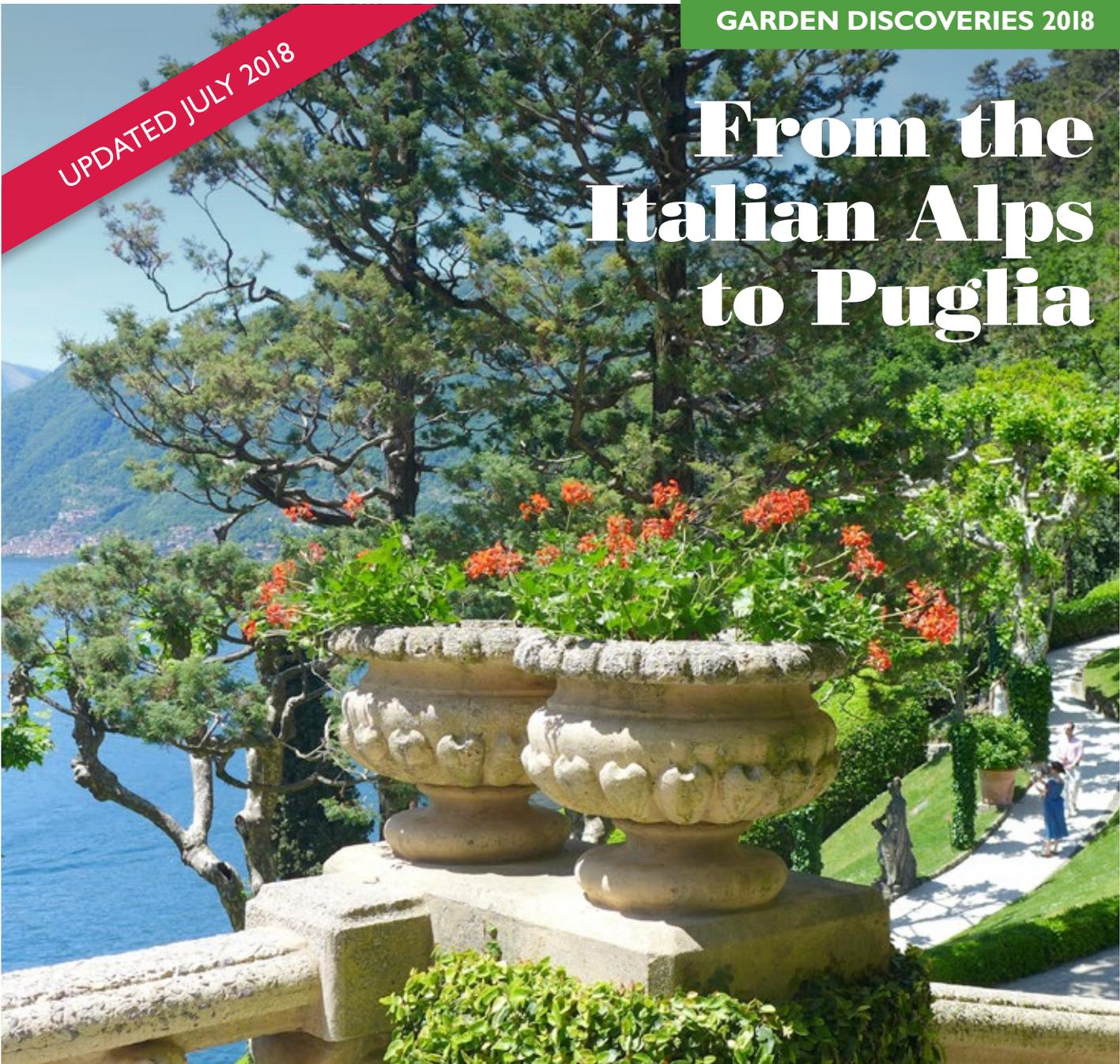


GARDEN DISCOVERIES 2018

UPDATED JULY 2018

From the Italian Alps to Puglia



GARDENS OF NORTHERN AND SOUTHERN ITALY

Villa del Balbianello, Como © Sandy Pratten

with Sandy Pratten
11–23 September 2018 (13 days)

From the Italian Alps to Puglia

GARDENS OF NORTHERN AND SOUTHERN ITALY



TOUR LEADER

Sandy Pratten trained at Ryde College of Horticulture and has recently retired from managing her own Landscape Design business for the past 30 years. For 20 years she lived in rural NSW, but is now based in Sydney. Sandy is a guide at the Royal Botanic Gardens Sydney and has lectured and written about horticulture for 20 years.

Passionate about travelling and exploring new landscapes, as a professional artist Sandy is interested in the sense of place in a country, and in the culture as a whole which contributes to its land use. Sandy has taken sixteen garden tours for the Foundation & Friends of the Royal Botanic Garden Sydney, including tours to India, China, Sri Lanka, Myanmar, Mexico, Cuba, Sicily and Malta.

