

## Key Points about your Holiday

All residential prices include tuition and full board accommodation, except where stated. All holidays exclude travel insurance. It is the responsibility of each guest to arrange their own travel insurance. All UK prices exclude art materials; paints, paper, brushes or any other accessories you require except where stated. All holidays in Jersey/Europe also include airport transfers, transport whilst on location and use of all art materials (unless you have chosen to take advantage of the Self Drive Discount in Jersey) but exclude flights. Key points in the booking process are as follows :-

- **Deposits** - All holidays require £175 deposit for the UK and £350 for Jersey/Europe.
- **Booking Form** - Please complete a booking form (\*) when paying your deposit.
- **Final Balance Payments** - The balance is due 90 days before the start of the holiday. If booking within the 90 day period the full balance is due when making the initial booking.
- **Flights/Other Transport:** Please do not book your flights until advised to do so. Also, please call for details/advice and pick-up times before booking your flight or train ticket.

Holidays will normally have 6-12 guests but the maximum is 15, except where stated. All abilities welcome on most holidays unless indicated otherwise in the holiday details. Please call for more information.

Each day the course will start at 9.30am, lunch will be between 1-2pm, depending on the tutor and course, and the course will finish at 4.30pm (unless otherwise agreed/stated). There will be a break in the morning and afternoon for refreshments, if location permits. Evening meals throughout the holiday will normally be between 7-7.30pm depending on hotel. (Breakfast times will vary.) All UK holidays begin with an introduction at 6pm on the arrival date and finish at 4pm on the departure date.

**Extra Nights Bookings** - If you wish to extend your stay to do more painting, to go sight-seeing or simply break up your journey, then on most holidays extra nights can be booked. The prices for extra nights are all on a DBB basis. These can be booked with your initial booking or afterwards but please contact us by email or phone to check availability. Please note, all bookings for extra nights must be booked directly through Alpha Painting Holidays and not the hotel.

**Art Materials Required** - Unless otherwise stated it is expected that you will bring your own art materials on holidays in the UK. A separate list is supplied when the final balance confirmation is sent with each course as each course is different. It may be possible that we can supply you with paints/paper on the course at an extra cost should you run out but we cannot make any guarantee of this and sometimes tutors have materials to sell but this depends on the course. Please check when booking. Art materials are included on all holidays in Jersey/Europe, except brushes, unless you have chosen to take advantage of the Self Drive Discount in Jersey which also excludes art materials.

Many people have their own easels, boards and foldable chairs and we advise that you bring these on UK holidays, if you have them but if you do not or you are travelling by train/coach/plane we can supply lightweight easels/folding chairs and boards for you, in which case please indicate this on the booking form.

**Non-Residential Places** - are limited but most holidays in the UK can be attended by local people on a non-residential basis. If you would like to join us on a non-residential basis please call for details. Prices quoted will include an evening meal on the first and last night. Non-residential guests will join the group at the hotel for the course introduction at 6pm on the first evening which will be followed by dinner between 7-7.30pm and need to be at the hotel by 9:30 am each morning, unless otherwise agreed.

**Activities for non-painting partners** - We can organise activities for your non-painting partner including walking, golfing and bowls (Please call or see our website for details). This means partners can enjoy a holiday together whilst enabling them to pursue their separate hobbies. We can also cater for a range of other hobbies.

## Travel Insurance

Please note that all holidays exclude travel insurance and it is the responsibility of each guest to arrange this for themselves. Alpha cannot be held responsible for any financial loss as a result of cancellations you have made due to your inability to travel for whatever reason, if you do not have the relevant travel insurance. Therefore, you need to ensure that you have sufficient travel insurance for ALL holidays with us including the UK, Jersey & the EU which covers you in the event of accident, illness and in particular cover for any restrictions in relation to Covid-19 imposed on you personally. Please see our Covid-19 policy on our website for details.

(\*) This can be found on Page 36 of the brochure, is downloadable from our website and is completed when booking online.

## Bookings, Deposits & Final Payments

By sending a deposit or by completing and signing a booking form you are agreeing to all the terms and conditions in our brochure, on our website and on any correspondence sent by Alpha Painting Holidays. Prices include a booking fee of £35 per booking for UK and £50 for Jersey/Europe which is non-transferable. Under special circumstances, e.g. hospital appointment, guests can transfer their deposits (less their booking fee) to another holiday if they are unable to make a specific date.

If your final balance payment is overdue you could lose your deposit and your place on the holiday.

