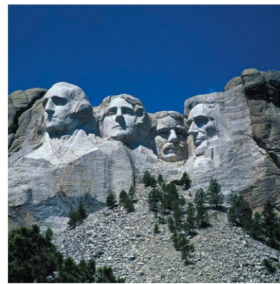


**TRAFALGAR**  
see the world from the inside

# European Marvel



Unique  
insider  
experiences

Be My Guest  
dining with  
the locals



Surprise  
Hidden  
Treasures  
sightseeing



[www.trafalgar.com](http://www.trafalgar.com)

# Contents

- 3. The Trafalgar Difference
- 4. Promotions
- 5. European Marvel 2012**
- 8. Terms & Conditions

For every iconic destination there's an insider experience waiting to be discovered.



### Your key to travelling like an insider

At Trafalgar, we open doors. We delve deep into the destination and provide a unique insider's perspective on the people, places and history you encounter. We show you the unexpected, provide local expertise and knowledge, and deliver unforgettable experiences you won't find anywhere but on a Trafalgar guided holiday.

### The Finest Travel Directors

We pride ourselves on having the finest Travel Directors in the industry. These friendly professionals have the inside knowledge to do what the guidebooks can't – they bring destinations to life and create holiday experiences you simply could not have on your own.



### Magical Sightseeing

Sightseeing with Trafalgar is about much more than simply seeing the sights. You'll see the hidden places only the locals know about and experience the unique traditions that shape the diverse cultures from an insider's perspective.

### Delectable Dining

Enjoy outstanding included meals featuring regional cuisine, including our exclusive Be My Guest dining experiences where you'll be invited into family homes or unique dining venues to mingle with your hosts and sample delicious local specialities for a real taste of local culture.

# Why Trafalgar?



### A Good Night's Sleep

Whether in the city or countryside, Trafalgar's guests stay in accommodation in locations that perfectly complement each itinerary. Our hotels are ideally located close to the city centre or easily accessed using public transportation and our country properties selected for their scenic locations.

### Classic Favourites and Unique Experiences

As well as showing you the major sights and attractions you would expect to see, we surprise you with Hidden Treasures along the way. Our local insights enable us to take you down the road less travelled – and you'll find it's paved with unique insider experiences you'll never forget.

### Incredible Value

Travelling with Trafalgar not only assures you of a quality, hassle free holiday; it also makes financial sense. Our buying power means we can negotiate bigger discounts and pass these savings on to you.

### Share the fun with new friends

Visit our Trafalgar Online Community and meet people before you travel, read posts from fellow travellers in our Online Forum and register for My Community, your private travel group portal.

# Trafalgar gives you a great deal more

**We are committed to offering you real savings with these great-value offers!**

Note: Not all discounts are applicable to all holidays and conditions apply.

Visit our website for full details.

## BOOK EARLY - PAY NOW & SAVE

Choose from these options:

- Pay (min) 12 months prior to departure and save up to 10%
  - Pay (min) 10 months prior to departure and save up to 7.5%
  - Pay (min) 6 months prior to departure and save up to 5%
- Savings based on the land-only portion of your holiday.



## YOUNG TRAVELLER (5-17)

Share your holiday memories with your family and take advantage of a discount of up to 10% on the land-only portion of your holiday. Young travellers must be under the age of 18 years on the departure date and **MUST** be accompanied by an adult.



## FREQUENT TRAVELLER DISCOUNT

Guests who have previously travelled with us are extended membership into the Trafalgar Travel Club and also receive a credit worth 5% off the land-only portion of their next Trafalgar trip. This offer is valid for five years after your last trip.



## TRAVEL WITH FRIENDS AND FAMILY

Travel with friends and save money. If a group of 5-8 people travel together, a discount of 5% per person applies to the land-only portion of your holiday. If 9 or more people travel together, we offer attractive group discounts based on the number of people travelling.



## 2ND HOLIDAY DISCOUNT

Book two Trafalgar holidays, each 7 days or longer for a reduction of up to 5% off the land-only portion of the holiday with the shortest duration. Take three holidays and save on two.



