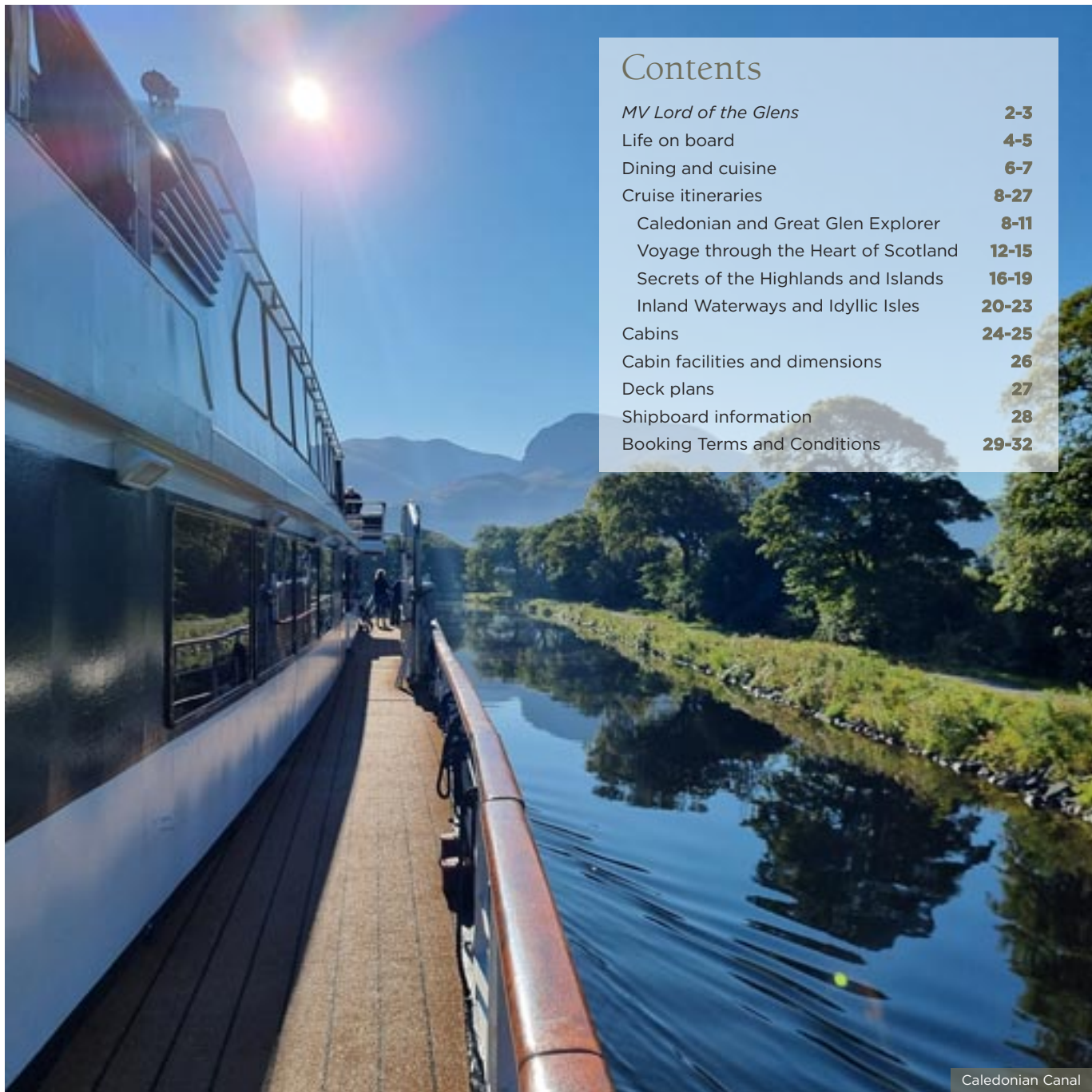




MV LORD OF THE GLENS CRUISE DIRECTORY
The Caledonian Canal, The Great Glen and The Highlands & Islands of Scotland





Contents

<i>MV Lord of the Glens</i>	2-3
Life on board	4-5
Dining and cuisine	6-7
Cruise itineraries	8-27
Caledonian and Great Glen Explorer	8-11
Voyage through the Heart of Scotland	12-15
Secrets of the Highlands and Islands	16-19
Inland Waterways and Idyllic Isles	20-23
Cabins	24-25
Cabin facilities and dimensions	26
Deck plans	27
Shipboard information	28
Booking Terms and Conditions	29-32

Caledonian Canal



Welcome to *MV Lord of the Glens*

Discover the intricate, inland waters of the Caledonian Canal, and the stunningly beautiful west coast of Scotland from on board the truly unique *Lord of the Glens*.

Lord of the Glens is the perfect way to explore Scotland's Highlands and coastal islands in a relaxed atmosphere. Her classical appeal embraces a timeless style with polished wood and teak decks, offering delicious cuisine and personal service.

Lord of the Glens has 26 comfortably appointed cabins, all boasting hardwood finishes, en-suite facilities and views of the passing landscapes. Meals are freshly prepared on board by a loyal brigade of chefs, drawing on a bounty of locally sourced produce, whilst the Sir Walter Scott lounge and bar, on the upper deck, provide for magnificent all-around panoramic views of the Highland scenery.

