

## Message from the Chairman

There is a full report on the KHS Flower and Produce Show elsewhere in this newsletter. From the point of view of the Show Team it was a busy, happy and enjoyable day thanks to all the members and non-members who supported it by exhibiting and visiting in the afternoon. Thank you too to the cake bakers who excelled themselves for the tea tent and the plant propagators who supplied the plant stall in St Anne's portico. Of course it was a different sort of event from the enormous one KHS has held previously on Kew Green. Changes simply had to be made because there are no longer enough people willing to take on the large workload that a show on the Green involved. Change is always worrying and the Show Team viewed the approach of Show Day with trepidation...but it worked! We managed to fit into St Anne's Church Hall and we have had useful feedback from members. See some photos of The Show below.

In March 2019 at the AGM I shall be retiring after four years as Chairman. There are loads of you reading this message who perfectly qualified to take my place. **You need to step forward.** There is an excellent Committee ready to support the new Chairman. You don't even need to be a gardener: a passing interest in a pretty flower and an attractive garden will do. All the new Chairman needs are an ability to keep people working together, enthusiasm and some time to devote to a long established local organisation. Please contact me for more information: [annsandall@waitrose.com](mailto:annsandall@waitrose.com) or on 0208 948 2806.



Colourful cosmos at The Show



Terrific Teas!



Organic vegetable trug

## Membership Update

At the show we ran a small KHS Members Stall and I am happy to say that the following joined the KHS as new members: **Steve & Finuala Fowles, Paul & Jane Gunn, Derek Irving, Andrew Love and Priscilla Padham.** We offer a sincere and warm welcome to you all and look forward to seeing you at one or two or hopefully all of our future events that are being planned for the year ahead. **Membership subscription renewal falls due on 1 January 2019. If your renewal is not received by 31 March, it will be assumed that your membership has lapsed.** It is still £5 per member or £10 per couple, a snip I think you will agree and is the same as last year (you will find the Subscription Form towards the end of this newsletter).

## Diary Dates

Thus far the following items are in the KHS diary for the near future:

**November 2019** - During November there will be Crocus planting.

The RHS working with The Rotary Club has made available crocus corms for planting as part of a both community

project and a fundraiser for the Rotary's Purple4Polio initiative. We shall be planting the corms in and around Kew in a joint activity with the Kew Society among other groups in November. We shall be looking for volunteers, so look out for further announcements.

### **8 February 2019 - Quiz Night at St Winefride's, Leyborne Park on Friday 8th February 2019**

At 7.30 pm sharp - doors open at 7 pm. Ploughman's supper and a glass of wine, £60 for a table of six or £10 per person. It seems a long time until February but put the date in your diary – or better still apply for tickets now! Why not persuade your friends to join you to make up a table of six? But you can also come on your own or with a friend and we will find a table for you. The questions will not be too hard... or too easy... or too obscure. There will be something for everyone whether a gardener or not. There is a booking form at the end of this newsletter so please book early because numbers are limited. Why not book a table now and let us have the name of your team after Christmas? There is a booking form at the end of the newsletter. Send to: Jenny Long, Maze Lodge, Forest Road, Kew TW9 3BZ. The Quiz will be held again in St Winefride's Church Hall.

**Friday 15th March the KHS AGM** - The AGM will be held in St Winefrides Church Hall from 7.30pm onwards. This is an important meeting as Ann Sandall will be retiring and we shall be electing a new chairman.

**Snowdonia Trip 20-24 May** - Further details are given below and in the attachments to this newsletter.

## **Show Coordinators' Report 2018**

To stage an event like the KHS Annual Flower and Produce Show always requires the help and support of lots of different people, and though much smaller than usual, our Show this year was no exception. So we, the Show Coordinators would like to thank all the many people who came forward to ensure that the 74th Annual Show could go ahead on Bank Holiday Saturday, the 25th August, in St Anne's Church Hall on Kew Green.



A table full of beautiful produce



First Prize winning beans



Dazzling dahlias

This experiment, in a far smaller venue meant that we had to focus exclusively on fruit, vegetables, flowers and floral art, and the Hall still looked full and wonderfully colourful, so many thanks to everyone who exhibited, and of course congratulations to all the winners, a full list of whose names is available on our website. This also meant that many of the traditionally popular classes had to be cut, and we realise that this was a disappointment for many people; next year it may perhaps be possible to address this to some extent. However, Father Nigel did a great job distributing all the cups and trophies at the end of proceedings, and the St Anne's staff was always patient and very welcoming.

