sup>st</sup> January 2019**  
— ❁ —  
See inside for more  
information

— JULY & AUGUST 2020 —

*Fully escorted tours including  
The Castles & Lakes of Bavaria  
or The Lake District of Austria*



# Oberammergau Passion Play 2020

From May to October 2020 the villagers of Oberammergau in Bavaria will again perform their world famous Passion Play — a tradition they have maintained since 1634. The performance involves over 2,000 villagers, a full orchestra and a vast stage, and commemorates Christ's journey into Jerusalem, his death and his resurrection.

We combine this remarkable experience with two different holidays — the fairytale settings of Bavaria's castles and lakes and the natural wonders of the Austrian Lake District.

For more information about any aspect of the holidays or to discuss taking your group on their own exclusive tailor-made Passion Play tour, call us on [01629 826531](tel:01629826531).

To book one of the holidays simply complete the booking form at the back of the brochure and return it to us with your deposit (*fully refundable before 31st January 2019 — see opposite for details*).

## WHAT'S INCLUDED:

### *In Oberammergau:*

#### **PASSION PLAY ADMISSION TICKET**

Tickets for the play are rated from Category 1 (the best) to Category 6 — see the seating plan on page 6. Category 2 Passion Play tickets are included but you can choose to upgrade to Category 1 seats on payment of a £29 supplement. The terraces rising towards the back of the roofed and heated auditorium ensure a good view of the open-air stage from every one of the nearly 4,500 seats.

#### **MEALS IN OBERAMMERGAU**

A 3 course dinner during the play's 3 hour interval is included on both tours, plus breakfast on the day of departure on the Austrian Lake District tour.

#### **ACCOMMODATION IN OBERAMMERGAU**

Accommodation in and around Oberammergau is rated by the Passion Play organisers from Category A (the most expensive) to Category E. The overnight stay in Oberammergau on the Austrian Lake District tour will be in Category C accommodation — equivalent to a 3\* hotel or 4\* guesthouse. All rooms are en-suite with private bath or shower and WC.

#### **PLUS...**

Free admission to the Oberammergau Museum and a Playbook with English translation are also included.

### *On the Tours:*

*As well as the Oberammergau inclusions, both tours also include:*

#### **FULL PROGRAMME OF INCLUDED EXCURSIONS AND GUIDED TOURS**

There are no hidden extras, so the price you pay ensures a full and varied itinerary. Both tours also include optional extra trips.

#### **GOOD QUALITY HOTELS**

For both tours we have carefully chosen good quality 3\* hotels for their comfort, friendliness and location. All bedrooms are en-suite.

#### **HALF-BOARD ACCOMMODATION**

Dinner and breakfast are included on every day of your holiday with us.

#### **TOUR MANAGER**

To ensure the smooth running of your holiday and for advice and assistance throughout, an experienced professional tour manager will be with you whilst abroad.

#### **RETURN SCHEDULED FLIGHTS**

Your tour includes return scheduled (not chartered) flights from London. If suitable flights from your local airport are available these can be arranged but there may be a supplement payable for this — call us for details. Specific flight details will be confirmed no earlier than 11 months before your departure date.

#### **EXECUTIVE AIR-CONDITIONED COACH**

Whilst abroad, a comfortable, modern, air-conditioned executive coach will be with you for all transfers and day trips.



DEPOSIT  
REFUNDABLE  
BEFORE  
31<sup>st</sup> January  
2019

We understand that you may be reluctant to commit now to a tour that doesn't depart until 2020, particularly as you may not be able to obtain insurance that far in advance.

So, if at any time before 31st January 2019 you have to cancel your booking for reasons which would otherwise have allowed you to successfully claim on our comprehensive travel insurance policy (*a copy of which is available from us*), we will refund the initial £150 deposit payable on booking.

A second deposit of £250 is payable in January 2019 and the final balance 60 days prior to departure.

## Financial security

Our tour operators, Tailored Travel, hold an Air Travel Organisers Licence (ATOL 5605) issued by the Civil Aviation



Authority, a government body, to ensure that all bookings for holidays by air are fully protected.

Come what may, your money and your holiday are perfectly secure when you book with us.



# What is the Passion Play?

## THE HISTORY

In 1633, in the middle of the Thirty Years War, Bavaria was being swept by a plague epidemic and more than 80 lives had been lost in Oberammergau alone. The local elders vowed that if the village were purged of the plague they would 'keep the Passion tragedy every 10 years'. The epidemic came to a standstill and in 1634 the villagers fulfilled their solemn promise for the first time. Ever since they have loyally kept their vow and in 2020 Oberammergau will, for the the 42nd time, be staging the Passion Play telling the story of Christ's Passion, from his entry into Jerusalem and ending with the Resurrection and Transfiguration.

