MARIONOWENTRAVEL



Back by popular demand

1 night with dinner & breakfast & the best seats for the Matinee show

Saturday 20th November 2027

£289 **per person** Twin/double or triple share
8 x single rooms + £20
Secure your place today £60 deposit.







We are delighted to return to the Links Hotel & The Thursford Christmas Spectacular for this wonderful uplifting break.

- Best seats for the matinee show
- 1 night at the lovely Links Country Park Hotel, just 25 minutes from Thursford
- A super dinner with a festive feel
- Full English breakfast
- Time to shop at Springfields outlet

We have just 8 solo rooms at a £20 supplement

Secure your place today £60 deposit.

Your final payment will be due 12th September 27. Prices are based per person sharing a twin or double room including dinner, bed and full English breakfast. Best seats for the matinee show. Limited triple rooms & twin rooms with separate sleeping areas.

To book tel: **01482 212525** **or call in person to (we have our own car park)**

23 Portland Street, HULL, HU2 8JX **Open to visitors Mon-Fri 9am to 3.45pm**

Telesales open 9am to 5pm Monday - Saturday : email: team@marionowentravel.com

OUR TRADING CHARTER WITH YOU: YOUR CONTRACT IS WITH Mrs M E Owen trading as Marion Owen Travel, a Member of ABTA.

1.**Your holiday contract:** When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

[If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us or to your travel agent, within 7 days of receiving these booking conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 10 weeks of travel.

2.**Your financial protection**: We provide full financial protection for our package holidays, by way of a bond held by ABTA.

3.**ABTA:** We are a Member of ABTA, membership number D6499/Y2812. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within twelve months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA/IDRS Mediation
Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

4. **Your Holiday Price:** 1) We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

2) When you make your booking you must pay a deposit of £60 per person at the time of booking. The balance of the cost of your travel arrangements must be paid at least 10 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. The price of your travel arrangements was calculated using exchange rates quoted in the Financial Times Guide to World Currencies on in relation to the following currencies:

3) SURCHARGES: The price of your travel arrangements may be subject to surcharge as a result of the following:

UK HOLIDAYS - Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, government action, including additional bonding or licensing requirements and VAT.

EUROPEAN HOLIDAYS - Changes due to government action, including additional bonding or licensing requirements and VAT.

However for all holidays there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

5. **If You Change Your Booking** If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes provided that written notification is received at our office from the person who is the lead name on the booking, not later than the date on which the balance of the original holiday cost was due for payment. With regard to theatre tickets, once these have been purchased on your behalf no alteration can be made whatsoever unless you pay the full amount of the unused tickets as these are not refundable or exchangeable. Any alteration later than the original balance due date will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in paragraph 4. Other alterations such as the addition of requests or change of pick up point are permitted, however we will not deviate from advertised pick up points.

6. **If You Cancel Your Holiday:** Your booking can be cancelled by any member of your party, but must be confirmed to us in writing by the person making the booking. As this incurs administrative costs, we will retain your deposit and in addition apply cancellation charges up to the maximum shown below: Period of departure within Amount of cancellation charge which written cancellation shown as % of holiday price is received. Departure date & up to 21 days you forfeit 100%: 22 to 45 days you forfeit 75% : 45 to 70 days you forfeit 50% .

More than 70 days you forfeit your deposit and insurance premium (if applicable). You will also forfeit the full amount of any theatre/entrance tickets purchased on your behalf as these are not refundable or exchangeable.

NOTE: If the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges.

7. **If We Change or Cancel Your Holiday**: It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 10 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause.

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. A significant change would be regarded as a change in the departure date, a change in departure/return time OVER 12 hours, a change in departure point or resort area, reducing the quality of your main hotel (not single overnight hotels on touring holidays) or a change of tour itinerary which involves a destination being completely eliminated from the revised itinerary or reducing the specification of the coach. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

IF WE MAKE A MAJOR CHANGE TO YOUR HOLIDAY

Period before departure within which notice of major change is notified to you Amount you will receive from us

More than (45) days Nil More than (28) days Nil More than (14) days £5 Less than one day £10

The compensation that we offer does not exclude you from claiming more if you are entitled to do so. Force Majeure We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

8. **If You Have a Complaint:** If you have a problem during your holiday, you must inform your driver or courier immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at 23 Portland Street, HULL, HU2 8JX giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. Please also see clause 3 above on ABTA.

9. **Our Liability to You**: If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to (a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and (b)Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices 23 Portland Street, HULL HU2 8JX. Tel: 01482 212525

10. **Prompt assistance in resort:** If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

11. **Passport, Visa and Immigration Requirements**: Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

12. **Excursions:** Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

13. **OTHER TERMS**: On a holiday you may not:

a) bring a pet or any other animal (other than guide dogs in the UK and EIRE only by prior arrangement) b) Play a radio/cassette player on a coach

Marion Owen Travel reserve the unconditional right to refuse a booking or terminate a clients' holiday in the event of unreasonable conduct which in our opinion is likely to cause damage, destruction, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your holiday by such a termination, Marion Owen Travel responsibility for your holiday there upon ceases. Full cancellation charges will apply and Marion Owen Travel will be under no obligation for any refund, compensation or loss which may occur. You are responsible for ensuring that you are at the correct departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. Some excursions are included in the price of most holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to buildings, grounds, museums etc are not included in the price of your holiday unless otherwise stated in our brochure.

14. **HOLIDAY INSURANCE** : It is a condition of your contract with Marion Owen Travel that you should take out insurance to cover you in the event of illness, personal injury or death during the course of your holiday. If you do not have a policy in place we our agents Holiday Extras can help. Tel 0333 188 0667 and quote D6499. You are of course free to obtain your insurance from any source. Please pop the relevant details on your booking form.

15. **PASSPORTS** : For all holidays abroad you will require a full 10 year passport except for Ireland. If you have any doubts about your status as a resident British subject or you do not hold a full British passport, you must check with the embassies or consulates of the countries to be visited to confirm the passport or visa requirements needed in your particular circumstances. We cannot accept any responsibility if passengers are not in possession of the correct travel documents.

16.**HEALTH :** Under normal circumstances most Western European countries do not make it a compulsory requirement for visitors to be vaccinated. However we do advise that you check with your GP as he may recommend vaccinations to you.