

# Booking Conditions

## WHAT'S INCLUDED

- ◆ Accommodation in 2 or 3 star hotels
- ◆ Airport transfers
- ◆ TTA Stand Alone Safe Seat Plan (see below)
- ◆ Continental breakfast and dinner daily as specified
- ◆ Comprehensive sightseeing tours and excursions led by local guides as specified
- ◆ Workshops as specified
- ◆ Select entrance fees and theatre tickets as specified
- ◆ A London Theatre Academy Tour Director available 24 hours a day from when you arrive until you depart
- ◆ Walking tours and Tour Director-led sightseeing as specified
- ◆ Transportation (via coach or public transport) to all specified activities

## WHAT'S NOT INCLUDED

- ◆ Flights, including airport transfers and departure fees. You can choose to have us book these for you or book them yourself (this can be done via the Flights and Insurance section of the website)
- ◆ Expenses caused by airline rescheduling, cancellations, or delays caused by the airlines, bad weather, or events beyond London Theatre Academy's control
- ◆ Beverages and lunches
- ◆ Optional excursions
- ◆ Transportation to free-time activities
- ◆ Surcharges due to changes in currency exchange rate
- ◆ Adult supplement (if applicable)
- ◆ Insurance. This can be purchased through our travel partner, STA travel, via the Flights and Insurance section of our website.
- ◆ Customary gratuities (for your Tour Director, local guides and coach drivers)
- ◆ Passport and visa fees
- ◆ Porterage

## GROUPS AND CONSOLIDATION

If you are an individual, or have a group smaller than 25, it may be possible for London Theatre Academy to combine groups in order to achieve the required number of travelers. This allows us to keep our prices low and allows you the opportunity of meeting other groups. Therefore, if your group is less than 25, some flexibility is required regarding dates of travel. We will ask you to provide a range of possible dates during which your group is able to travel. Alternatively, if you want a private tour but have a group of less than 25, it may be possible to pay a customary per-person premium to cover our additional costs.

If you have a group of 25 or more, you will be eligible for a private tour with only the members of your group.

## MAKING YOUR BOOKING

- ◆ To make a booking, the Group Leader must email the tour details to [info@londontheatreacademy.com](mailto:info@londontheatreacademy.com) - including group numbers, if you require flights, departure dates (including degree of flexibility if group is smaller than 25), choice of optionals, and any upgrades or extensions.
- ◆ We will then provide a 'per person' quote for the tour based on our published pricing structure, along with a tour reference number and details of booking and payment deadlines.

- ◆ The tour will then appear in the 'Booking' section of the website, where individual participants can sign up to the tour and pay online. When each individual participant has registered and paid their first installment, a Confirmation of Booking will be issued; a contract will exist as soon as we issue this confirmation. This contract is made on the terms of these Booking Conditions, which are governed by English law and the jurisdiction of the English courts.

Changes to these Booking Conditions or any published material of London Theatre Academy 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, you must inform us immediately, 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.

### PAYMENT

Each individual participant is responsible for making payments to us.

- ◆ At the time of booking: in order to confirm a booking, a deposit of \$50 (or full payment if booking within 10 weeks of departure) must be paid.
- ◆ 8 weeks after confirmation of booking: a second deposit of \$600 is due.
- ◆ 10 weeks prior to your departure date: the full remaining balance must be received by us, the date and amount will be shown on the Confirmation of Booking.

Your first and second deposits are not refundable, except where stated otherwise in these Booking Conditions. However, they may be reclaimed under the terms of your insurance cover (not provided by London Theatre Academy).

### LATE FEES

Each participant has a one-week period after each deadline to make the specific payment plus a \$100 late fee. After this time we will consider the traveler's booking to be cancelled and our Standard Cancellation Policy will apply.

### PASSPORTS, VISAS AND INSURANCE

Each traveler must obtain a passport and any applicable visas for his or her tour prior to departure. If a traveler is unable to obtain these travel documents, our Standard Cancellation Policy will apply. Please be sure that passports are valid for at least six months after your tour ends. You may need to contact your embassy or consulate in the UK to ensure you meet specific entry requirements.

We strongly recommend that all participants purchase travel insurance to protect themselves on tour. This can be purchased from our travel partner, STA travel, by visiting the Flights and Insurance section of our website.

### FLIGHTS

London Theatre Academy does not include your flights to and from London as standard. We like to offer groups the flexibility of choosing whether to include flights with the tour or to book them separately. Flights booked by London Theatre Academy will be booked through our travel partner, JTAir, ensuring that you are ATOL protected and getting a great price. You can book your own flights from the Flights and Insurance section of the website with either JTAir or STA travel.

### OPTIONAL EXCURSIONS

London Theatre Academy offers optional excursions as a supplement to what's already included in your itinerary. Some group leaders choose to add optional excursions to all participant accounts. Optional excursions can be purchased up to 50 days before the start of the tour and are fully refundable up to 30 days before the start of the tour. They can also be purchased on tour at a slightly higher price. If an optional excursion has to be cancelled, you will be able to choose between a different excursion or a full refund.

