

Houses & Garden Tour **Treasures of Somerset**

With Lecturer James McDonough

May 29 – June 2, 2019



THE ROYAL OAK FOUNDATION

Americans in Alliance with the National Trust of England, Wales and Northern Ireland



Somerset

has always been one of England's most beautiful and historic counties with a great wealth of houses, gardens, towns and villages, not to mention picturesque countryside.

But in the past few years it has also become one of England's most talked about places thanks to some amazing new art projects and gardens.

This unique tour, designed specially for the Royal Oak Foundation, will bring together the finest of these experiences: from a behind the scenes visit to one of England's greatest medieval cathedrals and libraries to visiting one of the world's most influential contemporary art galleries, located in an 18th century English farm with a world class contemporary garden.

As ever, we will be visiting the most important National Trust houses in Somerset, and a selection of stunning private homes with great art collections.



Prior Park is a stunning 18th-century landscape garden in Bath, which is in the care of the National Trust. ©Art Tours.

Day 1 / Wednesday May 29

London & Bath

MORNING

Depart from London Victoria via private coach and drive to Bath.

AFTERNOON

Lunch on arrival at the hotel. Settle into rooms and rest.

Architectural walk around Bath: departing the hotel on foot this will be a wonderful summer walk through England's most beautiful Georgian town. Highlights will include the Royal Crescent and the newly restored

Crescent museum which shows how Bath was used in the 18th century. Walk through the Circus and finish at Bath Abbey.

Return to the hotel by private transfer.

Drinks in the beautiful garden of the hotel.

EVENING

Private welcome dinner at the hotel.

Note: The itinerary in this brochure is subject to amendment or change.





Sculpture at Hauser & Wirth Somerset. Renowned landscape designer, Piet Oudolf created the gardens. ©Hauser & Wirth

Day 2 / Thursday, May 30

Piet Oudolf & Great Chalfield Manor

MORNING

Visit Hauser & Wirth Somerset with introduction from Senior Director Alice Workman; a pioneering world-class gallery and multi-purpose arts center, which acts as a destination for experiencing art, architecture and the remarkable Somerset landscape through new exhibitions of contemporary art.

Tour the gallery and current exhibition with Director Dea Vanagan.

Walk around the Oudolf Field, Radić Pavilion and outdoor sculptures: Piet Oudolf, the internationally-renowned landscape designer from the Netherlands, designed the gardens for the entire site, including the Oudolf Field – a large perennial meadow to the north of the farmyard and new gallery buildings.

AFTERNOON

Lunch together at the award-winning restaurant 'Roth Bar & Grill'. Return to the hotel and rest.

EVENING

Private visit & dinner at Great Chalfield Manor & gardens in the company of owners Robert and Patsy Floyd. Chalfield is one of England's great medieval manor houses, started around 1470 by Thomas Tropnell who had made a fortune in the wool industry. The house was restored in the early 20th century by Robert Fuller, a local businessman who bought the house in 1878. The house was an early gift to the National Trust in 1943 with the Fuller family—and now Floyds—in residence. There is a pretty garden complete with moat, gatehouse, barn and adjacent church.



Built between 1175 and 1490, Wells Cathedral is considered one of the most beautiful buildings in England. ©Art Tours

Day 3 / Friday, May 31

Wells Cathedral & Shatwell Farm

MORNING

Depart the hotel by private transfer.

Behind the scenes visit to Wells Cathedral, widely regarded as one of the most beautiful buildings in England. We will arrange a special behind-the-scenes visit. There is a wealth of history, architecture and sculpture to explore.

Coffee at 'Cathedral Café'.

Private visit to the Chained Library led by the Head Librarian. This is one of England's most important libraries and is not open to the public. Kevin, the wonderful librarian, will take us on a very special tour of the highlights. The library dates to c.1440 and has all its original panelling.

Depart by private transfer for Sherborne.

AFTERNOON

Private Lunch hosted at Shatwell Farm by owner Niall Hobhouse.