At 150 feet, the vessel was designed to transit the network of locks and canals that cut through the heart of the Highlands. Every cruise on board *Lord of the Glens* journeys along the hauntingly beautiful Caledonian Canal; known as the Royal Route, following its endorsement by Queen Victoria in 1873. The canal transports guests serenely from Inverness to Fort William, and with only 52 guests on board, the emphasis is not on speed, but on style, whilst the relaxed and cosy atmosphere harks back to tailor-made travel of the old-fashioned variety.

MV LORD OF THE GLENS

Over 20 years ago, the Caledonian Canal witnessed the arrival of the most stylish craft to have ever cruised its waters - *Lord of the Glens*.

The design challenge was to fashion a small ship that could transit the intricate waters of the Caledonian Canal, as well as the sheltered waters around Scotland's hauntingly beautiful west coast. The result of these endeavours being the splendid *MV Lord of the Glens*.

Constructed by craftsmen to exacting standards, both in terms of visual impact and technical capability, this aristocrat of the water is blessed with propulsion systems which enable her to cope with the rigours of the open sea, and at the same time navigate the intricate confines of the Caledonian Canal and the 29 locks and 10 swing bridges.

Inside, the decor embraces a classical, timeless style that is in sympathy with the lovely landscape outside. On stepping aboard, the weary traveller is greeted by a colonial look. Rich, hardwood finishes, offset by cream panelling are very much reminiscent of the ancient deluxe British Pullman carriage.

When the Master is not manoeuvring the vessel into the impossibly tight locks, or around the many tortuous bends of the meandering canal, guests are free to visit the Bridge and chat to the mariners on duty.

Unlike the mass-market tourism of many modern-day cruise ships, when *Lord of the Glens* pulls into harbour, be it for you to amble round the shops at Fort Augustus, or to explore the marvel that is Neptune's Staircase, you are not so much an invading force, but a group of handpicked invitees.







David Livingstone Lounge and Library



LIFE ON BOARD

Lord of the Glens is appointed in traditional style with richly clad mahogany finishes and warm furnishings.

The polished wood, rich fabrics and upholstery contribute to the cosy feel, as much as the intimate size. The public spaces are comfortable and welcoming, perfectly suited to the relaxed style of cruising, whilst the attentive, expert crew are at your service.

The open top deck, furnished with teak tables and chairs, offers unparalleled views and the ideal place to enjoy the slow, meandering of the canal as the scenery glides gently by, or observe the crew, busy at work, as we pass through the locks.

Located on the top deck and affording magnificent, panoramic views, the lounge and bar provide a warm and welcoming atmosphere. In this heart of the ship, guests converge each evening to recall the day's adventures, to relax and enjoy the gentle art of conversation.

The smaller, forward Sir Walter Scott lounge is an intimate space to gather with friends, whilst the aft area, the David Livingstone lounge is the social hub to mingle and savour a refreshing drink from the bar.

The small library contains a selection of books and games and, for staying connected, Wi-Fi is available on board.



DINING AND CUISINE

Meals on board *Lord of the Glens* are an invitation to dine among friends in the elegant Robert Louis Stevenson restaurant, where all-round picture windows mean you will never miss the view.

The delicious cuisine makes use of the bountiful local produce including fresh fish, meats and poultry. A hearty Scottish breakfast welcomes the day with plentiful options. For early risers, tea and coffee are available.

Lunch varies, depending on the day's activities, and our dedicated crew is ever-present to attend to your every need.

In the evening, dinner is a full service, three course meal with coffee. On the final gala evening, no cruise would be complete without a traditional recital of Robert Burns' Address to a Haggis!

Independent travellers will find a warm welcome, as seating is with fellow guests in a single sitting with a relaxed and informal atmosphere.



Robert Louis Stevenson Restaurant



Lord of the Glens, Galley



Final Gala Evening Address to a Haggis



Glenfinnan Viaduct

CALEDONIAN AND GREAT GLEN EXPLORER

Inverness to Oban - 6 nights

A six night sheltered water cruise through the Highlands of Scotland

Nothing to clutter the view, just hauntingly beautiful Scottish Highland scenery brought effortlessly to your panoramic window. This, together with excellent cuisine and delightful accommodation, provides for a truly unique travel experience.

This six night cruise encompasses the main highlights of a voyage through the very heart of the Scottish Highlands, including a transit of the intricate and endlessly fascinating inland waters of the Caledonian Canal and a ride on the West Highland Railway line, over the famed Glenfinnan viaduct.

Travel Plan – 6 nights

Day 1

Inverness – Embarkation.

Day 2

Inverness – Culloden and Clava Cairns.

Cruise the Caledonian Canal and Loch Ness to Fort Augustus.

Day 3

Cruise the Caledonian Canal to Banavie and transit Neptune's Staircase to Corpach.

Scheduled West Highland Train passage over the Glenfinnan Viaduct.

Day 4

Sail Loch Linnhe and the Sound of Mull to Tobermory, Mull.

Tobermory, Mull – Free time to explore at leisure.

Day 5

Craignure, Mull – Visit to Iona.

Day 6

Craignure, Mull – Duart Castle.

