

TERMS & CONDITIONS: EXCLUSIVE ESCAPES FOR GARDEN LOVERS

Please note that the 2021 Exclusive Escapes for Garden Lovers are only available to residents of the UK and it is mandatory for all participants to be fully vaccinated against Covid-19.

Tour price includes: Accommodation at boutique hotels with ensuite facilities; breakfast daily; dinner and/or lunch each day; admissions to gardens & RHS shows in the itinerary; deluxe coach travel with professional driver; coach transfer between the hotel and the named nearest railway station at start and end of the tour; all tour gratuities; services of your Sisley tour director.

Tour price excludes: Travel to and from your home to the hotel or named railway station at the start and end of the tour; lunches & dinners (unless included in the tour itinerary); drinks; laundry; telephone calls.

Payment: Payment is due in two parts: The 10% deposit secures your place on the tour at the time of booking. Final payment is required 6 weeks before the tour commencement date.

Cancellation Policy

Covid-19: If you are unable to travel with us because of Government restrictions or you receive a Covid-19 diagnosis prior to travel, we will offer you a transfer to another tour or a full refund.

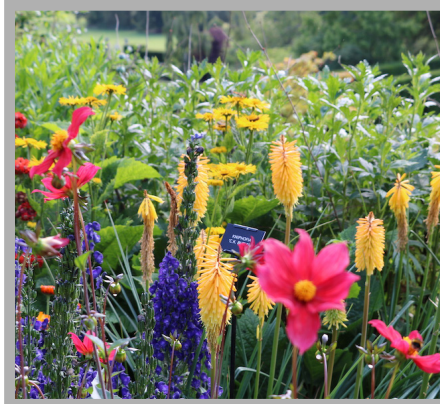
Cancellation by the client: If you cancel your tour for any other reasons, you will be entitled to the following refunds relating to any monies paid to us:

Prior to departure	Refund
Up to 43 days	100%
42 – 15 days	50%
14 - 0 days	0%

All cancellations should be made in writing to tours@sisley.co.uk. You can also call us on 01423 396506.

Cancellation by the company: Sisley Garden Tours reserves the right to cancel your tour. In this event we will give a refund of all monies paid up until 43 days before departure. In no case, except for reasons of war, natural disasters, fire, civil disturbances, riots, terrorist action, industrial disputes, force majeure or similar events beyond our control, will cancellation take place within 42 days of the departure date. In the event of a cancellation within 42 days under these conditions, we retain the right to make

a partial refund at our discretion. A minimum of 8 passengers are required to run a tour. If the minimum number of bookings has not been received, Sisley Garden Tours reserves the right not to run the tour and refund all monies paid.



Liability: We have taken all reasonable steps to ensure that proper arrangements have been made for the tour advertised and that the suppliers of the services are efficient and reputable. Every booking is subject to the conditions imposed by shipping, airline, rail, coach, hotel, restaurant, visitor attraction and insurance. We cannot be held liable for any loss or expenses suffered by you as a result of your late arrival at the start of your tour, or at any time during your tour, for other than reasons within our control. Any wilful damage to property is your sole responsibility and the company will not be responsible for any costs incurred due to such action or measures taken up by the various authorities or principals. Damage will be charged to you and must be paid for at that time. We cannot accept claims when an inferior vehicle is used as relief or replacement in an emergency. Sisley Garden Tours reserves the right to withdraw tour membership from any person at any time if their behaviour is likely to affect the smooth operation of the tour or adversely affect the enjoyment or safety of other passengers and Sisley Garden Tours shall not be under any liability to such person whatsoever. This is also without any liability whatsoever on the company's behalf for onward travel arrangements or refund of holiday costs. The decision of the Tour Director will be final. Sisley Garden Tours will not be held responsible for closure of gardens or attractions named in the tour itinerary. Under such circumstances every endeavour will be made to find an

alternative. Sisley Garden Tours reserve the right to substitute hotels. In the event that one of the group members is taken ill or has an accident, Sisley Garden Tours will assist to the best of their ability but must reserve the right to carry on with the tour. It may be necessary to leave the tour member to rejoin later at his/her own expense.

Complaints:

If you have a complaint during your tour, please notify your Tour Director immediately so that he/she can try to resolve the problem. If the matter is not resolved to your satisfaction, you should inform the company in writing within 28 days of the end of the tour. The company will not consider claims outside this period.

Tour Accuracy: The running order of the tour may change but subject to changes outside of our control, all elements of the itineraries will be included in the final programme. All the facts in the agreed itinerary about gardens, facilities, accommodation and other services are checked so that they are as accurate as possible. However, changes do happen that are not within our control. Such changes are regrettable and where a major change takes place, we will inform you whenever possible.

These conditions shall be interpreted, construed and enforced in all respects in accordance with English law and you and we each irrevocably agree to submit to the exclusive jurisdiction of the English Courts in respect of any dispute or claim arising out of or in connection with these conditions.

