

# **The Anne Boleyn Experience Conducted Tour**

**12th - 16th - May 2019**

**Welcome to 'The Anne Boleyn Experience' Booking Terms & Conditions. I hope you will find everything you need to know in here but if you have any questions please contact me at [office@britishhistorytours.com](mailto:office@britishhistorytours.com).**

**This tour is organised by British History Tours in association with The Tudor Society.**

**All passengers booking with History Holidays Ltd t/as British History Tours are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation.**

## **Terms and Conditions**

British History Tours is a trading name of History Holidays Limited. 'British History Tours' (BHT) will be used throughout these terms and conditions with the understanding that it is the trading name of History Holidays Limited.

Please read these conditions carefully before booking. These terms and conditions apply to all services provided by British History Tours ("BHT", "we", "our"). When you purchase a service from BHT you are confirming that you ("you", "your", "the client", "the participant" "the guest/s') have read and agreed with the following terms and conditions on behalf of yourself and all members of your booking.

These Booking Terms and Conditions set out the terms on which you contract with us.

### **1. Detail of Services, Inclusions and Exclusions**

British History Tours is providing **The Anne Boleyn Experience** conducted tour in associating with The Tudor Society.

The price of this tour includes:

1. 4 nights, Bed & Breakfast accommodation at Hever Castle, as stated in the brochure on the website.
2. Dinner each night.
3. Coach travel for the duration of the tour, as stated in the itinerary.
4. The services of tour manager, Philippa Lacey Brewell, throughout.
5. Arrangement of admissions, extra guides and talks, as stated in the itinerary.
6. Inclusive of UK applied taxes and VAT applicable at the time of booking.

Please note the following **exclusions**:

- **SINGLE PERSON SUPPLEMENT**: the single person supplement is 50% of the stated ticket price.
- Lunches, snacks or other food and drink.
- Arrangement, booking or cost of accommodation, transport, food or any other service or product taken before or following the tour.
- Costs incurred in making necessary arrangements to allow you to join the tour at the stated time and date.
- Costs incurred due to joining the tour late. Any costs of this type will be borne by the client/s and no refund will be issued for any parts of the tour missed due to the client/s needing to join late, not taking part in, or leaving early from, the tour.
- Fees incurred for payment via credit card, if these are charged by your provider. Bank transfer is a permissible form of payment, please see section 2.2 for more details.

## **2. Registration for The Anne Boleyn Experience Conducted Tour**

### **2.1 To complete a booking registration BHT require:**

- that you are at least 18 years of age at the time of booking, and,
- a completed booking form which will be sent to you (please download from the website or request via email to [office@britishhistorytours.com](mailto:office@britishhistorytours.com)), and
- a 50% non-refundable deposit per person

The final balance is due 90 days before the commencement date of the tour, on Monday 11th February 2019.

Payment can be made in more instalments - see section 2.2.

Or,

- 100% of the tour fee if the booking is made within 90 days of the commencement date of the tour.

## Tour fee payment schedule in summary:

Deposit	Final Balance
50% of ticket price	Total outstanding balance
At time of booking	90 days prior to tour commencement
Unless booking is within 90 days.	Bookings made within 90 days of the tour commencement date require 100% of the total price, paid on booking.

On receipt of the completed booking form and deposit payment you will be issued a booking confirmation. Your contract with us commences on issue of that booking confirmation.

After the booking confirmation has been issued the price of your holiday is subject to the possibility of surcharges in very limited circumstances. A surcharge will only be levied for variations in transportation costs, including the cost of fuel, taxes or fees chargeable for services, the exchange rate applied to the particular package or if the UK or Overseas Government or Regulatory Body introduce or increase taxes.

Prices for all of the services provided by BHT are inclusive of UK applied taxes and VAT applicable.

## 2.2 How to Pay

Please pay via bank transfer (UK only) or Stripe for card payments.

### 2.2.1 - Payment via Bank Transfer

Please make bank transfer payments to the following account:

History Holidays LTD

Yorkshire Bank

Sort Code: 05-04-21

Account No: 46437319

IBAN: GB44YORK05042146437319

BIC (SWIFT): YORKGB21421

Bank Address: 1 MARKET PLACE, CANNOCK, WS11 1BT, UK

**\*\*NOTE: Please use your Name and Date of Birth as the reference\*\***

### 2.2.2. - Card Payments

Visit [www.britishhistorytours.com/history-tours/anne-boleyn-2019](http://www.britishhistorytours.com/history-tours/anne-boleyn-2019) and follow the instructions to the booking page where you will find a payment window.