Oban – Walking tour including McCaig's Folly.

Day 7

Oban – Disembarkation and transfer to Inverness.

For details of the full day by day itinerary, please refer to pages 10 & 11.



CALEDONIAN AND GREAT GLEN EXPLORER

Inverness to Oban - 6 nights

DAY BY DAY ITINERARY

Day 1

Embark in Inverness and settle into your cabin. We remain alongside in Inverness overnight.

Day 2

This morning visit Culloden, the infamous battlefield where Bonnie Prince Charlie's Jacobite forces were defeated in 1746, and observe the ancient standing stones of Clava Cairns. We set sail this afternoon on the Caledonian Canal, built between 1803 and 1822 to connect the Great Glen's four lochs. Entering Loch Ness, we pass the romantic ruins of Urquhart Castle, before ascending the impressive flight of locks that runs through the heart of Fort Augustus, the scenic and historic village, where we remain overnight.

Day 3

Lord of the Glens enters beautiful Loch Oich, the highest point of the canal. Later, we continue into the stunningly impressive tree-lined Laggan Avenue, Loch Lochy and finally to Banavie in the very shadow of Ben Nevis.

Descending the spectacular eight inter-connected locks of Neptune's Staircase, *Lord of the Glens* is lowered to sea level at Corpach. In the late afternoon, we take a scheduled train along part of the West Highland Railway and over the renowned viaduct to beautiful Glenfinnan; curving high over the waters of Loch Shiel, it found fame in the Harry Potter films for the Hogwarts Express.

Day 4

This morning we enter the serenely beautiful and sheltered waters of Loch Linnhe, passing Castle Stalker where the Monty Python film the Holy Grail was filmed, set on its own Island. Onwards to the Sound of Mull, we are bound for the gaily painted waterfront at Tobermory. Best explored on foot, our afternoon is spent at leisure, exploring the Georgian harbour town and island capital.

Day 5

From Craignure, Isle of Mull we travel to the Isle of Iona, the last resting place of some 50 Scottish Kings and where St. Columba introduced Christianity to Scotland. Discover the tranquility of this sacred isle and its restored Benedictine Abbey.



Corpach and Ben Nevis



Caledonian Canal

Day 6

This morning we visit Duart Castle, home of great Jacobite supporters, Clan Maclean. The position of Duart was well chosen, it is sited on a high crag at the end of a peninsula jutting into the Sound of Mull, commanding the channel between Mull and the mainland.

Finally, we sail to the 'gateway of the isles', Oban, for a walking tour and the impressive McCaig's Folly which dominates the skyline. Our farewell dinner is held alongside in Oban.

Day 7

After breakfast, we say farewell and disembark in Oban.

Transfers are provided from Oban to Inverness at the end of the cruise. Alternatively, independent arrangements may be made to leave the ship at Oban, with the train to Glasgow being particularly convenient.



Duart Castle, Mull



Iona Abbey

VOYAGE THROUGH THE HEART OF SCOTLAND

Oban to Inverness - 6 nights

A six night sheltered water cruise through the Highlands of Scotland

Explore Scotland as few people have, on this enchanting Scottish Highland cruise. Purpose-built for these waters, *Lord of the Glens* will transport you in comfort and style from Oban, along scenic sea lochs and the narrow Caledonian Canal, which cuts through the heart of Scotland, to Inverness, on a panoramic voyage of gentle pace.

On this relaxing voyage you will have the opportunity to experience the rich culture and natural beauty of Scotland, which has inspired poetry and folklore, most famously Loch Ness, which is rumoured to be home to the mythical monster, Nessie.



Travel Plan - 6 nights

Day 1

Oban - Embarkation.

Day 2

Oban - Walking tour and McCaig's Folly.

Tobermory, Mull - Free time to explore at leisure.

Day 3

Craignure, Mull - Visit to Iona.

Day 4

Sail Loch Linnhe to Corpach.

Scheduled West Highland Train passage over the Glenfinnan Viaduct.

Day 5

Transit Neptune's Staircase to Banavie.

Sail the Caledonian Canal to Fort Augustus

Day 6

Sail the Caledonian Canal and Loch Ness.

Inverness - Culloden and Clava Cairns.

Day 7

Inverness - Disembarkation.



For details of the full day by day itinerary, please refer to pages 14 & 15.

VOYAGE THROUGH THE HEART OF SCOTLAND

Oban to Inverness - 6 nights

DAY BY DAY ITINERARY

Day 1

Embark in Oban and settle into your cabin. We remain alongside in Oban overnight.

Day 2

Explore Oban, the gateway of the isles, on foot and visit the impressive McCaig's Folly for spectacular vistas across the bay to the Atlantic Isles. During lunch, we sail to Tobermory, Isle of Mull, for an afternoon exploring the harbour town, where brightly painted houses line the waterfront which were originally built by the British Fisheries Company to house its workers.

Day 3

From Caignure, we travel to the Isle of Iona, the last resting place of some 50 Scottish Kings and where St. Columba

introduced Christianity to Scotland. Discover the tranquility of this sacred isle and its restored Benedictine Abbey.