Experience a kaleidoscope of Italian horticulture, from the verdant Alpine gardens of Lombardy and Piedmont in the north to the Mediterranean gardens of Puglia in the south.

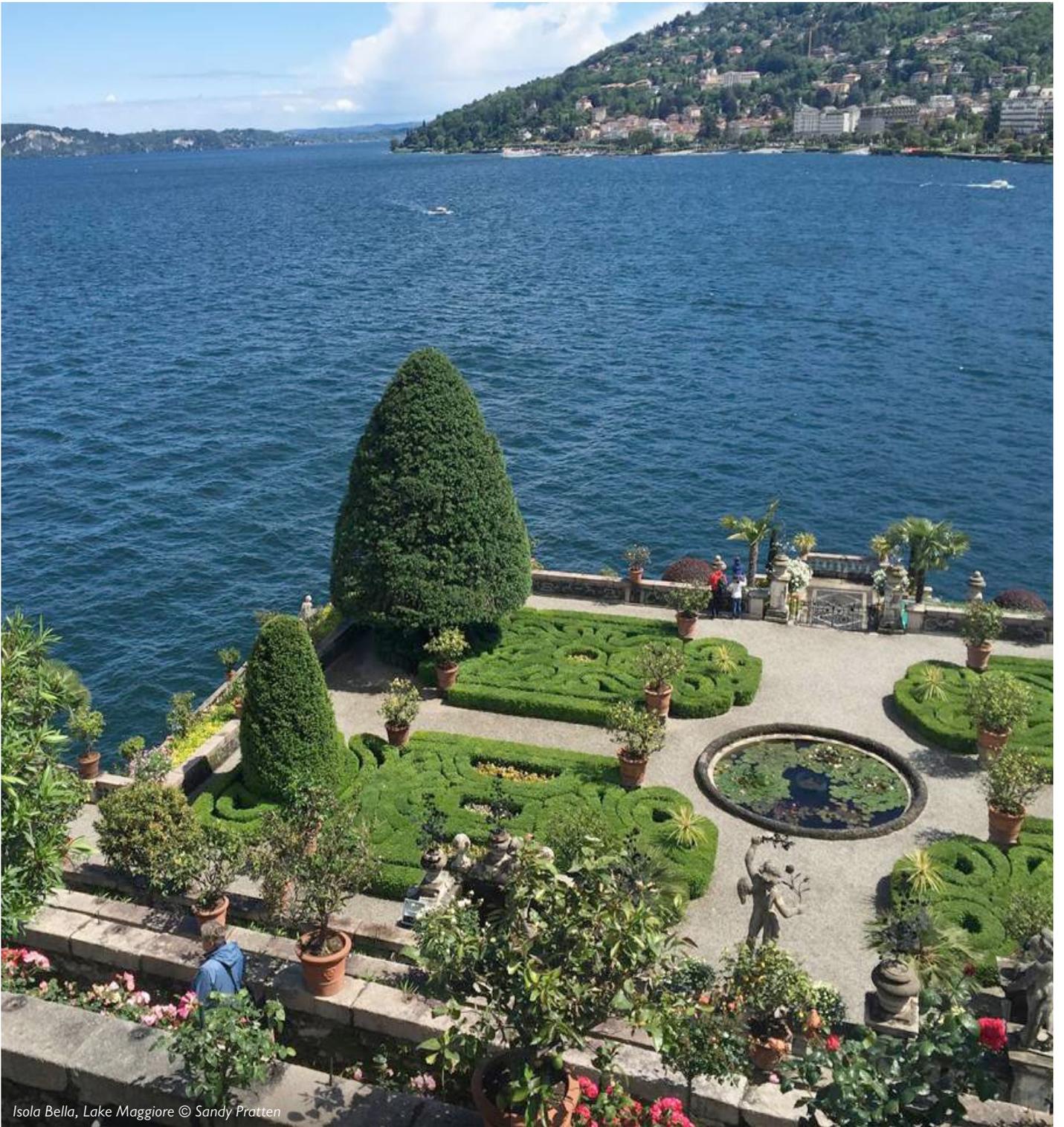
Begin in the Lakes District where Italy meets the Alps, and the long glacial lakes of Maggiore and Como are studded with Renaissance villas and English-style gardens once the domain of counts and cardinals.

Then travel to Puglia on the heel of the Italian Peninsula and explore the Mediterranean-style gardens around Alberobello and Lecce. Stroll through groves of grapes, olives, figs and almonds, and visit botanical gardens featuring holm oaks, rare grasses and tropical plants.

At a glance...

- Explore the shores of Lake Maggiore and Lake Como in the Italian Alps, and the splendid gardens of Isola Madre, Isola Bella and the Villa del Balbianello
- Discover Puglia, where agriculture and horticulture converge, and delight in the quaint historic towns of Lecce and Alberobello
- Experience the richness of Italian culture in the country's superb archaeological museums and distinctive regional cuisines





Isola Bella, Lake Maggiore © Sandy Pratten



Terraced gardens on Isola Bella, Lake Maggiore © Daderot/WikimediaCC



Lake Maggiore and the Italian Alps © Markus Keuter/FlickrCC

Mon 10 September 2018 Depart Australia/New Zealand

Suggested departure from Australia or New Zealand in the afternoon on Qantas/Emirates flights to Milan via Dubai. Renaissance Tours or your travel agent can assist you with your travel arrangements.