## GUARANTEED ROOM SHARE

When travelling alone, we understand that some guests do not want to incur the expense of single room supplements, so on most of our itineraries we offer room sharing. We will accommodate you with a fellow traveller of the same gender on a "two-bedded" basis.



## TRIPLE ROOM REDUCTION

Travel with three people sharing one room and each of you will receive a discount off the land only portion of your holiday price on selected holidays. The triple room reduction varies per itinerary.



# European Marvel 2012

## 12 days

From the cobbled streets of Bruges, the romantic Rhine Valley, the splendors of Salzburg and Vienna, the waterways of Venice, beautiful Lucerne and glittering Paris, your journey through the cultural landmarks of Europe is simply magical.



## You will visit

United Kingdom , Belgium , France , Germany , Austria , Italy



## Highlights

### Dining Highlights

- \* Welcome Reception and dinner with your Travel Director in Brussels.
- \* 11 hot buffet breakfasts.
- \* 2 three-course dinners.
- \* 1 three-course dinner with local wine.
- \* Local highlight restaurant dinner with wine in Innsbruck.
- \* Farewell Dinner with wine in Paris.

### First Class Travel Highlights

- \* First class hotel accommodation featuring twin rooms and private facilities
- \* All hotel service charges and tips, baggage handling fees and local taxes included
- \* Travel by luxury air-conditioned coach with reclining seats and onboard restroom
- \* The services of one of our professional Travel Directors throughout your journey
- \* A qualified Local Guide in Salzburg, Vienna and Paris.
- \* Audio headsets for all guided visits and included sightseeing
- \* Pick up and drop off at the Trafalgar London Reception Centre or the Thistle Euston Hotel
- \* Cross-channel ferry.
- \* The services of one of Trafalgar's Local Hosts at Trafalgar's recommended London hotel
- \* Use of Trafalgar's new London Reception Centre with Hospitality Desk, free Internet and a range of services and facilities
- \* Capture treasured memories of your trip with a complimentary group photo taken at a landmark location.
- \* A stylish wallet, travel documents, keepsake booklet and map

### Sightseeing Highlights

- \* **Dover** See the White Cliffs.
- \* **Bruges** Enjoy views of the canals and cobbled streets.
- \* **Brussels** View the Grand Place, Royal Palaces, Atomium and Manneken Pis.
- \* **Rhine Valley** Cruise the romantic Rhine.
- \* **Heidelberg Castle** Views from the terraces.
- \* **Munich** View the Olympic Stadium and visit Marienplatz.
- \* **Innsbruck** View the Golden Roof and St. Jakob's Cathedral.
- \* **Salzburg** Walking tour including views of Mozart's birthplace and the Cathedral Square.
- \* **Vienna** Sightseeing tour includes the Hofburg, Opera, Parliament, St. Stephen's Cathedral and the Stadtpark.

- \* **Venice** Enjoy a canal cruise by private motor launch. Visit St. Mark's Square and view the Doge's Palace, the Bridge of Sighs and St Mark's Basilica.
- \* **Verona** View Juliet's balcony and the Roman Arena.
- \* **Milan** Orientation includes the Galleria, Duomo and La Scala Opera House.
- \* **Lake Lugano** Stop to admire this scenic lake.
- \* **Lucerne** Orientation includes the Lion Monument and Chapel Bridge.
- \* **Paris** Sightseeing tour includes a visit to the second level of the Eiffel Tower for spectacular city panoramas. See the Champs Élysées, Arc de Triomphe, Paris Opera, Louvre and Notre Dame Cathedral.

## Itinerary

### Day 1 LONDON - BRUGES - BRUSSELS

See the White Cliffs of Dover as you board the ferry to Calais. Admire the beautiful canals and cobblestone streets in Bruges before arriving in Belgium's capital, Brussels. Enjoy an orientation of the city, which includes the Atomium, the Royal Palaces and a walk through the Grand Place to see the Manneken Pis. This evening, join your companions and Travel Director at a Welcome Reception including dinner and Welcome Drinks.(Welcome Reception)