Followed by private visit to see the Drawing Matter Collection. The collection houses thousands of architectural drawings and models, from the 16th to the 21st century, ranging from Sangallo and Le Vaux to Lutyens, Le Corbusier and Alvaro Siza. Assembled over two decades, the collection focuses on architectural drawings as works of exploration and discovery, particularly through sketches, sketchbooks, models, and presentation drawings. It sits within a RIBA award-winning archive building and a gathering of architect designed buildings, the Shatwell Project.

EVENING

Independent dinner at the hotel.





A distant view of Glastonbury Tor from across a meadow of buttercups. © National Trust Images.

Day 4, Saturday, June 1

Montacute, 20th Century & Glastonbury

MORNING

Depart the hotel by private transfer.

Private visit to Montacute House. This is one of England's grandest Tudor houses with spectacular interiors including the great 'Long Gallery', reputedly the longest in England. It epitomizes late Elizabethan Renaissance England. The house was lived in by Lord Curzon, Viceroy of India, who along with Ernest Cook saved the house and gave it to the National Trust.

There is a Jacobean garden here too.

Depart by private transfer for Sherborne.

AFTERNOON

Late lunch in a lovely Edwardian private house with an astounding collection of early 20th century art: Picasso, Klee, Matisse and much more awaits. This is a very private home and never open to the public. Two generations of the family have focused on collecting 20th-century works on paper and sculpture.

Visit Glastonbury Tor on the way back to Bath: This is Somerset's most iconic building and is full of history and legend.

EVENING

Private farewell dinner at the hotel.



Tyntesfield is a Victorian Gothic Revival house near Wraxall in Somerset. © National Trust Images.

Day 5, Sunday, June 2

Tyntesfield & London

MORNING

Depart the hotel by private transfer.

Private visit to Tyntesfield. In a fold of the Mendip Hills lies one of England's grandest gothic mansions with an intact family collection—all thanks to the National Trust who saved the house and opened it to the public in 2003.

The richly ornamented interiors are by some of the leading craftsmen of the late 19th century and each room is carved with different designs.

The private chapel was the largest for a family in England. And all paid for by guano mogul Anthony Gibbs.

AFTERNOON

Lunch at a local pub.

Drive back to London (Victoria) via private coach.





The outside of the Royal Crescent Hotel in Bath. © Royal Crescent Hotel

General Information

Hotel

Our base for 4 nights will be the Royal Crescent Hotel in Bath, one of the most beautifully-situated hotels in England and a luxurious 5-star property in the heart of the city with wonderful views. It is located in the landmark Royal Crescent building, itself one of the great Georgian buildings of Somerset, and indeed one of great sweeps of architecture in the whole of Europe.

The hotel has its own one-acre garden and Spa. Rooms are tastefully decorated in English style and each one is unique. The hotel has an excellent restaurant and elegant bar. The city center is a mere 10 minutes-walk away allowing independent enjoyment of England's most beautiful Georgian city.

Price

\$5,350 USD per person

Single Room Supplement: \$895 USD per person

Departure: May 29, 2019

- Accommodation in Royal Crescent Hotel, Bath, one of England's most beautifully-situated hotels
- Services of Tour Lecturer and Manager James McDonough and all other local on-site experts
- Special visit to Hauser & Wirth Somerset
- Special visit to Wells Cathedral including a private library tour
- Private visit and lunch at Shatwell Farm hosted by Niall Hobhouse
- Private lunch at an Edwardian country house
- Private evening visit to Great Chalfield
- All ground transport by private coach, including to and from London (Victoria).*
- All admission charges and private visits
- All dinners and lunches (except one dinner noted below), including wine, water & coffee
- Welcome drinks on night one
- All tips and taxes
- \$500 of your payment per person is a tax-deductible contribution to the Royal Oak Foundation

**Those who wish to make their own way to the hotel may do so, but we regret that we cannot offer money off for those making their own travel arrangements.*

Price does not include:

- Travel to and from the UK
- Dinner (evening of May 31)
- Any incidental and personal expenditure (laundry, telephone, etc.)