Tue 11 Sep Arrive Milan – Lake Maggiore

Suggested arrival in Milan in the morning. Group transfer (included in tour price) from central Milan (14:00) or Milan Malpensa Airport (15:15) to Stresa on the shores of Lake Maggiore.

Check in to the hotel in the afternoon, before a special welcome dinner with Sandy and fellow travellers in the evening. **D**

Wed 12 Sep Lake Maggiore

Explore Isola Madre, the largest of the islands of Lake Maggiore, where the wealthy Borromeo family constructed an elegant palace in the 16th century. Surrounding the palace are 8 hectares of botanical gardens *all'inglese* (in the English style), spread across seven terraces featuring palms, cypresses, rhododendrons and camellias.

Then visit Isola Bella, another of the beautiful 'Borromean Islands' of Lake Maggiore, whose 17th century palace was built by Count Borromeo for his wife Isabella (from which the island derives its name). Ten terraces of gardens and the gentle lakeside environment have allowed the flourishing of species from hydrangeas to ginkgos, Greek strawberry trees and a colossal camphor laurel, a species first introduced to curious Europeans in the writings of Marco Polo. **B D**

Thu 13 Sep Lake Maggiore

In the morning, visit Villa Taranto, whose expansive gardens were created by Capt. Neil McEacharn in the 1930s in imitation of the landscape gardens of his native Scotland. Gathering plant specimens from around the world, this 'Laird of the Lake' established an estate whose botanical riches are matched only by its aesthetic beauty, graced by fountains, greenhouses, wells and statues. In autumn, the turn of season paints the oak and maple foliage red and gold, and the boughs of persimmon trees hang heavy with ripening fruits.

The afternoon is at leisure to enjoy the languid beauty of Lake Maggiore in the autumn, followed by dinner at a local restaurant in Stresa. **B D**

Fri 14 Sep Lake Maggiore – Lake Como

Travel eastwards from Lake Maggiore to Lake Como, one of the deepest in Europe at more than 400m in depth.

Explore the Villa del Balbianello, a meeting place for Italian republicans in the early 19th century who gathered there to plan the unification of the various states that covered the Italian peninsula at the time. The gardens of the villa were significantly developed by the Visconti family in the 19th century.

Continue to the Villa Carlotta, a magnificent 18th century edifice standing above terraced gardens which look over Lake Como to the Alps beyond. The 8 hectare botanical garden features azaleas, rhododendrons, camellias and orange trees. **B D**

Sat 15 Sep Lake Como

The day begins with a visit to the Giardini di Villa Melzi di Bella. The villa was built between 1808 and 1810 by the Count of Lodi, and its architecture recalls the Neo-Classicism of the Napoleonic Era. The surrounding park contains Greek and Roman-style sculptures, as well as a tranquil Japanese reflecting pond.

Continue to the Villa Monastero, built on the site of a 12th century Cistercian convent, whose paths wend their way through gardens planted with kumquats, lemon, lime, myrtle and agave. **B L**

Sun 16 Sep Lake Como (Lake Lugano)

Enjoy a day trip to Lake Lugano, straddling the border between Italy and Switzerland. Historically contested between the Duchy of Milan and the Bishopric of Como, Lake Lugano is now an oasis of tranquillity, and its delightful gardens benefit from an almost Mediterranean microclimate – not to mention a spectacular panoramic backdrop. A boat cruise along the lake offers a breathtaking panorama of deep blue waters, rising green foothills and great grey Alpine peaks. **B L**



Villa Monastero Lake Como Copyright Sandy Pratten



Gardens of Villa Carlotta, Lake Como

Mon 17 Sep Lake Como – Lecce

Early in the morning, check out from the hotel and transfer to Milan for a flight to Brindisi in Puglia.

On arrival in Brindisi, transfer to Lecce, our base for the next three nights.

Enjoy dinner at a local restaurant. B D

Tue 18 Sep Lecce

Begin your exploration of Puglia with a tour of the town of Lecce, whose abundance of Baroque sculptures has earned it the moniker 'The Florence of the South'. Thousands of years of human habitation and a naturally workable local stone known as *pietra leccese* (Lecce stone) have graced Lecce with monuments including a Roman theatre, a 16th century triumphal arch and several fine 17th century churches.

Delve into Puglia's rich history in the Faggiano Museum. The museum was created in 2008 from the private residence of restaurateur Luciano Faggiano, who had been digging beneath his floor to repair some sewage pipes when he uncovered layers of history stretching back more than 2,500 years, including the remains of a 16th century Franciscan convent, a 12th century Templar home and a treasure trove of historical relics from Roman times.