The Bank Holiday Saturday weather was helpfully fine, and we were delighted and pleased with the constant stream of visitors both local and those from much further afield, and with the many favourable comments received from people curious to sample the 'new-look' Show. Everyone was sustained by a seemingly endless supply of tea and home-made cakes, generously donated by members and friends, and the Plant Stall too did excellent business, selling virtually all its stock.



A critical audience at The Show

In general, people have been supportive of our efforts to make sure that the Show, which has become a regular event in the Kew calendar, survives, and in order for it to continue to survive, we need volunteers to come forward early in the planning stage of next year's Show. If you need some encouragement, Brian Secrett's excellent photos of the event are both in this newsletter and on the KHS website, and we are very grateful to him.

### **Snowdonia Trip 20- 24 May 2019**

As you know next year's garden trip will be to Snowdonia from 20 to 24 May 2019. Bookings are picking up well and members have been wisely booking early with the result that all single room allocations for this trip have now sold out. This means that only twin room bookings will be accepted from now on. If you are keen to go, which we hope you are, do consider sharing with a friend. It will be less expensive too!

If you have a friend who is interested but is not a KHS member they can of course simply join KHS for just £5 thus making themselves eligible to go. Full details of this trip including a booking form can be found at the end of this newsletter.

### **Some Secret Gardens**

While all of us will know the neighbourhood public gardens well, places such as Kew, Chiswick House, Gunnersbury and Hampton Court, venturing a little further afield can provide very different and intriguing gardening experiences.

#### **Japanese Garden in Holland Park**

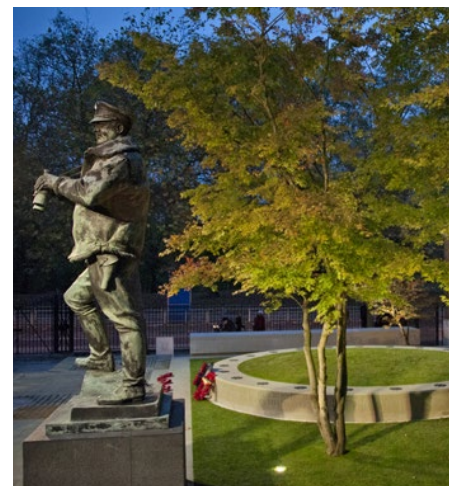
Here you will find the Kyoto Garden hidden away. This Japanese garden is a joy to stroll in and the plants are pruned using Japanese methods so that it maintains an authentic Japanese appearance. High Street Kensington Tube and a bit of a walk or buses from Hammersmith, will take you there.



Kyoto Garden - Photo: Naroa



Weeping Window - Photo © Stuart Wilson



Remembrance Garden - Wellington Barracks

### Queen Elizabeth Hall Roof Garden

If you go to the Southbank, I find the Embankment Tube the easiest route, and follow the signs to the Queen Elizabeth Hall there is an unmissable yellow staircase that takes you to the roof and there you will find a hidden garden, featuring a wildflower meadow, mini allotments and a woodland garden with spectacular views of the river.

### Remembrance Garden, Wellington Barracks

With Remembrance Day almost upon us this garden, though austere in design, the garden at the Wellington Barracks remains attractive and appropriate. The garden commemorates troops who died in the First World War and the soil that was used to create the garden was taken from battlefields and war cemeteries in Flanders. While you are out and about, and with Remembrance Day still in mind, if you did not manage to catch it at The Tower of London a few years ago you might like to see the wonderful Weeping Window at The imperial War Museum. It is on now until 18th November and is quite wonderful. The museum is easily reached from Waterloo Station and is free to enter if you have not been there in a while.

### The War Memorial Garden, Ashgabat.

This final garden, remains with the subject of war memorials but as you will see is a bit of a cheat but we can vouch for it being a secret to most members. In Turkmenistan where we were recently the gardens are numerous and gorgeous and tended with devotion. All the gardeners appear to be women. These pictures were taken at the War Memorial Garden in Ashgabat, the capital. Whilst there we picked up a local gardening tip which we pass on to KHS



Gardeners in Ashgabat Turkmenistan



Mini scythe

members; if you wish to keep your topiary in good shape and your box hedges neat, set aside your secateurs and shears, instead do as the Turkmen gardeners do, nip out each growing tip by hand. We saw this being done on a cypress tree. No mean feat. Incidentally the mini scythe one woman holds in her hand is used for weeding and is the only garden implement we saw other than a spade.