### Day 2 BRUSSELS - RHINE CRUISE - HEIDELBERG

Enjoy a scenic cruise on the romantic River Rhine. In Heidelberg, where some of the earliest evidence of human life was discovered, stroll through castle courtyards featuring picturesque views of this Baroque city. Perhaps enjoy a walk along the River Neckar after dinner this evening.(Buffet Breakfast / Dinner)

### Day 3 HEIDELBERG - MUNICH - INNSBRUCK

Cross the Swabian Uplands to Munich, where your orientation tour includes the Olympic Stadium and Marienplatz. See the marvellous sights of the mountain-ringed town of Innsbruck, including the famous Golden Roof and St. Jakob's Cathedral. This evening, experience a Highlight Dinner in a local restaurant with your travelling companions.(Buffet Breakfast / Highlight Dinner)

### Day 4 INNSBRUCK - SALZBURG - VIENNA (2 NIGHTS)

A short drive brings you to the charming city of Salzburg. View Mozart's birthplace and the Cathedral square during your walking tour with an expert Local Guide before arriving in Vienna, your home for the next two nights.(Buffet Breakfast)

### Day 5 VIENNA SIGHTSEEING AND FREE TIME

Marvel at the Opera House, St. Stephen's Cathedral, the Parliament and a host of other sights on your guided tour of this elegant city! Spend the rest of your day as you wish. You might like to shop on the fashionable Kärntnerstrasse or experience a typical Viennese coffee house.(Buffet Breakfast)

### Day 6 VIENNA - VENICE (2 NIGHTS)

The scenery on your journey through the Austrian lake district, over the Carnic Alps and across the plains of Northern Italy is breathtaking! Discover the ancient, beguiling port of Venice, known as the 'Queen of the Adriatic' and hailed by many as the most beautiful city on earth. This evening, dine at your hotel.(Buffet Breakfast / Dinner)

### Day 7 VENICE SIGHTSEEING AND FREE TIME

Savour the sights and sounds of this serene Byzantine city during your canal cruise to St. Mark's Square, which includes the Bridge of Sighs and the Doge's Palace. Visit a traditional glass-blowing factory to see a demonstration of this ancient craft. Afterwards, spend time exploring on your own. Consider taking a trip across the lagoon to the island of Burano for a fresh seafood lunch!(Buffet Breakfast)

### Day 8 VENICE - VERONA - MILAN

Travelling west, stop in Verona to view the Roman Arena and Juliet's Balcony, where Shakespeare set his most famous play. In Milan see the Gothic cathedral, La Scala Opera House, the beautiful Galleria and other famous landmarks during your orientation.(Buffet Breakfast)

### Day 9 MILAN - LUGANO - LUCERNE

Driving north past Lake Lugano, cross the magnificent Alps via the scenic St. Gotthard route to Lucerne. Standing below Mount Pilatus on the shores of Lake Lucerne, this is one of the most popular tourist destinations in the world. An orientation includes the famed Lion Monument and the Chapel Bridge. Spend time on your own exploring the narrow streets of the medieval old town.(Buffet Breakfast / Dinner)

**Day 10 LUCERNE - PARIS (2 NIGHTS)**

Travel over the French border and into the famous wine-producing region of Burgundy. Arrive later in Paris, a vibrant, romantic capital city like no other!(Buffet Breakfast)

**Day 11 PARIS SIGHTSEEING AND FREE TIME**

Notre Dame Cathedral, Place de la Concorde, Champs Élysées, Arc de Triomphe – see all these amazing sights and more on your morning sightseeing with an expert Local Guide. Admire the glorious view from the second level of the Eiffel Tower. Discover the hidden gems of the city on your own this afternoon. Tonight, join your companions and Travel Director for a Farewell Dinner.(Buffet Breakfast / Farewell Dinner)

**Day 12 PARIS - LONDON**

Say 'au revoir' to Paris, cross the Somme battlefields in Northern France and pass the Canadian War Memorial at Vimy Ridge. Sail to Dover and continue by coach to London where your memorable European holiday concludes.(Buffet Breakfast)