B L

Wed 19 Sep Lecce

Spend a day exploring the Salento Peninsula, the 'high heel' of the Italian boot. Travel to the town of Otranto, whose distinctive 15th century Aragonese Castle, in the shape of a very irregular pentagon, commands a port which has been home to Greeks, Romans, Ottomans and Siculo-Normans across the millennia of its existence.

Continue to the stunning Cava di Bauxite, where a small blue lake fringed with verdant vegetation sits within the brick-red earth that gives the area its name.



After lunch, visit the La Cutura Botanic Garden in Giuggianello, a 35 hectare garden designed in the late 19th century style and containing a collection of rare tropical plants and grasses, as well as an ornate Italian-style garden, a rose garden and a grove of plants native to Lecce. B L

Thu 20 Sep Lecce – Alberobello

In the morning, check out of the hotel and travel to the UNESCO World Heritage-listed town of Alberobello. Alberobello is famous for its quaint *trulli*, whitewashed houses built with conical grey drystone roofs dating from the 18th century.

Like so many good stories, the history of the *trulli* begins with a clever act of tax avoidance: by not using mortar in the building of the roof, the owner of the house could avoid the application of the imperial building tax, either because the residence was deemed 'temporary' or because it could be dismantled when tax inspectors were in the area. There are around 1,400 *trulli* in the town, and even the church is in the form of a *trullo*.

In the evening, check into the hotel, a magnificently restored 1700s *masseria* (traditional Pugliese farmhouse) surrounded by groves of olives, citrus and carob trees which was once a meeting place for the Knights Hospitaller. B D

Fri 21 Sep Alberobello

In the morning, explore the fascinating *sassi* of Matera, in the neighbouring Region of Basilicata. The *sassi* are cave-houses dug directly into the limestone hillside of Matera, and were continuously inhabited for 9,000 years until the remaining inhabitants were moved into modern housing in the 1950s. In recent decades, the *sassi* have been carefully restored, and are now home to shops, restaurants and hotels.

After lunch, continue to Castel del Monte, a defensive fortress built in the 1240s by Holy Roman Emperor Frederick II. The World Heritage-listed fortress is unusual for being constructed in an octagonal shape with an octagonal tower on each corner. B L D



Sat 22 Sep

Alberobello

Explore the gardens of Masseria Salinola, an estate which was once a salt warehouse, and still produces fine extra-virgin olive oil from trees dating back more than a century.

Continue to Martina Franca, a charming white city in the Murge Hills graced with a collection of Baroque and Rococo churches. Explore the Palazzo Ducale, where Late Mannerism gives way to the Baroque, and admire the façade of the Church of San Domenico designed by the Dominican Friar Antonio Cantalupi. Visit the Basilica of San Martino, arguably one of the finest examples of Late Baroque architecture in all Puglia, whose richly embellished interior and exterior prefigure the development of the mid-18th century Rococo style.

In the evening, enjoy a special farewell dinner with Sandy and fellow travellers. **B D**

Sun 23 Sep

Alberobello – Bari – Depart Bari

Transfer from Alberobello to Bari Airport.

Tour arrangements conclude on arrival at Bari Airport at 11:00 for flights departing from 13:00 onwards. Renaissance Tours or your travel agent can assist you with your flights and other travel arrangements. **B**



The old town of Matera © Michele Ursino/FlickrCC

Tour prices

Per person, twin-share	AUD 9,250
Single supplement*	AUD 1,950
Deposit per person (at time of booking)	AUD 500
Final payment due	13 July 2018

*Single travellers may request to share. Please advise at time of booking.

Tour code BG1801

Fitness level Moderate

Please see booking conditions for fitness level definitions.

Suggested airline Qantas/Emirates

Please contact Renaissance Tours or your travel agent for current airfares and flight reservations.

Visa

Australian and New Zealand passport holders do not require visas to visit Italy.

Tour price includes

- Accommodation in centrally located 4 and 5 star hotels with breakfast daily **(B)**
- Meals as per itinerary (**L**=Lunch, **D**=Dinner), including wine with meals
- One-way Economy Class flight from Milan to Brindisi
- Comprehensive sightseeing including local guides and entrance fees as per itinerary
- Transportation throughout on comfortable air-conditioned coaches
- Airport/hotel transfers on tour arrival and departure if travelling on suggested flights
- Gratuities for local guides and drivers
- Hotel portorage (one piece per person)

Tour price does not include

- International airfares (please contact Renaissance Tours or your travel agent for assistance)
- Airport/hotel transfers on arrival and departure if not travelling on group transfers
- Airport portorage
- Items of a personal nature, including telephone, laundry, taxis, minibar, room service etc.
- Travel insurance (a condition of travel; please contact Renaissance Tours or your travel agent for assistance)

Your hotels

Lake Maggiore – Hotel Regina Palace, Stresa ★★★★★

Lake Como – Palace Hotel ★★★★★

Lecce – Patria Palace Hotel ★★★★★

Alberobello – Masseria Relais del Cardinale, Fasano ★★★★★

NB. Hotels of a similar standard may be substituted

Terms & Conditions

HOW TO BOOK

Complete, sign and return the Booking Form available from Renaissance Tours with your deposit and page one of your passport.