### Not secret gardens but lost gardens.

We thought KHS members might be interested in a talk organized by Twickenham Environment Trust to which all are welcome.

**FEEDING LONDON:** The Forgotten Market Gardens of South West London, 7.30 pm - 9 pm, Thursday 15th November 2018 ETNA Centre, 13 Rosslyn Road, Twickenham, TW1 2AR. For more information see <https://environmenttrust.co.uk/civicism/event/info?reset=1&id=197>

This will be a chance to discover the hidden history of market gardening in SW London at what promises to be a fascinating talk by local historian and Environment Trust volunteer David Lawrie. This talk will reveal the rapid and radical change of land use arising from London's ever-growing population, from the desperate need to increase food production in the 1800s, to the demand for housing for the new 'commuter classes' in the 20th century. Through the stories of the great gardening dynasties of Middlesex and with sound recordings of living memories, we will trace the growth, peak and decline of the production of "Feltham Firsts", "Hounslow Wonders" and "American Beauties". All will be revealed!

### And Finally.....

Talking of market gardens and growing food, there was a group of friends who, over many years, gardened together at some allotments. One day they agreed to go for lunch.

'Where shall we go?'

'Let's go to the Goat and Compasses, the waitress there is a real looker.'

'Yes, let's go there.'

*Time goes by.....*

'Shall we go for lunch?', 'Yes. Where shall we go?'

'Let's go to the Goat and Compasses, they have a good car park there, lots of space.' 'Yes, let's go there.'

*Time goes by.....*

'Shall we go for lunch?' 'Yes. Where shall we go?'

'Let's go to the Goat and Compasses' 'it's got good accessibility there, what with Bill's Zimmer frame and all.' 'Yes let's go there.'

*Time goes by.....*

'Shall we go for lunch?', 'Yes. Where shall we go?'

'Let's go to the Goat and Compasses'

'Good idea. We've never been there.'

**Happy Gardening to you all from the Editorial Team.**

Image from <http://www.fdalandscape.com>



### **Kew Horticultural Society Quiz Application Form**

Friday 8th February 2019 - St Winefride's Hall, Leyborne Park  
Doors open at 7pm and we begin the Quiz at 7.30 pm SHARP

Cost £60 per table of six or £10 per person. This includes a ploughman's supper and a welcome glass of wine.  
Please send your payment with booking form to Jenny Long at Maze Lodge, Forest Road, Kew TW9 3BZ. Phone 0208 940 3636.

Please make cheques payable to **Kew Horticultural Society**.  
Bookings accompanied by payment will be acknowledged.

Name \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

I would like a table of six (£60) and our team name is

\_\_\_\_\_

**OR**

I would like \_\_\_\_\_ (number of tickets at £10 each)

I enclose a cheque/cash for £\_\_\_\_\_ (amount)

Send your completed booking form and your payment to Jenny Long, Maze Lodge, Forest Road, Kew TW9 3BZ



**KEW HORTICULTURAL SOCIETY: One of the oldest horticultural societies in London. No gardening experience necessary. Lectures, events and outings throughout the year. Newsletters. Annual Summer Flower and Produce Show**

APPLICATION FOR MEMBERSHIP RENEWAL 2019 – due 1 January 2019. Subscription is £5 per year per adult, children free. The membership year is the same as the calendar year but members who joined at the 2018 Summer Show or later in 2018, are covered for 2019.

Your name(s).....

Address.....

Post code .....

Phone number.....

Email .....

Date.....

Please circle one of the following:

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1 I enclose cash/cheque payable to Kew Horticultural Society for £5.00/£10 for my/our subscription.

Please return this form to our Membership Secretary, Carole Brougham, 58 Bushwood Road, Kew, TW9 3BW  
(020 8948 7254).

2 I have completed a standing order mandate (see below) for my/our bank/building society to pay my/our annual subscription(s) and I will give/send it to my bank.

3 I bank online and have instructed my bank to pay KHS by Standing Order and am emailing this application form for your records.

