

Franco-British Society presents

# The Delights of Marseille & Beautiful Provence

3 days from £850

Departing 19th September 2023



For more information on this tour please contact  
the Franco-British Society

**Tel. 020 7412 5507**

**E-mail [info@franco-british-society.org](mailto:info@franco-british-society.org)**



## FEATURES

- Direct British Airways flights from Heathrow to Marseille
- Hotel in Marseille
- All excursion travel and guided tours included
- Welcome dinner included
- Tour leader from the Franco-British Society
- Private coach
- Local accommodation tax included

## WHAT WE WILL SEE

- Guided tour of Marseille
- Boat cruise around the Bay of Marseille
- Visit to Nîmes and the Roman amphitheatre
- Visit to Arles in the footsteps of Van Gogh

## ACCOMMODATION

The hotel in Marseille includes breakfast. Facilities at the hotel include a restaurant, bar and wifi. All of the rooms are ensuite with a hairdryer, television and tea / coffee making facilities.

## EXTRAS TO YOUR TOUR

- Insurance (*price depending on personal circumstances*)
- Gratuities
- Lunches
- Welcome dinner
- Please note there is NO single supplement required



## FEATURES

Guided tour of Marseille

Boat cruise around the Bay of Marseille

Visit to Nîmes and the Roman amphitheatre

Visit to Arles in the footsteps of Van Gogh

Welcome dinner included



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Overview of the visit

## Day One - Tuesday 19th September

We meet at Heathrow Airport for our direct scheduled British Airways flight to Marseille escorted by a tour leader from the Franco-British Society. On arrival we travel from the airport for a relaxing afternoon and check-in before an evening boat cruise around the Bay of Marseille and welcome dinner.

## Day Two - Wednesday 20th September

On the second day we will travel by private coach to Nîmes and visit the Roman amphitheatre - les Arènes - followed by free time. We will then travel to Arles in the footsteps of Vincent Van Gogh to visit the Van Gogh Foundation and the Espace Van Gogh with free time before returning to Marseille for you to enjoy a free evening.

## Day Three - Thursday 21st September

On the third day we will visit the Musée Mucem followed by a guided tour and free time in Marseille before heading to the airport. We will travel back on our direct scheduled British Airways flight and arrive back at Heathrow Airport in the early evening.

For more information on this tour please contact the Franco-British Society

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# Booking Form

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Exactly as shown on your Passport

Title	Forename(s)	Surname	Date of birth	Passport no	Nationality	Issue date	Expiry date	Place of issue/authority	Twin/double/single room <small>If sharing please indicate with whom</small>	Insurance?
			DD/MM/YY			DD/MM/YY	DD/MM/YY			
			DD/MM/YY			DD/MM/YY	DD/MM/YY			
			DD/MM/YY			DD/MM/YY	DD/MM/YY			
			DD/MM/YY			DD/MM/YY	DD/MM/YY			

## Address of first named passenger

Address

Postcode

Telephone

Email

## Special requests / dietary requirements

## Address of first named passenger

Insurance Company

Policy Number

Telephone

## Next of kin details

Name

Relationship (e.g, son/daughter)

Telephone

## Client Declaration

*I warrant that I am authorised to make this booking and that I have read, understand and accept for myself and all others named above, the Booking Conditions, and other information set out in any brochure/leaflet relevant to my holiday. I am 18 years old or over (If under 18 years of age, this Booking Form may be signed by your Parent/Guardian)*

Signed..... Date.....

## Payment details

- I enclose a Non Refundable Deposit @ £175 per person payable by Friday 16th June 2023.
- I enclose the full payment @ £850 per person payable by Friday 7th July 2023.
- I wish to enquire about insurance (*price depending on personal circumstances*)

**All cheques should be made payable to Franco-British Society and sent with completed booking form to Franco-British Society, c/o The British Library, 96 Euston Road, London NW1 2DB. To pay by bank transfer please email [info@franco-british-society.org](mailto:info@franco-british-society.org)**



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## BOOKING CONDITIONS

It is important that you read the following conditions together with additional general information contained within the brochure for your holiday. In these Booking Conditions, "we", "us" and "our" are the Franco-British Society.

### 1. BOOKING PAYMENT

When you book you must pay the appropriate deposit per person (this amount is shown on the booking form) together with all applicable insurance premiums – see clause 15 – by Friday 16th June 2023. The balance of the price of the booking is due for payment by Friday 7th July 2023. We do not accept credit cards for payment. If the balance is not paid in time we reserve the right to treat your booking as cancelled by you and apply the cancellation charges set out in clause 3 below.

