

VENICE & VALDOBBIADENE



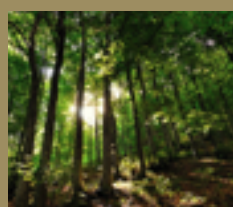
HIGHLIGHTS

VENICE & VALDOBBIADENE

A SUMMARY OF THE TRIP
FROM MORNING SUNSHINE
TO LIGHTS OUT



06. DUCA DI DOLLE
Set in 12 hectares of undulating vineyards, this restored former monastery commands panoramic views over the Prosecco hills, resplendent with pool, fine furniture and sumptuous Italian linen.



07. HERB FORAGING
Every year in late spring, chefs trek through the foothills of the Dolomites to gather a variety of wild herbs - then create a number of mouthwatering dishes that are exclusive to this region.

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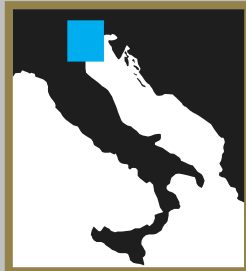
08. BISOL CANTINA
The Bisol family have been producing high quality prosecco for hundreds of years. Descending into their vast underground cellar, you'll have your own private tasting of their entire range. Magical.



09. CARTIZZE HILL
Reputedly the most expensive vineyard land in the whole of Italy, the steep Cartizze hillside produces a complex Prosecco unlike anything else. And we'll be there to discover precisely why.



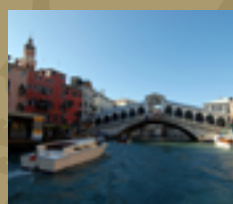
10. VILLA ABBAZIA
This 17th-century Relais & Chateaux palazzo is the inspiring destination for our high-end cooking lesson; where we'll learn to craft stunning food under the inspired tutelage of the owner and chef.



01. VENISSA
Venice's most exclusive restaurant - accessible only by boat - and set within its own private walled estate. FT 'How to Spend it' weekend magazine recently described the food as "sublime".



05. VENICE TOUR
Follow Sara, our guide and qualified sommelier, on our specialist food & history tour of the Rialto market areas and off-the-tourist trail areas in San Marco, San Polo & Cannaregio.



04. PRIVATE BOATS
The only stylish way to travel in Venice. Our fleet of chauffeured wooden speedboats will whisk us through the myriad canals of this living museum. All you'll need are your sunglasses.



03. HOTEL DANIELI
Named one of Travel and Leisure Magazine's Top 500 Hotels in 2009, this 14th-century palace is steps away from St. Marks Square and the most prestigious 5-star hotel in Venice.



02. PAOLA BUDEL
One time protege of Michel Roux, Gualtiero Marchesi & Heinz Winkler (all 3 star Michelin holders) and now Executive Chef of Venissa, creating seasonal, "immediate" lagoon cuisine.

ITINERARY

5 DAYS

AN ITALIAN GASTRONOMIC
EXPERIENCE LIKE NO OTHER



A journey through North Italian cuisine

From the basics to fine dining, we'll uncover the unique flavours of Venice & the Veneto

DAY 1 ARRIVAL

We'll meet you straight from arrivals and board our private wooden speedboat, where our chauffeur will speed us across the lagoon to Mazzorbo - one of Venice's exclusive islands. Here, you'll meet Paola Budel, Executive Chef of Venissa, Venice's most prestigious restaurant. Far away from the bustle of St. Marks, this

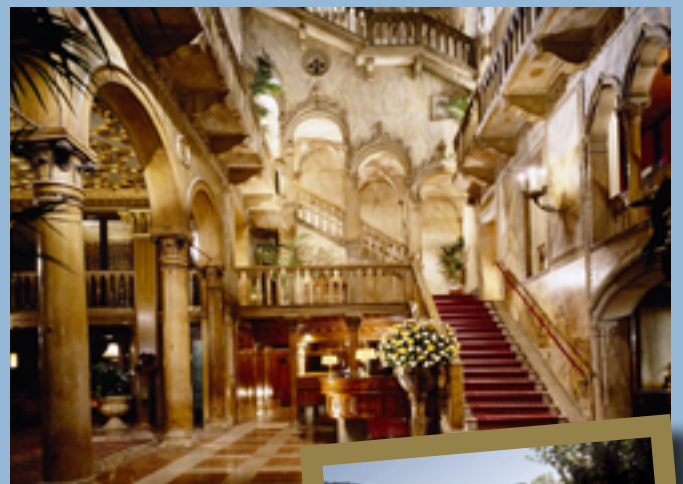
PAOLA'S 'PRIORI'