4 I confirm that I pay by standing order

5 I confirm that I joined at or after the 2018 Summer Show and my subs are paid for 2019.

If 2 -5 apply, please email this form to [membership@kewhorticulturalsociety.org](mailto:membership@kewhorticulturalsociety.org) for our records. Thank you,

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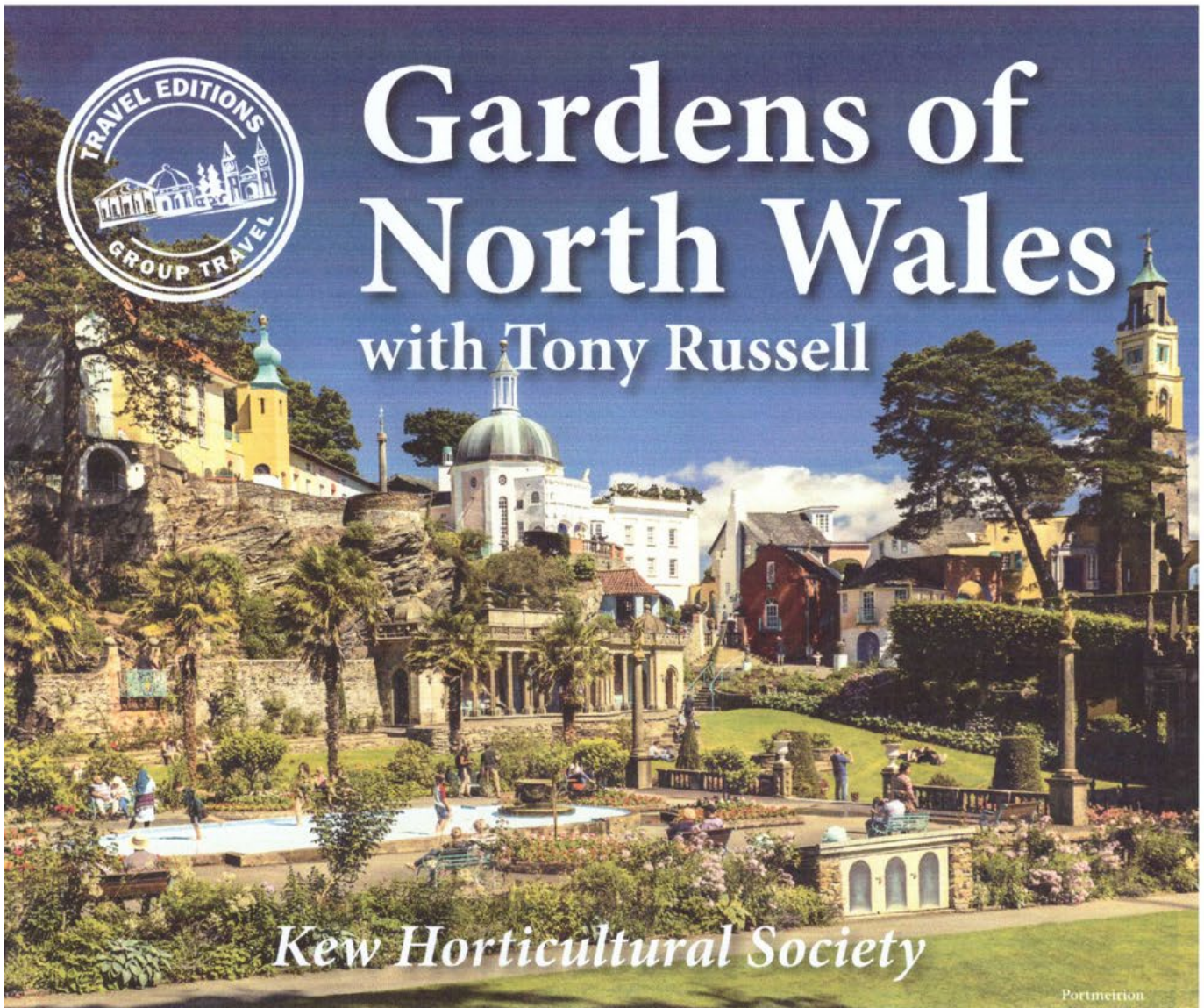
Help is always welcome with social events, deliveries of newsletters, committee membership, and organization of the annual Show – please indicate below any which interest you: .....

.....



# Gardens of North Wales

with Tony Russell



Portmeirion

**5 days from £499 per person\* - Departs 20 May 2019**

North Wales unique landscape and climate make for some dramatic gardens. Join us next Spring as we discover some of these gardens hidden where you least expect them, in the company of Tony Russell.