**Available Departures**

<b>Departs</b>	<b>Returns</b>	<b>Twin Land Only</b>	<b>Single Land Only</b>
21 Apr 2012	02 May 2012	\$3175.00	\$3865.00
28 Apr 2012	09 May 2012	\$3199.00	\$3889.00
05 May 2012	16 May 2012	\$3199.00	\$3889.00
12 May 2012	23 May 2012	\$3199.00	\$3889.00
19 May 2012	30 May 2012	\$3199.00	\$3889.00
26 May 2012	06 Jun 2012	\$3199.00	\$3889.00
02 Jun 2012	13 Jun 2012	\$3199.00	\$3889.00
09 Jun 2012	20 Jun 2012	\$3199.00	\$3889.00
16 Jun 2012	27 Jun 2012	\$3199.00	\$3889.00
23 Jun 2012	04 Jul 2012	\$3199.00	\$3889.00
30 Jun 2012	11 Jul 2012	\$3199.00	\$3889.00
25 Aug 2012	05 Sep 2012	\$3225.00	\$3915.00
01 Sep 2012	12 Sep 2012	\$3250.00	\$3940.00
08 Sep 2012	19 Sep 2012	\$3250.00	\$3940.00
15 Sep 2012	26 Sep 2012	\$3250.00	\$3940.00
22 Sep 2012	03 Oct 2012	\$3250.00	\$3940.00
29 Sep 2012	10 Oct 2012	\$3250.00	\$3940.00
06 Oct 2012	17 Oct 2012	\$3199.00	\$3889.00
13 Oct 2012	24 Oct 2012	\$3199.00	\$3889.00

# BOOKING CONDITIONS AND OTHER IMPORTANT INFORMATION

## WHAT'S INCLUDED IN THE TOUR PRICE

**Inter-city travel:** By private motorcoach, train and ferries (see itineraries).  
**Motorcoach Travelling:** By air-conditioned luxury motorcoaches. Please note that on some Regional Tours and London sightseeing, motorcoaches without toilet facilities are used. In the Middle East and Morocco, air-conditioned motorcoaches (or minibuses in Israel) without toilet facilities are used. If due to circumstances beyond our control coaches are used other than as advertised, a refund of \$10 per person will be made.

**Air transportation:** Within Europe is included in the Land price only when indicated in First Class Travel Highlights panel on specific itineraries.

**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 this is based on a twin-bedded room the third bed may be a 'roll-away' bed which will limit space in the room. Availability of triple rooms is limited and in some hotels may consist of a double bed with a 'roll-away' bed. Note that single rooms in European hotels are generally smaller than twin-bedded rooms and that European hotel standards, facilities and services provided may vary from those in other parts of the world and are often local in style. Substitute hotels may be used at certain times and will be of similar standard and location wherever possible. There are a limited number of twin-shared rooms available with our Room Share Service. Passengers who are members of Hotel Frequent Traveller programmes are not entitled to earn points with any of the hotels featured on a Trafalgar tour.

**Cruises:** Per person prices are based on two persons sharing a cabin with two berths, private shower and toilet. A limited number of single cabins are available at extra cost. On Nile cruises, triple rooms are not available.

**Travel Director:** Guided holidays are conducted in English only by a professional multi-lingual Travel Director. On some City Breaks there may be a Trafalgar Local Host instead of a Travel Director. Please refer to individual itinerary pages.

**Meals:** In-flight meals and snacks are served according to airline policy. Continental or buffet breakfast for all diners are included in Ireland and provincial Britain (not including London) and Scandinavia, where full national style breakfasts are served. Dinners are except as detailed on itineraries. All meals are included on cruises.

**Sightseeing:** Guided visits 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 in Europe where indicated on each tour itinerary. There will be no refund for unused or missed airport transfers. Conditions apply for details and London transfers, see page 242.

**Porterage & Luggage allowance:** Baggage handling for one suitcase per person on tour, at hotels, is included in the tour price. Due to limited coach capacity, this single bag should have dimensions not exceeding 30"18"11" (76x46x25cm) and weight not exceeding 50 lbs (23kg). A charge of US\$3 per travelling day will be collected by the Travel Director if a second piece of baggage is carried, or if the suitcase exceeds the established weight and/or dimensions. 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 20x20x14cm or 12"11"16"7" 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 on/off 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. Trainers to Travel Directors, motorcoach drivers and local city guides and cruise staff, gratuities on ferries, trains and cruise ships, porterage at train stations, mini-bar, items of a personal nature such as excess baggage and optional excursions. 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.**

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

**Tips:** All tips are included for services on tour provided by dining-room waiters, chambermaids and porters at hotels, airports and docks.

