

To confirm your booking, simply select the appropriate tour deposit from the drop-down list on the Booking Page of our website and click on the 'Buy Now' button.

This will allow you to make the booking deposit by Credit/Debit Card or via a PayPal account.

The deposit will be deducted from the total price of your tour.

Please enter the name of the 'Lead Guest' who is the person that has been in correspondence with us.

We only require one booking deposit for up to 4 guests. For more than 4 guests, please contact us and we will issue an electronic invoice for 15% of the total tour price.

The balance for your tour can be paid by bank transfer or with all major Credit/Debit Cards. We will contact you no less than 30 days before the tour start date for payment of the balance.

We do not have the facility to accept payment by Credit/Debit cards when you arrive for the tour, however, by prior agreement, you can pay the balance in €euros or £GBP upon arrival at the accommodation.

We have bank accounts in UK, Spain USA & Australia and, if you wish to make a bank transfer in one of these local currencies, we offer advantageous exchange rates as published on www.xe.com. The bank account details are provided in this booking form. All Credit/Debit Card payments are processed by PayPal using their internal exchange rate.

We do not accept payment in personal or bank cheques.

Please note that, other than the Day Tours, our published tour prices are in £GBP.

It is a Spanish legal requirement for us to request names, passport numbers, date of birth and address for our guests. Please ensure that you provide these to us for each member of your party. We also require these for the vehicle passenger manifest.

When you have your travel details, please ensure that you supply these to us so that we can schedule your collection and departure.

Please note that we only hold your personal information required for the purposes of carrying out tour related communication with you, for undertaking the tour and to comply with Spanish legal requirements. We do not use your data for any 3rd party marketing or other purposes.

We have Social Media pages linked to our website and, if you wish to keep up-to-date with our tours and developments, then we welcome you to view these.



Tour Andaluçia International
Caserio Castaño | Los Naranjos 5 | Mollina | 29532 | Málaga
tel. +34 699 328359 email. gary@tourandalucia.co.uk
Reg. B93181758 Tour Operator Licence CIAN 296265-2
Accommodation Licence CR/MA/00621



MEETING POINTS

Malaga Airport

'La Manon' Cafeteria, which is inside the main Arrivals hall, located after you pass through the barriers where people are congregating to meet arriving passengers. You do not exit the hall into the outside. It is opposite the Andalucía Information Desk. It can take up to 10 minutes to arrive at La Manon from luggage collection.

Malaga or Antequera (Santa Ana) Train Station Malaga Maria Zambrano – meet us beneath the clock on the Arrival/Departure Information Display Board for Platforms 1 – 8 in the main concourse. You walk underneath this information board as you enter the concourse.

Antequera Santa Ana – meet us in the main station hall as you enter from the platforms.

We will have a small TOUR ANDALUCIA sign.

We can also collect you from hotels local to Malaga.

We have an outstanding record of punctuality for meeting our guests, but if we are delayed for any reason, or if your flight is early, do not be concerned. We WILL arrive as soon as we can. Just relax and stay at the meeting point.

Our telephone contact numbers are listed below, please do not hesitate to call them for any reason, the main contacts being Gary or James.

Contact Details	telephone
-----------------	-----------

Gary	(+34) 699 328 359
James	(+34) 659 860 900
Rob	(+34) 679 878 239
Alex	(+34) 722 497 113
Dan	(+34) 676 186 847
Antonio	(+34) 722 417 500

We advise that you print out this document and bring with you.

If you are bringing a mobile/cell phone with you then please activate International 'Call Roaming' before you travel and supply the number to us including the country code. You do not need to activate 'Data Roaming' unless you wish to receive email or have internet access from your telephone. Data Roaming charges can be expensive and you can always access the internet or email from the WIFI in the Villas or the Hotels and many cafes in the cities provide free WIFI access.

If you have any queries, please do not hesitate to contact us.

BANK ACCOUNTS

TOUR ANDALUCIA UK (£GBP) BANK DETAILS

Bank: Barclays Bank PLC

Address: 265/267 Lord Street
Southport
Merseyside
PR8 1PD
United Kingdom

Sort Code: 20-80-33

Account Name: Select Tours Limited

Account Number: 53541983

IBAN: GB84 BARC 208033 53541983
SWIFT/BIC: BARCGB22

Account Holder Address: 8 Cumberland Road
Southport
PR8 6NY
United Kingdom

TOUR ANDALUCIA SPAIN (€EUROS) BANK DETAILS

Bank: CAJASUR
Branch Address: Infante Don Fernando 23
Antequera 29200
Malaga Spain

Account Name: Tour Andaluçia International XXI S.L.