## THE STAGE

The roofed auditorium has seats for nearly 4,500 spectators. The terraces rising towards the back of the auditorium ensure a good view from every seat of the open air stage where the play is performed whatever the weather.

## THE PLAY

The play is performed exclusively by amateur actors who were either born in Oberammergau or have lived there for the past 20 years. In 2010, over 2,000 of the 5,300 or so inhabitants were involved either on stage or backstage. A special feature of the Oberammergau Passion Play is its living tableaux — colourful scenes from the Old Testament which are woven into the story of the Passion in the form of still life pictures.

## THE MUSIC

The music, with choral and prologue performances, was composed between 1811 and 1820 by Oberammergau's teacher and church musician, Rochus Dedler. The music directors added their own compositions and some contemporary touches for the Passion Plays in 2000 and 2010.

## PROGRAMME OF PERFORMANCES

From 16th May to 4th October 2020, the Passion Play will be performed every Tuesday, Thursday, Friday, Saturday and Sunday, running from 2.30pm to 10.30pm until 16th August and 1.30pm to 9.30pm from 18th August, with a 3 hour break for dinner in each case.

# THE CASTLES & LAKES OF *Bavaria*

**16<sup>th</sup> – 20<sup>th</sup> July 2020**

**5 DAYS FROM £1199**

- Category 2 Passion Play ticket  
(Category 1 upgrade - £29)
- 3-course dinner in Oberammergau
  - Herrsching am Ammersee
    - Andechs Abbey
    - Neuschwanstein Castle
    - Linderhof Palace
    - Munich
- Return flights from London\*

**EXTRAS:**

- Insurance (available after 31st Jan 2019)
  - Single room supplement £89
  - Entrance fees to places of interest

## **THURS 16 JULY – TRAVEL TO BAVARIA**

We meet at our allocated London\* airport for our direct scheduled flight to Munich where we are met by our tour manager who will accompany us throughout our tour. We then transfer in our private executive coach to the 3\* Hotel Kolberbräu in Bad Tölz (or similar) for a four-night half-board stay.

## **FRI 17 JULY –**

### **AMMERSEE & ANDECHS ABBEY**

This morning you can choose to enjoy time at leisure in the town of Herrsching am Ammersee or join an optional cruise on picturesque Lake Ammersee. In the afternoon we travel on to the gorgeous hilltop monastery of Andechs. Founded in the 10th century, Andechs Abbey has long been a place of pilgrimage with relics reputed to come from Christ's crown of thorns, and a victory cross of Charlemagne, whose army overran much of Western Europe in the 9th century.

## **SAT 18 JULY –**

### **NEUSCHWANSTEIN & LINDERHOF**

This morning we visit Neuschwanstein Castle, the 'castle of the fairy tale king'. The shy King Ludwig II had built the castle in order to withdraw from public life but seven weeks after his death in 1886 Neuschwanstein was opened to the public and today it is one of the most popular of all Europe's castles. We travel on to Linderhof Palace. Built between 1874 and 1878 and the smallest of King Ludwig II's three royal castles, Linderhof was originally intended as a hunting lodge but later he declared it would be a new Versailles and the wonderful French Rococo interiors and beautiful parkland certainly reflect that ambition.

## **SUN 19 JULY –**

### **OBERRAMMERGAU PASSION PLAY**

This morning we take the short journey to the village of Oberammergau and after time for lunch, we take our seats for the Passion Play. The performance runs from 2.30pm till 10.30pm, with a three hour interval for included dinner. After the Play finishes, we transfer back to our hotel.

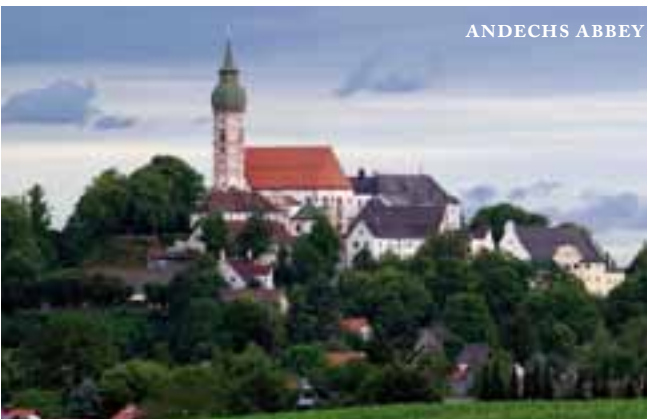
## **MON 20 JULY – MUNICH & DEPARTURE**

We leave our hotel and travel to Munich. There is the option of a guided city tour followed by free time for lunch, to relax or for sightseeing before travelling to Munich Airport for our direct scheduled flight back to London\*.

