

FINESSE HOLIDAYS: Terms & Conditions

What's Included in the Trip Price:

Inter-city Travel: By private motorcoach and ferries (see brochures for further details)

Touring: By air-conditioned / air-ventilated motorcoaches. Please note that on some Regional European Tours, motorcoaches will be without toilet facilities are used.

Air Transportation: Your international air-fare is not included but all other flights, according to the itinerary are. If you do an international flight that does not coincide with the tour, then your transfers are not included.

Hotel Accommodation: Prices are per person and based on two persons sharing a twin-bedded room with private bath or shower. When booking triple rooms please note that the third bed may be a 'roll-away' bed. Availability of triple rooms is limited. Note that single rooms in European hotels are generally smaller than twin-bedded rooms and European hotel **standards, facilities and services provided may vary from those in other parts of the world and are often local in style.**

Special room requests such as handicapped, smoking/non-smoking, adjacent, connecting or lower-floor rooms must be requested at time of booking. These special room requests cannot be guaranteed and are based on availability at the time of check-in.

Travel Director: Escorted tours are conducted in English only by a professional multi-lingual Tour Director. There is generally a different tour guide for each city.

Meals: In-flight meals and snacks are served according to airline policy. Continental or buffet breakfast is supplied on all tours except the domestic tour in Terrigal where lunch is supplied. Generally all dinners are included unless stated in the itineraries. All meals are included on cruises.

Sightseeing: Excursions and entrance fees to places of interest visited as detailed on each itinerary with an English-speaking guide where necessary.

Transfers: Between airports, hotels, railway stations and piers, where indicated as per times, locations and conditions specified in Finesse's brochure. If you deviate from these times then your transfer is not included.

Porterage: Baggage handling for one suitcase per person on tour, at hotels, is NOT included in the tour price. Due to limited coach capacity, this single bag should have dimensions not exceeding 30"x18"x10" (76x46x25cm) and weight not exceeding 50 lbs (23kg). However it cannot be guaranteed that more than one suitcase will be carried. Hand luggage should be one piece per person and should be limited in size (not exceeding 30x28x14cm or 12"x11"x6") so as to fit under your coach seat or in the small overhead shelf. These are the responsibility of each tour member and should be taken onto the motorcoach with you. Please note that luggage with telescopic handles and wheels will not fit in the overhead compartments and can therefore not be accepted as carry-on luggage for safety reasons.

Porterage at train stations is not included. Finesse will not accept liability for any loss or damage to baggage or any of the passenger's belongings. Passengers should report any lost items to the Tour Director who will assist in completing a lost property form that can be used for any insurance claim in this matter. However, Finesse cannot assist in locating any lost items once the passenger has returned home.

Airlines may impose stricter weight and size limits for luggage and may also charge fees for checked baggage, including the first checked bag. Please check with your airline(s) directly for baggage regulations and related fees. Finesse is not responsible for additional fees imposed by air carriers regarding baggage.

Tips and Taxes: All tips are included for services on tour provided by dining-room waiters but not chambermaids and porters at hotels, airports and docks.

What's Not Included in the Trip Price

Airfares to and from your destination, except where specified, airport taxes and fees; passport and visa fees; airline fees for checked and/or excess baggage; airport transfers; insurances of all kinds, laundry; phone calls; minibar; beverages; meals not detailed in the itinerary; optional excursions; and all items of a personal nature. The tour price also does not cover costs and expenses, including the return to your home, **if you leave the tour at your own volition or due to illness, or as a consequence of official action by the government of any country visited.**

Airline Seating: Seat assignment and special meals can be requested at time of booking. Finesse cannot guarantee confirmation of preferences. Frequent Flyer miles can be accrued on most air carriers but upgrades using mileage is not permitted. Seating is solely under control of the airline and subject to change up until departure. Flight delays and schedule changes are the sole responsibility of the airline. *Port charges, government fees and taxes on cruises are subject to change without notice. Rail/cruise+tour combinations do not include tips on either the train or cruise ship, these are the sole responsibility of the passenger.

Reservations and Payment

Land Tours & Cruises: A \$500 pp Deposit Required within 7 days for European and \$ 250 pp for Asian holidays. Final Payment due 6 months prior to departure for Europe land tours and 3 months for Asian Holidays and usually 2 weeks for domestic tours. If full payment is not received by the deadline then this may incur additional costs if any of the hotels or internal flights have raised their prices.

