

Terms and Conditions

1. Booking confirmation

Send your request by completing the "Experience Request" form or by sending us an email with the following; Name, telephone number, what service required, your location, destination, your travel dates, number of travellers and ages, spend per traveller, and further information about you (your interest, hobbies, and music preferences)

1.1 Once we receive your request, provided we have received all the required information, you will have your dedicated travel Noble designer who will contact you with a first, detailed draft of your travel.

1.2 To proceed and secure your arrangements, we will require a non-refundable priority deposit, typically 30% of the quoted cost. This allows us to clear our schedule and dedicate time to your request. The priority fee will be deducted from your final trip cost.

1.3 Once we receive your deposit, we will send a written confirmation of the booking, at which point a binding contract is formed between you and us. This confirmation will include details of your booking and details of the balance payment. Upon receipt, kindly check all the information on the confirmation is correct. If you believe any of the details are wrong you must let us know immediately as a change made later may harm your rights if you do not notify us within 5days of sending out.

1.4 Your balance will be required to be paid in full after 3days of receiving your final itinerary. This is to secure bookings with our partners.

NOTE: When significant changes are made to the itinerary, requiring us to go through part or all of the planning process more than 3 times, we may ask for a Priority Service Fee of £100 to be paid as we get to your 4th alternative.

1.5 The lead client who makes the booking is taken to have accepted all Terms and Conditions on behalf of, and with authorisation of, all clients named on the booking.

2. Insurance

You must be fully insured for your holiday and must make sure that all of the activities which you will be carrying out are covered by such insurance. This insurance must include adequate cancellation insurance to the value of your service, emergency evacuation and

repatriation costs in respect of all of your activities. If you choose to travel without adequate insurance cover, we will not be liable for any losses that might arise, in respect of which insurance cover would otherwise have been available.

3. Responsibility

3.1) It is your responsibility to ensure that you and everyone travelling with you have valid passports, appropriate visas and vaccinations. Some countries require your passport to have two blank pages for a visa stamp. Women 28 weeks or more into pregnancy at the time of return travel must have a doctor's certificate confirming that they are fit to travel (note airlines normally require certification at 32 weeks). We are not liable for any costs, delays or illness resulting from your failure to meet the requirements.

3.2) You are responsible for ensuring that any allergies, existing medical conditions or disabilities which may require assistance are declared to us before you book your trip or, if newly diagnosed, before your due date of departure so that we can pass these details on to our suppliers in good time. We are not in any circumstances liable if any carrier or supplier refuses you or any member of your party as a passenger as a result of any medical condition or disability.

3.3) You are responsible for your behaviour and that of your party. We and our suppliers reserve the right to refuse your booking or the right to board or the right to travel and to remove you and/or any member of your party from any transport, accommodation or any part of your experience if you or any member of your party are behaving violently, disruptively, dangerously or irresponsibly or in any manner whatsoever which presents a risk to others or is causing a nuisance or annoyance to others. No refund will be given, or compensation paid, and no costs or expenses for which you become liable or which are incurred by you will be made by us or be recoverable by you from us in such circumstances. You may also become the subject of police inquiry or security measures or investigation and liable in the event that any offence is committed to criminal prosecution and penalties whether in the UK or in any other country having jurisdiction in respect of the alleged activity. You must fully cooperate with and follow any safety procedures and instructions given by any organisation which is running the activities.

3.4) It is your responsibility to check-in for your flights by the correct time and to be in the right place at the right time for ground arrangements. If you or any member of your party misses your flight or other transport arrangements, it is cancelled, or you are subject to a delay of over 3 hours for any reason, you must contact the airline or other transport supplier concerned directly and immediately. You may also contact us so that we can, where possible, rearrange any other affected travel arrangements in place for you.

4. Our responsibility for your booking

Your contract is with the supplier/principal and its booking conditions apply. As an agent, we accept no responsibility for the actual provision of the arrangements. Our responsibilities are limited to making the booking in accordance with your instructions. We accept no responsibility for any information about the arrangements that we pass on to you in good faith. However, in the event that we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of the commission we earn on your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises as a result of our negligence or that of any of our employees whilst acting in the course of their employment

5. Delays

We cannot accept liability for any delay which is due to 'unavoidable and extraordinary circumstances'. A delay to or cancellation of your transport service does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your transport. However, you may be entitled to claim under the delay section of your travel insurance policy. Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from the airline

You agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey

6. Force majeure

We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss or damage as a result of circumstances amounting to 'force majeure'. In these terms and conditions 'force majeure' means any event or circumstances which we or the supplier of the services in question could not foresee or avoid even with all due care. Such events and circumstances may include, whether actual or threatened, war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity, industrial action, natural or nuclear activity, epidemics/pandemics, adverse weather conditions, fire and all similar events outside our control.

7. Cancellation

Cancellation charges

Any cancellations or amendments must be sent to us in writing and will take effect from the day we receive it. The number of days left before your due date of departure when your authority in writing is received by us. Cancellation charge (expressed as a percentage of the total booking price)

60 days or more Deposit only

59 - 43 days 40 %

29 - 42 days 60 %

7 - 28 days 90 %

6 days or less 100 %

Amendments and cancellations can only be accepted in accordance with the terms and conditions of the supplier. In the case of amendments, the supplier might charge an amendment fee. In addition, you must pay an administration fee of £100 per person.

Major changes:

If we have to make a 'major' change we will notify you as soon as possible and you will have one of the following options:

- to agree to the changes and accept their impact (including any on price)
- to transfer to another service offered by us (subject to availability) of equivalent budget
- to transfer to another service offered by us (subject to availability) of lower budget and receive a refund for any difference in price
- to cancel your service and receive a refund of all monies paid by you to us (including all deposits and administration charges)

If we have to cancel your service for any reason other than our insolvency or any circumstances beyond our reasonable control, we will additionally, pay to you the following sum by way of compensation:

The number of days before the due date of departure that notification of a major change or cancellation by us is received. Compensation payable by us (per person named in our booking confirmation or transfer accepted by us):

59 - 43 days £10

42 - 29 days £25

28 - 15 days £45

14 - 8 days £60

7 - 0 days £75

8. Data Protection

8.1 In providing Arrangement Services to the Customer, Carlton Noble may collect and process personal data (including names, contact details, passport numbers, credit card details, travel preferences and dietary requirements) relating to the Customer and/or the

person for whom the Customer is making travel arrangements in order to make bookings for Travel Services with Third Party Suppliers.

8.2 The Customer acknowledges that in order to make a booking with Third Party Suppliers, Carlton Noble may transfer to, and store personal data both inside and outside the USA and the European Economic Area, and the Customer consents to Carlton Noble transferring and storing personal data in this way.

8.3 A copy of the personal data which Carlton Noble holds about the Customer and any Passengers for whom the Customer is making travel arrangements can be requested by the Customer or the Passenger (as applicable) at any time.

8.4 The Customer acknowledges that Carlton Noble may transfer the Customer's data (including personal data) to Third Party Suppliers and that any use of such data by the Third Party Suppliers will be in accordance with their terms and conditions and outside of Carlton Noble control.