### **2.2.3 - Paying by instalment**

Following the initial deposit, payments can be made in instalments provided 100% of the fee has been received 90 days prior to the commencement date of the tour.

Please email [office@britishhistorytours.com](mailto:office@britishhistorytours.com) if you would like to arrange payment by instalment.

## **3. Insurance and Personal Responsibility**

You must have your own personal travel insurance to cover you for flight delays, lost baggage, cancellations, medical problems, illness, accidents and unforeseen events. BHT shall not be responsible for any missed flights or other emergencies. BHT does not offer any travel insurance or cancellation insurance.

BHT shall not be held responsible for, or liable for, any damage to, or loss of, property or injury to, or death of, persons occasioned directly or indirectly by an act or omission of any coach company, hotel, restaurant or other provider who provides services to BHT.

BHT shall not be held responsible or liable for any loss or damage (including, but not limited to, additional travel expenses, medical expenses and lost baggage) due to delay, cancellation or disruption of any kind caused by the laws, regulations, acts or failures to act, demands, orders or actions of any government, or by acts of God, environmental hazards, strikes, fire, flood, war, rebellion, terrorism, insurrection, personal sickness, accidents, quarantine, epidemics, theft or any other cause(s) beyond our control.

Baggage and personal effects are at all times your sole responsibility.

You waive and release any claim against BHT for any such loss, damage, injury or death, and by signing the booking form you are confirming such waiver and release as a condition of participating in the tour.

## **4. Availability of Places**

Bookings for **The Anne Boleyn Experience** are assigned on a first-come, first-served basis. Deposits are payable on booking, as detailed in Section 2 of these terms and conditions. Failure to pay the deposit or the balance in accordance with the time scales laid out in Section 2 of these Terms and Conditions may result in you losing your booking and the place/s being made available to other clients and the general public and you being charged a cancellation fee, as detailed in Section 5 of these terms & conditions.

**Room Upgrades:** Upgrades to a Superior Room are available on this tour. 5 Superior Rooms are available and will be allocated on a first-come, first-served basis. On receipt of your request for a Superior Room you will be contacted via email to let you know if there are any upgrades left. Once you receive confirmation that one is available you must

immediately pay the stated upgrade cost. A request, or a stated intention to pay, for a Superior Room does not constitute a confirmation of upgrade.

**\*\*Please do not make any other travel arrangements, e.g. flights, based on your attendance on this tour until your place has been confirmed. \*\***

## **5. Cancellation and Amendment Policy for Conducted Tours**

Booking a place on **The Anne Boleyn Experience** is a legally-binding contract which, if cancelled, will incur a cancellation charge. If you wish to cancel your booking after it has been confirmed, you must contact BHT without delay and confirm the cancellation in writing, via email to [office@britishhistorytours.com](mailto:office@britishhistorytours.com), signed by the signatory of the booking form. Cancellations are effective on the day they are received by us. The places booked by you become unavailable to other potential clients from the time we confirm your booking, we begin to incur costs and we may be unable to resell those dates, therefore the following cancellation charges will be payable.

Cancellation charges are per booking and will be calculated as follows:

- a) the 50% per person deposit is non refundable.
- b) cancellations made before 90 days prior to the tour (prior to the 11th February 2019) will receive any monies paid over the 50% deposit (which is non-refundable) minus an administration fee of £150.
- c) cancellations made within 90 days of the commencement of the tour (between 11th February and 12th May 2019) will not receive a refund.

In the event of cancellation under b) or c) above, BHT may, at its sole discretion, try to resell the cancelled dates. In the event of a cancelled date being resold, BHT shall refund to you the cost of the tour you have paid up to the date of cancellation less the non refundable deposit and less an administrative fee of £150, provided that BHT receives for the resale of your dates the same sum as you paid for it. However, in all circumstances, BHT reserves the right to apply the cancellation charges in a), b) and c) above.

Tickets are non-transferrable.

**Note: Please ensure you take out adequate travel insurance to cover any losses incurred by you if you should have to cancel.**

BHT reserves the right to cancel your booking, subject to the charges set out above, where you have failed to comply with the booking conditions including, but not limited to, failure to pay on time and failure to pay.

We will make every effort to assist you if you wish to alter your arrangements, although BHT are in no way obliged to accommodate your request. Requests for an amendment must be made in writing via email to [office@britishhistorytours.com](mailto:office@britishhistorytours.com). An administration fee of £150 will be payable for any amendments.