The gardens and interior of the Royal Crescent Hotel in Bath. © Royal Crescent Hotel

Payment and Booking Information

The Royal Oak Foundation will be collecting payments and Booking Forms for this tour for payment to Art Tours Ltd on your behalf. Your payment can be made by Credit Card (American Express, Visa and Master Card) or by Check [made out to the order of “Royal Oak Foundation”]. Please note that in the event of any conflict between these payment terms and those in Art Tours Ltd. terms and conditions, these payment terms shall prevail.

If you would like to join the tour, please complete and return the Art Tours Ltd Booking Form and send a non-refundable deposit equal to 50% of the total cost of the tour. Please remit this payment to The Royal Oak Foundation, c/o Greg Joye, Director of Development, Royal Oak Foundation, 20 West 44th Street, New York, NY 10036. (Contact information: Tel: (212) 480-2889, ext. 212; Fax: (212)764-7234; Email: gjoye@royal-oak.org)

Booking Forms can be returned by mail, email, or fax, and must be returned to Royal Oak Foundation with your signature. Bookings will be made on a first come first served basis. The deadline for signing up to the trip is January 18, 2019, and Royal Oak Foundation must have received your booking by this date. Please note that your booking is not confirmed until we have received both your booking form and deposit.

The full balance of your payment is due no later than 8 weeks before departure or by April 2, 2019.

N.B. Although Royal Oak Foundation is collecting payments for this tour, by enrolling you acknowledge that Art Tours Ltd is the sole tour operator for this full program, and that your enrolment and participation is subject to the Terms and Conditions of Art Tours Ltd, contained in the booking form and as abbreviated below.

Art Tours Ltd. - Terms and Conditions

Please Note

- Tours are subject to a minimum and a maximum number of participants. This tour is subject to a maximum of 24 participants. Art Tours Ltd. endeavors to run all tours and will work as hard as possible to ensure the tour can go ahead. If the tour cannot go ahead due to insufficient numbers, or due to other factors beyond our control, then your deposit will be refunded. Please see Art Tours Ltd’s website (<http://www.arttoursltd.com/about/terms-and-conditions>) for the full terms and conditions. Please note that we cannot refund the cost of flights that you have booked independently.
- Art Tours Ltd. will be delighted to book and/or advise on alternative travel arrangements before, during or after the tour and will help with upgrades, changes or extensions to your itinerary. Please note that the cost of alternative arrangements must be met by you in full and is subject to a service fee.
- You must have a **valid passport** and take out **full travel insurance** to cover all aspects of your holiday and it is part of our terms and conditions that you do so. This insurance should be activated from the point of holiday confirmation and should cover all emergency and medical care, cancellation and repatriation costs and ideally your luggage and personal possessions.

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BOOKING FORM

Please complete this form and send it together with your deposit to: Royal Oak Foundation, 20 W. 44th St., 606, New York, NY 10036.
PLEASE COMPLETE FORM IN BLOCK CAPITALS.

TOUR TITLE	DEPARTURE DATE
Royal Oak Foundation Treasures of Somerset - 2019	May 29, 2019

SURNAME (As on passport)	FIRST NAME(S) (As on passport)	TITLE	DATE OF BIRTH	KNOWN AS (Preferred name)

PLACE OF BIRTH (As on passport)	PASSPORT NUMBER	NATIONALITY (As on passport)	DATE OF ISSUE	DATE OF EXPIRY

HOME ADDRESS OF SIGNATORY (To whom all correspondence will be sent)	POST CODE

HOME TEL	MOBILE

EMAIL (Block capitals please)	FAX

I AM ORGANISING MY OWN TRAVEL AND DO NOT REQUIRE FLIGHTS (Please tick if this is the case)

TEL: (212) 480 2889 - FAX: (212) 764 7234
EMAIL: gjoye@royal-oak.org
Royal Oak Foundation, 20 W. 44th St., 606,
New York, NY10036
www.royal-oak.org

TEL: +44 (0)20 7449 9707 - FAX: +44 (0)20 7449 0651
EMAIL: OFFICE@ARTTOURSLTD.COM
ART TOURS LTD, 2 ORDNANCE MEWS, LONDON, NW8 6PF
WWW.ARTTOURSLTD.COM



