



BOOKING CONDITIONS - Updated 29th January 2012

All packages are to be paid in full at the time of booking.

Booking Policy : Anyone under the age of 14 must be accompanied by an adult over the age of 18 years old.

HOTEL INCLUSIVE PACKAGES :

Package Price includes a ticket to the concert and one night's accomodation with breakfast at a city centre hotel in Manchester.

We always endeavour to supply the hotel named in your original booking, however we do reserve the right to substitute the named hotel to one of equivalent or higher standard in the event of the hotel overbooking.

Concert tickets, hotel vouchers, maps and directions will be despatched to you approximately 14 days prior to the date of the show.

Please be aware of our Cancellation Policy for hotel inclusive packages :

Once a booking is confirmed, refunds are not available unless the concert is cancelled or postponed. If the show is cancelled MORE than 30 days prior to the planned date a refund of 95% of the price paid will be issued. If the show is cancelled LESS than 30 days prior to the planned date, only the ticket element of the package price will be returned and the hotel booking will stand. However , if for any reason you find that you are unable to attend, please contact us as we will do our utmost to resell the package on your behalf, if we are in a sold out situation.

Please note that travel insurance is NOT included in the package price but can be purchased at minimal cost from any post office or www.postoffice.co.uk .

COACH INCLUSIVE PACKAGES :

All tickets purchased by Millenium Concert Travel are subject to Promoters booking fees, and therefore the face value shown on the ticket is not a true reflection of the price paid. Millenium Concert Travel acts as an agent for the Promoter and is not responsible in any way for the show itself, including its content and length.

Coach and Ticket packages prices include concert tickets and return coach travel only. No meals, accomodation, programmes or merchandise of any kind are included, unless otherwise stated.

Cancellation by the Customer : (Coach and Ticket packages)

Once a booking has been confirmed a customer may not cancel. Refunds are only available should the show be cancelled or postponed and in the event of any such refunds being issued they would be



subject to a deduction of 10%, to cover non-refundable booking fees and travel agents / radio station commissions. All refunds would be made direct by Millenium Concert Travel regardless of whether the original booking was made through an agency.

Special Offers :

Any special offers only apply to the original show date. If an event is postponed, all offers are no longer valid, and if you wish to attend the re-scheduled show the full package price is payable.

Cancellation by Millenium Concert Travel :

Millenium Concert Travel will endeavour to operate all trips that are put on sale, but reserve the right to cancel a trip should there be insufficient bookings. If Millenium Concert Travel cancels a trip, a full refund will be issued to all customers who had booked.

Concert Tickets :

All concert tickets are distributed as passengers are boarding the coach. If you find that you are unable to make the coach departure time for any reason, please inform us more than 5 days prior to the show date and we can arrange to post the concert tickets out to you. Millenium Concert Travel purchases all of its tickets in group bookings made either directly with the shows promoter or with the venue. Every effort is made to inform the customer of the location of their seats at the time of booking, although sometimes due to the nature of the purchasing process this may not always be possible. Please note that at almost all venues you are NOT permitted to take in cameras, camcorders, audio equipment and alcoholic beverages. Millenium Concert Travel cannot be held responsible for the behaviour of any person(s) at the concert itself. If the person(s) sat in your immediate vicinity are causing you distress in any way please consult the stewards inside the venue immediately who may be able to rectify the problems.

Coach Travel :

All coaches are non-smoking, and the consumption of alcohol is forbidden whilst on board. Coach boarding passes with instructions of pick-up points, departure times and coach number will be despatched to all customers approximately 21 days prior to the show. All coaches depart for the return journey at the latest 30 minutes after the performance has ended.

Millenium Concert Travel reserves the right to refuse entry onto the coach, or eject a passenger from the coach if in the drivers opinion they are drunk, using excessively bad language, or are persistently behaving in a manner which may annoy or endanger the other passengers on board. Millenium Concert Travel charters all its vehicles from long established and well respected coach operators.

Coach Parking at Venues :

Millenium Concert Travel directs all its coaches to drop-off and pick-up in the coach parking areas we are instructed to use by the promoters or venues. Where the venue has a coach park this will be used. Where a coach park is not available the coaches will be directed to the assigned points on the



streets surrounding the venue. In some cases this may result in a short walk to the venue, and in the event of inclement weather conditions we advise that you are suitably prepared.

Departure Points :

All departure points are subject to a minimum number of 6 passengers, and where necessary Millenium Concert Travel may advise at least 7 days prior to the date of the show, that a certain departure will not be available. If Millenium Concert Travel has to cancel a departure point due to insufficient numbers, an alternative departure point will be suggested and the following options will be available to the customer :

- a.) Take the alternative departure point.
- b.) A full refund if alternative departure point is not suitable.
- c.) We will post the concert tickets to you and refund you the coach fare element of the package.

Lost Property :

Millenium Concert Travel will not accept liability for any loss / damage to property belonging to any customer which is left on board a coach. If you do find that you are missing any of your belongings after returning from a trip, please contact us and we will put you in touch with the relevant coach firm who may be able to help.

Complaints Procedure :

If for any reason you feel the need to complain about any aspect of your trip, this should be done in writing within 14 days of the concert date. Millenium Concert Travel will endeavour to deal with your grievance as quickly and fairly as possible.

Financial Protection :

For your financial protection Millenium Concert Travel operates a Clients Trust account with Lloyds TSB Blackpool. Monies paid by clients for overnight / hotel inclusive packages are held in this account until completion of the tour, in accordance with the EEC Directive on Package Travel.

Force Majeur :

Millenium Concert Travel cannot accept any responsibility for any disruption prior to / during or after an event, arising out of matters of which we have no control, e.g. war, threat of war, riot, fire, flood, bad weather, industrial dispute, Acts of Terrorism or government action.

We always allow plenty of time for the journey to a concert. In the unlikely event of a coach failing to arrive at the venue, or arriving after the show has begun, Millenium Concert Travel accepts no responsibility for any such failure caused by accident, mechanical breakdown, bad weather or external forces outside of our control. No travel costs will be refunded once a journey has commenced.



Cooling off period :

If for any reason you are not happy with any of the terms and conditions detailed above and you may cancel your booking within 7 days of the booking being placed. A full refund will be issued, provided your booking is made more than 14 days prior to the show.