No refunds will be given for missed meals, excursions, or dinners while on a BHT tour.

If at any time during your tour, you choose to terminate your holiday of your own volition for whatever reason, BHT will not be liable for any additional expenses incurred and no refunds will be given for any part of the tour not taken.

## **6. Itinerary Changes & Cancellation of Tours**

Conducted tours are planned and booked up to a year in advance and whilst we always endeavour to keep to the tour itineraries published on our website, occasionally, unforeseen circumstances beyond our control can affect an itinerary. Under these circumstances we have to make changes to the website and other details, both before and after bookings have been confirmed. Changes are usually to ensure that the quality of tour can be met by suppliers.

Although every effort will be made to operate tours as planned, the itinerary, tour leaders and staff may be subject to change. Refunds will not be available for changes to the tour, the tour manager or the tour personnel.

There are occasions where travel delays may be caused due to traffic congestion, train delays etc. Whilst we go to great efforts to ensure that everything functions correctly to ensure a smooth and enjoyable tour there are occasions when events beyond our control, may affect the agreed arrangements stated on the tour itinerary. In the event of any such problem BHT will attempt to minimise any inconvenience but we cannot be financially liable should such occur.

A Tour will not normally run unless there are a minimum number of 15 guests. Should fewer than 15 book onto a tour, BHT at its sole discretion either refund the monies paid or run the tour.

## **7. Fitness and Suitability**

We try our best to provide tours which all our customers can enjoy but we do recognise that not all activities may be entirely suitable for people with disabilities, poor mobility or special needs. They may involve, for example, a great deal of travelling and changes of location. On conducted tours it is not possible for the tour guide to provide a sufficient level of care, particularly in cases of mobility problems. Please contact us in advance if there are any disability, mobility or special needs requirements so that we can discuss your requirements and whether your particular tour itinerary choice would be suitable.

BHT tour itineraries, due to the nature of the subject, may involve walking for up to two miles in any one day, standing for long periods, negotiating stairs, visiting historic properties with uneven flooring and spiral staircases, travel, and other activities that require a good degree of mobility and a reasonable level of fitness. Guided tours for instance can last for one to two hours. Guests will need to be able to keep up with the group. If you normally use a walking stick or wheelchair, you might find some of our tours itineraries challenging, but if we know in advance about any mobility problems, we will do our best to put in place special arrangements to help guests who might face difficulties, although you should be aware that access may be difficult at ancient properties and listed buildings. If you are in any doubt about the suitability of any of our tour itineraries, or you are less able, or under the age of 18, it is essential that you consult with BHT before booking.

In the case of cancellation, charges will be applied as per our Cancellation Policy.

If you or any member of your party's situation changes, after you have booked a conducted tour, you must let us know straight away. It is your responsibility to tell us before you book whether you have any special needs or medical conditions that might affect your ability to take part on a BHT tour. We will assume, unless you tell us otherwise, that all members of the party are in a good state of health to participate in the tour. By booking with BHT, you confirm that you do not have any disability that could create a problem for you or for other participants. If you have doubts please let us know and we will be in touch with you prior to booking to discuss the nature of the tour and your physical abilities.

If you do not tell us about any special needs or medical conditions, and we find ourselves in the position where you are unable to participate fully, then we reserve the right to organise extra assistance so that you can continue with the tour, and pass on the costs of doing this to you; or arrange your return home, or a place suitable to you, and pass on the costs of doing this to you. We reserve the right to take action in the interests of your health and safety, and the health and safety of our staff and other customers, should we need to.

Please make us aware straight away of any special requests such as low-floor accommodation, adjacent rooms, etc., We cannot guarantee these arrangements on a BHT tour, but we will certainly pass on your requests to the supplier concerned and use reasonable endeavours to ensure that your request is met. Unless and until specifically confirmed, all special requests are subject to availability.

Any special diet, attention or treatment you require must be notified to BHT in advance of commencement of a conducted tour. All reasonable efforts will be made to accommodate special diets and treatment; however, we cannot guarantee special arrangements and should any extra charges be attracted by such arrangements these will be borne by the participant. **If you have not declared such requirements before the commencement of the tour you will be charged an additional £50 to cover our administration costs of organising special arrangements during the tour.**

Regretfully we cannot accept any conditional bookings, i.e. any booking that is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as 'standard' bookings subject to the above provisions on special requests.