Paola doesn't really believe in set menus. Each morning, she buys the best fish, meats and vegetables the lagoon has to offer, then crafts a simple menu to show them off. You might get to taste the lagoon cuttlefish cooked in a broth of *castore* baby artichokes and *datterino* tomatoes; or roast cod in a beetroot and green apple sauce. Either way, this 'fresh-to-plate' approach is causing quite a stir in the gourmet circles of Italy (and we've got a private reservation).

beautiful, historic restored estate overlooks a stunning recovered vineyard. Over a refreshing glass of Prosecco, Paola will create a special gourmet lunch, utilising the finest organic produce from the lagoon into stellar, mouthwatering combinations. After a private demonstration of her unique culinary style, we'll re-board our speedboat and cross the lagoon to our awaiting transport, taking us up into the mountains of Valdobbiadene in time for sundown. Safely ensconced at the Duca di Dolle, we'll wind down over a traditional outdoor feast of *spiedo* and more delicious Bisol Prosecco.

DID YOU KNOW?

Venetians consider Prosecco an ideal *aperitivo* or *ombrette* (meaning 'pick-me-up'), and often mixed with Aperol or Campari to make a *spritz*



LUXURY STAY

We've hand-picked the finest the region has to offer, from the A-list Hotel Daniele to the breathtaking Duca di Dolle

"One of the most
sumptuous hotels
in Venice since 1822"

New York Times

The opulent, 5-star Hotel Daniele has been the preferred luxury accommodation to the rich and famous for centuries, with its guests ranging from Charles Dickens to Elizabeth Taylor. It's one of the most famous hotels in Italy, and one of our two hotels on this incredible trip. From converted monasteries to opulent palazzo's, you're sure to take a snooze in complete style.

DAY 2 THE BASICS

Next morning, we'll enjoy a light breakfast poolside at Duca di Dolle, overlooking the rolling valleys of the stunning Prosecco region. We'll be joined by the owner of a stunning local trattoria, Le Noce, then take a guided hike, stopping to pick up wild herbs that only grow in late spring. With these fresh ingredients, he'll teach you a number of delicious, local dishes, whose recipes have been handed down through the generations. After lunching on our fresh creations, it's back to Duca di Dolle to take a swim, read a book on the verandah or take a walk through the undulating vineyards. Come evening, we'll dine at the famous Da Gigetto, which attracts connoisseurs of fine dining from all across Italy, sampling authentic renaissance recipes with a modern interpretation. We'll also descend the ancient stone steps beneath the restaurant into a cavernous wine cellar - and view a collection of wine, fortifieds and spirits, some dating back a hundred years - plus get our own private tasting.



WHAT IS DOCG?

Denominazione di origine controllata is an Italian wine quality assurance label for food products, wines and cheeses. There are three levels of labels - DO, DOC, and DOCG - the latter the highest level, marking its quality as a product not only sourced from the specified region using controlled methods, but also having passed stringent analysis and tastings by government personnel before being bottled. Since 2009, only Prosecco made within the small region around Valdobbiadene is DOCG status, with producers such as Bisol pushing for a further quality level to reflect its top-tier status within the market.



DAY 3 GRAND CRU

Fresh from a fitful sleep, we'll follow the winding Strada de Prosecco to the Bisol winery and the source of one of the finest Proseccos produced in Italy. Here you'll discover the two-stage Charmat process that differentiates it to Champagne, before sampling the entire range in the stunning cellars. Then we'll climb the famous Cartizze Hill - a grand cru vineyard - where land values of more than 1 million euros per hectare make it one of the most expensive vineyards in Italy. Here - with views across the entire region, we'll sample the Cartizze Prosecco, harvested last to produce a more complex, richer flavour. For lunch, we'll board the funicular for the climb up to Castelbrando, one of the largest castles in Europe with stunning panoramic views. Then, to complete the day, you'll meet Giovanni, owner of the exclusive Villa Abbazia, who will lead you through a high-end cooking class - crafting *Norcian* truffles with red chicory crunch, *Mondragon* liver and *Cod a la Montelliana* - followed by dinner afterwards at his incredible restaurant.



