

**NORMAN ALLEN GROUP TRAVEL LTD
OBERAMMERGAU PASSION PLAY 2020**

GENERAL INFORMATION & SPECIAL BOOKING CONDITIONS (Private Groups-Edition 2- Aug 2017)

The unique nature of the booking procedure for Oberammergau necessitates an explanation of the terms upon which we arrange tours to the event and the procedures involved. Where appropriate this document over-rides our Quotation Guide (which provides supplementary information to our quotation letters) and our Booking Conditions (applicable to the tours we arrange for Private Group Travel Organisers, which are subject to the Package Travel Regulations 1992). We will be happy to provide these documents on request if you have not already received them.

1. Due to the heavy demand for Oberammergau "Arrangements" (packages of Accommodation and Play Ticket) we do not normally sell them on their own. We usually sell Arrangements as part of an inclusive tour of at least 7 days' duration.
2. The play is performed in German and in two parts. Provisional timings are shown below.

	From 16 May to 16 August 2020	From 17 August to 4 October 2020
Passion Play - Part 1	14.30hrs to 17.00hrs	13.30hrs to 16.00hrs
Interval (including dinner)	17.00hrs to 20.00hrs	16.00hrs to 19.00hrs
Passion Play - Part 2	20.00hrs to 22.30hrs	19.00hrs to 21.30hrs

3. We have secured Passion Play performance tickets combined in a 2 night package Arrangement. The season starts on 16 May 2020 and ends on 4 October 2020. We do not generally deal with 1 night Arrangements or the limited Passion Play tickets sold without accommodation. A 2 night Arrangement consists of:

- Entrance ticket for the Passion Play (Tuesday, Thursday or Sunday)
- Two overnight stays (Monday & Tuesday or Wednesday & Thursday or Saturday & Sunday)
- Five meals: 2 dinners, 2 breakfasts and light lunch before the Play commences
- Shuttle bus services (in Oberammergau and from/to the nearby villages where accommodation is provided)
- Copy of the 2020 Passion Play text
- Local tourist taxes

4. We have secured Arrangements in Category C (3 star hotel or 4 star guest house/pension) combined with performance tickets in Category 1 (the highest/best seating category). All rooms are with private facilities (shower & WC or bath & WC). The private facilities may be either en-suite or adjacent with exclusive use. If we offer you Arrangements in higher or lower categories the tour price will be adjusted accordingly. The Passion Play Organisers have graded all accommodation and their decision is final.

5. Single, twin/double and triple rooms are available in Oberammergau. You should assume twin/double rooms will be "Austrian Twins", containing 1 bed frame with 2 separate mattresses and 2 separate sets of bedding.

6. The Passion Play Theatre has several categories of seating and we will include relevant details with our written offers. The auditorium is completely covered. The rows are ascending and seats offer a good view of the open air stage. Audience members must not make audio, picture or video recordings of the play. Performances take place regardless of weather conditions. Evening temperatures can be low, even in summer, and we recommend warm clothing.

7. Based upon Arrangements in Category C, D or E the payment schedule is as follows:

- First deposit payment - £90 per person - immediately on acceptance of our offer, please
- Second deposit payment - £200 per person - by 14 February 2019
- Third deposit payment - £300 per person –
 - for a tour departure in May 2020, by 1 October 2019
 - for a tour departure in June 2020, by 1 November 2019
 - for a tour departure in July 2020, by 1 December 2019
 - for a tour departure in Aug 2020, by 1 January 2020
 - for a tour departure in Sept 2020, by 1 February 2020
 - for a tour departure in Oct 2020, by 1 March 2020
- Final tour balance - 8 weeks in advance of the tour departure date

The deposit requirement is calculated based upon an exchange rate of £=1.15EUR. We reserve the right to amend the value of deposits if Arrangements in a category A or B are reserved, in the event of exchange rate fluctuations or in the unlikely event the Organisers make alternations to their terms.

Receipt of each deposit by the due date shown on our invoice ensures we are able to send required payments to the Organisers in good time in order to guarantee your Arrangements up to the time the next payment is due. In the event our allocation of Arrangements is insufficient to meet the demand from our clients who have pre-registered requirements, we will allocate the available Arrangements to those clients whose initial deposits we have received by the due date.

Depending upon the other hotels and services booked for you, we may require further deposits in the early months of 2020 (see section 14, below). We will try to avoid this but if such deposits are required we will inform you well in advance.

8. If you advise you would like to proceed but do not send us the initial deposit by the due date, we will not be able to allocate Arrangements to you. We will take no further action in respect of your proposed tour. If you are subsequently in a position to send a deposit, we will allocate Arrangements to you if we have them available or if we receive a cancellation.