### 2. CONFIRMATION OF BOOKING

These booking conditions form the basis of your contract with us. Your contract comes into existence when we despatch our confirmation email and will be governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales. We expect to confirm your booking within 10 days of receiving your booking form and deposit or full payment as applicable. You must check your confirmation email and all other documents you receive from us carefully as soon as you receive them. Please contact us immediately if any information on any document appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 5 days of our sending it out.

### 3. BOOKING CANCELLATION BY YOU

If you have to cancel your booking you must do so in writing by Friday 30th June. The deposit is non-refundable and after Friday 16th June no other monies can be refunded. We advise you to take out insurance – see clause 15.

### 4. BOOKING ALTERATION BY YOU

Should you wish to make any changes to your booking, please advise us as soon as possible in writing. We will endeavour to meet requests if we can. A change of booking may result in extra charges and we reserve the right to treat this as a cancellation of the original booking and charges will be levied according to clause 3. Insurance premiums are not transferable from one person to another.

### 5. ALTERATIONS AND CANCELLATIONS BY US

Occasionally, we have to make changes to and correct errors in the brochure or booklets supplied and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always

endeavour to avoid changes and cancellations, we must reserve the right to do so. Most changes are minor. Occasionally, we have to make a significant change to your booking. When we refer to a "significant change" in these Booking Conditions, we mean a change of outward departure time of more than 12 hours, a change of departure point to one which is significantly more inconvenient for you, a change of country of destination, a change of accommodation to that of a lower category for the whole or the majority of your booking. If we have to make a significant change or cancel, we will tell you as soon as possible. Subject to clauses 6 and 12 below, if there is time to do so before departure you will then be given the choice of accepting the changed arrangements or taking a suitable alternative booking with us if available or receiving a full refund of all monies paid to us. Should the alternative booking be more expensive than the original one, there will be no further cost to yourself. Should the alternative booking be less expensive than the original one, we will refund the difference. Please note, our liability for significant changes and cancellations is limited to offering you the above mentioned choices. Where our liability is limited, we regret we cannot pay any expenses, costs or losses you may incur as a result of any change or cancellation. No compensation is payable for minor changes or where we cancel or make a significant change before the date the balance of your booking cost falls due. Minor changes do not entitle you to cancel or change to another booking without paying our normal charges.

### 6. FORCE MAJEURE

We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by any event or circumstances beyond our control. Such events may include (but are not limited to) war or threat of war, riot, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute, government action, fire and similar events or circumstances outside our control.

### 7. PRICING POLICY

In limited circumstances the price of your confirmed booking is subject to a surcharge as set out below. Surcharges can arise if there is an increase in the cost of fuel or other power sources for the carriage of passengers, an increase in tax, levy or other sum imposed

by any government or regulatory authority/body or our costs increase as a result of currency exchange rate fluctuation. In the unlikely event that your booking is surcharged you will be notified in writing not less than 30 days before departure. In any event we will absorb increases up to a total amount equivalent to 2% of the total booking price which excludes insurance premiums and any amendment/cancellation charges. Only amounts in excess of this 2% will be surcharged. If this means paying more than 8% of the booking price, excluding insurance premiums and any amendment charges, you will be entitled to cancel your booking with a full refund of all money paid to us except for any premium paid to us for insurance and any amendment/cancellation charges already incurred. You will have 14 days to exercise your right to cancel from the issue date of the surcharge invoice. Should any surcharges be applied and shown on a final invoice any further increases would be borne by us. If there is a decrease in such costs of more than 2% of the booking price, excluding insurance premiums and any amendment charges, then on your request in writing received by us not less than 30 days before departure you will be entitled to a price reduction corresponding to such decrease. We reserve the right to correct errors in both advertised and confirmed prices at any time. We will do so as soon as we become aware of the error.

### 8. PERSONAL LUGGAGE

Whilst every effort will be made by our contractors to ensure your luggage is kept safe throughout the duration of your booking, customers are respectfully reminded that the ultimate responsibility for all personal luggage remains that of the individual customer.

### 9. LOSS OF PERSONAL PROPERTY

For those who have taken out the booking insurance we offer, the booking insurance company insists that you report any loss or theft to the local police within 24 hours. Keep a note of where you reported the loss or theft and obtain a written report from the local police, this will assist when your insurance company asks for evidence of loss or theft. On your return home contact the booking insurance company for a claims form (See also clause 17). If you have not taken out the insurance we offer, please check your policy.