WINES FROM THE VENETO REGION

AMARONE a rich, full-bodied red from around Verona, made from the partially dried grapes of the *Corvina*, *Rondinella* and *Molinara* varieties. The length of the drying process is typically 120 days but varies according to producer and the quality of the harvest, resulting in around 30% drop in grape weight. The final result is a very ripe, raisiny wine with little acid.

BARDOLINO made in the same region from the same varieties - this time fresh - yields a slightly sweet, light red that is best drunk when young. Other versions of Bardolino include a *Superiore* that has at least 1 extra percent of alcohol and must be aged at least a year before being released, a rosé known as *Bardolino Chiaretto*, and a lightly sparkling *frizzante*.

RECIOTO DI SOAVE is the *passito* white wine made from the *Garganega* grape used in Soave. The name comes from a local dialect word *recie*, meaning 'ears', a reference to this variety's habit of forming two small clusters of extra-ripe grapes sticking out of the top of the main bunch.

PROSECCO made from *glera* grapes, in either full sparkling *spumante* or lightly sparkling *frizzante* varieties. *Prosecco spumante*, which has undergone a full secondary fermentation, is the more expensive variant. The sparkling variants may contain some *pinot bianco* or *pinot grigio* wine. Depending on their sweetness, Proseccos are labelled "brut" (up to 15 g of residual sugar), "extra dry" (12-20 g) or "dry" (20-35 g).

THREE SPECIALITIES OF THE VENETO REGION

OUR PICK



RISOTTO NERO

A cuttlefish risotto made with cuttlefish ink looks very much like gravelly tar! However, it's extremely delicate, with much of the delicacy coming from the ink, which imparts a rich evenness to the cuttlefish flavour of the risotto. A small dollop, topped with lightly sautéed cuttlefish makes a delicious Venetian starter.



ARROSTO DI MAIALE AL LATTE

This Italian delicacy of pork roast braised in milk is pure bliss. The garlic-studded pork simmers until gratifyingly tender in rosemary laced milk, which cooks down to a nut-coloured, exquisitely creamy sauce. Serve with some herb roasted potatoes and veggies and you've got a simple dish that is truly a taste revelation.



SALAME AL CIOCCOLATO

Traditionally, this cake is served as a snack or as an accompaniment for the coffee, and made with 70% chocolate, mixed with marsala, chilli powder, nuts and chopped cookies, then rolled in fine confectioners sugar. Naughty!

LOVE CICHETTI

Cicchetti is a local Venetian appetiser, served in *bacari* (cichetti bars) or *osterie* (small restaurants). There are vast assortments, from *arancini* (risotto balls with a melting truffled cheese centre), *polpette di carne* (meatballs), to *sarde en saor* (sardines marinated in vinegar) and are eaten in late morning, for lunch or as afternoon snacks.



DAY 4 PALAZZO'S

Leaving our hilltop retreat behind, we'll take a short hop an hour south where our friendly speedboat chauffeur will whisk us once again into Venice, and to check-in at one of the island's most exclusive hotels - The Danieli. An A-lister favourite, this trio of 14th-century Palazzo's previous guests are the 'Who's-Who' of contemporary culture. Combining convenience, supreme comfort and a magnificent atmosphere, Hotel Danieli lies just steps away from the Piazza San Marco and its Basilica as well as legendary sites such as the Doge's Palace and the Bridge of Sighs. After completing check-in (arriving to a private entrance on the canal, straight into the hotel), we'll meet up with Sara, who will take us on a private food & history tour of Venice and the Rialto market area. Here, we'll discover the unique varieties of ingredients that makes Venetian cuisine. A quick change for dinner and we'll head out for a final night dinner and celebration at Remer, an atmospheric taverna with piazza on the Grand Canal.



THREE VENETIAN FLICKS TO CATCH BEFORE YOU GO

THE TOURIST a 2010 thriller starring Johnny Depp & Angelina Jolie shot all across Venice. And which glamorous hotel does she decide to stay in? The opulent Hotel Danieli, of course.