LINDERHOF PALACE



ANDECHS ABBEY



**Please note:** We reserve the right to alter the above itineraries if required for operational reasons. Given the historic nature of the places visited, a certain degree of walking will be involved, and this holiday may not be suitable for those with mobility problems.

# THE LAKE DISTRICT OF *Austria*

HALLSTATT

**16<sup>th</sup> – 22<sup>nd</sup> August 2020**

**7 DAYS FROM £1459**

- Category 2 Passion Play ticket  
(Category 1 upgrade - £29)
- One night's half-board accommodation in Oberammergau
  - Salzburg and Prien
  - St Wolfgang
- St Gilgen and Lake Wolfgangsee
  - Hallein Salt Mines
  - Kaiservilla at Bad Ischl
  - Hallstatt
- Return flights from London\*

**EXTRAS:**

- Insurance (available after 31st Jan 2019)
  - Single room supplement £89
  - Entrance fees to places of interest

## SUN 16 AUGUST – TRAVEL TO AUSTRIA

We meet at our allocated London\* airport for our scheduled flight to Munich where we will be met by our tour manager. We then transfer by private executive coach to the 3\* Hotel Gasthof Bräuwrith in Lengfelden (or similar) for a five-night half-board stay.

## MON 17 AUGUST – SALZBURG & PRIEN

Salzburg is our destination today and on arrival there is an optional guided tour around the old city taking in sights such as the Hohensalzburg Fortress, the Cathedral, Mozart's birthplace and the Mirabell Palace and Gardens. The afternoon is at leisure in the Bavarian resort of Prien and you may choose to join our optional short boat trip on Lake Chiemsee to visit King Ludwig II's fairytale Herrenchiemsee Castle.

## TUES 18 AUGUST – WOLFGANGSEE

You have time at leisure in St Gilgen followed by a cruise from St Wolfgang on the picturesque Lake Wolfgangsee. Enjoy a relaxing free afternoon in St. Wolfgang, or you may choose to join our optional excursion on the SchafbergBahn, the steepest cogwheel railway in Austria that famously featured in 'The Sound of Music'.

## WED 19 AUGUST – HALLEIN

The salt mines at Hallein, one of the oldest in the world, brought riches to the archbishops and built the magnificent city of Salzburg. At Berchtesgaden this afternoon you have the option of a visit to Hitler's Eagle's Nest, given to Hitler as a 50th birthday present and unscathed from the bombings of the Allied Forces during World War II.

## THURS 20 AUGUST – BAD ISCHL & HALLSTATT

Kaiservilla at Bad Ischl is the former summer capital of the great Austro-Hungarian monarchy and associated with the Hapsburg's for at least 700 years. It was here on 28th July 1914 that the declaration of war on Serbia was signed. We spend the afternoon in the picturesque town of Hallstatt, 'the pearl of Austria' — the site of an early Iron Age culture and considered to be Europe's oldest continuously inhabited settlement.

## FRI 21 AUGUST – OBERAMMERGAU PASSION PLAY

On arrival at Oberammergau we check in to our allocated accommodation for a one night stay. After time for lunch, we take our seats for the Passion Play. The performance starts at 1.30pm with a 3 hour break for a 3 course dinner included in a restaurant.

## SAT 22 AUGUST – DEPARTURE

We transfer to the airport for our scheduled flight back to London\*.



WOLFGANGSEE



HOHENSALZBURG FORTRESS

Prices are based on twin share. Minimum numbers are required for tours to run. Normal booking conditions apply. \*Regional flights are available on request, though availability and prices will not be known until at least 11 months before departure. A supplement may apply.

# Tailor-made Tours for Groups

As an alternative to the two tours on offer, if 25 or more of your group would like to travel together we can tailor-make your Passion Play tour to your exact requirements, exclusively for your group alone.

Tours can be tailored to include beautiful areas of Germany, Austria or Italy, including the castles and lakes of Bavaria; the Rhine and Moselle valleys; the Austrian Tyrol and Lake District; Lake Garda, Venice, Verona, Vicenza, Padua and Ferrara.

We will give you one free place for every 15 paying, provide you with free colour marketing to help you promote the tour to your members and handle all invoicing and payments for your members.