## WHAT'S NOT INCLUDED IN THE TOUR PRICE

Airfares to and from Europe (except where specified), airport taxes, passport and visa fees, insurance of all kinds, laundry, phone calls, beverages, meals not detailed in the itinerary, tips to Travel Directors, motorcoach drivers and local city guides and cruise staff, gratuities on ferries, trains and cruise ships, porterage at train stations, mini-bar, items of a personal nature such as excess baggage and optional excursions. 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.

## RESERVATIONS AND PAYMENT

### TOUR ONLY

**Deposit\*** Final Payment  
 US\$200 per person per tour. At least 45 days prior to (non-refundable, non-transferable) tour departure date\*

### RIVER CRUISES

**Deposit\*** Final Payment  
 US\$200 per person per tour. At least 90 days prior to (non-refundable, non-transferable) tour departure date\*

1. Your land reservation will be confirmed on receipt of a non-refundable, non-transferable deposit of US\$200 per person per tour required within 7 days of booking (except on some departures where space is limited and your deposit may be required sooner. You will be advised in time of booking.) Your reservation will automatically be cancelled if the deposit is not received within the specified period.

2. Payment in full is required at time of booking for reservations made less than 45 days before tour departure\*\* or 90 days for river cruise.

3. Trafalgar reserves the right to cancel the reservation and impose cancellation charges should payments not be received within the above specified periods.

4. Payment for Inter-European flights must be made in full within 7 days of booking and are non-refundable.

5. Any special meal requirements will be made on a request basis only. Trafalgar cannot guarantee special meal requests nor will it assume any responsibility or liability if passenger's special meal requests are not fulfilled.

6. Any change or substitute of a passenger name within 45 days of departure\*\* or 90 days for river cruise will be deemed a cancellation, and applicable cancellation fees will be applied.

7. Reservations will be cancelled if final payment is not received 45 days or 90 days for river cruises prior to departure.

### TRAVEL DOCUMENTS

**Booking changes:** Fee of US\$30 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. A change of tour date or tour itinerary within 45 days (90 days for river cruises) prior to departure will be treated as a cancellation and normal cancellation charges will apply except when the change is to an earlier tour departure equivalent or greater value, in which case an amendment fee of US\$30 fee will be charged.

**Cancellations:** you cancel 45 days or more prior to departure, (or 90 days or more prior to cruise departure) your US\$200 deposit will not be refunded, nor can it be credited to any other booking. Notice of cancellation must be made in writing either directly to Trafalgar or through your Travel Agent. Clients who have purchased Trafalgar's Cancellation Waiver will receive partial refunds of their deposit (refer to Trafalgar's Cancellation Waiver conditions on page 245 of the brochure) and protection against cancellation charges. The following scale of charges will apply:

### COACH TOURS

**No. of days prior to tour departure** Cancellation fee as % of total price per person per tour  
 Over 45 days US\$200 non-refundable, non-transferable deposit  
 45 - 22 Days 25%  
 21 - 8 Days 30%  
 7 - 1 Days 50%  
 Day of departure\*/No show 100%

### RIVER CRUISES

**No. of days prior to tour departure** Cancellation fee as % of total price per person per tour  
 Over 90 days US\$200 non-refundable, non-transferable deposit

90 - 60 Days 35%  
 59 - 30 Days 50%  
 Less than 30 days/No Show 100%

## TOUR WITH LOUIS CRUISES

**No. of days prior to tour departure** Cancellation fee as % of total price per person per tour  
 Over 45 days US\$200 non-refundable, non-transferable deposit  
 45 - 22 Days 25%  
 21 - 8 Days 50%  
 Less than 7 days/No Show 100%

\*Please note: The departure date constitutes the date indicated on Trafalgar's confirmation. If you do not join the tour on the departure day of departure, cancellation fees will be 100%.