SUMMERTIME a David Lean directed screenplay, where school-teacher Katharine Hepburn yearns for a summer adventure in Venice. Beautifully shot, a must-see.

MERCHANT OF VENICE Orson Welles failed to finish his attempt in the late sixties (apparently some of the film was stolen), but Al Pacino stole the show in this 2004 classic, allowing audiences a glimpse of 1596 Venice.

LOVE OMBRA

If you walk in Venice, you will often run into a group of Venetians saying "*Andiamo bèver un ombra*" (Let's go drink a shadow). The *ombra* - a small glass of wine between 1-2 euros - is seen as a conversation starter in Venice, and often the perfect accompaniment to cicchetti.



SOME GOODIES TO TAKE HOME

MURANO GLASS Since the 10th century, craftsmen on the neighbouring island of Murano have been forging colourful pendants, paperweights and vases. Often with intricate star designs - called *Millefiori* - achieved by layering tiny strands of molten coloured glass into layers, then sliced when cool.

LACE, LINEN & FABRICS Venetian lace has been sought after since the time of Christopher Columbus. It is handcrafted on the island of *Burano*, a quaint old fishing village close to our first day stop at *Mazzorbo*. Here, you can observe women at their craft in an old lace-making school dating back to over a century.

MASKS Venetian masks are a centuries-old tradition of Venice. The mask would permit the wearer to act more freely outside the bounds of identity and everyday convention. It was thus useful for a variety of purposes, some of them illicit or criminal, others just personal, such as romantic encounters.



DAY 5 VENICE

On our final day, we'll enjoy a hearty breakfast in our luxurious palace, then leave you to your own devices for last minute shopping, an exploration around incredible St. Marks square or while away the last few hours in your luxurious palace. We'll take a quick tour of the myriad backstreets for some quick *cicchetti* and *ombra*, then board our private speedboat that will whisk us directly back to the airport for the late afternoon flight home. On the way, we can look back at our incredible journey to the Veneto region, reminiscing the unique flavours and cutting-edge style of Paola Budel's cuisine, the stunning views from the hilltop Duca di Dolle, the top-end renaissance-meets-modern cuisine at Da Gigetto and Villa Abbazia, plus the unparalleled opulence at the stunning Hotel Danieli. This tour is like no other available, and designed to give you a broad understanding of North Italian and Venetian flavours at its finest, leaving you with lasting memories, new found skills and plenty of tales (and recipes) to excite your friends back home.

OUR GOURMET COOKING SCHOOLS

VENISSA



Equipped with a 600,000 euro De Manincor induction oven, Paola will show you round her kitchen, reveal the fundamentals of her food philosophy, show you how she selects the finest ingredients and determines their freshness, plus instruct on how she takes typical lagoon ingredients and turns them into contemporary classics.

LE NOCE



Late spring signals the start of the wild herb season, where these strong flavours are married with meats and fish to create very regional concoctions. Here, we'll craft some delicious dishes, plus bake our own bread to accompany our freshly made lunch.

VILLA ABBAZIA



Situated in the historic village of Follina, this 17th-century palazzo runs high-end cooking classes. Giovanni Zanon, with Stefano Merenda, will teach you the little tricks of the trade, tools and methods, as well as new dishes.

SUMMARY

This exclusive 5-day Venice & Valdobbiadene gourmet tour is £925 and includes:

- All cooking classes, materials and expert guidance over five days
- Four nights, shared-sex accommodation in both Valdobbiadene and Venice (single rooms are available for a supplement).
- All breakfasts and lunches. All dietary requirements are catered for (evening meals are extra).
- All transfers to and from the airport, and between Venice and Valdobbiadene.
- Private speedboats around Venice and its outlying islands.
- All excursions and field trips for the duration of the holiday.
- Guided food and history tour of Venice.
- All wine tasting in Duca di Dolle, Cartizze Hill and Valdobbiadene.

TERMS & CONDITIONS

The following booking conditions together with the general information contained here, form the basis of your contract with Creative Escapes Limited. In these Booking Conditions, you, means the party leader and your means all persons named on the booking including anyone who is added at a later date. We, us and our means Creative Escapes.