*Just tell us what would make the perfect Oberammergau Passion Play holiday for your group and we'll do it!*

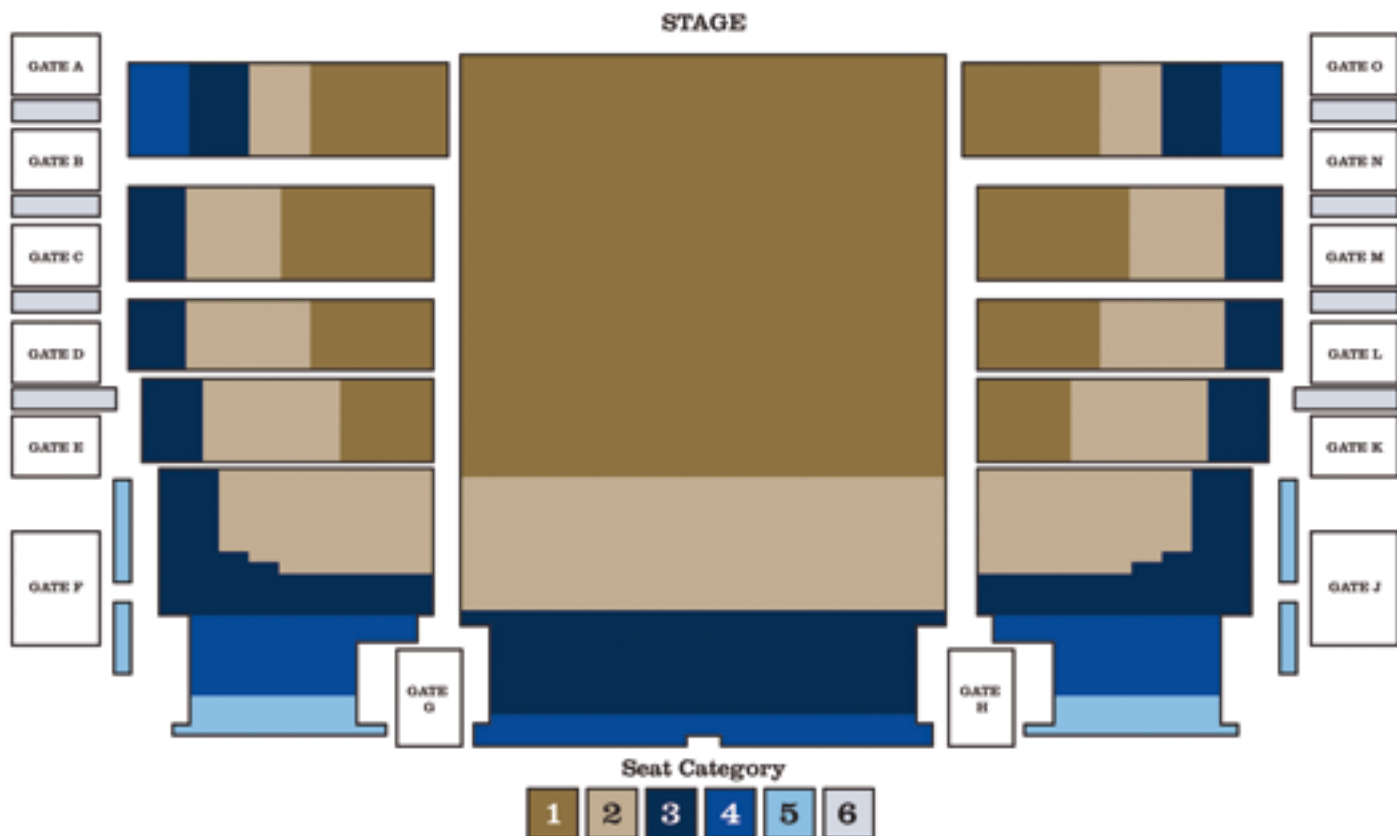
CALL US ON **01629 826531** FOR MORE INFORMATION.



“ *A group from our church joined the tour organised in 2010 by Christian Guild. It was wonderful to share in this much anticipated experience together as friends, and with other Christians. It was a 'never to be forgotten' time, combined with a lovely holiday in Austria and well organised with great tour hosts. We would recommend a trip to the Oberammergau Passion Play to everyone.* ”

G&JD, NOTTINGHAM

## OBERRAMMERGAU PASSION PLAY 2020 — SEATING PLAN



# OBERRAMMERGAU PASSION PLAY 2020 – BOOKING CONDITIONS

It is important that you read the following conditions together with additional general information contained within the brochure for your holiday. In these Booking Conditions, 'we', 'us' and 'our' are our tour operators, Tailored Travel Limited.

## 1. HOLIDAY PAYMENT

When you book you must pay the appropriate deposit per person and if booked after 31 January 2019 together with any applicable insurance premiums – see clause 16. The balance of the price of the holiday is due for payment 60 days (unless otherwise stated) before departure date. If the balance is not paid in time we reserve the right to treat your booking as cancelled by you and apply the cancellation charges set out in clause 3 below. For bookings made within 60 days of departure the full amount is due at the time of booking. If you book a holiday which does not include flights through one of our authorised travel agents all monies you pay to him for that holiday will be held on your behalf until a contract between us comes into existence. After that point all such monies will be held on our behalf. If you book an air holiday with us through one of our authorised travel agents, any monies you pay to your travel agent for that holiday will be held on our behalf until they are paid to us or refunded to you.