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BOOKING FORM

TYPE / NUMBER OF ROOMS REQUIRED		
TWIN	DOUBLES	SINGLES
TOUR PRICE (\$)	SINGLE SUPPLEMENT (\$)	TOTAL TOUR PRICE (\$)

DIETARY REQUIREMENTS (Please tell us about any special dietary requests)

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INSURANCE (A requirement of our terms & conditions is that you have adequate insurance, particularly in the case of cancellation or a medical emergency)

COMPANY NAME	POLICY NUMBER	EMERGENCY NUMBER
CONTACT IN CASE OF EMERGENCY	EMERGENCY CONTACT NUMBER	

Payment

A deposit of **50%** of the total cost is required. Please arrange deposit payment of \$_____

Full Payment must be sent with this form if your booking is made within eight weeks of departure.

Please make cheques payable to 'Royal Oak Foundation'.

We accept credit and debit card payments by American Express, Visa and Mastercard.

SIGNATURE

DATE

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ATOL: All the flights and flight-inclusive holidays we sell are financially protected by the ATOL scheme. For more information please see our full terms and conditions below in paragraph 5.

YOUR FINANCIAL PROTECTION: Art Tours Limited is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with Art Tours Limited is fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. For more information please see our full terms and conditions below in paragraph 5.

PAYMENT TERMS - In order to confirm your trip you will need to send us a **non-refundable deposit for 50%** of the total cost of the trip in accordance with our terms and conditions. The balance for your trip must be paid no later than eight weeks prior to departure. If your booking is made within this period the full balance will be due at the time of booking. Please make all cheques payable to 'Royal Oak Foundation'. Sale is subject to Art Tours Ltd Terms & Conditions.

If you wish to pay by card please call the office; we only take payment over the phone.

INSURANCE - You must take out full travel insurance to cover all aspects of your holiday and it is part of our terms and conditions that you do so. This insurance should cover all emergency and medical care, cancellation and repatriation costs.

PASSPORT & VISA REQUIREMENTS - You will need a ten year passport for travel to all destinations and you will need at least 6 months validity on your current passport. Certain countries require a visa for entry and we will advise you at the time of booking if a visa is required. However, arranging the visa is your responsibility. Any members of the travelling party holding a non-EU passport should check with the embassy in question for specific visa requirements.

HEALTH - Our tours involve walking around cities, classical and other sights and standing in museums. You must ensure that you are physically fit enough to participate in these activities.

TERMS & CONDITIONS - We attach a copy of our terms and conditions and these can also be viewed on our website www.arttoursltd.com

TEL: (212) 480 2889 - FAX: (212) 764 7234
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WWW.ARTTOURSLTD.COM



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TERMS & CONDITIONS

Your Contract is with Art Tours Limited. Please read the following conditions carefully before you make a booking with us.

1) DEFINED TERMS

The following terms shall have the meanings set out below when used in these terms & conditions:

“we”, “our”, “us” - Means Art Tours Limited of 2 Ordnance Mews, London NW8 6PF (registered in England No.6516077).

“Force Majeure” - Means any unusual and/or unforeseeable situations outside our control, the consequences of which could not have been avoided even if all due care had been exercised. These include (but are not limited to) unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by an airline, the alteration of the airline or aircraft type, war or threat of war, civil strife, industrial disputes, natural disaster, bad weather, epidemic, terrorist activity or significant building work going on outside of your accommodation unknown to us before your departure and of a third party e.g. resort building work.

“Tour” - Means, except where stated, the flights, accommodation, transport and/or all other holiday-related products and services that we are providing you with under this booking that are booked before your departure.

“Major Change” - Includes the following when made before departure:

- a change of resort area for the whole or a major part of your holiday,
- a change of accommodation to that of a lower official classification for the whole or a major part of your holiday,
- a change of UK departure airport (excluding change of London airports),
- a change of outward departure time or overall length of your holiday of twelve or more hours.

