

Maestro Booking Conditions

We want to be sure that you are aware of the Booking Conditions and in particular the charges involved in the event that you have to cancel your holiday. Please read the following carefully:

Should you need to cancel or make any alterations to your arrangements once your deposit has been accepted then the following scale of charges will apply:

Cancellations must be made by telephone (0800 678 5747) and confirmed the same day in writing and sent by recorded or registered delivery to our office at Suite 307, 33 George Street, Liverpool L3 9LU.

Should you have to cancel your holiday the following scale of charges will apply:

Cancellations made more than 56 days prior to departure: Loss of deposit, any pre-purchased performance tickets and any insurance premiums paid.

Cancellation 55 – 35 days prior to departure: 25% of the total holiday cost plus any pre-purchased performance tickets and any insurance premiums paid.

Cancellation 34 – 15 days prior to departure: 50% of the total holiday cost plus any pre-purchased performance tickets and any insurance premiums paid.

Cancellation 14 days or less before departure or inability to travel on day of departure: 100% of the total holiday cost plus any pre-purchased performance tickets and any insurance premiums paid. If you have to leave a tour for any reason once it has commenced no refund can be made for any unused hotel, sightseeing, concert tickets, meals or other prepaid services.

Alterations:

If you need to alter your plans this will be treated as a cancellation. Minor alterations may be possible (e.g. departure airport) more than 56 days prior to departure for an administration fee of £35.

Changes to the cast or music programme

In the event that an included opera or concert is cancelled or a member of the cast of a particular Opera or Concert is unable to perform or is replaced for any reason, Maestro Tour Management Ltd cannot be held responsible for this change. However in the event that the Opera or Concert is cancelled completely the face value of the tickets will be refunded.

Transfer of Booking:

If you are unavoidably prevented from proceeding with your holiday you may, subject to at least 45 days advance notice from the departure date, transfer your booking to another person. We will charge an administration fee of £50 plus any cancellation charges imposed by our suppliers.

Contract Point:

A binding contract (subject to the jurisdiction of the English courts) will come into force between us at the time we send you our Confirmation Invoice and until issued we shall be under no liability whatsoever. If we cannot confirm your booking we will return your deposit to you within 28 days of receipt.

Insurance:

It is a condition of our Booking acceptance that you must have adequate insurance cover for the holiday to be undertaken. Because of new FSA regulations Maestro no longer sell insurance but we will send you a list of reputable providers if requested. We will require details of your insurance policy within 7 days of receiving your booking form. All travellers should have a valid European Health Insurance Card (EHIC) regardless of other insurance. To obtain your EHIC free of charge please go to <https://www.ehic.org.uk>

Passports & Visas:

Valid Passports are required for all travellers. If you hold anything other than a British Passport you may need a Visa for your destination. Please advise us before making your booking