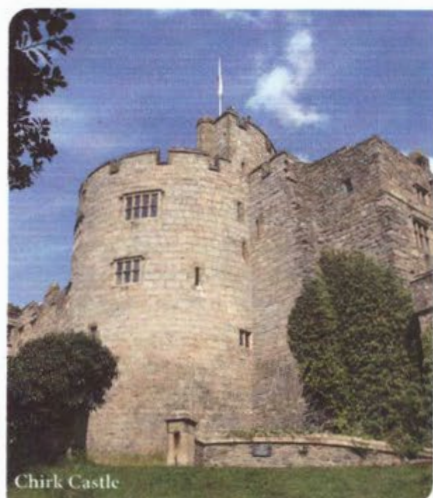
Plas Cadnant



Bodnant

This holiday is operated by Travel Editions Group Travel.

To secure your place on this tour please complete the booking form and send with an initial deposit of £125 per person, cheques made payable to Travel Editions Group Ltd by 30 November 2018 to Travel Editions Group Limited, 3 Young's Buildings, London EC1V 9DB



Chirk Castle

#### Day by day itinerary

##### Monday 20 May 2019

Travel from Kew to North Wales. Lunch and afternoon garden visit to Chirk Castle. Meet up with tour manager Tony Russell for afternoon tour of gardens and free time to enjoy the castle. (National Trust). Travel on to Royal Goat Hotel, situated a few miles from Caernarfon, and perfectly located for our tour of Snowdonia and North Wales. After dinner, Tony will present a talk on the Gardens of Snowdonia and North Wales.

##### Tuesday 21 May 2019

After breakfast, we will travel through Snowdonia's magnificent mountain and lake scenery to our first garden at Plas Brondanw, the ancestral home and Arts & Crafts garden of Sir Clough Williams Ellis. We then visit the Glaslyn Osprey Centre, to see the very first ospreys to nest in Wales for more than 100 years. We then travel to the Victorian splendour of Plas Tan y Bwch, where we visit the house and gardens of the Oakeley family, who made their fortune from the North Wales slate industry boom of the 19th century. We then head to the famous Italianate village and gardens of Portmeirion, where there will be time for lunch (not included) and then Tony will take us on a guided tour of these astonishing gardens, full of tender sub-tropical plants. We return to our hotel in time for dinner.

##### Wednesday 22 May 2019

After breakfast we head westwards down the stunning coastline of the Lley Peninsula, to the delightful private garden of Nanhoron, where we will meet owner Bettina Harden and enjoy an exclusive tour of this most beautiful garden. Our lunch today will be in the delightful fishing village of Aberdaron (not

included), with its famous church on the beach, final place of worship for pilgrims before making the dangerous journey across the water to the holy island of Bardsey – resting place for 20,000 saints. In the afternoon we visit Plas yn Rhiw, a timeless National Trust house and garden perched on a cliff top looking out across the six-mile-long beach of Hell's Mouth. The atmospheric and beautiful garden is the creation of the Keating sisters, three spinsters who lived and gardened here during the middle part of the 20th century. We return to our hotel in time for dinner.

##### Thursday 23 May 2019

Today we visit Maenan Hall on the slopes of the Conwy Valley, with wonderful views of Snowdonia. Set amongst mature hardwoods, with sweeping lawns, ornamental ponds and a bluebell carpeted woodland dell containing copious specimen shrubs and trees, many originating at Bodnant. We will then drive to Bodnant, where lunch will be followed by time to enjoy the garden which extends to 80 acres and contains one of the best collections of rhododendrons, camellias, magnolias and azaleas in Britain. We will also have time to enjoy its superb plant centre, before returning to our hotel in time for dinner.

##### Friday 24 May 2019

For our final garden visit of the tour, we will head across the Menai Strait to Anglesey and the remarkable gardens of Plas Cadnant. Once lost beneath a sea of woody weeds and trees, Plas Cadnant has over the last twenty years, been lovingly and cleverly restored by owner Anthony Tavernor, who will be on hand to welcome the group to his garden. After an early lunch at Plas Cadnant (not included), we say a sad goodbye to Snowdonia and our guide Tony Russell



Tony Russell



Osprey

and begin our journey back to Kew, stopping at Packwood House near Solihull along the way.