“Package” - Means a package as defined in the Package Travel, Package Tours and Package Holidays Regulations 1992.

“Party” - Means, where applicable, any person on whose behalf you book a Tour.

“Quote” - Means the quote for your Tour that we communicate to you by letter/email and which may be updated by us at any time prior to confirmation of booking.

“Regulations” - The Package Travel, Package Tours and Package Holidays Regulations 1992.

2) YOUR TOUR CONTACT

When you make a booking you guarantee that you have the authority to accept and do accept these terms & conditions on your own behalf and on behalf of all members of your Party. **A binding contract will exist as soon as we issue our confirmation invoice.** This contract is governed by English Law, and the jurisdiction of the English Courts. If however you have booked your holiday in Scotland or Northern Ireland any disputes may be dealt with by the under the law and jurisdiction of Scotland or Northern Ireland.

Once you have received your confirmation invoice, it is your responsibility to check that the information and booking details (including the spellings of any names) are correct. In the event of any discrepancy, please contact us immediately.

Please note: all bookings are subject to availability.

3) YOUR TOUR PRICE

The price of your Tour was calculated using the rate of exchange on the date that the cost of the Tour was finalised. We reserve the right to make changes to advertised prices at any time before your booking is confirmed. In the event of a change in our price we will notify you prior to your booking.

Once the price of your chosen Tour has been confirmed and you have received your confirmation invoice, the price of your Tour may only change due to changes in: (a) transportation costs (including the cost of fuel); (b) dues,

3) YOUR TOUR PRICE (CONTINUED)

taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports; and (c) exchange rates. However, there will be no change to the cost of your Tour within 30 days of departure.

If the above price variations mean that the cost of your Tour goes up after you have received your confirmation invoice, we will absorb and you will not be charged for any increase equivalent to up to 2% of the price of your Tour, which excludes any amendment charges. You may be charged for the amount over and above that. If this means that you have to pay an increase of more than 10% of the price of your Tour, you will be entitled to cancel your Tour and receive a full refund of monies paid, except for any amendment charges and any cancellation charges already incurred. Should you decide to cancel for this reason, you must exercise your right to do so within 7 days from the date printed on the final invoice. Should the price of your Tour go down due to the above mentioned price variations, by more than 2%, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

4) PAYMENT FOR YOUR TOUR

In order to confirm your booking you must pay the deposit indicated in your Quote. The balance (if any) of the cost of your arrangements is due for settlement not later than 8 weeks before departure. If you are booking within 8 weeks of departure, you will be asked to settle the cost of your Tour in full at the time of confirmation. If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 7 below will become payable.

Payments should be made by:

- cheque, made payable to Royal Oak Foundation, and sent to the following address along with your completed booking form:

Royal Oak Foundation
20 W. 44th St., Ste 606
New York, NY 10036, or;

- credit card - please call the office at 212-480-2889, ext. 201

5) YOUR FINANCIAL PROTECTION

Art Tours Limited is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with “The Package Travel, Package Tours Regulations 1992” all passengers booking with Art Tours Limited is fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Art Tours Limited. This insurance has been arranged with MGA Cover Services Limited (registered address Farren House The Street, Farren Court Cowfold West Sussex RH 13 8BP, company registration: 08444204 authorized and regulated by the Financial Conduct Authority registration number 597536) under a binding authority with the insurer CBL Insurance Europe Limited (registered address 2nd Floor 13-17 Dawson Street Dublin 2 Ireland, who are authorized and regulated by the Financial Conduct Authority registration number 203120). In the unlikely event of insolvency you must inform MGA Cover Services Limited immediately on +44 (0) 20 3540 4422. Please ensure you retain this booking confirmation form as evidence of cover and value.

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5) YOUR FINANCIAL PROTECTION (CONTINUED)

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able 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).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (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.

All the flights and flight-inclusive holidays we sell are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. For more information about financial protection and the ATOL Certificate please visit <http://www.caa.co.uk/ATOL-protection/Consumers/ATOL-certificate/>.

Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond.