## Holiday Details - UK

**Arrival Date** - Guests may arrive at the hotel from 3pm on the arrival date. There is a course introduction at 6pm where you will be greeted by a representative from Alpha Painting Holidays and/or the course tutor. We will run through the itinerary of your holiday and make any changes considered necessary depending on individual needs and weather prospects. Dinner will be served between 7pm and 7.30pm depending on the hotel and the course. If you anticipate being later than 7pm please advise us and we will make any arrangements we can to cater for you.

**Departure Date** - The course will finish around 4pm on the departure date. At this point everyone will depart. You can arrange to stay extra nights either before or after the course. Please see above for details.

## Holiday Details - Europe

**Arrival Date** - Airport Transfer will be available from the airport specified in the transport details on the arrival date at set times throughout the day (See Transport details on our website for each destination). There are flights from various UK airports to each holiday destination. We can also arrange pickup from nearby train stations. **Please do not book your flights until advised to do so. Also, please call for details/advice and pick-up times before booking your flight or train ticket.**

There will be a course introduction in the afternoon/evening once all guests have arrived and the evening meal will normally be at approximately 7.30pm each evening.

**Painting Course** - There will be 5 days tuition plus one day off, where you are free to relax or come on an excursion, if available, which is optional and is included in the price. You are free to paint of course on the day off, if you wish, but there will be no tuition. On the day off, lunch will be available at the hotel, as a packed lunch or on any excursions that are organised by us.

**Departure Date** - On the departure date all guests will be taken to the airport specified in the transport details at set times to suit the relevant flights.

**What's included?** Prices are inclusive of airport transfers, transport whilst out painting, 7 nights accommodation, continental breakfast, lunches, soft drinks, 3 course evening meals with wine. Prices also include 5 days tuition and use of chairs, easels, boards and other similar accessories and all necessary art materials but you need to bring your own brushes and sketchbook as these are personal to each painter.

Prices exclude flights and travel insurance which must be arranged independently by yourselves.

## Holiday Details - Jersey

**Arrival/Departure Date** - Airport Transfers operate the same in Jersey as the rest of Europe.

**What's included?** The same applies in Jersey as in Europe, except wine is not included with the evening meals.

**Self Drive Discount** - This information can be found on the Jersey Destinations page on our website.

**Holiday Types** - These Holiday Types are indicated in the pricing table of each holiday.

**Location** - These are our regular on location or "en-plein air" holidays where we make the most of painting outdoors, subject to the weather. Painting locations will always only be a short walk from the car park although you can choose a composition further afield, if you prefer. We will always take into consideration the mobility of all guests when on location on these holidays. On these holidays either a studio or a wet weather room will be provided for the days when the weather is poor.

**Studio** - These are studio based courses and we paint indoors for the duration of the holiday and are more focused on learning a specific subject, technique or style of painting. On these holidays we will have a suitable studio dedicated to us throughout the duration of the holiday.

**Sketching & Walking (S&W)** - These holidays are where we will go sketching and walking and the purpose of them is to enable us to reach parts of the landscape that other painting holidays cannot reach...probably! It will not be like a regular painting holiday as we will walk routes not accessible by car, stopping off to sketch at different key points. Walks will either be linear or circular walks subject to location. With linear walks we will be dropped off by mini-bus and will be picked up by mini-bus at our destination at the end of the day. On each walk we will walk a short distance and then spend time sketching, arriving at a suitable place for our packed lunch where we can do more sketching. We will then continue on route sketching and walking. Walks will be partly level, with some ups and downs but no steep climbs. Occasionally the gradient will be moderate. They will be more of a stroll than a route march and each section will be around a mile. We will cover around 3-4 miles by the end of the day, so it is only suitable for those with good mobility. Non-sketching partners can come on the stroll or go on a more strenuous route as they wish. Sketchbooks will be provided but you need to bring and carry all your own equipment so only bring limited equipment and travel sets on the walk. However, some studio work may be included so please bring all your normal equipment with you on the holiday.

**Sketching & Painting (S&P)** - This is where we sketch on location and a little walking may be required, no more than a mile in a day, and then we return to the studio to produce complete paintings. As a general rule we would be out for a couple of half days and then in the studio for the rest of the time. We will have a suitable studio dedicated to us throughout the duration of the holiday.

**Simply, Sketch & Paint (SS&P)** - This holiday is designed for the more accomplished or confident artist who does not need or want tuition but would rather have a longer holiday and enables more time to sketch and paint with a mixture of S&W, S&P, Location & Studio work.

## Important Information

### Deposits & Course Cancellations

All deposits are non-refundable unless a course is cancelled by Alpha Painting Holidays, in which case we will refund all monies paid for the course. Alpha Painting Holidays will endeavour not to cancel a course unless absolutely necessary but we do reserve the right to do so. This includes events that occur outside of our direct control solely in relation to Alpha's suppliers of services directly in relation to the holiday including hotels, restaurants, tutors, transport and other services we have a contractual obligation to provide.