Day 4

Cruising the Sound of Mull and Loch Linnhe, we pass Castle Stalker where the Monty Python film the Holy Grail was filmed, set on its own Island and berth in Corpach, at the entrance of the Caledonian Canal. From here we take a scheduled train along part of the West Highland Railway and cross the 21-arched Glenfinnan viaduct which overlooks Loch Shiel and the Jacobite monument.

Day 5

From sea level, *Lord of the Glens* ascends the spectacular eight inter-connected locks of Neptune's Staircase to Banavie in the shadow of Ben Nevis.

Spending a relaxing afternoon on board, we sail through Loch Lochy then transit the tranquil, tree-lined Laggan Avenue to Loch Oich where we moor overnight at the top of the series of locks at Fort Augustus.



Castle Stalker, Loch Linnhe



Laggan Avenue

Day 6

This morning, we descend the Fort Augustus locks which takes its name from a fort built after the defeat of the 1715 Jacobite uprising, before setting sail along Loch Ness. Pausing briefly, for a view of the ruins of Urquhart Castle, we continue the 21 mile transit of Loch Ness and Loch Dochfour, and along the man-made section of the Caledonian Canal to the cosmopolitan city of Inverness for our final visit to Culloden, the infamous battlefield where Bonnie Prince Charlie's Jacobite forces were defeated in 1746.

Day 7

After breakfast, we say farewell and disembark in Inverness.

Transfers are provided to Oban from Inverness at the start of the cruise. Alternatively, independent arrangements may be made to join the ship at Oban, with the train from Glasgow being particularly convenient.



Culloden Memorial



Neptune's Staircase, Caledonian Canal

SECRETS OF THE HIGHLANDS AND ISLANDS

Inverness to Kyle of Lochalsh - 7 nights

A seven night leisurely voyage of the endlessly beautiful Caledonian Canal, hidden sea lochs and islands of Scotland's western shore.

This seven night voyage, through the very heart of the Scottish Highlands, introduces the interested traveller to the intricate and endlessly fascinating inland waters of the Caledonian Canal, the glistening waters of Loch Linnhe, the Sound of Mull, the Sound of Sleat and finally, Kyle Rhea.

This cruise will appeal to those seeking great natural beauty, excellent cuisine and warm and friendly service from a dedicated crew. At all ports of call there is something to interest and fascinate, but there will always be an opportunity to perhaps read a book, or sip a glass of wine as the glories of the landscape slip by.

Travel Plan - 7 nights

Day 1

Inverness - Embarkation.

Day 2

Inverness - Culloden and Clava Cairns.

Sail the Caledonian Canal to Fort Augustus.

Day 3

Cruise the Caledonian Canal and transit Neptune's Staircase to Corpach.

Scenic West Highland Railway passage over the Glenfinnan Viaduct.

Day 4

Sail Loch Linnhe to Oban.

Oban - Walking tour and McCaig's Folly.

Day 5

Craignure, Mull - Visit to Iona.

Day 6

Tobermory, Mull - Free time to explore at leisure.

Eigg - Walks ashore.

Day 7

Armadale, Skye - Armadale Castle and Clan Donald Centre.

Kyle of Lochalsh - Eilean Donan Castle.

Day 8

Kyle of Lochalsh - Disembarkation and transfer to Inverness.

For details of the full day by day itinerary, please refer to pages 18 & 19.



SECRETS OF THE HIGHLANDS AND ISLANDS

Inverness to Kyle of Lochalsh - 7 nights

DAY BY DAY ITINERARY

Day 1

Arrive in Inverness and embark *Lord of the Glens*. This evening, we remain berthed in the city.

Day 2

This morning visit Culloden, the infamous battlefield where Bonnie Prince Charlie's Jacobite forces were defeated in 1746, and observe the ancient standing stones of Clava Cairns. We set sail this afternoon on the Caledonian Canal, built between 1803 and 1822 to connect the Great Glen's four lochs. Entering Loch Ness, we pass the romantic ruins of Urquhart Castle, before ascending the impressive flight of locks that runs through the heart of Fort Augustus, the scenic and historic village, where we remain overnight.

Day 3

Continue along the canal through Loch Oich, ascending to 106 feet at Laggan Locks after gliding serenely along the tree-lined section known as Laggan Avenue. Onwards through picturesque Loch Lochy, to Banavie in the shadow of Ben Nevis. Descending the spectacular eight inter-connected locks of Neptune's Staircase, *Lord of the Glens* is lowered to sea level at Corpach.

In the late afternoon, we take a scheduled train along part of the West Highland Railway and over the renowned viaduct to beautiful Glenfinnan; curving high over the waters of Loch Shiel, it found fame in the Harry Potter films for the Hogwarts Express.

Day 4

Entering the serenely beautiful and sheltered waters of Loch Linnhe, we sail to Oban, the seafood capital of the Highlands. Take a guided walk up to McCaig's Tower; inspired by the Roman Colosseum, it affords spectacular views of the Hebrides. We berth in Oban overnight.



Lord of the Glens leaving Craignure, Sound of Mull



Urquhart Castle, Loch Ness

Day 5

This morning, we sail to Craignure on Mull for a visit to the Isle of Iona, the last resting place of some 50 Scottish Kings and where St. Columba introduced Christianity to Scotland.