IBAN: ES45 0237 0603 40 9167711176
SWIFT/BIC: CSURES2CXXX

Account Holder Address: Los Naranjos 5
Mollina
29532 Malaga

TOUR ANDALUCIA USA (\$US) BANK DETAILS

Account Number: 8310072882
Account Holder: TransferWise FBO Tour Andaluçia International XXI SL
Address: TransferWise
19 W 24th Street
New York 10010
United States of America

ACH Routing Number: 026073150
Wire Routing Number: 026073008

Note:

*The account is with Community Federal Savings Bank
ACH routings are normally free and take a few days
Wire routings are same day and your bank may make a small charge
Either routing option is fine with us*

TOUR ANDALUCIA AUSTRALIA (\$AUD) BANK DETAILS

Account number: 116487832
BSB Code: 802-985
Account Holder: Tour Andaluçia International XXI SL
Address: TransferWise
36-38 Gipps Street
Collingwood VIC 3066
Australia

NOTE:

For bank transfers, we offer advantageous exchange rates, as published on www.xe.com. However, some banks in USA and Australia cannot make transfers into our USA or Australian bank accounts, because the accounts are overseas 'currency' accounts operated by TransferWise, the international currency financial organisation, and not conventional current/checking or deposit accounts. Please check with your bank for compatibility.

If they cannot make transfers into this type of account, we will email you a PayPal generated electronic invoice for Credit Card payment. PayPal use their internal exchange rate, comparable to the 'retail' exchange rate you receive when making an overseas Credit Card purchase.

BOOKING FORM

If possible, print out, complete, scan and email back this form.

OR, simply supply the equivalent information in an email to gary@tourandalucia.co.uk.

Payment of the booking deposit books you on the tour and confirms acceptance of the booking terms & conditions detailed on the following pages.

GUEST INFORMATION

Guest Name & Nationality	Address	Passport Number	Date of Birth	Telephone

ARRIVAL INFORMATION (for collection by Tour Andaluca)

Date	Time of Arrival	Flight/Train Reference	From	Other Details

DEPARTURE INFORMATION

Date	Time	Flight/Train Reference	From	Other Details

Primary Guest Signature:

Name:

Date:



Tour Andaluca International
 Caserio Castaño | Los Naranjos 5 | Mollina | 29532 | Málaga
 tel. +34 699 328359 email. gary@tourandalucia.co.uk
 Reg. B93181758 Tour Operator Licence CIAN 296265-2
 Accommodation Licence CR/MA/00621



Terms and Conditions of Booking

V4

In the following terms and conditions, 'Tour Andalusia' means Tour Andalusia International XXI S.L. a Spanish registered company with registration number B93181758. 'The Guest/s' means the person or persons included in the booking whose details are included on the booking form or supplied to us by email.

1. A 'non-refundable' booking deposit is to be paid by the Guest for any booking. All bookings will only be confirmed by Tour Andalusia International upon receipt of the deposit and confirmation will be by email. Only one booking deposit is required and covers up to 4 guests, unless otherwise requested by Tour Andalusia. For 5 or more guests, the deposit is 15% of the total tour price.

2. The deposit is to be paid via our website, or by bank transfer. Please click on the 'Buy Now' button on the BOOKING page of our website www.tourandalucia.com to make the booking with your PayPal account or by Credit/Debit Card. You can also make payment by bank transfer in some local currencies, please see the information on the bank account section of the booking form or contact us for details.

3. Balance payments can be made in £GB Sterling, €euros, \$US or \$AUD by bank transfer into our local bank accounts. We use the exchange rate that is published on www.xe.com (the mid-market rate) to confirm the amount in local currency. You can also pay in cash on arrival, but this must be by prior agreement and only in €euros or £GBP. Balances can also be made by Credit/Debit Card, we issue an electronic invoice generated by PayPal which you can pay by Card. Please contact us by email if you wish to make the balance payment by Card. You may receive advantageous exchange rates for payment in a local currency if you pay by bank transfer. This is only currently applicable for payments in \$US, \$AUD and €euro.

4. The balance must be paid no later than 30 days before the tour start date. Or you can pay by cash in €euros or £GBP, by prior agreement, upon arrival when you reach the accommodation. We do not accept cheques. Note: We do not have the facility to accept card payments when you arrive.