If a course is cancelled by Alpha for any of the reasons listed above, we can transfer you to another similar course or refund your deposit, as you prefer. If a tutor is unable to tutor a course due to unforeseen circumstances including, but not limited to, illness or accident we reserve the right to use another tutor who can tutor the chosen subject and medium. This applies to all holidays, courses and workshops.

If a course is not permitted to run due to government action, strike action, terrorist acts, plague, pestilence, natural disasters or any other similar event beyond our control where it is deemed to be illegal or unsafe for the holiday to proceed then providing Alpha make all reasonable endeavours to provide replacement, alternative or comparable holidays when it is both legal and safe to do so then Alpha are not duty bound to refund any deposits. In this instance final balance payments can be returned if the replacement holiday is more than six months from the date of the request but there will be an admin fee for processing this refund.

In these instances Alpha will always be as flexible as possible given the constraints put upon them by the authorities in the UK and the country that the holiday is run within. In these instances deposits, as always, remain non-refundable but we will allow the deposit to be transferred to any date up-to the end of the following year that restrictions were lifted. Alpha will endeavour to transfer the booking fee but according to the circumstances cannot guarantee that it will be transferred.

If you are unable to come on the course once you have paid the full amount, we are unable to refund any money paid. It may be possible to transfer you to another course, if space permits but this cannot be guaranteed and the booking fee remains non-transferable as well as other reasonable costs. If you are unable to come on the course, please advise us as soon as possible in writing or by email, so that we can deal with your request and you can deal with any resulting insurance claim.

Please note that there is a payment processing fee for any PayPal payments including card payments. The fee may vary but at the time of the last update the fee is 4%. There is no charge for payments by BACS or cheque.

## Extra Nights Terms

Guests must book all accommodation direct with Alpha Painting Holidays throughout the duration of the course inclusive of any continuous stay before or after the course and not with the hotel or their agents including but not limited to on-line booking agencies. The full residential rate for the course and any extra nights will apply.

Any enquiries or bookings made direct to the hotel in this respect can be discussed between Alpha Painting Holidays and the hotel and any booking will then be re-directed through Alpha Painting Holidays at our normal rates.

## Booking Amendments & Other Charges

There will be a small charge of £15 for any amendments to holidays made within 30 days such as extra nights or room types/upgrades including other specific room requests. Any overpayments as a result of changes will be held on account and transferred to another holiday but cannot be refunded. No amendments can be made within 7 days of the start of a holiday and therefore there is no overpayment that can be transferred.

All communication in respect to your booking will be by phone or email. If booking confirmations or other documentation needs to be sent in the post there will be an admin charge of £25 per booking.

We will still continue to receive correspondence by post including cheques and will always continue to do so without any admin charge. Please be aware though that response times for post may not be the same as those by email.

## Liability

To the best of our knowledge all the tutors and hotels have public liability insurance. We also have our own public liability insurance. In the event of a holiday being cut short or cancelled for whatever reason, our liability is limited to no more than the total paid for the holiday, except in the instance of injury or death, which is in accordance with the laws governing Public Liability in which case any monies due to you would be covered under the public liability insurance of Alpha Painting Holidays, the tutor or the hotel according to liability and would be at the discretion of the insurance company.

All our terms and conditions are subject to and governed by English Law. Moreover, the parties to this agreement irrevocably agrees that the courts of England shall have exclusive jurisdiction to hear, settle and/or determine any dispute, controversy or claim (including any non-contractual dispute, controversy or claim) arising out of or in connection with this agreement, including any question regarding its existence, validity, formation or termination.

**Financial Failure Insurance (FFI) Policy** - Alpha Painting Holidays are a company committed to customer satisfaction and consumer financial protection.

To that end, we have a Financial Failure Insurance (FFI) policy that protects you in the unlikely event of the insolvency of Alpha Painting Holidays. Therefore, in the event of the cancellation or curtailment of your holiday, as a result of the insolvency of Alpha Painting Holidays all guests booking with Alpha Painting Holidays are fully insured for the initial deposit and subsequently the balance of monies paid as detailed in your booking confirmation. This is in accordance with "The Package Travel, Package Tours Regulations 1992".

The policy will also include repatriation, if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Alpha Painting Holidays. The policy is limited to those travel arrangements that have been provided by Alpha Painting Holidays, which is currently only airport transfers and accommodation on foreign holidays and accommodation only on UK holidays.

Details of the insurer will be on your booking confirmation form.

Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond and excludes any costs incurred on flights.