#### Where you stay

##### Royal Goat Hotel, three-star, Beddgelert

The Royal Goat Hotel is a family-run hotel located in the heart of Snowdonia in the beautiful village of Beddgelert and offers stunning mountain views. Full of character, the hotel has a cosy lounge and an elegant reading room. The popular grill bar restaurant serves a traditional menu, made with local produce. Each comfortable en-suite room features a TV, tea/coffee facilities and a hairdryer.

#### Included in the price

- Return coach travel from local area and at the group's disposal throughout the tour
- Four nights accommodation at the Royal Goat Hotel, Beddgelert, on dinner, bed and breakfast basis, based on shared occupancy of a twin/double room
- After dinner talk on Gardens of Snowdonia and North Wales with Tony on day one
- Lunch at Bodnant Gardens on day Four
- Full range of excursion as details with all garden entrances
- Experienced garden tour manager, Tony Russell throughout

Single room supplement £76.00

Non NT member supplement £45.00

Based on a group of 30 passengers\*







# TRAVEL EDITIONS BOOKING FORM

Please complete this form in block capitals and return to Travel Editions, 3 Young's Buildings, London EC1V 9DB, together with a cheque made payable to THE TRAVEL EDITIONS GROUP LTD for your deposit, plus insurance premium if you require Travel Editions

Holiday title: Gardens of North Wales      Holiday price: £499pp      Departure date: 20 May 2019

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Post code: \_\_\_\_\_

Tel: _____	Joining/Pick-up point (if applicable): _____
Mobile: _____	Double room <input type="checkbox"/> Twin room <input type="checkbox"/> Single room <input type="checkbox"/>
Email: _____	If you wish to receive your confirmation via e-mail please tick: <input type="checkbox"/>

	Passenger 1	Passenger 2
Surname (as per passport)		
First name(s) (as per passport)		
Title		
Date of birth		
Place of birth		
Nationality		
Passport number		
Passport issuing authority		
Issue date of passport		
Expiry date of passport		
Next of kin & relationship		
Next of kin contact number		

**Special requests:** (Dietary requirements, accessibility etc.)

**\* We strongly recommend insurance on our holidays, prices as follows:**

UK £15 - up to 3 days / £24 - 5 days / £30 - 6 to 10 days (other periods on request) Premiums for passengers aged 70+ will be increased by £10.  
EUROPE £23 - up to 3 days / £32 - 5 days / £39 - 6 to 10 days (other periods on request) Premiums for passengers aged 70+ will be increased by £30.

WORLDWIDE Prices vary – please see individual brochure for details.

Please indicate in the remittance box if you require insurance.

**Details of alternative cover must be provided either at the time of booking or prior to travel.**

Name of Insurers: \_\_\_\_\_      Policy Number: \_\_\_\_\_      Emergency Tel No: \_\_\_\_\_

	Deposit per person	No. of persons	Insurance premium	No. of persons	Total
Deposit/Full payment	£125.00				

Final payment is required 8 weeks before travel.

The appropriate insurance premium per person should be sent with the deposit for your holiday. Cover is not effective until premiums have been paid. For details of premiums see above. Please charge this amount to my debit/credit card.

Visa Debit:       Visa:       Master Card:       Card No: □□□□ □□□□ □□□□ □□□□

Expiry date: □□ □□      Valid from: □□ □□      Issue No: □□      Security code (CFC) – last 3 digits on signature strip: □□□





Cheques should be made payable to The Travel Editions Group Ltd. BACS Transfer: bank details available upon request.

Name & initials: \_\_\_\_\_      Signature: \_\_\_\_\_

On behalf of the persons named I request Travel Editions to book the travel arrangements as set out above and I confirm that I am authorised on their behalf to accept the Conditions of Booking as specified. Should any of your details change before you are due to travel please ensure you notify us. I am over 18 years of age. THANK YOU FOR YOUR BOOKING.