5. You must include the name of the 'Lead Guest' name as the reference on any payment, so that we can allocate the payment to your booking.

6. Our Tour Services and Prices include:

Transfers to/from airport, train station, hotels in or around Malaga, as appropriate for the specific tour
Transportation for the tour in one of our tour vehicles
Tour Leader Guidance in the Cities (*but not within the monuments, you can rent audio guides at the larger ones*)
Bed & breakfast accommodation (*if for any reason the specific accommodation for your tour does not provide breakfast, we will inform you of this in advance*)
Spanish Sales Tax

The prices exclude:

Any other meals (*including the dinner and Flamenco Performance at Restaurant Jardines de Zoraya in Granada*)
Any shows/performances
Any monument entrance fees (*unless we have pre-booked any for you and added the cost onto your balance*)
Any expenditure not detailed above
Any flight/train/taxi fares, unless otherwise specified

Prices are in £GBP unless otherwise specified.

7. Please note that transfers for any arrivals before/after the official tour start or departure dates are not included, unless agreed by prior arrangement. They are only included on the official arrival and departure dates. If you wish to arrive a few days before the tour and stay locally, we recommend taking a taxi to your accommodation from where we will



Tour Andalusia International
Caserio Castaño | Los Naranjos 5 | Mollina | 29532 | Málaga
tel. +34 699 328359 email. gary@tourandalucia.co.uk
Reg. B93181758 Tour Operator Licence CIAN 296265-2
Accommodation Licence CR/MA/00621



collect you on the tour start day. If you wish to have additional days in our Villa, then we include the transfers in the supplementary price. If you wish to spend a few days in the Malaga area after the tour, we will drop up at your accommodation within the tour price, but we do not include the subsequent transfer to the airport/train station or other location. The Malaga area includes any location within 15km of Malaga City. We can provide transfer services outside of this for a supplementary cost, contact us for details.

8. Notwithstanding the above, if the tour includes the final tour night with accommodation in Malaga City, we do not include within the tour price any transfer to the airport/train station/local hotels on any subsequent day. However, depending on the tour, the cost of the hotel and breakfast for this final night is normally included within the tour price and this will be detailed in the itinerary. You will be required to take a taxi/public transport at your cost from the accommodation for your departure on any subsequent day. We may be able to provide the transfer service to you for a supplementary price and will be pleased to provide a quotation if requested. In particular, this applies to the 'Ultimate Andalucia' tour where the final night is included in a hotel in Malaga and also to some private, or other tours or tour extensions, where the itinerary may include the final night in Malaga.

9. Unless otherwise agreed, the free courtesy transfer service for arrival and departure collection/drop-off covers all arrival and departure collection/drop-off times at/to Malaga Airport or Train Station **between 09:00 and 18:00**. If either your required arrival or departure collection/drop-off time is outside of these times, there will be a supplementary charge payable directly to the driver of €40 for each transfer to cover their additional 'out of normal' working hours. Note, it takes 50 minutes for the transfer between our Villa and the Antequera Hotels to Malaga train station/airport, so we need to depart the accommodation 1 hour before the required drop-off time.

10. In any circumstance, including the 'out of normal hours' service, **the earliest drop-off time in Malaga we can accommodate is 07:30**. If you have a requirement for a drop-off time before this, then you may need to book a local Malaga airport hotel for the preceding night. This is particularly pertinent to any flight departures before 09:30, since you are required to be at the airport 2 hours before the flight departure to clear check-in and security. For train departures you need to be at the station at least 30 minutes before departure, assuming you already have your train tickets and have printed them out. Please read the notes in the FAQs document about train arrivals and departures.

11. ALHAMBRA. Tour Andalucia will normally pre-book and purchase your Alhambra entrances for you and you need to provide the information requested on the booking form for us to do this, since each ticket requires some individual Client information. The Alhambra is one of the most visited monuments in Europe, so at peak periods, availability can be limited. Given sufficient notice, it is rare that tickets cannot be obtained, however, in the event that Alhambra entrances cannot be sourced for the planned day of the visit, or an acceptable alternative day, and you wish to postpone your tour, we will provide a credit for you to reschedule your tour to another date.

12. Tour Andalucia and/or its employees or representatives will not provide you with detailed historic or cultural information **within** the monuments during the tour. Our tour leaders are extremely knowledgeable about the area and will happily share their knowledge about history, culture and gastronomy, but most are not licenced City/Monument guides and will not enter the monuments with you. Many of the principle monuments provide Audio Guides for a small fee should you wish to rent them. We do also employ licenced monument guides and if you wish to avail this service, we can normally supply it for a reasonable price, upon request.