### TOUR EXTENSIONS

It is possible for you to extend your tour by as many days as you wish. Tour extensions are charged at \$150 per person per day and include accommodation, evening meal, and services of your Tour Director. Optional excursions for these days are charged at the normal rate.

### ROOMING

London Theatre Academy handles final rooming assignments for all travelers. Please ensure that we have all rooming requests, including upgrades, by 50 days before the start of the tour. All adults will share twin rooms (or doubles on request) with another participant. Students will share twin, double, triple or quad rooms; this can be negotiated during pre-tour contact and may correlate to the price of the tour. Students will share with other participants of the same gender from the entire tour group. For groups of under 25 not on a private tour, this may mean that participants from different groups may room together. A single room can be requested for an additional per-night cost.

### PROTECTION FOR TRAVELERS' PAYMENTS

London Theatre Academy is a member of the Travel Trust Association. The TTA lays down strict guidelines on how customer funds may be handled and each member must adhere to these guidelines. London Theatre Academy puts customer funds into a designated trust account, which is supervised by an independent trustee. Your funds are held in this account and may not be released unless you receive your tour or your funds are released to another company that becomes responsible and provides for your financial protection. This will only happen for your flights, if they are included in your tour, after which time your funds are protected by JTAir's ATOL membership.

There is further protection from insurance cover provided by the Safe Seat Plan, if your money is not in the Trust Account. It will reimburse the loss of any amount paid to London Theatre Academy for your booking up to a maximum any one passenger of £11,000. So if you have paid £2,000 the policy will reimburse the loss of the £2,000, where it is not available for you from the Trust Account. Therefore, the Trust Account plus the Safe Seat Plan insurance coverage will ensure that all the money which you have paid is safely protected and available to pay for your tour. In the unlikely event of London Theatre Academy becoming insolvent, in most instances your money will still be held within the Trust account by the designated Trustee, and available to pay for your tour. If the money is not there, then the insurance policy is available to reimburse your loss. In some cases your tour may continue as the providers or suppliers have already been paid. Where you have only paid a deposit and still have an outstanding balance, your tour may be unaffected and by paying the balance your tour will continue as planned. Wherever possible, attempts will be made to ensure that you can carry on with your original tour arrangements.

### TERMS AND PROVISIONS

The terms and provisions of these Booking Conditions supersede any other warranties, representations, terms or conditions, unless they are expressly stated within a Booking Conditions Addendum or in a letter signed by London Theatre Academy. Prices are subject to change.

Tours with flights booked by London Theatre Academy begin at the departure airport and end at the arrival airport. Tours without flights booked by London Theatre Academy begin at the arrival point of the group in London and ends at the departure point from London.

London Theatre Academy may cancel any tour because of events beyond its control, including but not limited to political or social instability, Acts of God, war (whether declared or undeclared), terrorist activities, incidents of violence, public health issues or quarantine, substantial currency fluctuations, strikes, government restrictions, fire or severe weather conditions which make it impossible or commercially unreasonable in the opinion of London Theatre Academy to conduct the tour. If London Theatre Academy cancels the tour for any reason, participants will receive a Future Travel Voucher for all monies paid, less any non-refundable fees. Cancellation by London Theatre Academy for causes described in this section shall not be a violation of its obligations to any participant.

London Theatre Academy is not responsible for loss of passports, airline tickets or other documents, or for loss of or damage to luggage or any other passenger belongings. London Theatre Academy is not responsible for locating lost property unless the loss is due to its negligence. In this case, only shipping costs will be charged to the participant. In cases when London Theatre Academy must get involved in the physical retrieval and handling of lost property, a non-refundable service fee of \$50 plus shipping costs will be charged to the participant. In the case of a lost airline ticket, the participant is solely responsible for meeting the airline's requirements (both logistical and financial) for ticket replacement.

All tours are operated by London Theatre Academy Limited, which is the beneficiary of all invoices.

### CANCELLATIONS AND REFUNDS

Notice of cancellation from a London Theatre Academy Tour will only be accepted from the participant or his or her legal guardian, and not from the Group Leader. The date of cancellation will be determined by the date on which London Theatre Academy receives written notice. Cancellation refunds can only be made to the person whose name appears on the account; monies cannot be transferred to another account.

### LONDON THEATRE ACADEMY CANCELLATION POLICY

- ◆ Your first and second deposits are non-refundable at any time.
- ◆ Your final installment (the remaining balance owed) is fully refundable up to 50 days prior to departure, after which no refund will be issued.
- ◆ A replacement traveler can be accepted up to 50 days prior to departure, after which no refund will be issued.
- ◆ A Group Leader must accompany participants on every tour. If a Group Leader cancels for any reason, London Theatre Academy will ask him or her to assign a new Group Leader to the group's participants. The new Group Leader is responsible for any increases in his or her own airline costs. Any participants who cancel at this point and choose not to travel with their replacement Group Leader will be treated as standard cancellations. If no replacement Group Leader is found, the affected participants will be treated as standard cancellations.

### REFUNDS

Refunds for overpayments will be issued only upon written request. Refunds will be issued in the name which appears on the London Theatre Academy account. There will be a non-refundable \$30 stop-payment fee for lost refund checks.