Signature: \_\_\_\_\_      Name: \_\_\_\_\_      Date: \_\_\_\_\_

For booking terms and conditions and travel insurance policy information please visit our website [www.traveleditions.co.uk](http://www.traveleditions.co.uk)

 3 Young's Buildings, London EC1V 9DB. T: 020 7251 0045. E: [tours@traveleditions.co.uk](mailto:tours@traveleditions.co.uk). W: [www.traveleditions.co.uk](http://www.traveleditions.co.uk)   

# TRAVEL EDITIONS

## BOOKING CONDITIONS - OUR FAIR TRADING CODE

### 1. Your Holiday Contract

Your contract is with Travel Editions a trading name of Travel Editions Group Ltd. When you receive your confirmation invoice from Travel Editions a contract is made between you and ourselves. Both parties then have commitments towards each other. Our commitment to you is to provide you with the holiday you have booked and your commitment is to pay for that holiday. These commitments are clearly set out below and are also shown either within the relevant holiday brochure, or on the reverse of your booking form. From time to time people wish to change or withdraw from contracts. Please read these conditions carefully. Your signature on the booking form, or acceptance on the telephone means that you have accepted the terms of this code under which the holiday contract is made. You are also deemed to have signed on behalf of and with the consent of all persons for whom the booking is completed. Should bookings be made through a Travel Agent with whom we have any agreement or by any means other than directly with ourselves, all monies paid are held by them on our behalf. When you contact us to make a booking, we act as agents for the relevant carrier which will be disclosed on your documentation. We reserve the right to substitute the carrier if necessary.

### YOUR COMMITMENT TO TRAVEL EDITIONS

#### 1. Payment for your Holiday

Your completed booking form must be sent to us accompanied by the appropriate deposit and the premiums for any insurance you wish to purchase. This deposit is your only commitment to us until the final payment is due at the date indicated on your confirmation/invoice. You MUST pay for your holiday at least eight weeks before departure unless stipulated on your confirmation/invoice. If you do not do so, we reserve the right to treat your booking as cancelled, in which case you are liable to cancellation charges up to 100% of the final invoice in accordance with section 4 below. PLEASE NOTE:- NO REMINDER IS SENT TO YOU, AND BALANCES ARE NOT RECEIPTED UNLESS REQUESTED. If you book your holiday within eight weeks of departure, full payment is required at the time of booking.

#### 3. If you Change your Booking

If, after we have accepted your booking, you wish to change any details of that booking, we will make every effort to satisfy your requirements, although this cannot be guaranteed. When a request can be met, an amendment fee of £10.00 per person will be charged (maximum £40.00 per booking form per amendment) and a revised invoice will then be issued. If you change your holiday booking later than the 'balance due' date, you will incur cancellation charges in accordance with section 4 below. Alterations to sea/air travel once tickets have been issued may be subject to additional charges. NOTE: Clients with physical disabilities, wheelchairs, handicaps or illnesses requiring any form of special attention must advise the company in writing at the time of requesting reservations.

#### 4. If you Cancel your Holiday

Only the person who signed the booking form may cancel your holiday. Cancellations must be notified in writing and sent to us by recorded or registered post and are effective only from the date we receive written notification. To compensate us for the expense of processing your booking, withdrawal from sale at the time of booking and the risk that we may not be able to re-sell the holiday we charge cancellation fees in accordance with the following scale.

UK, Europe & Worldwide	UK, Europe & Worldwide
Days Notice Prior to departure date	Cancellation charge
more than 56	% of Holiday price
29 - 56	Deposit only
15 - 28	45% or deposit
0 - 14	60% whichever is the greater
	100%

You may make a claim on your holiday insurance if your reason for cancellation falls within the terms of the insurance policy.

#### 5. If you Have a Complaint

In the unlikely event that you have a complaint please tell our staff or representative immediately so that remedial action can be taken as soon as possible. If the matter cannot be resolved on the spot, you must put your complaint in writing to us so that we receive it within 28 days of the end of your holiday. We do not accept liability in respect of any claim or complaint received after this period. All holidays are offered and provided by us as described in the relevant brochure, though it is impossible to include all details at that time. Therefore, extra verification or clarification of ANY details in connection with the holiday must be requested by the client and satisfied before confirming the holiday. We cannot be held liable if you have not properly read the brochure, information or conditions and subsequently on arrival at your destination decide not to accept the accommodation booked for personal reasons/views/interpretations.

### OUR COMMITMENT TO YOU

#### 5. Your Holiday is Reserved

On receipt of a completed booking form and appropriate payments, we will check that we can accommodate your booking and return to you a confirmation/invoice showing the basic details of the holiday booked and the amount of money outstanding. Your reservation is accepted on the terms of our booking conditions and is valid from the date which appears on the confirmation/invoice. (A copy of these booking conditions is printed for your information on the reverse of your confirmation/invoice). If we are unable to accommodate your booking request, we will endeavour to offer you an alternative holiday. If you are unable to accept any alternatives offered at this time, a full refund of all monies paid including deposit and insurance will be made.

