

**Here you can find answers to general questions regarding the co-operation with music&friends™:**

**Q: We found a cheap accommodation at the place of the event and want to participate only at the concerts without any more services from music&friends™.**

**A:** This is principally not possible. The organization of the concerts is part of a service- and price-package, which can't be separated. Local choirs get the possibility to participate in different ways.

**Q: The packages of the event include accommodation and further services, but no transport. Who will organize the transport?**

**A:** Every music group has the choice to organize their own transportation to the places of the event (by coach, flight, train). music&friends™ offers to organize the local transport by private coaches for transfers, tours etc. If a music groups decides to travel with their own coach, the coach must be ready and available throughout the program of the music group.

**Q: Is there any chance to integrate individual wishes in the itinerary of an event or must the program be the same for all participating music groups?**

**A:** Every music group will get an individual itinerary; however, the concerts are mandatory to all. If they are fixed, there can be arrangements for individual guided tours, meals, extensions etc.

**Q: What's the timeline of a registration for any event?**

**A:** After each music group decides to join an event and cleared transport and travel allowances, a deadline will be set. Before the deadline however, reservations can be cancelled without any obligation. music&friends™ offers a generous deadline, which gives music groups enough time to clarify e.g. flight bookings without any time pressure and to have the background of a reservation. Only after the deadline any reservation is binding and means cancellation fees, if all music groups will cancel.

**Q: Which insurances are included?**

**A:** Insurances are basically included depending to national regulations of the responsible tour operator. Within the EU, the regulations are nearly similar. Reservations by buchmann touristic&consulting, with its location being in Germany include insurance against third party damages (this concerns all suppliers from the hotel till the stage constructor of an open-air stage) up to 7 million Euros per damage of an event.

**Q: Would you advise a private health insurance for the stay abroad?**

**A:** This depends of the destination of an event. Within the EU, many health insurances cover the basic medical care in foreign countries too. An example is the international smart card for health assurance, which is installed at the moment in several countries. For destinations outside the EU we recommend an additional health insurance.



**Q: Would you recommend travel cancellation insurance?**

**A:** There is no general answer to that question. At many events of music&friends™, if there are cancellations up to 10% of the travellers a couple of days before the arrival, it is free of charge. This is not valid for shared portions of costs for coach or for air tickets. Mainly air tickets have generally very strict cancellation restrictions. Please note, that travel cancellation insurances are valid mostly in cases of own illness or severe illness/dead of a first degree relative. Normally, any other reason is not accepted.

Subject to change/15.12.2018