Day 6

This morning, we sail to the island capital of Tobermory where brightly painted houses line the waterfront which was originally built by the British Fisheries Company to house its workers.

Sailing north to the Small Isle of Eigg, we catch glimpses of the islands of the Inner Hebrides along the way. This community owned island is a nature reserve and allows us to go in search of marine animals and birdlife, including Atlantic seals, minke whales, dolphins, porpoises and a variety of seabirds.

Transfers are provided from Kyle of Lochalsh to Inverness at the end of the cruise. Alternatively, independent arrangements may be made to leave the ship at Kyle of Lochalsh.

Day 7

An early morning sail across the Sound of Sleat leads us to Armadale on the Isle of Skye where we trace the legacy of the Clan MacDonald at the Museum of The Isles. Our final port of call is Kyle of Lochalsh from where we visit the iconic Eilean Donan Castle, ahead of the farewell dinner.

Day 8

Disembark in Kyle of Lochalsh after breakfast for the onward transfer to Inverness.



Benedictine Abbey, Iona



Eilean Donan Castle

INLAND WATERWAYS AND IDYLIC ISLES

Kyle of Lochalsh to Inverness - 7 nights

A seven night leisurely voyage of the endlessly beautiful Caledonian Canal, hidden sea lochs and islands of Scotland's western shore.

Sail over the sea to the remote and beautiful islands of the Inner Hebrides, and voyage along one of Great Britain's most famous inland waterways, the Caledonian Canal on board *Lord of the Glens* which offers a unique perspective on Scotland in grand style.

Visit medieval castles, sacred Iona, the isles of Mull, Eigg, and Skye, take a ride on the scenic railway from beautiful Glenfinnan, and see the storied battlefield of Culloden. Sail along the remarkable, 60 mile long Caledonian Canal, which connects four of Scotland's famous lochs; Loch Dochfour, Loch Ness, Loch Oich, and Loch Lochy.

Travel Plan - 7 nights

Day 1

Kyle of Lochalsh - Embarkation.

Day 2

Kyle of Lochalsh - Eilean Donan Castle.
Armada, Skye - Armadale Castle and Clan Donald Centre.

Day 3

Eigg - Walks ashore.
Tobermory, Mull - Free time.

Day 4

Craignure, Mull - Visit to Iona.
Sail the Sound of Mull to Oban.

Day 5

Oban - Walking tour and McCaig's Folly.
Cruise Loch Linnhe to Corpach.
Scenic West Highland Railway passage over the Glenfinnan Viaduct.

Day 6

Transit Neptune's Staircase to Banavie.
Cruise the Caledonian Canal to Fort Augustus.

Day 7

Cruise Loch Ness and the Caledonian Canal to Inverness.
Inverness - Culloden and Clava Cairns.

Day 8

Inverness - Disembarkation.

For details of the full day by day itinerary, please refer to pages 22 & 23.



Inverie



An Sgùrr, Eigg

INLAND WATERWAYS AND IDYLIC ISLES

Kyle of Lochalsh to Inverness - 7 nights

DAY BY DAY ITINERARY

Day 1

Arrive in Kyle of Lochalsh and embark *Lord of the Glens*.

Day 2

Cameras at the ready for our visit to the iconic Eilean Donan Castle, situated on an island at the point where three great sea lochs meet, and surrounded by majestic scenery. Departing from Kyle of Lochalsh we sail to the Isle of Skye where we discover the epic history of Clan Donald at Armadale Castle and the Museum of the Isles.

Day 3

This morning we sail to the Small Isle of Eigg to experience what life is like for the island community of 90 people, living in

the shadow of the dramatic pitchstone ridge of An Sgùrr. We cruise around the most westerly point of the British mainland, Ardnamurchan, to the Isle of Mull and its capital Tobermory and enjoy free time in the harbour town, where brightly painted houses line the waterfront; originally built by the British Fisheries Company to house its workers

Day 4

From Craignure we travel to the Isle of Iona, the last resting place of some 50 Scottish Kings and where St. Columba introduced Christianity to Scotland. Here we can explore the restored Benedictine Abbey and absorb the tranquility of this sacred isle.

An early evening sail brings us to Oban, the seafood capital of the Highlands.



Lord of the Glens, Tobermory, Mull



Caledonian Canal, Fort Augustus

Day 5

Explore Oban, the gateway to the Isles, on a guided walk up to McCaig's Tower. This prominent landmark, on Battery Hill, was inspired by the Roman Colosseum. Later we sail Loch Linnhe, passing mysterious lochs and islands until we reach the Caledonian Canal at Corpach and take a scheduled service along part of the West Highland Railway over the renowned viaduct at beautiful Glenfinnan.

Day 6

Today we relax on board as *Lord of the Glens* ascends Neptune's Staircase, a set of eight interconnected locks, which lift the vessel 64 feet to Banavie, and sail through Lochs Lochy and Oich before transiting the tranquil, tree-lined Laggan Avenue and descending the series of locks to Loch Ness. In the evening we reach Fort Augustus where we berth overnight.

Transfers are provided to Kyle of Lochalsh from Inverness at the start of the cruise. Alternatively, independent arrangements may be made to join the vessel at Kyle of Lochalsh.