DEPOSITS / PAYMENTS

Your deposit is due at the time of booking and is used to pay hotel, airline, performance tickets and/or other deposits. It is non-refundable in the event of your cancellation.

For tours that include international flights in the tour cost, the international airfare payment is due 120 days before departure.

Final payment is due 60 days before departure. Failure to make the final payment by the due date may result in cancellation of your booking and loss of deposit.

Payment by cash, cheque, direct deposit, American Express, MasterCard and Visa is accepted. 1.5% service charge applies to payment made by MasterCard and Visa. 3% service charge applies to payment made by American Express.

Payments for some international airfares can be made by credit card without a service fee. Please check for details.

CANCELLATION & REFUNDS

a) Cancellation by You – Cancellation charges will be applied as shown below, calculated from the day written notification is received by Renaissance Tours. In addition to cancellation fees for tours operated by Renaissance Tours as shown below, airlines, hotels and other third parties may impose up to 100% cancellation charges.

60 days or more	Forfeit of deposit
59 – 45 days	25% of tour cost
44 – 31 days	50% of tour cost
30 – 15 days	75% of tour cost
Less than 15 days	100% of tour cost

The above cancellation charges include applicable GST.

In addition to the above, cancellation charges may apply for additional arrangements booked by Renaissance Tours, such as air tickets, hotels and travel insurance premium. If the reason for cancellation is covered by the insurance policy, you may be able to reclaim these charges.

b) Cancellation by Us – We reserve the right to cancel a tour for any reason (such as failure to reach minimum tour participant numbers). Except for force majeure, we will not cancel a tour less than 60 days before departure. No further compensation will be paid in the event of cancellation by Renaissance Tours. A full refund of monies paid for tour costs will be the full extent of our liability.

Cancellation and/or amendment fees may apply for additional travel arrangements booked by Renaissance Tours.

PASSPORTS, VISAS AND VACCINATIONS

All travellers must be in a possession of a valid passport – most countries require a 6-month validity from your date of entry or exit. For some countries (e.g. China, Vietnam, India, Russia), visas are included in the tour cost and will be arranged by Renaissance Tours prior to travel. For other countries, it is your responsibility to ensure you have the appropriate visa(s).

You are also responsible for obtaining all necessary inoculations and preventative medicines as may be required for the duration of the tour.

TOUR PRICES

Prices quoted in our tour information are based on exchange rates, cost of services and applicable taxes at the time of publication. Prices may be subject to change in the event of significant currency fluctuations or the introduction of new taxes, up until final payment is received.

In the event of a price increase, whether because of a currency fluctuation, increase in taxes or a correction in advertised prices, we will advise you and you have the option of accepting the amended prices, inclusions and booking conditions or withdrawing from the tour and receiving a full refund of all monies paid.

Once final payment is received, all prices will be guaranteed and no surcharges will apply.

TRAVEL INSURANCE

It is a condition of travel that you are covered by comprehensive travel insurance for international tours. Your travel insurance can be arranged by Renaissance Tours.

FITNESS AND PARTICIPATION

Most of our tours require a MODERATE level of fitness.

However, in certain destinations (e.g. Silk Road, Central Asia, Outback Australia, tropical destinations) or in certain seasons (e.g. mid-winter, mid-summer) or because of the nature of travel (e.g. remote rail), certain tours will require an ABOVE AVERAGE or CHALLENGING level of fitness.

If you (or we) have any doubts about your level of fitness, you may be required to have a doctor's appraisal. This would require your doctor to read the itinerary of your chosen tour, including the fitness level, and provide you (and us) with a written confirmation of your ability to participate.

MODERATE

For the overall benefit of the group, all tour members must possess a moderate level of mobility, including the ability to:

- negotiate airports and railway stations without wheelchair assistance
- use combined shower/bath facilities (it is impossible to guarantee walk-in shower facilities)
- undertake walking tour of 1–2 hours duration, including using stairs, walking over cobblestones and other uneven surfaces
- stand for long periods in museums and other sites
- embark / disembark coaches, trains and other methods of transportation without assistance
- handle your own luggage

ABOVE AVERAGE

In addition to the above, tour members must also be able to:

- undertake walking tours of 2–3 hours
- climb staircases of 100 or more steps

CHALLENGING

In addition to the above, tour members must also be able to:

- handle extremes of temperature (e.g. below 0 or above 35 degrees)
- handle extremes of altitudes (e.g. 4000 metres and above).

You can find the full terms & conditions at renaissancetours.com.au/booking-conditions or we would be happy to post you a copy on request.