## 2. CONFIRMATION OF BOOKING

These booking conditions form the basis of your contract with us. Submission of your Booking Form does not constitute a contract between us. Your contract comes into existence when we despatch our confirmation invoice and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within 10 days of receiving your booking form and deposit or full payment as applicable. You must check your confirmation invoice, tickets and all other documents you receive from us carefully as soon as you receive them. Please contact us immediately if any information on any document appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 5 days of our sending it out.

## 3. HOLIDAY CANCELLATION BY YOU

If you have to cancel your holiday you must do so in writing. Unless you cancel in writing before 31 January 2019 for reasons which would have allowed you to claim on our travel insurance policy (in which case your deposit will be fully refunded), the cancellation charges you incur depend on when we receive this written notification and are as follows:

Receipt of notice	Cancellation Fee (Per Person)
More than 60 days before departure	Loss of deposit
Between 29 and 60 days before departure	50% of full deposit if greater
Between 10 and 28 days before departure	75% of full deposit if greater
9 days before departure or less	100%

Reference to deposit above is together the First Deposit and (if after 31 January 2019) the Second Deposit as referred to in the Booking Form.

In the event of a cancellation of a booking secured by a low deposit, we reserve the right to levy the full deposit amount.

Percentages refer to the total holiday price excluding any amendment charges and insurance premiums which are non-refundable.

If a room or cabin is booked for multiple occupancy, but, due to cancellation by one or more of the occupants before departure, it becomes occupied by a single passenger then a charge equivalent to the above occupancy fee charged by our suppliers will be added to the any cancellation charges.

## 4. HOLIDAY ALTERATION BY YOU

Should you wish to make any changes to your holiday, please advise us as soon as possible in writing. We will endeavour to meet requests if we can. A change of holiday where you wish to travel earlier or later than originally booked, will be treated as a cancellation of the original booking and charges will be levied according to clause 3. NB Insurance premiums are not transferable from one person to another.

## 5. ALTERATIONS AND CANCELLATIONS BY US

Occasionally, we have to make changes to and correct errors in the brochure or booklets supplied and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. Most changes are minor. Occasionally, we have to make a significant change to your holiday. When we refer to a 'significant change' in these Booking Conditions, we mean a change of outward departure time of more than 12 hours, a change of departure point to one which is significantly more inconvenient for you, a change of country of destination, a change of accommodation to that of a lower category for the whole or the majority of your holiday. If we have to make a significant change or cancel, we will tell you as soon as possible. Subject to clauses 6 and 12 below, if there is time to do so before departure you will then be given the choice of accepting the changed arrangements or taking a suitable alternative holiday with us if available or receiving a full refund of all monies paid to us. Should the alternative holiday be more expensive than the original one, there will be no further cost to yourself. Should the alternative holiday be less expensive than the original one, we will refund the difference.

Please note, our liability for significant changes and cancellations is limited to offering you the above mentioned choices. Where our liability is limited, we regret we cannot pay any expenses, costs or losses you may incur as a result of any change or cancellation. No compensation is payable for minor changes or where we cancel or make a significant change before the date the balance of your holiday cost falls due. Minor changes do not entitle you to cancel or change to another holiday without paying our normal charges.

## 6. FORCE MAJEURE

We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by any event or circumstances beyond our control. Such events may include (but are not limited to) war or threat of war, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute, government action, fire and similar events or circumstances outside our control.

## 7. PRICING POLICY

The prices of our Oberammergau tours were calculated in March 2017 using an exchange rate of €1.15 to the Pound. In limited circumstances the price of your confirmed holiday is subject to a surcharge as set out below. Surcharges can arise if transport costs (including the cost of fuel) increase or our costs otherwise increase as a result of currency exchange rate fluctuation or any new or increased tax, levy or other sum imposed by any government or regulatory authority/body, (e.g. CAA, ATOL, etc.). In the unlikely event that your holiday is surcharged you will be notified in writing not less than 30 days before departure. In any event we will absorb increases up to a total amount equivalent to 2% of the total holiday price which excludes insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means, in extreme circumstances paying more than 10% of the holiday price, excluding insurance premiums and any amendment charges you will be entitled to cancel your holiday with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. In return for these promises and the applicable risks to us no refunds will be made for decreases in costs. We reserve the right to correct errors in both advertised and confirmed prices at anytime. We will do so as soon as we become aware of the error.

## 8. PERSONAL LUGGAGE

Whilst every effort will be made by our contractors to ensure your luggage is kept safe throughout the duration of your holiday, customers are respectfully reminded that the ultimate responsibility for all personal luggage remains that of the individual customer.