1. Your tour reservation will be confirmed on receipt of a non-refundable/non-transferable deposit (as outlined above) per tour which must be within 7 days of booking (except on some departures where space is limited and your deposit may be required sooner. You may be required to pay your cruise section of a tour further in advance. You will be advised at time of booking) or the reservation will automatically be cancelled.
2. Finesse reserves the right to cancel the reservation and impose cancellation charges should payments not be received within the above specified periods. Finesse we will not be responsible for lost reservations.
3. Any special meal requirements will be made on a request basis only. Finesse cannot guarantee special meal requests nor will it assume any responsibility or liability if passengers' special meal requests are not fulfilled.
4. Any change or substitute of a passenger name will be deemed a cancellation, and applicable cancellation fees will be applied. Depending on the country and number of internal flights and whether a cruise is involved will influence the cancellation rate.

Travel Documents

Travel documents will be sent to you approximately 21 days prior to departure from Australia (providing full payment has been received on time). If you are leaving home earlier please ask Finesse to request your travel documents in good time.

Booking Changes, Cancellations and Refunds

Booking Changes: A fee of A\$25 per person (per change) will be charged for any revision or alteration made to a reservation after the booking is confirmed unless the change increases the value of the booking.

Cancellations and Cancellation Fees: A cancellation fee equal to your deposit paid will be charged, and this amount cannot be credited to any other booking if the cancellation is made less than 60 days prior to the Full Payment deadline for an overseas holiday. As we have relatively cheaper holidays based on the fact that **all hotels and dinners are pre-paid**, no refund is given after the Full Payment deadline, unless the hotel decides otherwise there may be a small refund.

Notice of cancellation must be made in writing either directly to Finesse.

Tour Only (Land Tours)

Extra night hotel accommodation that is cancelled will incur a 100% cancellation fee as hotels are pre-paid, unless the hotel (in the unlikely event) decides otherwise there may be a small refund.

Airline Flights: If flight changes are requested after the deposit has been received, or if flights are cancelled, revision fees, change fees or Airline cancellation fees will be applicable and may be in addition to the above cancellation charges.

Refunds and Penalties

Illness or Absenteeism: In the event of your withdrawal from a tour after commencement for reasons of illness, you must obtain a medical certificate in support of any insurance claim. We regret that no refunds can be made for absences from a tour, including but not limited to missed meals or sightseeing. Finesse makes no representation or guarantees concerning reimbursements of funds paid by you under any insurance claim.

Airlines & Airfares: if a promotional airfare is broken or extended for any reason, an additional cost may be incurred. Airfares are subject to change at any time. Changes to flight itineraries and name changes may result in penalties charged by Finesse and/or the airline concerned passed on to the passenger. Promotionally priced bookings may be subject to additional cancellation or change fees; please refer to specific promotion terms, conditions and restrictions.

General Information and Conditions

Tour Prices: Are based on costs, charges, tariffs, rates, prices, taxes, levies and exchange rates as at time brochures went to print. Should these change, the price of your holiday may increase. No surcharges in respect of cost or currency fluctuations will be made once payment for the deposit of your land tour is received. This does not apply to fuel surcharges and any taxes, charges or levies imposed by any government or their agencies. In exchange for these guarantees, no refund will be made if costs are reduced. Please note that if the total tour price increases by more than 10%, passengers will have the right to cancel their tour within 7 days of notification of the surcharge without penalty.

Tour Participation: Passengers with disabilities are welcome on Finesse's tours provided they are accompanied by a companion capable of providing all necessary assistance, and do not require special assistance from Finesse personnel. Finesse reserves the right to refuse to carry anyone if it is felt the individual cannot cope with the requirements of coach tour travel and who may require services and facilities that Finesse cannot guarantee will be available.

For the benefit of all tour members, Finesse reserves the right to accept or reject, or remove any tour member whose conduct is considered to be incompatible with the interests of other tour members. Finesse is not responsible for any costs incurred if we have to terminate a tour member's tour due to unacceptable behaviour. Pets are not permitted on Finesse trips unless stated for that particular domestic holiday.

Itinerary Variations: Finesse constantly strives to improve tour itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary - we reserve the right to vary itineraries and to substitute hotels. At certain peak periods duplicate departures may operate, and sometimes in reverse order in which case hotels may vary from those stated on the itinerary pages. Trade fairs or other events occasionally cause changes from scheduled hotels. In these and in other cases substitute hotels may be used and will be of a similar standard and location whenever possible. On tours that include cruises the ship may be changed due to operational reasons. Ports of call on Mediterranean cruises may be curtailed if weather conditions do not permit docking. On tours that include cruises the ship may be changed due to operational reasons.