Day 7

This morning, we enter Loch Ness, pausing approximately half-way for a photo opportunity in front of the romantic ruins of Urquhart Castle. Our final visit is Culloden, the infamous battlefield where Bonnie Prince Charlie's Jacobite forces were defeated in 1746, and observe the ancient standing stones of Clava Cairns, ahead of the farewell reception and dinner at our overnight berth in Inverness.

Day 8

Disembark in Inverness after breakfast, for the onward journey home.



Culloden

MV LORD OF THE GLENS CABINS

The cabins on board *Lord of the Glens* are designed for maximum comfort and relaxation, the perfect place to end your active day and welcome each morning.

There are 26 spacious and comfortable cabins accommodating 52 guests.

Each cabin offers en-suite facilities (shower, toilet, and washbasin) which are supplied with natural Highland Soap Company toiletries in eco-friendly, refillable dispensers. Ample wardrobe space and bedside drawers provide sufficient storage and there is a dressing table and stool, a safe for valuables, hairdryer, satellite TV, music system and internal telephone.

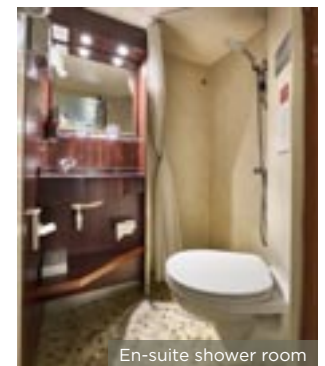
All cabins are outside facing with 23 having large picture windows (with tinted glass for extra privacy) affording views of the Highlands and Islands. Four lower deck cabins offer two large portholes each and all cabins are distributed across three decks, with most being comprised of twin beds.



Category Three Cabin, Alexander Graham Bell Deck

Category Three Cabins Alexander Graham Bell Deck

This category comprises of six twin-berthed cabins on the Alexander Graham Bell Deck being at the reception level and the same level as the restaurant. All having picture windows.



En-suite shower room



Category Three Cabin, David Roberts Deck

Category Three Cabins

David Roberts Deck

This category comprises of nine twin-berthed Superior Cabins on the David Roberts Deck being one deck below the reception level. These cabins are the largest cabins on the vessel. All having picture windows.



Category Two Cabin - Twin, David Roberts Deck

Category Two Cabins

David Roberts Deck

These cabins are located on the David Roberts Deck being one deck below the reception level. There are four twin berth cabins (201, 202, 209 and 210) and four double bedded cabins (211, 212, 218 and 219). All having picture windows.



Category Two Cabin - Double, David Roberts Deck

Category One Cabins

James Watt Deck

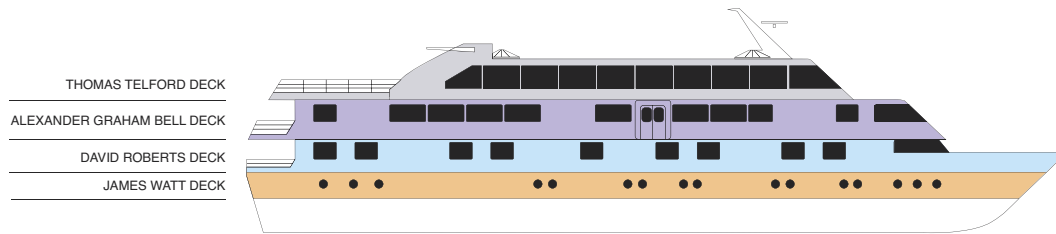
These cabins are located on the James Watt Deck, two decks below the reception level. Cabins 103, 105 and 106 are twin bedded. Each cabin has two large portholes.

Please note: For security reasons windows or portholes do not open. Smoking is not allowed in the cabins.