6) IF YOU CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you want to change any part of your Tour please contact us immediately and we will do all we can to help you, but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. If it is possible to make the change, you will be asked to pay an administration charge of £35 per person and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made. Any changes to dates of travel within 60 days of departure may be treated as a cancellation and result in cancellation charges being applied.

Please note that certain travel arrangements may not be changed after a reservation has been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements. In some cases, any changes made may mean you having to pay for the cancelled arrangements and purchasing new ones at full cost.

7) IF YOU CANCEL YOUR TOUR

You, or any member of your Party, may cancel your travel arrangements at any time. If any member of your Party decides to cancel their place on the Tour, the person who made the booking must notify us of the decision as soon as possible by sending written notification by mail. Cancellation will be effective from the date it is received by us. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable percentage of the total booking price by way of cancellation charges set out below:

Period before departure within which notice of cancellation is received by us in writing	Cancellation charge (% of total booking price)
More than 56 days	Loss of deposit only
56-28 days	50%
27-15 days	75%
14 days or less	100%

7) IF WE CANCEL YOUR TOUR (CONTINUED)

Our cancellation charges are a percentage of the total Tour cost, not including amendment charges, which are non-refundable.

Please note that if only some members of your Party cancel, in addition to incurring the applicable cancellation charges we may recalculate the holiday cost for the remaining members of your Party. You may have to pay extra charges such as single room supplements.

If you decide to cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and/or services provided by us, we may not offer you any refund for the remainder of your holiday not completed or services unused, nor assist with any associated costs you may incur. Depending on your circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

We strongly recommend that you take out full travel insurance, which will in most cases include cover, under certain circumstances, against loss of deposit or cancellation fees.

Certain travel arrangements may not be cancelled after they have been confirmed and any cancellation could incur a cancellation charge of up to 100% of that part of the arrangements.

8) IF WE CHANGE OR CANCEL YOUR TOUR

Whilst we shall do our best not to make any significant alteration to your Tour, we reserve the right to make changes to and correct errors in your Tour details both before and after bookings have been confirmed. Most of these changes will be minor and we will advise you of them at the earliest possible date.

We must also reserve the right to cancel your travel arrangements at any time. For example, if the minimum number of clients required for a particular tour is not reached, we may have to cancel it.

If we have to make a Major Change to or cancel your Tour, we will tell you as soon as possible and if there is time to do so before departure we will offer you the choice of the following options:

- (for Major Changes) accepting the changed arrangements; or
- purchasing alternative arrangements from us, of a similar standard to those originally booked if available (if the chosen arrangements are less expensive than your original arrangements, we will refund the difference, but if they are more expensive, we will ask you to pay the difference); or
- cancelling or accepting the cancellation in which case you will receive a prompt and full refund of all monies you have paid to us.

If we have to make a Major Change or cancel within 8 weeks of departure, subject to the exceptions below, we will pay you the following minimum compensation:

Period before departure when major change/cancellation is notified	Compensation payable per adult
More than 56 days	NIL
42-56 days	£20
29-41 days	£30
15-28 days	£40

We will not pay you compensation where:

- we make a Major Change or cancel more than 8 weeks before departure; or
- we are forced to make a change or cancel as a result of Force Majeure; or
- the Tour is cancelled because the number of persons who agree to take it is less than the minimum number required, and you are informed of the cancellation in writing within the period indicated in the description of the Tour.

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8) IF WE CHANGE OR CANCEL YOUR TOUR (CONTINUED)

We will not pay you compensation and the above options will not be available to you if we make a minor change to your Tour or cancel as a result of your failure to make full payment on time. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any such change or cancellation.

Very rarely, we may be forced by Force Majeure to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result. If, after your departure, we have to change a significant part of your Tour, we will do our best to make suitable alternative arrangements. If we cannot do so or you refuse to accept the alternative for good reasons, we will arrange for you to be returned to the place of departure, as soon as we reasonably can. In both cases we will, where appropriate, compensate you. Please note that compensation will not be payable if the change is minor or if the change or cancellation is the result of Force Majeure.