Holidays & Changes: During local or national holidays abroad, certain facilities such as museums, sightseeing tours and shopping may be limited. In such instances, and whenever possible, slight itinerary changes are made by Finesse to minimize inconvenience to our passengers. If however, you feel your enjoyment might be diminished by such minor limitations, please check with the respective national tourist office before selecting a specific departure. Similarly, holidays, closing days and other circumstances may necessitate a change of the day of the week for scheduled highlight dinners, sightseeing or other activities.

Extended Stays: If you have arranged with us extra night accommodation at a destination before or after your tour, please understand your stay will be at your sole expense as is the transfer from or to the airport. Regrettably, Finesse cannot provide free transfers in any European city to either the hotel or airport for passengers booking extra night accommodation before or after their tour. Please also be aware that if your extra night hotel is not the hotel where your tour begins, you will be responsible for your own transfer arrangements at your own expense. Additional transfers can be purchased from Finesse.

Extensions/Land tours on River Cruises: Finesse will never reschedule and/or cancel land extensions or land tours if a certain number of participants is not reached. If you cancel a pre or post extension then the same penalty rules apply in cancelling your main tour.

Tour Cancellation: Finesse reserves the right to cancel or re-schedule any tour departure in accordance with operating requirements or circumstances beyond its control. Finesse is not responsible for any other travel arrangement affected due to our cancellations.

Single Travellers: for single travellers purchasing the Twin Share option, please note that there is a no smoking policy in all shared rooms.

Travel Insurance: Finesse recommends that all passengers purchase comprehensive travel insurance. Certain countries have a requirement for foreign visitors to have valid medical insurance on entry. Finesse cannot be held responsible if a passenger is denied entry for being unable to provide details to the authorities of such insurance.

Complaints procedure: Should you have a complaint in respect of your holiday, you should inform your Tour Director/Representative immediately. If the matter cannot be resolved after the Tour Director's/Representative's best endeavours to do so during the holiday, your complaint can be made in writing to the Finesse office.

Responsibility

1. This website represents the entire agreement between the passenger and the above mentioned Operators.
2. No liability for any loss or damage to baggage or property, or for injury, illness or death, or for any damages or claims whatsoever arising from loss, negligence or delay from the act, error, omission default or negligence of any person not its direct employee or under its exclusive control, including any act, error, omission, default, or negligence of any country, government or governmental authority, officer or employee. All baggage and personal effects are at all times and in all circumstances at the risk of the participant. Baggage cover is recommended. The Carriers, accommodation and other suppliers providing services are independent contractors and are not agents, employees, servants or joint ventures of the operators or their affiliates. All certificates and other travel documents for services issued by the operators are subject to the terms and conditions specified by the carriers and suppliers and to the laws of the countries in which the services are supplied. Carriage by sea is subject to the Carrier's Conditions of Carriage.
3. Where the passenger occupies a motorcoach seat fitted with a safety belt, neither the Operators nor their agents or co-operating organisations or service providers concerned will be liable for any injury, illness or death or for any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of such accident or incident.

4. Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time passengers are not on board planes, transportation or conveyances. We rely on international conventions which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions that may apply include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal protocol) in relation to air travel, or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for hotels. We are to be regarded as having all benefit of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage and delay to passengers and luggage. Enrolment in and payment for a tour, shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in our brochure which cannot be varied except in writing by an officer of the Company.

5. Finesse is only responsible for the services of reservations and ticketing.

6. In the case of computer or human billing error we reserve the right to re-invoice passengers with correct billing.

7. Every effort is made to ensure brochure and website accuracy, however Finesse cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances. All bookings made with any provider of any transport, facilities, meals, other goods or of any services are subject to the terms and conditions imposed by them in relation to matters not covered particularly and expressly by our agreement.

If you decide that you do not want to visit a country or part of a country you intended to visit because of any law, condition or requirement of any government authority, official, servant or agent, you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees.

Other Conditions

It is your responsibility to comply with the terms, conditions or requirements of any service provider, or any country or governmental authorities, or to bear any costs or losses incurred as a consequence of you not complying with them.

Booking Arrangements

Your booking arrangements are to be made by you or your Travel Agent and the person effecting the booking shall be deemed to have accepted the booking conditions.