BHT expect all clients to have consideration for other people. If in our reasonable opinion, or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the tour of the person(s) concerned. In this situation, the participant(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such participant(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

For the comfort and enjoyment of the whole tour party we respectfully ask that you do not:

- i. bring a pet, livestock or any other animal (this may including Registered Assistance dogs on transport such as a coach. This is subject to the transport supplier's terms & conditions).
- ii. play a radio or personal stereos on a coach without personal headphones.
- iii. smoke at any time on coaches or at any venue where smoking is prohibited as this is illegal under UK law.
- iv. bring alcohol onto a coach for the purpose of consumption of it as this is illegal under UK law.

BHT reserves the right to decline to accept any person as a participant on a BHT tour. BHT reserve the right to require a participant to withdraw from a BHT tour at his or her own expense, at any time, when such action is determined by the tour staff to be in interests of the safety and welfare of other BHT participants. Should you cause damage to a property, hotel, restaurant or coach you will be liable for such costs.

## **8. Travel Arrangements (including Air Tickets) Purchased Independently of the Tour**

Travel to, and onward from, a BHT conducted tour is NOT included. Travel within the duration of the tour is included, as stated in the itinerary. BHT recommends you check airline cancellation policies before purchasing airline tickets well in advance because tours may not go ahead if the minimum number of guests is not reached. BHT does not accept any liability for cancellation penalties related to domestic or international airline tickets purchased by you in anticipation of the tour.



You must ensure that you arrive at the meeting point, advised to you in your Itinerary Summary, at the time stated on the itinerary and in your booking confirmation. BHT cannot be held responsible for any parts of the tour missed due to late arrival. We will endeavour to assist late arrivals with transport to wherever the tour is at the point of arrival but the cost of this must be borne by you and your party.

You must ensure to leave sufficient time between the end of the tour and any onward journey commitments. BHT cannot be held liable for any losses arising from missing onward journey commitments.

BHT do not accept liability for cancellation penalties related to domestic or international airline tickets purchased by you in conjunction with a tour.

If you need any help booking flights or onward travel you can contact our preferred travel agent, Tranquillity Travel on +44 (0)1299 400130, or email [joanne@tranquillity-travel.co.uk](mailto:joanne@tranquillity-travel.co.uk). Tranquillity Travel is a separate company and BHT take no responsibility for any services sold by Tranquillity Travel Ltd.

## 10. Intellectual Property

Users of our itineraries agree not to copy, disseminate, or otherwise reproduce or share the content, likeness or detail of this itinerary. The content, written and images, remain the property of History Holidays Ltd, trading as British History Tours.

Content, written and images, created during the tour remain the property of History Holidays Ltd, trading as British History Tours and with express permission for use by the Tudor Society.

By signing up to this tour you recognise and agree to waive any right to compensation for the use of your image, likeness, in print or video which we may capture during the tour for use in our promotional efforts now unto perpetuity.

All information correct at time of publishing.

## 11. General

In the unlikely event that you feel dissatisfaction with any aspect of **The Anne Boleyn Experience**, we ask you to bring this to the attention of our Tour Manager at the time, so that the matter may be resolved right away. Until we know about a problem or complaint, we cannot begin to resolve it. If you remain dissatisfied, you must write to us within 28 days of return from your holiday. Any complaint concerning the arrangements for your tour will be dealt with carefully and fairly by BHT.

BHT requires that all participants refrain from smoking during group activities, including, but not limited to, excursions and meals.

We may use photographs of you taken during **The Anne Boleyn Experience** on the BHT, and Tudor Society websites, social media channels and/or future literature. Please let us know if you would prefer not to have your image used in this way.

## **12. General Advice**

Please ensure, in good time before you travel, that your passports and visas (if required) are valid for all members of your group. Tour participants coming from overseas may wish to arrive in the U.K. in advance of the commencement date of the tour.

If participating in a conducted tour, please ensure that your luggage is labelled with your name and contact details at all times. If a coach has been arranged as part of your tour, all luggage and personal affects must be removed from the coach on overnight stops, for security reasons. We cannot accept responsibility for any items of lost property on the coach.

## **13. Law**

The terms and conditions above are governed by the laws of England and Wales.

Your Holiday Contract is with History Holidays Limited.

Company Registration Number: 8851851

Registered Office: History Holidays Ltd, 1 Alder Avenue, Kidderminster, DY10 2LD, UK.

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