MAKING YOUR BOOKING

To make a booking, our booking form must be completed. This must be signed by the party leader. The party leader must be at least 18 years of age and must be authorised to make the booking on the basis of these Booking Conditions by all persons named on the booking. The completed and signed form must then be sent to us together with the payments referred to below. Once we have received your Booking Form and all appropriate payments, we will, subject to availability, confirm your holiday by issuing a Confirmation of Booking. A contract will exist as soon as we issue this confirmation. Changes to these Booking Conditions or the general information shown on our website will only be valid if confirmed in writing. If any information given on the confirmation or any other document appears to be incorrect or incomplete, please inform us at once, as it may not be possible to make changes later. We regret that we cannot accept any liability if we are not notified of any inaccuracies in any document within ten days of our sending it out.

THE COST OF YOUR HOLIDAY

The prices shown on our website were calculated on 21 February 2011 on the basis of known costs and exchange rates of £1=Euro 1.180, as shown in the 'Financial Times Guide to World currencies'. We reserve the right to a) increase or decrease the prices of unsold holidays at any time; b) correct mistakes in advertised, quoted or confirmed prices. The price of your chosen holiday will be confirmed at the time of booking.

NO SURCHARGE GUARANTEE

Once we have confirmed the price of your arrangements (errors or omissions excepted) it is fully guaranteed and will not be subject to any surcharges. Payment You are responsible for making all payments to Creative Escapes Ltd. You can make payment to us direct to our business account or by credit/debit card (we accept most types, including Maestro, Solo, MasterCard, Visa Credit, Visa Debit, Electron, JCB and various corporate cards) or by cheque. We take a 20% deposit on booking to confirm your reservation, then the final 80% eight weeks before departure. If you do not make full payment to us by eight weeks before the course commences this will be a breach of the contract between us entitling us to consider the booking as not confirmed by you.

CHANGES BY YOU

Please read each of our booking documents carefully as soon as received and contact us immediately if any information appears to be incorrect or incomplete as it may not be possible to make changes later. If you should wish at any time to change your arrangements in any way, for example, your chosen departure date, we will do our utmost to accommodate your request but this will not always be possible. You must confirm in writing independent any requests for changes to be made. We reserve the right to make a £20 amendment charge per booking form and will pass on to you any costs we incur from our suppliers in making the alterations requested. You should be aware that these costs are likely to increase the closer to the departure date that changes are made.

CANCELLATION BY YOU

Until ten weeks prior to your date of departure the fees paid by any person who withdraws from your group may be transferred to another suitable replacement without financial penalty. From ten weeks to your date of departure the price per paying guest, free place allowance, discounts and concessions are fixed. Cancellation charges per paying person cancelling (without replacement) are as follows: More than ten weeks before departure date: we refund the deposit without financial penalty. 56-22 days before departure: we retain 75% of the full price per paying person cancelling. 21 days or less: we retain 100% of the full price per paying person cancelling. The effective date of cancellation is the working day on which written notification is received in our office. You may be able to reclaim cancellation charges under the terms of your insurance policy. Claims must be made direct to your insurance company.

CHANGES AND CANCELLATION BY US

The arrangements advertised by us are given in good faith. As arrangements are planned so far in advance

it may occasionally be necessary for us to make changes and we reserve the right to do so at any time. For example, if the minimum group size is not reached or the minimum number of clients required for a particular travel arrangement not reached, we may have to cancel your booking. If it is necessary to cancel your travel arrangements we will pay to you compensation as set out in this clause. Occasionally, we have to make a "significant change". "Significant changes" include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away, a change of outward departure time or overall length of time you are away of twelve or more hours, a change of UK departure point to one which is more inconvenient to you. If we make a significant change or cancel, we will tell you as soon as possible. Should we have to cancel or make a significant change to your booking at any time after it has been confirmed by us and before your tour is due to start for any reasons other than (a) your failure to pay the balance due on time or (b) your failure to advise us of all relevant details before the booking is confirmed or (c) reasons of force majeure, we will always offer you the choice of an alternative tour with us (with a refund of any price difference if the alternative is of a lower value), or a 100% refund of all monies paid within 14 days if the alternative tour offered is not acceptable. In addition, if we cancel or significantly change your booking after it has been confirmed other than for the reasons given above, we will pay you compensation as shown below: Significant change or cancellation made by us more than 10 weeks before departure: We pay £10 compensation per paying member. 56 to 22 days before departure: we pay £20 compensation per paying member. 21 days or less: we pay £30 compensation per paying member. Very rarely, we may be forced by reasons of force majeure to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds unless we obtain refunds from our suppliers, nor can we pay any compensation or meet any costs or expenses you incur as a result. Neither can we be held liable for any losses or costs, nor failure to perform or improper performance of the contract, due to force majeure. Such events may include war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. If we are unable to provide the booked travel arrangements, you can either have a Refund of all monies paid or accept an offer of alternative arrangements of comparable standard from us, if available. If it is necessary to cancel your travel arrangements we will pay to you compensation as set out in this clause.

