Vienna With The Maestro

Aiken Symphony Orchestra

September 2027

Booking Conditions, Payment Terms & Fine Print

Arranged by Pilkington Travels, LLC · Tour Operations by Mondial DMC, Vienna

Trip at a Glance

Group	Aiken Symphony Orchestra
Destination	Vienna, Austria
Travel Period	September 27-October 5, 2027
Minimum Group Size	25 paying participants
Travel Advisor	Pilkington Travels, LLC (Virtuoso® Affiliated)
Tour Operator	Mondial DMC, Vienna, Austria
Currency	Euro (EUR)
Pricing Basis	2026 pricing; 2027 final rates confirmed by end of 2026

Role of Pilkington Travels, LLC

Pilkington Travels, LLC acts as your luxury travel advisor and booking intermediary. We have arranged this group itinerary in partnership with Mondial DMC ("Mondial"), an independent Destination Management Company (DMC) based in Vienna, Austria, which is the contracted provider of all ground services, excursions, dining reservations, cultural experiences, and related in-destination services.

Your contract for the provision of those in-destination services is with Mondial, and Mondial's General Conditions govern the delivery of those services. Pilkington Travels is not the operator, owner, or insurer of any service provided by Mondial. In the event of a dispute regarding services, performance, or refunds relating to Mondial's scope of work, Mondial's terms and policies will govern.

Pilkington Travels will serve as your single point of contact throughout the planning and booking process, advocate on your behalf with Mondial, and manage all communications, logistics coordination, and documentation.

Pricing & Currency

Currency	All rates are quoted in Euro (EUR) and include all applicable taxes, and VAT. Payment will be converted to US dollars when due.
2026 Pricing	All rates provided are based on 2026 pricing. Final rates for September 2027 travel are generally confirmed by Mondial at the end of 2026. Rates are subject to change until formally confirmed.
Group Size	Quoted rates are based on a minimum of 25 paying participants. Any reduction in group size may result in price adjustments, which will be recalculated and communicated to the group.
Rate Changes	Rates are subject to change beyond our influence, including as a result of statutory changes to VAT or tax legislation in Austria, currency fluctuations,

	fuel cost adjustments, or other factors outside Mondial's control. Mondial reserves the right to amend rates accordingly.

Service rates are valid only in conjunction with booked guest room accommodations at a hotel. If hotel accommodations are not included or are booked separately, a supplement for service rates may apply.

Payment Schedule

The following payment schedule applies to all services arranged through Mondial. These are general terms; specific bookings (particularly for high-demand dates, specialty venues, or providers requiring earlier prepayment) may carry different deadlines, which will be communicated at the time of booking.

Payment	When Due	Amount
Deposit	At time of booking confirmation	**30% of total amount**
Final Balance	No later than 30 days prior to arrival	**Remaining 70% of total amount**

Payment Method	Payments may be made by check, bank draft, or credit card. Payments made by credit card will incur a 4% surcharge.

Cancellation Policy

The following cancellation terms apply to all services booked through Mondial. Please review these carefully before confirming your participation. Note that the 30-day cancellation deadline coincides with the final payment due date.

When Cancellation Occurs	Fee
More than 30 days before arrival	**No cancellation fee — full refund available***
30 days or fewer before arrival (on or after the final payment date)	**100% non-refundable — no exceptions**
*Cultural event tickets (opera, theatre, concert, train tickets) — once ordered	**100% non-refundable at any point, regardless of cancellation date**

⚠ Please note: cultural event tickets (opera, theatre, concerts) and train tickets are 100% non-refundable from the moment they are ordered — this applies even if you cancel more than 30 days before arrival. We strongly recommend purchasing comprehensive travel insurance that includes trip cancellation coverage before any such tickets are booked.

These are Mondial's general cancellation conditions. Specific services, reservations on high-demand dates, and bookings with third-party providers may carry stricter terms. Applicable conditions for each specific reservation will be confirmed in writing at the time of booking.

Excursions, Dining & Cultural Services

The following conditions apply to all excursions, dining, and experiential services included in the group itinerary:

- All excursions may be modified to reflect the group's preferences, subject to availability at the time of booking.

- Excursion durations are advised as maximum times. Additional charges for bus and guide services may apply if the maximum time is exceeded, and the group will be responsible for those additional costs.
- No services have been booked at this stage. All offered services are subject to availability at time of booking.
- 3-course dinner menus are pre-selected by the participating restaurant(s), with 3–4 menu options provided for the group to choose from at the time of booking. Menu selections must be finalized and submitted by the deadline communicated at booking.
- Menu rates do not include gratuity. A tip of approximately 10% of the menu cost is customary in Austria and recommended.
- Service rates quoted assume inclusion of hotel accommodations. If hotel accommodations are not part of the booking, a supplement for service rates will apply.

Travel Insurance

Pilkington Travels strongly recommends that all participants purchase comprehensive travel insurance, including coverage for trip cancellation and interruption, medical expenses, medical evacuation, and baggage. Given the cancellation conditions above — particularly the 100% non-refundable policy on cultural event tickets and the 100% cancellation fee after final deposit — travel insurance is especially important for this group program.

Pilkington Travels will be happy to provide information on available travel insurance options. If a participant declines to purchase travel insurance, they do so at their own risk, and Pilkington Travels/Aiken Symphony Orchestra bear no liability for uninsured losses.

Public Health & Force Majeure

The itinerary and pricing quoted assume that no Covid-19 or other public health measures are in place at the time of travel. Should the governments of Austria or any other relevant country implement regulations or hygiene measures, Mondial reserves the right to adjust group sizes and service configurations in accordance with those requirements. Rates and services may vary accordingly.

Neither Pilkington Travels, Mondial, nor Aiken Symphony Orchestra can be held liable for changes, cancellations, or additional costs arising from government-mandated public health measures, natural disasters, civil unrest, labor action, or other force majeure events beyond our control. In such cases, available remedies will be determined by the applicable Supplier's terms.

Limitation of Liability

Pilkington Travels, LLC acts solely as a travel advisor and intermediary. We do not own, operate, or control Mondial or any other Supplier providing services on this itinerary. To the fullest extent permitted by law, Pilkington Travels shall not be liable for any loss, injury, delay, damage, or other harm arising from the acts, omissions, or insolvency of Mondial or any third-party service provider. Our liability is limited to the planning or service fees paid directly to Pilkington Travels for this engagement.

Mondial General Conditions

The General Conditions of Mondial DMC, Vienna, govern all ground services provided on this program. By confirming participation and submitting payment, group members agree to be bound by Mondial's General Conditions in addition to these Booking Conditions. A copy of Mondial's General Conditions is available upon request. These Booking Conditions supplement, and do not replace, Mondial's General Conditions.

Questions & Contact

For all questions regarding this program, payment, cancellations, or any aspect of your Vienna trip, please contact your Pilkington Travels advisor directly:

Pilkington Travels, LLC

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