9) FLIGHT DELAYS, CHANGES, INFORMATION & CANCELLATIONS

Flight delays are often inevitable. We are not responsible for flight timings and as of such we will not personally offer compensation for such occurrences. Cover against delays is included in most holiday insurance policies which should be purchased before your departure.

Airlines occasionally may change the type of aircraft used on a particular flight without advance warning. Scheduled and charter flight timings and days of operation are subject to change. We will advise you of any significant change as soon as we ourselves are informed by the airline. Minor timing changes will be shown on the flight tickets, which you should check carefully when received. Any change in the identity of the carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

Under EU Regulation 261/2004 you have the rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be published at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your rights to a refund and/or compensation from us are set out in clause 8.

Please note the existence of a 'community list' (available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm) detailing air carriers that are subject to an operating ban within the EU Community.

10) YOUR RESPONSIBILITIES

Any passports, visas, health certificates, international driving licences and other travel documents required for your Tour must be obtained by you, and it is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. We regret we cannot accept liability if you are refused entry onto any transport or into any country due to failure on your part to comply with any passport, visa or immigration requirements. It is your responsibility to ensure that you arrive at stated departure times and places and we cannot accept any liability for any loss or damage which you suffer through failure to do so. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalties being imposed on us, you will be responsible for reimbursing us accordingly. In the event we are asked to reissue tickets that have been lost, destroyed or stolen and we agree to do so, any charges incurred as a result of this will be payable by you.

The Foreign & Commonwealth Advice Unit may have issued information about your holiday destination. You are advised to check this information at www.fco.gov.uk.

11) INSURANCE

It is important that you have insurance cover and that it is adequate for your needs. We cannot be responsible for any costs you incur due to failure to do so. For your own peace of mind the insurance should cover you if you have cancelled your arrangements, or for any emergencies that may arise whilst on holiday. Please check your policy and take it on holiday with you. For those who participate in sports and activities whilst on holiday that have been organised and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance. It is a condition of the contract, and by making a booking with us you are confirming, that you and all members of your Party have adequate travel insurance in force for the entire duration of your Tour.

12) BEHAVIOUR

You are responsible for the proper behaviour of yourself and your Party on your Tour. If we or any other person in authority is of the reasonable opinion that you or any member of your Party is behaving in such a way as to cause or be likely to cause danger or upset to any other person or damage to property, we reserve reasonable discretion to refuse your booking or to remove you or a member of your Party from the Tour. No refund or payment of any expenses or costs incurred by you will be made under these circumstances. You will be responsible for making full payment for any damage or loss caused by you or any member of your Party during your time away. Payment must be made direct at the time to the service supplier concerned, failing which you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

13) IF YOU HAVE A COMPLAINT

Should you have a problem or complaint at any time during your Tour, you must report it immediately to the supplier(s) of the service(s) in question and our representative (if applicable). You must give us every possibility to reasonably rectify the situation. Most problems or complaints can be resolved while you are away, however if you remain dissatisfied, you must write to us within a reasonable period of time (we would suggest 28 days) of your return to the UK giving full details of your complaint.

Please send letters to:
Art Tours Limited
2 Ordnance Mews
London NW8 6PF

If you fail to follow this procedure we will have been deprived of the opportunity to investigate and rectify your complaint and may impact the way that your complaint is dealt with.

14) OUR LIABILITY TO YOU

(1) We promise to make sure that the holiday arrangements we have agreed to make, perform or provide (as applicable) will be made, performed or provided with reasonable skill and care. This means that, subject to these terms & conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing your contracted holiday arrangements. Further, we will be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment or carrying out work we had asked them to do.

ARTOURS

TERMS & CONDITIONS

14) OUR LIABILITY TO YOU (CONTINUED)

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- (a) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party; or
- (b) the act(s) and/or omission(s) of a third party not connected with the provision of your holiday arrangements and which were unforeseeable or unavoidable or
- (c) 'Force Majeure' as defined above (which includes any disruption to your holiday due to bad or unusual weather conditions).