PERSONAL INJURY UNCONNECTED WITH YOUR BOOKED TRAVEL ARRANGEMENTS

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs/benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you or any member of your party to £5,000.

CONDITIONS OF SUPPLIERS

Many of the services, which make up your tour arrangements are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions, and may affect your rights to compensation. This website is our responsibility, as your holiday operator. It is not issued on behalf of, and does not commit any organisations/suppliers/carriers whose services are featured in it.

OUR LIABILITY TO YOU

If the contract we have with you is not performed or is improperly performed by us, or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in

the performance of the contract is due to: you; or a third party unconnected with the provision of the arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of two times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. Under EU law you have 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 right to a refund and/or compensation from us is set out in clause 5. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. We will not, however, 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 fault of the person(s) affected or any member(s) of their party or b) the fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or c) an event or circumstances which we or the supplier of the service(s) in question, could not have predicted or avoid even after taking all reasonable care. d) the fault of anyone who was not carrying out work for us generally or in particular, at the time. In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business. The promises we made to you about the services we have agreed to provide or arrange as part of your contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. You must provide ourselves, and our insurers with all assistance we may reasonably require. You must also tell us, and the supplier concerned about your claim or complaint as set out below. If asked to do so, you must transfer to us, or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us, and our insurers if we or our insurers want to enforce any rights which are transferred.

BEHAVIOUR

When you book with us you accept responsibility for any damage or loss caused by you or any member of your party. If, in our reasonable opinion, or the opinion of any person in authority, you or any members of your party behave in such a way as to cause danger, upset or distress to any third party, or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this event the person(s) concerned will be required to leave the accommodation or other service and we will have no responsibility towards such person(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. Any costs incurred through inappropriate behaviour of you or any member of your party will be payable by you.

SPECIAL REQUESTS AND MEDICAL PROBLEMS

If you have any special request, you must advise us at the time of booking and clearly note it on your booking form. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be complied with unless we have 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 documentation is not confirmation that the request will be met unless and until specifically confirmed. All special requests are subject to availability. If you or any member of your party has any medical problem or disability, which may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

PASSPORTS, VISAS, AND HEALTH REQUIREMENTS

The passport, visa and health requirements applicable at the time of printing to British citizens for the holidays are shown at Post Offices throughout the UK. Requirements may change and you must check the up to date position in good time before departure. Information on health is contained in the Department of Health leaflet T6 (Health Advice for Travellers) available from your local Department of Health Office and most Post Offices. For European holidays, you should obtain a completed and issued EHC Card prior to departure. It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation, must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the French Embassy. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly. For all travel abroad we recommend you take FCO advice.

DELAY

In the event of a delay of over 3 hours, we will endeavour to provide light refreshments and, in the case of a delay of over 6 hours, a main meal. Delays of over 12 hours are covered by the inclusive insurance.

SAFETY STANDARDS

The requirements and standards of the country in which any services are supplied are those, which apply to those services. As a general rule these requirements and standards will not be the same as in the UK and may sometimes be lower.

INSURANCE

Travel insurance for the duration of your booking is your responsibility. Please read the details carefully. It is your responsibility to ensure that the insurance cover is adequate for your needs, covering both activities arranged and not arranged by us.

DATA PROTECTION

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed to security or credit checking companies. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities or dietary / religious requirements. If we cannot pass this information to the relevant suppliers, we may be unable to provide your booking. In making this booking you consent to this information being passed on to the relevant persons. Full details of our policy data protection are available upon request.