9. We accept deposits from you on the basis that if we cannot offer you Arrangements from our allocation, or can only offer them on a date which you find unacceptable, or can only offer them in a category at a price which you find unacceptable, your money will immediately be refunded in full. We will not be liable to you for any loss which you may suffer as a result of your being unable to operate tours to Oberammergau as you may have planned.

10. If you have paid the first deposit and cancel before the second deposit is due, or if we do not receive the second deposit payment by the due date, we reserve the right re-allocate, re-sell or obtain a refund for the Arrangements in respect of which you have already part paid and we will proceed as follows:

10A. We will initially use our best endeavours to re-allocate your Arrangements to another inclusive tour to be operated by us or to sell them without inclusive tour arrangements. Provided that we are able to do this we will refund your initial deposit, subject to a deduction of £50 per Arrangement, once we have received payment from our other client.

10B. If we are unable to re-allocate or re-sell your Arrangements they will be cancelled. The cancellation charge will be £90 per Arrangement.

11. After you have paid us the second deposit, any cancellation of complete tours or of individual or multiple Arrangements will incur a cancellation charge as specified below...

11A. Date of Notification of Cancellation	Cancellation Charge
14 February 2019 to third deposit due date (see section 7, above)	£290 per Arrangement

11B. If we receive notification of cancellation from you after the date upon which the third deposit is due (see section 7, above), we cannot guarantee any refund whatsoever.

Cancellation charges as outlined in section 11 A & B may be reduced if we are, with your agreement, able to re-sell your cancelled Arrangements commercially or to obtain a partial refund from the Passion Play Organisers. We will refund to you whatever value we are able to realise but subject to a deduction of £90 per Arrangement. Any refund from the Passion Play Organisers may be subject to their being able to re-sell the cancelled Arrangements. All cancellations must be notified to us in writing. No monies will be refunded to you until we have received a refund from the Passion Play Organisers or payment from the third party to whom we have re-sold your Arrangements. Once we have received payment we will send your refund promptly.

Charges set out in section 10 & 11 are calculated based upon Arrangements in Category C, D & E and an exchange rate of £=1.15EUR. We reserve the right to increase cancellation charges if Arrangements in category A or B are reserved, in the event of exchange rate fluctuations or in the unlikely event the Organisers make alternations to their terms.

12. Accommodation will be in Oberammergau or a nearby community such as Bad Bayersoiern, Bad Kohlgrub, Ettal, Garmisch-Partenkirchen, Grainau, Murnau, Oberau, Ohlstadt, Saulgrub, Unterammergau and similar. We accept your booking and payment(s) on the firm understanding this is acceptable to you. The Passion Play Organisers intend advising the actual village and accommodation name, or names, at the end of 2019 or early 2020. It is possible that groups will be divided into different accommodations. Full details will be provided to you when they are received. We will not refund your deposits simply because of our inability to offer accommodation in a specific location if the Category and date are otherwise as confirmed.

13. Inclusive Oberammergau tour prices which we initially quote will be estimated, based on the exchange rates stated in our quotation letter. We will continue to quote estimated prices, based on stated exchange rates, until all the prices of hotels in other venues and other tour components have been agreed between us and our suppliers. Once we are able to quote you a tour price based on tour costs which are fixed in local currency, which should be by spring or early summer 2019, your tour price will change only if the components change for whatever reason or as a result of currency fluctuations. It is our intention to guarantee tour prices against alteration due to currency fluctuations approximately 12 months before departure, if you wish us to & subject to prevailing conditions on the foreign exchange markets at that time.

14. Depending upon the other hotels and services booked for you, we may require further deposits in mid/late 2019 or the early months of 2020. For example for tours by air it is likely that airlines will, when schedule are confirmed and bookings open, require deposit payments in order to guarantee seat reservations. We will try to avoid this as far as possible, but if such deposits are required we will inform you as soon as we can.

15. Final balance payments for non-Oberammergau tour components will be due to us 8 weeks before your UK departure.

16. When required we will arrange accommodation for the tour driver(s) at a guest house, pension or private house in a village in the Oberammergau area. Drivers will be at leisure on the day of the play. If the coach crew wish to attend the Play an Arrangement must be purchased and used for the purpose.

17. As we are asking you to pay large amounts of money a long time in advance, you will wish to be reassured that your payments to us are completely safe. The Package Travel Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked with us and for your repatriation in the event of our insolvency. We are members of ABTA (W9928) and we hold ATOL3683. Please see our booking conditions for more information.

18. In the event that, for any reason whatsoever, the Passion Play Organisers are unable to fulfil their obligations to us in respect of the Play performance, accommodation or any other parts of your Arrangements, our liability to you will not exceed the amount which we are able to recover from them in respect of your unfulfilled Arrangements.

19. If any part of these Special Booking Conditions is found to be invalid or unenforceable, then the remainder will not be affected but will remain valid and enforceable.