Olive groves in Puglia countryside © Patrick Nouhailer/WikimediaCC



Cava di Bauxite © Irene Grassi/FlickrCC



'Trulli' of Alberobello © Alfonso Minervino/FlickrCC

R
Renaissance
Tours

1300 727 095 (AU)
0800 403 621 (NZ)
call (+61 2) 9299 5801
fax (+61 2) 9299 5805
email info@renaissancetours.com.au
visit renaissancetours.com.au

Level 4, 47 York Street, Sydney NSW 2000
GPO Box 5068, Sydney NSW 2001
ABN 14 069 591 448



Follow us on Facebook and keep up to date with these and other unique travel experiences.

Travel agent

Booking form

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Renaissance
Tours

www.renaissancetours.com.au

Please return pages 1 and 2 to:

GPO Box 5068, Sydney NSW 2001, Australia or info@renaissancetours.com.au

Toll free AU 1300 727 095 or NZ 0800 403 621 | Tel: +61 2 9299 5801 | Fax: +61 2 9299 5805

- Please complete, sign and return this Booking Form, along with a copy of page one of your passport (international tours only and deposit).
NOTE: Flight bookings cannot proceed without passport copy. This is an airline security requirement.
- Complete credit card authority (if paying by credit card) OR forward a (deposit) cheque (made payable to Renaissance Tours).
- Upon receipt of your Booking Form and deposit, you will receive confirmation of your place on the tour(s) from Renaissance Tours.

Tour name

Tour code

Personal details – Passenger 1

Title (Ms, Mrs, Mr, Dr or Other)

Hon

Family name (as in passport)

Given names (as in passport)

Preferred name

DOB

Email

Mobile

Phone

Address

State

Postcode

Country

SPECIAL DIETARY REQUIREMENTS / ALLERGIES

Yes

No

MEDICAL DECLARATION

What medical conditions do you currently have and/or have you received treatment for in the past three years? (e.g. stroke, heart, respiratory and psychiatric conditions). **Attach extra pages, if necessary.**

The purpose of seeking this information is to assist Renaissance Tours in determining the suitability of a tour participant for a particular tour. The information will be treated in the strictest confidence.

FITNESS TO PARTICIPATE DECLARATION (Please tick)

I have read, understood and confirm that I meet the:

MODERATE

ABOVE AVERAGE

CHALLENGING

fitness level to participate on this tour.

Booking conditions

- I have read, understood and accept the **Booking Conditions** on page 3. I have enclosed the deposit and understand that the balance of the tour cost must be paid at least 60 days prior to departure (45 days prior for domestic tours) or my reservation may be cancelled.

Sign here

Personal details – Passenger 2

Title (Ms, Mrs, Mr, Dr or Other)

Hon

Family name (as in passport)

Given names (as in passport)

Preferred name

DOB

Email

Mobile

Phone

Address

State

Postcode

Country

SPECIAL DIETARY REQUIREMENTS / ALLERGIES

Yes

No

MEDICAL DECLARATION

What medical conditions do you currently have and/or have you received treatment for in the past three years? (e.g. stroke, heart, respiratory and psychiatric conditions). **Attach extra pages, if necessary.**

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Sign here

Booking form

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Renaissance
Tours

Travel details – Passenger 1

AIRFARE – WOULD YOU LIKE TO RECEIVE A QUOTE FROM US?

Yes No

Economy Premium Economy Business Class First Class

CITY OF DEPARTURE

Sydney Melbourne Brisbane Perth Other

FREQUENT FLYER NUMBER

AIRLINE SEAT PREFERENCE

ACCOMMODATION

Double Twin Single If single, would you like us to arrange twin-share?

TRAVEL INSURANCE – WOULD LIKE TO RECEIVE A BROCHURE?

Yes No

PRE/POST TOUR ARRANGEMENTS

Please advise if you would like Renaissance Tours to organise any pre/post tour arrangements (e.g. earlier departure, later return, additional accommodation/flights, etc)

NEXT OF KIN (Emergency contact only)

Name

Relationship

Daytime contact ()

After hours contact

HOW DID YOU HEAR ABOUT THIS TOUR?

DO YOU WANT TO RECEIVE OUR E-NEWSLETTER? Yes No

Travel details – Passenger 2 (only fill if different from Pax 1)

AIRFARE – WOULD YOU LIKE TO RECEIVE A QUOTE FROM US?

Yes No

Economy Premium Economy Business Class First Class

CITY OF DEPARTURE

Sydney Melbourne Brisbane Perth Other

FREQUENT FLYER NUMBER

AIRLINE SEAT PREFERENCE

ACCOMMODATION

Double Twin Single If single, would you like us to arrange twin-share?

TRAVEL INSURANCE – WOULD LIKE TO RECEIVE A BROCHURE?

Yes No

PRE/POST TOUR ARRANGEMENTS

Please advise if you would like Renaissance Tours to organise any pre/post tour arrangements (e.g. earlier departure, later return, additional accommodation/flights, etc)

NEXT OF KIN (Emergency contact only)

Name

Relationship

Daytime contact ()

After hours contact

HOW DID YOU HEAR ABOUT THIS TOUR?