## 9. LOSS OF PERSONAL PROPERTY

For those who have taken out the holiday insurance we offer, the holiday insurance company insists that you report any loss or theft to the local police within 24 hours. Keep a note of where you reported the loss or theft and obtain a written report from the local police, this will assist when your insurance company asks for evidence of loss or theft. On your return home contact the holiday insurance company for a claims form (See also clause 18). If you have not taken out the insurance we offer, please check your policy.

## 10. SPECIAL REQUESTS

Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other document is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

## 11. OUR BROCHURE DESCRIPTIONS

All descriptions of holidays are advertised by us in good faith and we take care over accuracy. As our brochures are produced many months in advance of your departure, there may be times when an advertised facility, excursion or entertainment is not available during your particular holiday. Travel arrangements are planned very carefully to give you the maximum value while operating under normal circumstances. It may be necessary, sometimes at short notice, to make changes to an itinerary. Such reasons as weather, traffic and road conditions can create changes to an itinerary. Regrettably coaches, trains, ships and aircraft do occasionally break down or certain facilities on board a coach, train, ship or aircraft may become faulty. Every effort will be made to repair breakdowns or faults as quickly as possible. In some instances it may be necessary to replace the vehicle or aircraft which cannot be repaired. We cannot accept any responsibility for delays caused by any form of breakdown. During your stay in a hotel you may have problems with certain aspects of maintenance, generally caused by wear and tear to such items as shower unit, lock etc. Please be understanding of such matters and report them to the hotel reception in a firm but polite manner. Hot water supplies can be occasionally limited in hotels and we cannot exercise any control over this. You may find that bed linen is not as large as you have at home, and towels which may not always be supplied, can be rather small. Regrettably, the general standards of safety, hygiene, fire precautions etc. vary from country to country and can in some instances be lower than you are used to in the UK. The monitoring and enforcement of such matters is governed by the authorities of the country and overseas supplier of the services concerned. Please note, the services which make up your holiday comply with the standards and requirements of the country in which those services are provided and not those of the UK.

## 12. ARTISTS, CONCERTS, ENTERTAINMENTS AND RIDES

We cannot accept responsibility for the non-appearance of any artist or the cancellation / withdrawal / closure of any concert / event / entertainment / ride (e.g. at Oberammergau Passion Play) for whatever reason. Should any such situation arise the holiday arrangements will still proceed. We will not always be in a position to advise you in advance of any such cancellation etc. Such situations will not constitute a significant change to your holiday arrangements entitling you to cancel or change to another holiday without paying our normal charges and no compensation will be payable.

## 13. SUPPLIERS

Whenever you use the services provided by an independent supplier you will be subject to the conditions of that supplier. These conditions form part of the agreement between us and may limit or exclude the liability of the supplier and us to you, often in accordance with international conventions. Copies of these conditions and the International Conventions are available from our office on request and can be inspected at the office of the suppliers concerned. We regret we cannot exercise any control over industrial disputes, port disputes or any similar action outside our control.

## 14. TRAVEL DELAY

Due to circumstances completely beyond our control, a delay may arise to your sea crossing/tunnel crossing/rail/air departure. In the event of any delay to your rail/air departure, responsibility for any meals etc. rests with the ferry company, airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

## 15. HEALTH REGULATIONS

We advise you to check with your Doctor or the Department of Health in good time before travelling whether vaccinations are required for any of our holidays. Information on your health abroad is available from your local main Post Office. For European holidays, you should also obtain a European Health Insurance Card (EHIC) prior to departure.

## 16. HOLIDAY INSURANCE

1. It is compulsory that you have holiday insurance before travel. Should you decide on an alternative policy, you must give us the name, address, policy number and details of the emergency medical and repatriation telephone number relating to the alternative arrangements either at the time of booking or within 14 days of confirmation. If you do not take out any holiday insurance or provide the required details in time, we reserve the right to refuse your booking and/or treat your booking as cancelled by you and apply the cancellation charges as set out in clause 3. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check alternative policies. Please take your policy with you on holiday.

2. The travel insurance policy offered in the brochure will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet.

IMPORTANT – you may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision. Tailored Travel Limited is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

## 17. COMPLAINTS PROCEDURE

Should you have a complaint about any aspect of your holiday, you must notify the tour manager, coach driver or a representative of the company, together with the supplier of the services in question immediately so that the problem can be quickly resolved on the spot. If the matter cannot be put right on the spot, on your return from holiday, you must write to us within 28 days with full details. For all complaints and claims which do not involve personal injury, illness or death, we regret we cannot accept any liability if you fail to notify the complaint or claim entirely in accordance with this clause.