13. Cancellation by the Client: Any monies paid by the Client are non-refundable under all circumstances for cancellation by the Client. Should you wish to reschedule your tour for another time then, subject to availability and no later than 30 days before the planned tour start date, Tour Andalucia may agree to do so and provide a credit to the Client towards any future tour. You must ensure that you have adequate travel insurance or insurance with your credit card provider to cover any monies paid.

In all circumstances, should cancellation by the Client be less than 30 days before the planned date of arrival, then the full amount of the tour will be due and you will be required to pay any outstanding balance.

14. Cancellation by Tour Andalucia: Should the tour be cancelled by Tour Andalucia, due to reasons solely down to its own fault, then the company will provide a credit to the Client towards any future tour. In the event of insolvency, Tour



Tour Andalucia International
Caserio Castaño | Los Naranjos 5 | Mollina | 29532 | Málaga
tel. +34 699 328359 email. gary@tourandalucia.co.uk
Reg. B93181758 Tour Operator Licence CIAN 296265-2
Accommodation Licence CR/MA/00621



Andaluca have a bond with the Junta de Andaluca as part of its tourism licence 'CIAN' and the Client should contact the Tourism Department of this in these circumstances.

15. '**Force Majeure Event**' means the occurrence of:

- (a) an act of war (whether declared or not), hostilities, invasion, act of foreign enemies, terrorism or civil disorder.
- (b) ionising radiations, or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- (c) pressure waves from devices travelling at supersonic speeds or damage caused by any aircraft or similar device.
- (d) a strike or strikes or other industrial action or blockade or embargo or any other form of civil disturbance (whether lawful or not), in each case affecting on a general basis the industry related to the affected Services and which is not attributable to any unreasonable action or inaction on the part of the Company or any of its Subcontractors or suppliers and the settlement of which is beyond the reasonable control of all such persons.
- (d) specific incidents of exceptional adverse weather conditions in excess of those required for the delivery of the tour, which are materially worse than those encountered in the relevant places at the relevant time of year during the five years prior to the tour start date.
- (e) tempest, earthquake or any other natural disaster of overwhelming proportions; pollution of water sources resulting from any land, air or sea vehicle crash.
- (f) discontinuation of any electricity supply.
- (g) pandemics, national or local viral or other related outbreaks.
- (h) other unforeseeable circumstances beyond the control of the Parties, against which it would have been unreasonable for the affected party to take precautions and which the affected party cannot avoid even by using its best efforts,

Which in each case directly causes either party to be unable to comply with all or a material part of its obligations.

(1) Neither Party shall be in breach of its obligations under this Agreement or incur any liability to the other Party for any losses or damages of any nature whatsoever incurred or suffered by that other and to the extent that it is prevented from carrying out those obligations by, or such losses or damages are caused by, a Force Majeure Event. This includes cancellation, postponement or cutting short a tour by the Company.

(2) In the circumstances of a Force Majeure event, any monies paid by the Guest/s will not be refunded by the Company and the Company may at its discretion, offer a credit up to, but not exceeding, the value of the monies paid to be used against any future tour offered by the Company within 36 months of the planned start date of the original tour.

(3) The Company shall, and shall procure that its Subcontractors shall, take reasonable steps within their respective powers and consistent with Good Operating Practices (but without incurring unreasonable additional costs) to:

- (a) prevent Force Majeure Events affecting the performance of the Company's obligations under this Agreement.
- (b) mitigate the effect of any Force Majeure Event.
- (c) comply with its obligations under this Agreement.

16. The **Client must ensure** they have suitable insurance in place to cover all possible cancellation circumstances.

17. Unfortunately, we do not have any special facilities for disabled people, please contact us to discuss suitability.

18. You should be in a reasonable state of health for walking around the monuments and Cities. Normally, this can be between 6km & 10km a day.