### 10. SPECIAL REQUESTS

Although we will endeavour to pass any reasonable requests on to the relevant

supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other document is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

### **11. OUR TRIP DESCRIPTIONS**

All descriptions of bookings are advertised by us in good faith and we take care over accuracy. As our brochures are produced months in advance of your departure, there may be times when an advertised facility, excursion or entertainment is not available during your particular booking. Travel arrangements are planned very carefully to give you the maximum value while operating under normal circumstances. It may be necessary, sometimes at short notice, to make changes to an itinerary. Such reasons as weather, traffic and road conditions can create changes to an itinerary. Regrettably coaches, trains, ships and aircraft do occasionally break down or certain facilities on board a coach, train, ship or aircraft may become faulty. Every effort will be made to repair breakdowns or faults as quickly as possible. In some instances it may be necessary to replace the vehicle or aircraft which cannot be repaired. We cannot accept any responsibility for delays caused by any form of breakdown. During your stay in a hotel you may have problems with certain aspects of maintenance, generally caused by wear and tear to such items as a shower unit, lock etc. Please be understanding of such matters and report them to the hotel reception in a firm but polite manner. Hot water supplies can be occasionally limited in hotels and we cannot exercise any control over this. You may find that bed linen is not as large as you have at home, and towels which may not always be supplied, can be rather small. Regrettably, the general standards of safety, hygiene, fire precautions etc. vary from country to country and in some instances be lower than you are used to in the U.K. The monitoring and enforcement of such matters is governed by the authorities of the country and overseas supplier of the services concerned. Please note, the services which make up your booking comply with the standards and requirements of the country in which those services are provided and not those of the U.K.

### **12. SUPPLIERS**

Whenever you use the services provided by an independent supplier you will be subject to the conditions of that supplier. These conditions form part of the agreement between us and may limit or exclude the liability of the supplier and us to you, often in accordance with international conventions. Copies of these conditions and the International Conventions are available from our office on request and can be inspected at the office of the suppliers concerned. We

regret we cannot exercise any control over industrial disputes, port disputes or any similar action outside our control.

### **13. TRAVEL DELAY**

Due to circumstances completely beyond our control, a delay may arise to your sea crossing/tunnel crossing/rail/air departure. In the event of any delay to your rail/air departure, responsibility for any meals etc. rests with the ferry company, airline or rail operator. In the event of extended overnight delays, depending on circumstances, we will endeavour to provide hotel accommodation.

### **14. HEALTH REGULATIONS**

We advise you to check with your Doctor or the Department of Health in good time before travelling whether vaccinations are required for any of our bookings. Information on your health abroad is available from your local main Post Office. For European bookings, you should also obtain a European Health Insurance Card (EHIC) prior to departure.

### **15. BOOKING INSURANCE**

It is compulsory that you take booking insurance at the time of booking. Should you decide on an alternative policy, you must give us the name, address, policy number and details of the emergency medical and repatriation telephone number relating to the alternative arrangements either at the time of booking or within 14 days of confirmation. If you do not take out any booking insurance or provide the required details in time, we reserve the right to refuse your booking and/or treat your booking as cancelled by you and apply the cancellation charges as set out in clause 3. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check alternative policies. Please take your policy with you on booking.

The travel insurance policy offered in the brochure will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet.

**IMPORTANT** – you may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision.

### **16. COMPLAINTS PROCEDURE**

Should you have a complaint about any aspect of your booking, you must notify the Franco-British Society representative,

together with the supplier of the services in question immediately so that the problem can be quickly resolved on the spot. If the matter cannot be put right on the spot, on your return from booking, you must write to us within 28 days with full details. For all complaints and claims which do not involve personal injury, illness or death, we regret we cannot accept any liability if you fail to notify the complaint or claim entirely in accordance with this clause.

### **17. OUR LIABILITY (EVENTS CONNECTED WITH YOUR BOOKING PACKAGE)**

We accept responsibility for ensuring that your booking is supplied to you as described in the brochure and to a reasonable standard. We also accept responsibility for what our employees, agents, suppliers and subcontractors do or do not do (providing they were at the time carrying out work authorised by us) except where death, personal injury or illness results (dealt with separately below). This acceptance of responsibility is, however, subject to clauses 6 & 12 and the other terms of these Booking Conditions.

Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury or illness as a result of any failure to perform or improper performance of any part of our contract with you by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us) except in the following situations. We will not be liable where any failure to perform or improper performance of the whole or any part of our contract was due to: (a) the act(s) and/or omission(s) of the person(s) affected or (b) those of a third party not connected with the provision of your booking and which were unforeseeable or unavoidable or (c) an event which either ourselves or the supplier of the service(s) in question could not have foreseen or avoided even with all due care.