## 18. OUR LIABILITY

### (EVENTS CONNECTED WITH YOUR HOLIDAY PACKAGE)

1. We accept responsibility for ensuring that your holiday is supplied to you as described in the brochure and to a reasonable standard. We also accept responsibility for what our employees, agents, suppliers and subcontractors do or do not do (providing they were at the time carrying out work authorised by us) except where death, personal injury or illness results (dealt with separately below). This acceptance of responsibility is, however, subject to clauses 6 & 12 and the other terms of these Booking Conditions.

2. Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury or illness as a result of any failure to perform or improper performance of any part of our contract with you or of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us) except in the following situations. We will not be liable where any failure to perform or improper performance of the whole or any part of our contract was due to:

- (a) the act(s) and/or omission(s) of the person(s) affected or
- (b) those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- (c) an event which either ourselves or the supplier of the service(s) in question could not have foreseen or avoided even with all due care.

3. We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss and/or damage to or of luggage or personal possessions is concerned or a lower limitation of liability applies to the claim, the maximum amount we will have to pay you for such non-personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total.

4. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £60 per person affected as you are assumed to have taken out travel insurance which is adequate or your requirements.

5. It is a condition of the acceptance of liability set out in clauses 18(1) and 18(2) of these Booking Conditions that you notify us of any claim you or any member(s) of your party has in accordance with the procedure set out in clause 17, "COMPLAINTS PROCEDURE". Any person to whom any payment is made must also assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. You must also provide ourselves and our insurers with all assistance we may reasonably require.

6. Except where otherwise expressly stated in these booking conditions, where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on or off the transport concerned) provided by any carrier or any stay in a hotel, the maximum we will have to pay you in respect of that claim or part of a claim if we are found liable to you on any basis is the maximum which would be payable by the carrier or hotel keeper concerned under the applicable international conventions (e.g. Warsaw convention as amended for international travel by air and/or for carriers with an operating licence granted by an E.U. country, the E.U. Regulation on air carrier liability for any travel by air) in that situation.

7. Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description which (a) on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) did not result from any breach of contract or any other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally, we cannot accept liability for any business losses.

## 19. PASSENGERS WITH A DISABILITY

Please note, our holidays may not be suitable for people with certain disabilities or medical conditions. If you have a disability, coaches can be difficult to get on and off and some of our hotels do not offer ground/floor level accommodation or lifts/easy access. Should any member of your party suffer from any disability or medical condition which may affect their or other people's holidays you must provide full written details at the time you book the holiday including any specific requirements that person has. Additionally at the time you book the holiday you must provide written confirmation that all assistance the person concerned requires will be provided by other party members as outside assistance will not be available. In view of the nature of our holidays, we regret we must reserve the right to decline any booking whenever we feel unable to accommodate the needs of any particular client or where, in our opinion, the medical condition or disability of the client concerned is likely to have a significant adverse effect on other clients taking the same holiday. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made. This does not affect your statutory rights.

## 20. INDEMNITY

If your actions or those of any member of your party cause damage to the accommodation in which you are staying or to the vehicle, train, ship or aircraft in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully indemnify us against any claim (including legal costs of all concerned) made against us by or on behalf of the owners of such accommodation or the operator of such means of transportation or by any third party.

## 21. INFORMATION REFERRING TO OUR TOURS

We always endeavour to give precise, accurate information to telephone enquirers. However, we cannot accept liability for information given orally to customers unless it is confirmed by us in writing.

## 22. PASSPORTS, VISAS, ETC.

It is your responsibility to ensure that you and those for whom you are booking are in possession of valid passports and any appropriate visas. Be sure to check passport and visa requirements with the consulates of countries being travelled through well in advance. You are responsible for any charges, fines etc. that may be levied by authorities in the UK or overseas for non compliance with regulations in the area and any such amounts will be recharged to you. You will not be permitted to travel overseas without an appropriate passport and all applicable visas. UK passports should be valid for at least 3 months beyond your planned date of return to the UK.

## 23. FLIGHTS

We are not always in a position to confirm the airline, aircraft type and airport of departure or destination which will be used for your holiday at the time of booking. Where this information is provided at any time, any change will be treated as a "minor change" not entitling you to cancel or change to another holiday without paying our normal charges.

## 24. PERSONAL DETAILS

We may have to pass on certain details to a company or organisation (for example, the airline, hotel or credit card company) in order that your holiday or other service or product can be provided. When you make a booking or enter into a transaction this means you consent to our passing on such details. We may be required to provide information by law as permitted by the Data Protection Act or by a legal authority recognised by the European Union. We will use the information you provide to send you details about our products and services now and in the future. We may also pass your details to third parties working on our behalf. If you do not want us to do this you must write to the Data Controller, at our head office address. This will not sell or pass your details to any individual or company which is not a subsidiary or parent of ours without your prior consent except in the circumstances shown above. Under the Data Protection Act 1998 you are entitled to see a copy of all the data we hold relating to you personally. In line with the Act, we reserve the right to make a nominal charge for this service.