Category One Cabin, James Watt Deck

CABIN FACILITIES AND DIMENSIONS GUIDE

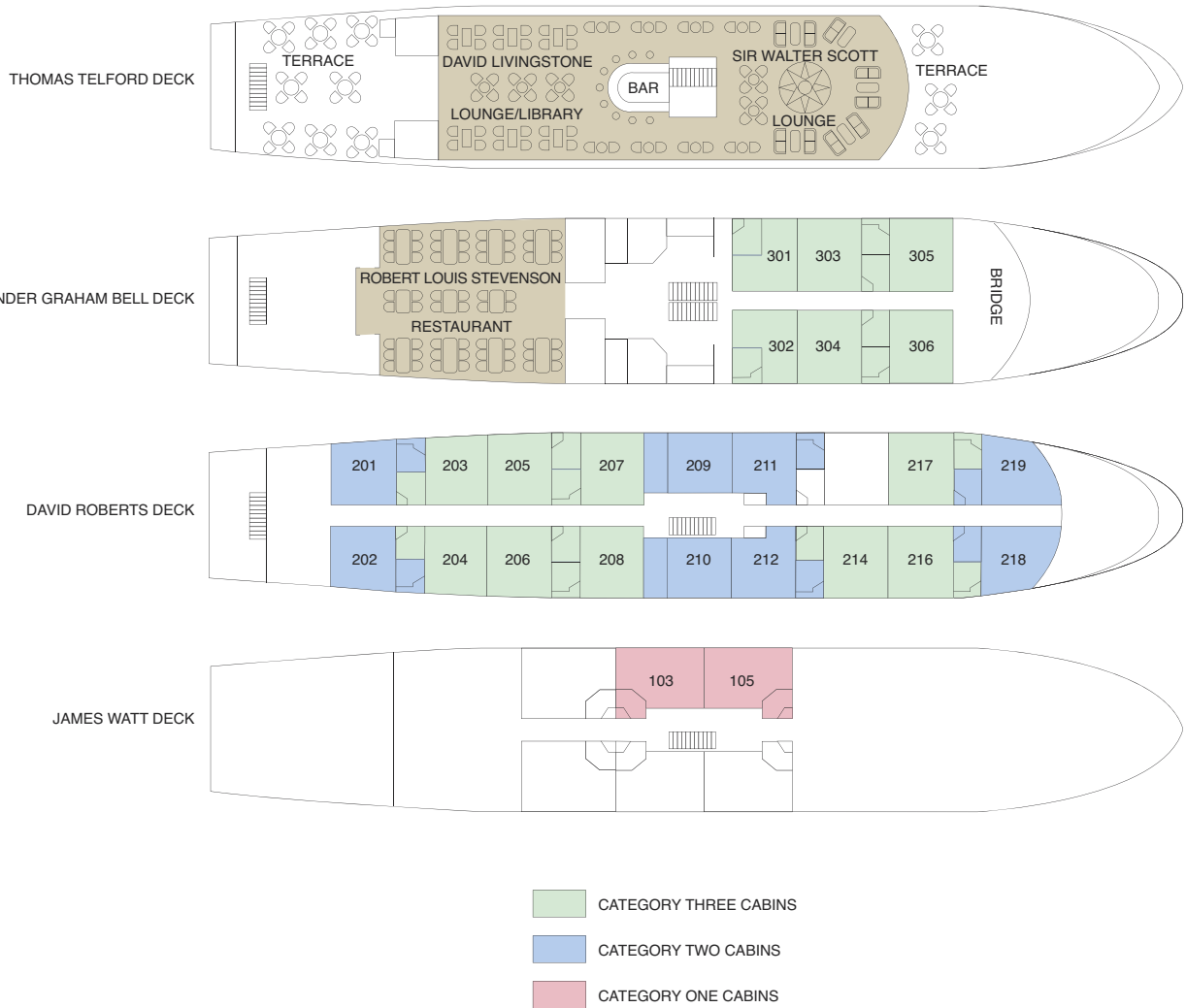


Cabin Number	301	302	303	304	305	306	201	202	203	204	205	206	207	208	209	210	211	212	214	216	217	218	219	103	105	106	
Price category																											
Deck location																											
Windows	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•				
Portholes																								•	•	•	
Double Bed																							•	•			
Twin Bed	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•				•	•	•		•	•	•	
Total private floor size (m ²)*	9.2	9.2	10.8	10.8	10.8	10.8	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	10.1	10.8	12.0	12.0	13.0	13.0	13.0	10.5	10.5	7.6	7.6	7.6	
Total private floor size (sq ft)**	99.0	99.0	116.2	116.2	116.2	116.2	139.9	139.9	139.9	139.9	139.9	139.9	139.9	139.9	108.7	116.2	129.2	129.2	140.0	140.0	140.0	113.0	113.0	81.8	81.8	81.8	

* Includes shower room area of 1.8m² **Includes shower room area of 19.4 sq ft²



MV LORD OF THE GLENS DECK PLAN



SHIPBOARD INFORMATION

Joining Information

Guests are required to confirm their joining arrangements in advance of travel on the pre cruise questionnaire which will be sent with your final invoice.

Embarkation/Disembarkation

Voyages variously commence (or alternatively end) at Inverness, Oban or Kyle of Lochalsh, with embarkation at 16:30 and disembarkation after breakfast.

Courtesy Transfer Service

A courtesy transfer service is provided at pre-determined times from / to select pick up and drop off points depending on the embarkation and disembarkation ports for each cruise.

Pick-up times at Inverness

LOCATION	AIRPORT/CITY CENTRE
Voyages commencing in Inverness	15:15/16:00
Voyages commencing in Oban	13:15/14:00
Voyages commencing in Kyle of Lochalsh	13:15/14:00

LOCATION	CITY CENTRE/AIRPORT
Voyages ending in Inverness	09:30/10:15
Voyages ending in Oban	12:30/13:15
Voyages ending in Kyle of Lochalsh	11:30/12:00

(Full details will be sent with joining instructions at approximately four weeks prior to sailing).

Car Parking

Inverness - City Centre - Parking is available at The Old Town Rose Street Multi Storey Car Park. Sat Nav Postcode: IV1 1NQ.

Shipboard Information

Access: Access to the vessel, whilst on the Caledonian Canal, is via a lowered stepped gangway, and a ramp gangway whilst out at sea. Internally, there are three stairways each of 11 steps that inter-connect each deck level - all have a handrail. There is no lift onboard and therefore, the ship is not suitable for guests with severe mobility impairment. Guests with limited mobility can be accommodated provided they are accompanied by an assisting companion. Collapsible wheelchairs can be stowed in reception (providing advance notice is given) - but whilst they cannot be used anywhere onboard they can be used ashore.