We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss and/or damage to or of luggage or personal possessions is concerned or a lower limitation of liability applies to the claim, the maximum amount we will have to pay you for such non-personal injury claims if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £60 per person affected as you are assumed to have taken out travel insurance which is adequate or your requirements.

It is a condition of the acceptance of liability set out in clause 17 of these Booking

Conditions that you notify us of any claim you or any member(s) of your party has in accordance with the procedure set out in clause 16, "COMPLAINTS PROCEDURE". Any person to whom any payment is made must also assign to ourselves or our insurers any rights they may have to pursue any third party in connection with the claim. You must also provide ourselves and our insurers with all assistance we may reasonably require. 6. Except where otherwise expressly stated in these booking conditions, where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on or off the transport concerned) provided by any carrier or any stay in a hotel, the maximum we will have to pay you in respect of that claim or part of a claim if we are found liable to you on any basis is the maximum which would be payable by the carrier or hotel keeper concerned under the applicable international conventions (e.g. Warsaw convention as amended for international travel by air and/or for carriers with an operating licence granted by an E.U. country, the E.U. Regulation on air carrier liability for any travel by air) in that situation.

Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description which (a) on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) did not result from any breach of contract or any other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally, we cannot accept liability for any business losses.

#### **18. PASSENGERS WITH A DISABILITY**

Please note, our bookings may not be suitable for people with certain disabilities or medical conditions. If you have a disability, coaches can be difficult to get on and off and some of our hotels do not offer ground/lower floor accommodation or lifts/easy access. Should any member of your party suffer from any disability or medical condition which may affect their or other people's bookings you must provide full written details at the time you book the booking including any specific requirements that person has. Additionally at the time you book the booking you must provide written confirmation that all assistance the person concerned requires will be provided by other party members as outside assistance will not be available. In view of the nature of our bookings, we regret we must reserve the right to decline any booking whenever we feel unable to accommodate the needs of any particular client or where, in our opinion, the medical condition or disability of the client concerned is likely to have a significant adverse effect on other clients taking the same booking. We further reserve the right to cancel any booking and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the

booking is made. This does not affect your statutory rights.

#### **19. INDEMNITY**

If your actions or those of any member of your party cause damage to the accommodation in which you are staying or to the vehicle, train, ship or aircraft in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully indemnify us against any claim (including legal costs of all concerned) made against us by or on behalf of the owners of such accommodation or the operator of such means of transportation or by any third party.

#### **20. INFORMATION REFERRING TO OUR TOURS**

We always endeavour to give precise, accurate information to telephone enquiries. However, we cannot accept liability for information given orally to customers unless it is confirmed by us in writing.

#### **21. PASSPORTS, VISAS. ETC.**

It is your responsibility to ensure that you and those for whom you are booking are in possession of valid passports and any appropriate visas. Be sure to check passport and visa requirements with the consulates of countries being travelled through well in advance. You are responsible for any charges, fines etc, that may be levied by authorities in the UK or overseas for non compliance with regulations in the area and any such amounts will be recharged to you. You will not be permitted to travel overseas without an appropriate passport and all applicable visas. UK passports should be valid for at least 3 months beyond your planned date of return to the UK.

#### **22. FLIGHTS**

We are not always in a position to confirm the airline, aircraft type and airport of departure or destination which will be used for your booking at the time of booking. Where this information is provided at any time, any change will be treated as a "minor change" not entitling you to cancel or change to another booking without paying our normal charges.

#### **25. PERSONAL DETAILS**

We may have to pass on certain details to a company or organisation (for example, the airline, hotel or credit card company) in order that your booking or other service or product can be provided. We may be required to provide information by law as permitted by the EU General Data Protection Regulation (GDPR) and/or the Data Protection Act 2018 or by a legal authority. When you make a booking or enter into a transaction this means you consent to our passing on such details in all such circumstances. We will also use the information you provide to send you details about our products and services now and in the future. We may also pass your details to third parties working on our behalf. If you do not want us to do this you must write to the Data Controller, at our head office address. We will not sell or pass your

details to any individual or company which is not a subsidiary or parent of ours without your prior consent except in the circumstances shown above. You are entitled to see a copy of all the data we hold relating to you personally.

#### **26. CONSISTENCY**

In the event of any inconsistency between these Terms and Conditions and the additional general information in the brochure, these Terms and Conditions will apply in respect of the inconsistency.