

Barbados Singing Holidays Terms & Conditions

Booking a Singing Holiday:

Please complete and submit the online booking form. If there is more than one person wanting to come on the holiday please fill out separate booking forms for each person. We will notify you of availability once the form(s) has been received and confirmation of your booking(s) will be emailed to you along with an invoice requesting payment of the non-refundable deposit. The deposit of £300pp must be paid within seven days of the invoice date.

Requiring your own room incurs a supplement charge that simply reflects the supplements we have to pay. They are significant but not, we hope, excessive. Those who require their own room will get a double room for single occupancy.

If you are booking less than 12 weeks before the holiday start date 50% of the total cost will be required upon booking.

Holiday Balance

50% of the total cost must be paid 12 weeks before your holiday start date. An invoice will be sent requesting this payment seven days before it is due. The remaining balance will then need to be paid four weeks before the holiday commences.

If payments are not paid then we reserve the right to cancel your holiday and make cancellation charges. If you ask us not to cancel, your potential liability to pay charges will increase according to the scale set out in Table 1. Your failure to pay in these circumstances could result in cancellation charges of up to 100% of the holiday cost.

If you book four weeks or less before the holiday start date the total cost must be paid upon booking.

Prices & Rates of Exchange

If you wish to pay in any other currency other than UK Sterling we will use the exchange rate at the time payment(s) are due and our invoices are sent.

Special Requests

Any special request or requirements which are essential to your booking (such as specific dietary requirements, wheelchair assistance or special facilities for certain medical conditions) must be made known to us in writing before you book. We will contact our suppliers and the request will only become a term of your contract with us if we confirm in writing that the request can be met and your booking proceeds on that basis.

What the price includes or does not include

Details of the items included or not included in the cost of the holiday are stated on the website.

Your Protection, Changes and Cancellations:

We have extensive liability insurance of up to £10,000,000 with Aviva Bonus via the Musicians Union, however our holiday prices do not include your personal holiday cover. It is your responsibility to ensure that you take out a comprehensive travel insurance policy to cover you during your holiday. We reserve the right to request details of your policy before you travel. If you choose to travel without adequate travel insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

All payments made to us by you are held in a bank account to ensure the financial protection of our clients in the event of cancellation by us.

Everything is done to provide our holidays as detailed however we may have to modify or cancel them up to eight weeks before departure. Should we need to cancel the holiday or alternative arrangements of comparable standards not be acceptable we will make you a prompt full refund of all monies paid by you to us under the original booking. In the circumstances of cancellation by us we will not be liable to pay you any compensation.

If you wish we can offer you the choice of alternative dates and if there is a change in price we will refund you the difference.

In the unlikely event that Mike King is unable to provide his services as vocal coach, Singing Holidays and Retreats will organise a replacement course facilitator of similar expertise and experience.

Singing Holidays and Retreats accepts liability for any loss sustained as a direct result of the negligence of one of its employees, however cannot accept liability for the actions of those concerned with any aspect of your holiday over whom we have no direct control, or who is not employed by us.

We accept responsibility for ensuring that the singing holidays are supplied as described and that the services we are contractually obliged to provide for you are of a reasonable standard.

We do not accept any liability for cancellations or changes in the event of "force majeure". E.g. delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

Changes or additions to your booking

If you want to change any part of your holiday arrangements after your deposit has been paid, we will do our best to make the change, but it may not be possible. Any request for changes must be made by the person who made the original booking and we may ask you to put these in writing. If it is not possible for us to make changes for whatever reason, you have the choice of proceeding with the holiday as originally booked, or of cancelling and paying cancellation charges in accordance with the scale shown in Table 1. Please note that it will not be possible to make changes within 28 days of the holiday start date.

To cancel your booking

Should you, or any member of your party, wish to cancel your holiday this must be done in writing and will regrettably mean the retention of some of the holiday cost to cover expenses already incurred by us. The scale of cancellation charges detailed is calculated according to the number of days prior to the holiday start date that written notice of cancellation is received by us:

Table 1

Prior to Holiday Start Date	Cancellation Charges
More than 84 days (12 weeks)	Deposit only
84 – 28 days	50% of final invoice
Less than 28 days	100% of final invoice

If the reasons for the cancellation are covered by holiday insurance, claims for the refund should be submitted to your insurance company.

Flights and Transfers:

The price of the holiday does not include flights and so you will need to purchase these separately. Airfares to the Caribbean can fluctuate so it is worth shopping around and we are more than happy to assist. We recommend using Newmont Travel, the Flight Centre or booking your flights through the airline of your choice - **all of which would be fully insured and ATOL protected**. You can also visit a travel search and comparison site such as www.skyscanner.net to find the best flight prices. Those travelling from the UK and wishing to fly direct have the option of flying with Virgin Atlantic or British Airways who both offer daily direct flights to and from Barbados.

Transfers

Return airport transfers are included in the cost of the holiday. We will need your flight information so we can arrange your complimentary transfer to the villa.

Late Arrivals

If you experience any delays from your chosen transportation we do not accept responsibility for the problems this may cause or for the curtailment or shortening of your holiday.

Damage and breakages

Any loss, damage or breakages to the villa or it's contents must be paid for by the individual(s) responsible. Singing Holidays and Retreats/Barbados Singing Holidays will not be liable.

Every booking is accepted subject to the standard terms and conditions imposed by the companies, firms or persons involved.

If you have any questions please feel free to contact us at info@singingholidaysandretreats.com or **+44 (0) 330 330 9132**.

Our address is:

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