#### 7. The Price of your Holiday

The price of your holiday is fully guaranteed and will not be subject to any surcharges.

#### 3. If we Change your Booking

The arrangements in this brochure are made many months in advance. Whilst Travel Editions at all times try to satisfy your requirements it is sometimes necessary to make alterations to your holiday or to effect cancellation due to a variety of reasons. In these circumstances we reserve the right at our discretion to make the necessary changes or cancellations. If a material alteration or cancellation has to be made to your holiday we will offer you the same holiday on different dates, or an alternative holiday of the same standard or a full refund of all money paid to us excluding any amounts claimable under the Delay Insurance Cover. However, if it is necessary to make a material alteration (of significant inconvenience to you) to a holiday, or any other travel arrangements, after the date when payment of the balance of the price becomes due (other than for reasons such as hostilities, political unrest or other circumstances amounting to force majeure) compensation amounting to £10.00 per person will either be credited against your holiday costs, or if you cancel, you will receive a credit note for £10.00 per person to be used on a future Travel Editions holiday taken within 12 months of the date of the credit note. If we have to notify you of a material alteration within 14 days of the departure date (other than for reasons such as hostilities, political unrest or other circumstances amounting to force majeure) you will receive compensation amounting to £30.00 per person.

We do not intend to cancel a holiday, or any other travel arrangements, after the date when payment of the balance of the price becomes due, unless it is necessary to do so as a result of hostilities, political unrest or other circumstances amounting to force majeure or unless you default in payment of such balance. However, if it is necessary to cancel your holiday after the balance of your holiday becomes due, (for reasons other than hostilities, political unrest or force majeure) such as overbooking by an hotel or an airline, a full refund as well as compensation of £15.00 per person will be paid. Travel Editions further reserve the right to curtail your holiday after the date of departure where forced to do so by circumstances amounting to force majeure. In this extremely unlikely situation Travel Editions shall not be responsible for any refunds, compensation, losses or expenses incurred by you. In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used as follows: Aegean, Air Baltic, Alitalia, British Airways, Easyjet, Emirates, Meridiana, Monarch,

Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hour changes to aircraft type, change of airport between Heathrow, Gatwick, Luton or Stansted, change of accommodation to another of the same standard. PLEASE NOTE FLIGHT TIMINGS ARE GIVEN FOR GUIDANCE ONLY AND MAY ALTER.

#### 9. If we Cancel your Holiday

We reserve the right in any circumstances to cancel your holiday. PLEASE NOTE:- EACH TOUR IS SUBJECT TO A MINIMUM NUMBER OF PASSENGERS IN ORDER FOR IT TO OPERATE. A NON- REFUNDABLE ACCOMMODATION, OR TRAVEL BOOKED BY YOURSELVES BEFORE THE BALANCE DUE DATE, IS TAKEN AT YOUR OWN RISK AND WILL NOT BE COMPENSATED BY TRAVEL EDITIONS IN THE EVENT OF THE TOUR HAVING TO BE CANCELLED. Full details are available on request. In the unlikely event of this being necessary we will offer you an alternative available holiday or a full refund of all monies paid. If cancellation is less than eight weeks prior to departure we will also pay compensation in accordance with paragraph 8.

#### 10. How we Treat Complaints

Any written complaint will be acknowledged as soon as it is received. Normally a complaint is settled amicably in a short time. Disputes arising out of, or in connection with this contract which cannot be amicably settled may (if the customer so wishes) be referred to arbitration under a special scheme. 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 along with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website.

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 a 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.

The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

For injury and illness claims, you may like to use the ABTA / Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from www.abta.com

#### Our Responsibility 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 arrangement. 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 supplier 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 £5000 per booking form. Our liability will also be limited in accordance with and/or in an identical manner to:

- The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and
- 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 or 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: 3 Young's Buildings, London EC1V 9DB Telephone: 020 7251 9045.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 8. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 606 www.auc.org.uk

#### Your financial protection

##### "Your Financial Protection"

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong."

"We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable)."

"If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustee of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those

Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme."

#### Prompt Assistance in Resort

If the contract we have with you is not performed or is improperly performed as a result of failure 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 a 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.

#### 12. Law and Jurisdiction

Your contract is made under these booking conditions and this Fair Trading Code and is subject to English Law and jurisdiction and it is agreed between both parties that each will submit to the jurisdiction of the English Courts.