Tour Andaluca International
Caserio Castaño | Los Naranjos 5 | Mollina | 29532 | Málaga
tel. +34 699 328359 email. gary@tourandalucia.co.uk
Reg. B93181758 Tour Operator Licence CIAN 296265-2
Accommodation Licence CR/MA/00621



19. Tour Andalucia can accept no liability for any accidents that may occur when walking through the places we visit. The responsibility for your safety lies with you and/or anyone accompanying you. This includes any pedestrian injuries howsoever caused. You should always be aware of traffic, obstacles, uneven or slippery walking surfaces or any other element that could cause an accident. In particular, if your trip includes a visit to the National Park of El Torcal, you must wear appropriate footwear and clothing and be in a fit state to undertake the walk. You must be careful whilst walking over the rocky surface not to slip or fall as injury may be a result. You are under no obligation to undertake the walk and there is a cafeteria/reception centre onsite.

20. Tour Andalucia cannot accept any responsibility of loss of any articles or possessions during your trip, howsoever caused. You should have adequate travel insurance for your trip. Should you include the walking extension to your tour, then you should check that your insurance covers you for the walking elements. This can include walking in mountainous areas.

21. Tour Andalucia plan tour itineraries in keeping with published monument opening times. However, if for unplanned reasons outside of our control, any of the monuments are closed on the day of the visit to the relevant places, Tour Andalucia cannot be held liable for any compensation, since these events are beyond our control.

22. Please note that it is typical in Spanish accommodation (and in other Mediterranean Countries) for the bathroom floors to be tiled, as well as other areas both inside and outside the building. When wet, floors can be slippery and you need to be mindful of this and take care. Tour Andalucia do not accept any responsibility for any guest injuring themselves by slipping on wet tiles. In particular, you should take care in bathrooms if your feet are wet.

23. Tour Andalucia run a fleet of vehicles that are well maintained and fully insured for your transport. However, if any mechanical problems occur at any stage during your tour with us, we will make reasonable efforts to rectify these as quickly and efficiently as possible. In instances of such events occurring, we do not provide any financial compensation to guests and these must be viewed as unfortunate 3rd party unexpected events. We cannot be held responsible in any instance for delays caused by traffic problems, road works, accidents or any other 3rd party event. We build in reasonable contingency, where possible, to limit any negative effect of such events.

24. We cannot be held responsible for any mechanical breakdown of items/facilities in any the accommodation, including electricity supply, water supply, hot water heaters or any such services. In any such event, we will make reasonable effort to rectify the problem in a swift manner. Such events may be out of our control.

25. For insurance and vehicle weight/loading safety reasons, unless pre-arranged by email, we are unable to accept Guests whose weight is more than 120kg. Our vehicles have a weight loading threshold for safe operation, which we must stay within.

26. Tour Andalucia and its representatives will make reasonable efforts to deliver the tour service and ensure the safety of its clients. However, under all circumstances, any financial liabilities and/or compensation will be limited to the total sum received from any booking made by the client/s.

27. Any disputes or claims for any reason will be applied for and determined within the Spanish legal system and no other jurisdiction.

28. Tour Confirmation. Tour Andalucia run tours based on the following minimum number of guests booked on the tour:

Tour	Minimum number of Guests
Highlights/Flavours Andalucia	2
Ultimate Andalucia	4
Private tours	2

29. Without affecting the Clients consumer rights, Tour Andalucia maintain the right to modify and update the terms and conditions at any time and any booking is subject to the latest terms and conditions.

30. By making a booking as determined by the payment of a deposit or other monies, the client accepts these terms and conditions.



Tour Andalucia International
 Caserio Castaño | Los Naranjos 5 | Mollina | 29532 | Málaga
 tel. +34 699 328359 email. gary@tourandalucia.co.uk
 Reg. B93181758 Tour Operator Licence CIAN 296265-2
 Accommodation Licence CR/MA/00621



Suggested Travel List

Summer Clothing:

- Shorts
- Tee shirts
- Walking Sandals/Trainers/Shoes
- Lightweight Trousers/Chinos
- Lightweight skirts

Winter Clothing:

- Sweater
- Light waterproof jacket
- Hat and gloves
- Warm socks
- Comfortable walking shoes
- Tee Shirts (it can be warm during the day)

Electronics: (Spain and other parts of Europe have a 220V electrical mains voltage, please check your item is compatible or use a 'step down' travel transformer to avoid damage)

- Phone
- Tablet/ipad
- Chargers
- Camera (or phone camera)
- Memory cards

General:

- Basic medical pack, Plasters, Paracetamol, Anti-Histamine, Antiseptic Cream.....
- Sun protection cream
- Local currency Euros
- Credit Card
- Passport
- Travel tickets/vouchers
- Any food allergy information
- Small foldable umbrella

The Villas/Hotels have:

- Hairdryers
- Towels
- Shampoo
- Shower Gel