## 25. CONSISTENCY

In the event of any inconsistency between these Terms and Conditions and the additional general information in the brochure, these Terms and Conditions will apply in respect of the inconsistency.

## 26. YOUR FINANCIAL PROTECTION

1. The air holidays and flights in the brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5605. 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 for an advance booking. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

2. When you buy an ATOL protected flight inclusive holiday from us you will 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. We will provide you with the services listed on the ATOL Certificate. In some cases, where we are unable 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).

3. If we are unable to provide the services listed in your ATOL Certificate (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, the travel agent (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.

4. Your non ATOL financial protection is covered by a separate trust account administered by independent chartered accountants.

# OBERAMMERGAU PASSION PLAY 2020 – BOOKING FORM

## OBERAMMERGAU PASSION PLAY HOLIDAY

<input type="checkbox"/>	The Lakes and Castles of Bavaria. 16th – 20th July 2020.	£1199
<input type="checkbox"/>	The Lake District of Austria. 16th – 22nd August 2020.	£1459

## UPGRADE YOUR PASSION PLAY TICKET?

Category 2 Passion Play tickets are included for both tours (see seating plan on p.6). You have the option to upgrade your ticket.

Upgrade to Category 1 ticket. £29 per person.

DETAILS EXACTLY AS SHOWN ON PASSPORT				ROOM CHOICE	PREFERRED AIRPORT	
Title	Forenames	Surname	Date of Birth	Twin / Double / Single	London <i>(Please tick.)</i>	Other <i>(Please specify. Supplement may be payable.)</i>
			DD/MM/YY			
			DD/MM/YY			
			DD/MM/YY			
			DD/MM/YY			

## ADDRESS OF FIRST NAMED PERSON

.....  
 .....  
 ..... POSTCODE .....

TELEPHONE ..... MOBILE .....

EMAIL .....

## I WISH TO PAY BY:

Credit Card     Debit Card

## CARD TYPE:

Mastercard     Visa

## CARD NUMBER:

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## EXPIRY DATE:

		/		
--	--	---	--	--

## SECURITY NUMBER *(last 3 digits on reverse strip):*

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Note: Credit card payments incur a 1.5% fee per transaction. There is no fee for debit cards.

## CARDHOLDER'S NAME:

.....

*I authorise you to deduct the first deposit for this holiday now. Subsequent requests for payment will be made at the appropriate times.*

## CARDHOLDER'S SIGNATURE:

.....

## PAYMENT DETAILS

<b>I Enclose: First deposit @ £150 per person</b> <i>(Payable immediately and refundable before 31st January 2019 – see p. 3.)</i>	£
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<b>I Enclose: Second deposit @ £250 per person</b> <i>(Payable by 31st January 2019.)</i>	£
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Final balance is due 60 days before departure. You will receive a booking confirmation / invoice showing the amount due.

<b>Total</b> <i>All cheques made payable to 'Christian Guild' and returned with this completed booking form to Christian Guild (address below).</i>	£
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## CLIENT DECLARATION

I warrant that I am authorised to make this booking and that I have read, understood, and accept for myself and all others named above the Booking Conditions and other information set out in any brochure / leaflet relevant to my holiday.

**Signed:** ..... **Date:** ..... / ..... / .....



## FINANCIAL SECURITY

Flight holidays are protected under ATOL 5605 issued to our tour operators, Tailored Travel, by the Civil Aviation Authority. Come what may, your money and your holiday are perfectly secure when you book with us.







“*Music, drama, pageantry — Oberammergau has them all, and much, much more. What an experience! We can't wait to go again in 2020.*”

M&RW, BARROW-IN-FURNESS

“*This was a wonderful holiday – my fourth visit to the Passion Play since 1970 and this holiday rated probably the best of all.*”

MC, MIDDLESBOROUGH

“*We saw some magnificent scenery and the Passion Play was outstanding.*”

D&GB, BOURNEMOUTH



COMPLETED BOOKING FORMS AND PAYMENTS SHOULD BE SENT TO:

Christian Guild,  
2nd Floor, Building 10, Cromford Mills, Cromford, Derbyshire, DE4 3RQ.

TEL: 01629 826531 EMAIL: [enquiries@christianguild.co.uk](mailto:enquiries@christianguild.co.uk) WEB: [www.christianguild.co.uk](http://www.christianguild.co.uk)  
(cheques payable to Christian Guild)