DO YOU WANT TO RECEIVE OUR E-NEWSLETTER? Yes No

Payment

Payment by cash, cheque, direct deposit, American Express, MasterCard and Visa is accepted. 1.5% service charge applies to payment made by MasterCard and Visa. 3% service charge applies to payment made by American Express. Payments for some international airfares can be made by credit card without a service fee. Please check for details.

AMOUNT CREDIT CARD CHEQUE CASH EFT

CREDIT CARD AUTHORITY

Cardholder's name

American Express MasterCard Visa

Cardholder's number

SIGN

Commonwealth Bank of Australia

Account name: Renaissance Tours

BSB: 062-032 / Account: 2800 4163

Swift code: CTBAU2S (use for transfers from overseas)

Expiry (month/year)

DATE

Travel agent

Booking form

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FITNESS TO PARTICIPATE

Most of our tours require a **MODERATE** level of fitness.

However, in certain destinations (e.g. Silk Road, Central Asia, Outback Australia, tropical destinations) or in certain seasons (e.g. mid-winter, mid-summer) or because of the nature of travel (eg. remote rail), certain tours will require an **ABOVE AVERAGE** or **CHALLENGING** level of fitness.

If you (or we) have any doubts about your level of fitness, you may be required to have a doctor's appraisal. This would require your doctor to read the itinerary of your chosen tour, including the fitness level, and provide you (and us) with a written confirmation of your ability to participate.

MODERATE

for the overall benefit of the group, all tour members must possess a moderate level of mobility, including the ability to:

- negotiate airports and railway stations without wheelchair assistance
- use combined shower/bath facilities (it is impossible to guarantee walk-in shower facilities)
- undertake walking tour of 1-2 hours duration, including using stairs, walking over cobblestones and other uneven surfaces
- stand for long periods in museums and other sites
- embark / disembark coaches, trains and other methods of transportation without assistance
- handle your own luggage

ABOVE AVERAGE

In addition to the above, tour members must also be able to:

- Undertake walking tours of 2-3 hours
- climb staircases of 100 or more steps

CHALLENGING

In addition to the above, tour members must also be able to:

- Handle extremes of temperature (e.g. below 0 or above 35 degrees)
- handle extremes of altitudes (e.g. 4000 m and above).

TRAVEL INSURANCE

It is highly recommended that you are covered by travel insurance for domestic tours.

However, it is a condition of travel that you are covered by comprehensive travel insurance for international tours. You can make your own arrangements or your travel insurance can be arranged by Renaissance Tours. In either case all participants must provide the following information no later than 60 days prior to commencement of travel:

- a copy of your travel insurance policy (or details of master policy)
- the emergency telephone number of your insurance company
- next of kin emergency contact.



Renaissance
Tours

toll free 1300 727 095 (AU)
toll free 0800 403 621 (NZ)
call (02) 9299 5801
fax (02) 9299 5805
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visit www.renaissancetours.com.au

Level 4, 47 York Street, Sydney NSW 2000
GPO Box 5068, Sydney NSW 2001
ABN 14 069 591 448

1. TOUR PRICES

Prices quoted in our tour information are based on exchange rates, cost of services and applicable taxes at the time of publication. Prices may be subject to change in the event of significant currency fluctuations or the introduction of new taxes, up until final payment is received. In the event of a price increase, whether because of a currency fluctuation, increase in taxes or a correction in advertised prices, we will advise you and you have the option of accepting the amended prices, inclusions and booking conditions or withdrawing from the tour and receiving a full refund of all monies paid. Once final payment is received, all prices (excluding air taxes) will be guaranteed and no surcharges will apply.

2. PAYMENT

Your final payment is due 60 days before departure (45 days prior for domestic tours). Failure to make your final payment by the due date may result in cancellation of your booking and loss of deposit. We reserve the right to charge a late payment fee in the event of late booking and/or payment to cover additional communication and other expenses.

For tours that include international flights in the tour cost, the international airfare payment is due 120 days before departure.

3. FLIGHT BOOKINGS AND FARES

Renaissance Tours will use its best endeavours to ensure that all flight prices are correct at the time that they are quoted. However, once a deposit is paid on an air fare, it guarantees that a booking is being held for you, it does not guarantee the fare and applicable taxes.

The fare and taxes can only be guaranteed when the flight booking has been paid in full and a ticket has been issued. Flight bookings cannot be transferred.

4. CHANGES

a) Changes by You – Because of additional communication and other expenses, we reserve the right to charge an appropriate administration fee per amendment to your original booking. While every reasonable effort will be made to accommodate changes and additional requests their availability cannot be guaranteed.

b) Changes by Us – While we will use our best endeavours to operate all tours as advertised, by entering into this contract the Client accepts that it may prove necessary or advisable to vary or modify a tour or its contents due to prevailing local conditions. We reserve the right at any time to cancel or change any of the facilities, services or prices described in the brochure (including flights, transport, accommodation or other arrangements) and to substitute alternative arrangements of comparable monetary value without compensation.