\*\*Pass is defined as the cost of any cruise element purchased from Unworld River Cruises inc.

**Airline Tickets:** If you purchase intra-European/Middle Eastern air tickets from Trafalgar in conjunction with any tour, the cancellation charge will be 100% of the cost of the flight if cancelled after booking. Cancellation charges for the LAND portion of the tour are shown above.

**Extra Night Hotel Accommodation:** Extra night hotel accommodation that is cancelled within 14 days of the booked date will incur a 100% cancellation fee; outside 14 days the following fees will be charged:  
 Over 45 days US\$30 per person  
 45 - 22 days 25%  
 21 - 15 days 30%

However, non-refundable cancellation fees are in addition to any cancellation fees that may be levied by your Travel Agent.

## 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 your insurance claim. We regret that no refunds can be made for absences from a tour, including but not limited to missed meals or sightseeing. Trafalgar makes no representation or guarantee concerning reimbursements of funds paid by you under any insurance claim.

**Airlines and airfares:** If a promotional airfare contained in this brochure 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 Trafalgar and/or the airline concerned and will be passed on to the passenger.

## GENERAL INFORMATION AND CONDITIONS

**Tour prices:** Are based on costs, charges, tariffs, rates, prices, taxes, levies and exchange rates as of 11 August 2011. No surcharges regarding cost or currency fluctuations will be made to the LAND only price once the deposit is received. This guarantee however, excludes potential fuel surcharges and does not apply to taxes, charges or levies imposed by any government or its agencies. Airport taxes are subject to change. 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. All prices are in US\$ unless specified.

**Tour participation:** On all guided holidays, children under 5 years are not eligible on coach tours. Children under 18 years of age must be accompanied by an adult. Trafalgar strives to provide a safe, enjoyable and memorable travel experience for all passengers. Trafalgar welcomes passengers with special needs or disabilities. However, please note the following:

• Passengers are required to advise Trafalgar, at time of booking, of any physical, medical or other special needs that require accommodation.

• All guests must ensure they are medically and physically fit for travel. Trafalgar may impose safety requirements necessary for the safe operation of any motorcoach.

• Trafalgar does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the passenger's expense. Trafalgar is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on tour, or for the quality of the care or services received.

Passengers should be aware some tours include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and locations which may not be easily accessible or reachable by wheelchair. During the tour, Trafalgar may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities over which Trafalgar has no control. Accommodation on international tours may differ from those in your country. Trafalgar cannot guarantee disability access or accommodation for passengers travelling on international tour.

Trafalgar may, in its sole discretion, decline the booking of any passenger or remove any passenger who cannot comply or refuses to comply with Trafalgar's terms and conditions. Trafalgar is not responsible for any costs incurred in the event a passenger is removed from a tour. Passengers agree not to hold Trafalgar or any of its related entities liable for any actions taken under these terms and conditions.

**Young traveller 5-17 discount:** The young traveller must be under 18 years of age on the tour departure date, and must be accompanied by an adult, sharing a twin room. The young traveller must be the specified age at the time of travel to be eligible for the applicable discount and is limited to one young traveller discount per room. This discount cannot be combined with our Travel With Family and Friends discount. See page 24 - 25 for details.

**Itinerary variations and London Olympics 2012:** Trafalgar 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 multiple departures may operate, and sometimes in reverse order, in which case hotels may vary from those stated on the itinerary pages. London Olympics 2012, Religious Festivals, Holidays, Trade Fairs (e.g. Amsterdam ICC Congress) or other events (e.g. Venice Film Festival or Lido) 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 subject to alterations if weather conditions do not permit docking.

On locally hosted tours, sightseeing and other services may occasionally be provided by third parties in which case transportation and itineraries may vary.

Trafalgar's 'Be My Guest' experiences are unique and take place in singular exclusive locations. In the unlikely event that our local hosts are unable to welcome Trafalgar guests, Trafalgar will attempt to find an alternate experience or a highlight meal will be provided in place of the 'Be My Guest' experience.