(3) Except as specifically set out in these terms & conditions, we will not accept any further or different liability than imposed by the Package Travel, Package Tours and Package Holidays Regulations 1992. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

(4) The services and facilities included in your Tour will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards in practice.

(5) We cannot accept responsibility for services or facilities which do not form part of our agreement, for example any excursion you book whilst away, or any additional service or facility which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them.

(6) As set out in these terms & conditions, we limit the maximum amount we may have to pay you for certain claims you may make against us. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount payable for the claim in question is £50 per person affected unless a lower limitation applies to your claim under this clause. For all other claims which do not involve death or personal injury, the maximum amount we will have to pay you if we are found liable to you on any basis is up to three times the price (excluding amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(7) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens Convention for international travel by sea). Where a carrier or hotel would not be obliged to make any payment to you under the applicable international convention or regulation in respect of a claim or part of a claim, we will not be obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

(8) All carriage (by land, sea and air) is subject to the terms and conditions of carriage of the actual carrier, which may limit or exclude liability. These are expressly incorporated into these terms & conditions and they also form the terms and conditions of a separate contract between you and the particular carrier, as contained in that carrier's ticket. Copies of these terms and conditions are available from us on request.

15) DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the personal information you provide us, such as name, address, any special needs, medical, health, dietary or mobility requirements. We may pass on personal information to other relevant suppliers of your travel arrangements such as hotels, airlines and transport companies. Your personal information may also be provided to credit and debit card companies, security and/or credit checking companies, government and enforcement agencies, public authorities such as customs and immigration, if required by them, or as required by law. This may involve sending your personal information between different countries, including countries outside the European Economic Area, where controls on data protection may not be as strong as the legal requirements in the UK. If we cannot pass on your personal information to the relevant suppliers, we cannot properly effect your booking.

16) SPECIAL REQUESTS AND MEDICAL PROBLEMS

If you have a special request for a facility or service e.g. adjoining rooms, airline seat requests or special meal types on flights, we shall pass this request on to the relevant supplier but we cannot guarantee that it will be met and we shall have no liability to you if it is not. We cannot accept any booking that is conditional upon special requests being met and must emphasise that verbal confirmations of special requests cannot be taken as a guarantee that they will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us.

We are happy to advise and assist you in choosing a suitable Tour. As some of the accommodation and resorts offered may lack even the simplest facilities, such as ramps for wheelchairs, lifts etc, it is important that, when booking, you advise us of any disabilities and special requirements to make sure the Tour meets your specific needs. If we reasonably feel unable to properly accommodate the particular needs of the person(s) concerned, we will not confirm the booking or, if full details are not given at the time of booking, we may cancel your Tour when we become aware of these details. Any cancellation charge incurred by our suppliers will be passed on to you.

17) MISCELLANEOUS

- (a) A person who is not a party to these terms & conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999 (but this does not affect any rights which are available apart from under that Act).
- (b) These terms & conditions, together with our Quote, confirmation invoice and any payment method instructions, constitute the entire agreement between you and us and supersede all previous agreements in respect of your Tour.
- (c) If any provision or term of these terms & conditions is declared illegal, invalid or unenforceable for any reason, that term or provision shall be deleted from these terms & conditions and the validity and enforceability of the other provisions of these terms & conditions shall not be affected.
- (d) Except as otherwise provided in these terms & conditions, these terms & conditions are personal to you and you may not assign, transfer or subcontract any obligations or benefits under them without our prior written consent.
- (e) No addition to or modification of these terms & conditions shall be binding unless agreed in writing by both you and us.



The Spa at the Royal Crescent Hotel in Bath. © Royal Crescent Hotel

Inquiries, please contact:

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ARTOURS

Art Tours Ltd is a leading specialist in cultural travel design for museums, art collectors and friends and family coming together for the trip of a lifetime. We create bespoke itineraries sourcing the finest experts, providing exceptional experiences and offering new and thrilling perspectives.

Art Tours Ltd is based in London and was founded in 2008 by Oxford graduate and Courtauld trained art historian James McDonough. James and his team look after a select group of clients worldwide.