If a service or facility becomes unavailable due to circumstances beyond our control ('force majeure') and no alternative arrangement of comparable monetary value is available, we will substitute the best alternative available and will refund the Client for any cost saving or charge the Client for any additional costs incurred. 'Force majeure' includes any event which Renaissance Tours or its suppliers could not, even with all due care, foresee or avoid (e.g. advice against travel from the Australian Department of Foreign Affairs and Trade (DFAT), war, threat of war, riot, civil strife, industrial dispute, epidemics, health risks, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, technical or maintenance problems with transport, changes imposed by cancellation or rescheduling of flights by an airline or main charterer, the alteration of airline or aircraft type). Renaissance Tours is not liable for any penalty charges associated with 'supersaver' type connecting rail or air fares, in the event of a change to a holiday departure time, date or airport.

5. SUBSTITUTION OF CLIENT

If any member of the party is prevented from travelling because of the death, injury or serious illness of the passenger, close relative or friend, redundancy or jury service, it may be possible to transfer the booking to another suitable person (acceptable to Renaissance Tours) provided that written notice is given at least one calendar month prior to departure. An administration fee of \$100 + GST per person will be levied plus any costs imposed by our suppliers. Airlines may impose up to 100% cancellation charges.

6. CANCELLATION

a) Cancellation by You – Cancellation charges will be applied as shown below, calculated from the day written notification is received by Renaissance Tours. In addition to the charges shown below airlines may impose up to 100% cancellation charges.

International Tours

60 days or more
59 – 45 days
44 – 31 days
30 – 15 days
Less than 15 days

Forfeit of deposit*
25% of tour cost
50% of tour cost
75% of tour cost
100% of tour cost

Domestic Tours

45 days or more
44 – 31 days
30 – 15 days
Less than 15 days

Forfeit of deposit*
50% of tour cost
75% of tour cost
100% of tour cost

* Includes any flight deposit paid.

The above cancellation charges include applicable GST.

In addition to the above cancellation charges, the full insurance premium together with any existing administration fees is also payable in the event of a cancellation by the Client. If the reason for cancellation is covered by the insurance policy, you may be able to reclaim these charges.

b) Cancellation by Us – We reserve the right to cancel a tour for any reason (such as failure to reach minimum tour participant numbers). Except for *force majeure* (as outlined in clause 4b) or the Client's failure to pay the final balance, we will not cancel a tour less than 60 days before departure for international tours and 45 days before departure for domestic tours. Unless the Client fails to pay the final balance, we will return all monies paid, excluding payment for travel insurance and administration fees. No compensation will be paid in the event of cancellation by Renaissance Tours. A full refund of monies paid for tour costs will be the full extent of our liability. Airlines may impose up to 100% cancellation charges.

7. PASSPORTS, VISAS AND VACCINATIONS

It is your responsibility to be in possession of a passport valid for 6 months after the date of your return to Australia. You are also responsible for obtaining all necessary visas, inoculations and preventative medicines as may be required for the duration of the tour. Information about these matters or related items is given in good faith but without responsibility on the part of Renaissance Tours.

8. ILLNESS OR DISABILITY

Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment which may be required during the tour. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the tour in which case all monies paid will be forfeit.

9. LOCAL LAWS

All participants of the tours we operate are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve Renaissance Tours of all obligations that they may otherwise have under these booking conditions.

10. IF YOU HAVE A COMPLAINT

If you have a complaint about any of the tour arrangements, you must bring it to the attention of the tour leader or other representative of Renaissance Tours at the time so that they may use their best endeavours to rectify the situation. It is only if we are made aware of any problems that there will be the opportunity to put things right. Any complaints must be made in writing to Renaissance Tours within 28 days of the completion of the tour.

11. OUR RESPONSIBILITIES

All bookings are accepted on the understanding that the Client appreciates that travel does involve some risk and that they undertake all tours of their own volition.

i) Renaissance Tours accepts liability should any part of the tour arrangements booked with us not be supplied as described in the brochure(s) and not be of reasonable standard. In such a case, we will pay reasonable compensation if the Client's enjoyment of the tour has been adversely affected but will pay no compensation if there has been no fault on the part of Renaissance Tours or our suppliers and the reason for the failure in the tour arrangements was the Client's fault, the actions of someone unconnected with the tour arrangements or could not have been foreseen or avoided by Renaissance Tours or its suppliers even if all due care had been exercised.

ii) Our acceptance of liability to pay compensation pursuant to clause 11(i) is limited, in the case of air travel, rail travel, sea travel or hotel accommodation, to the amount set out in the provisions of, respectively, the Warsaw Convention as amended by the Hague Protocol 1955, the 1961 Berne Convention, the 1974 Athens Convention and the 1962 Paris Convention.

iii) Our acceptance of liability in clauses 11(i) and 11(ii) above is subject to assignment by the Client to Renaissance Tours of the Client's rights against any agent, supplier or sub-contractor of Renaissance Tours which is in any way responsible for the unsatisfactory tour arrangements.