**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 Trafalgar to minimize inconvenience to our passengers. If, however, you feel your enjoyment might be diminished by such limitations, please check with the respective national tour office before selecting a specified 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 are arranged with us to remain at a destination before or after your tour, please understand your stay will be at your sole expense as is the transfer to either the hotel or airport. Regrettably, Trafalgar is unable to provide free transfers for passengers booking pre and post night accommodation in Europe. Additional transfers can be purchased from Trafalgar, please see page 242 for details. Please be aware if your extra night hotel is not the hotel where your tour begins or ends, you will be responsible for your own transfer arrangements at your own expense.

**For your comfort:** Trafalgar operates a daily seat rotation system and seats on coaches cannot be booked. Also there is a strict non-smoking policy onboard motorcoaches, but regular comfort stops are made on travelling days.

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

## RESPONSIBILITIES

Trafalgar Tours Limited and Unworld River Cruises Inc. referred to as the Operators, undertake the following duties:

1. The Operators shall be responsible to the passenger for supplying the services and accommodations described in this brochure, except where such services cannot be supplied; the itinerary used is changed due to delays or other results of whatever kind or nature beyond the control of the Operators. In such circumstances, the Operators will do their best to supply comparable services, accommodations and itineraries and there shall be no refund in this connection.

2. This brochure represents the entire agreement between the passenger and the above mentioned Operators.

3. In the absence of their own negligence, neither the Operators nor their agents or co-operating organisations shall be responsible for any cancellations or for acts of any other service providers concerned, diversions or substitution of equipment of any act, variations, postponements, omission or default whatsoever by air carriers, land carriers, hoteliers or hotels, transportation companies, or any other persons providing any of the services and accommodations to passengers including any results thereof, such as changes in services, accommodations or facilities necessitated by same. Nor shall they be liable 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 their direct employee or under their 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 tour participant. Baggage insurance 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, which are expressly incorporated into this contract, copies of which are available upon request. The Operators are not responsible for any criminal conduct by third parties.

4. 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.

5. Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time passengers are not onboard 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 these services. International conventions that apply may include Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel, or Montreal Convention; the Bern 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 passengers and their belongings on their luggage in relation to their liability in relation to any claim for death, injury, loss, damage and delay to passengers and luggage. Involvement in and payment for a tour shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in this brochure which cannot be varied except in writing by a written agreement of the Company.

6. All matters arising are subject to English law.

7. Every effort is made to ensure brochure accuracy at the time of going to press; however, Trafalgar cannot be held responsible for printing of typographical errors, or errors arising from unforeseen circumstances.

8. 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.

9. 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.

None of the companies in the Trafalgar group of companies, or any of their servants or agents, accepts any responsibility or liability for your acts, omissions, defaults, conduct, state of health, condition or circumstances.

## 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 your Travel Agent and the person effecting the booking shall be deemed to have accepted the booking conditions.

## ADDITIONAL OPTIONAL EXCURSIONS

With Trafalgar, you will enjoy many of Europe's famous highlights as included features on your tour - at no extra cost. We also offer an exciting array of optional excursions to further enhance your experience. These are offered at special preferential prices and they can only be booked once you start your tour in Europe, as many of them are carefully programmed to coincide with the best highlights available at the time of your visit. A detailed list of costs of these and many more exciting options are included in your travel documentation. You can only book and pay for them through your Travel Director, by cash, Visa, MasterCard and American Express credit cards.

## CONSUMER PROTECTION

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

**Data protection:** In order to process your tour booking, Trafalgar will need to use personal information for you and other passengers included in your booking, which may include each passenger's name, address, phone number, email address, passport number, credit/debit card number and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers for your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organisations, and otherwise as required by law. Similarly, we may also need to provide personal information to contractors who provide services to or for us (such as sending mail, processing payments, providing marketing assistance). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information. 2. We may also use the personal information you provide us to review and improve the tours and services that we offer, and to contact you by post, email and/or phone about other tours and services offered by Trafalgar that you may be interested in. If you don't want to receive this information or want a copy of the personal information we hold about you, write to us at Trafalgar Tours, Customer Relations, Case Postale 12, 1216 Centre (GE), Switzerland. Trafalgar may charge a fee for supplying you with this information as permitted by law.

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