Air Conditioning/Heating: *Lord of the Glens* is both air-conditioned and heated as and when appropriate throughout the voyage.

Children: Children under the age of 11 years are generally discouraged.

Communication: Mobile phones are in range for most of the voyage(s), but please note some blind spots do exist, particularly in the remote lochs and islands. A complimentary email/Internet/printing facility is available. Given that the signal is obtained via mobile telephony, it is subject to signal variation. Limited wifi is available.

Daily Programme: The following day's daily 'activity programme' - comprising the intended navigation to be undertaken, any excursion activities, timings as well as other pertinent and interesting information - is posted each evening on the activity lectern in reception and a copy is also placed in each individual cabin.

Dietary Requests: Most of the usual dietary requests can be arranged providing prior notification is made. However, diets that require specific or particular religious observance cannot be accommodated.

Dress Code: Dress is generally smart casual, with perhaps a jacket worn for dinner. Extra efforts are normally made for the farewell dinner. Black Tie is not necessary.

Electrical Current: Voltage on board is 220/240 with British sockets.

En-suite: Towels and toiletries are provided in the en-suite shower room, including shampoo, conditioner, shower gel, soap and a shower cap. There is also a socket for electric shavers and toothbrushes.

Gratuities: The giving of a gratuity (or tipping) is always a matter of personal choice, and advising a guideline is always fraught. If the service received on board has been estimated by guests as to their expectations, or hopefully exceeded them, then perhaps £10 per guest per day might well be appropriate. All such gratuities are pooled and distributed equally amongst the hotel crew.

Hairdryers: Hairdryers are located in the top drawer of the vanity unit/desk in each cabin.

Laundry: Due to restrictions on space there are no dry (or wet) cleaning facilities on board, however, service washes may be available by private arrangement with the housekeeper. An iron and ironing board is available on request.

Library: A small selection of games and reference books are available at the rear of the lounge/bar area.

Luggage Storage: Suitcases can be stowed in the compartments provided under the beds.

Medical Assistance: Since *Lord of the Glens* is never more than a few hours away from port, and most times within a few minutes, medical assistance can be arranged ashore.

National Trust Members: You might like to bring your National Trust card with you - members usually get longer to visit the attractions as the entry procedure is quicker and simpler and occasionally there are special membership incentives available.

Robert Louis Stevenson Restaurant: The one sitting restaurant provides for open seating, with the guideline meal times being - 08:00 till 09:30 for buffet breakfast, 12:30 lunch and 19:30 dinner. Times do vary on occasions, according to the departure and return times of excursions, and when so varied are indicated in the Daily Programme notes. For early risers, complimentary hot beverages are available in the bar on a self-service basis - as well as throughout the day.

Safety: At the beginning of each voyage, the Master will conduct a safety briefing indicating the emergency procedures and facilities on board. Special care should be taken not to embark or disembark the vessel whilst in the locks. Guests should note that the companionway decks around the exterior of the vessel are principally designed for ease of access, as well as more generally for manoeuvring the vessel. Whilst berthing or navigating through the locks guests should not access these areas since they could, in certain circumstances, represent a hazard given the constant crew movements along the vessel's length, and the stowing of fenders etc. Guests should at all times avoid those areas which specifically state for 'Crew Only'.

Shipboard Expenses: A running tab cashless system of payments operates on board. A detailed account of purchases made, are available for guests to check and settle on the penultimate day of the voyage. Accounts can be settled in cash, or by Visa or MasterCard credit or debit cards. American Express or Diners cards are unfortunately not accepted. Bar bills for the last night of the cruise can be settled by cash payment.

Smoking: The ship operates a non-smoking policy in all of the interior areas, including cabins. Smoking is restricted to certain exterior deck spaces only.

Satellite TV Channels/Film: The vessel is equipped to receive a limited number of satellite TV channels which are available in each cabin and certain public areas. Films can be watched on an integral DVD player within the TVs.

Valuables: A safe deposit box is located inside the wardrobe of each cabin.

Windows and Portholes: For security these cannot be opened.

Booking Terms and Conditions

Booking Terms and Conditions

1 THE CONTRACT

1.1 The contract is between HEBRIDEAN ISLAND CRUISES LIMITED ('The Company',

'we', 'us') and each person booking with the Company (including the parents or guardian of any person under 18 years of age) ('the Passengers', 'you', 'your').

1.2 The Lead Passenger warrants as a fundamental term of the contract that he/she has read these terms and conditions and has the authority to and agrees to be bound by them. Furthermore that he/she is authorised by each Passenger named on the confirmation invoice (and, where such passenger is under 18, by his or her parents or guardian) to enter into a contract with the Company on their behalf. Unless otherwise indicated, the Lead Passenger warrants that the Passenger information given may be used by the Company or its partners for future marketing purposes.

1.3 No contract exists until the Company has received the full deposit (or, where appropriate, the full price) and a confirmation invoice has been issued. Please note that a contract will exist even if the Company is unable to confirm all holiday details (e.g. flights) at the time of booking. A confirmation invoice will be sent to the Lead Passenger.

1.4 All details on the confirmation invoice (and on any additional documents produced by the Company) will be deemed to have been accepted unless the Company receives notification to the contrary in writing from the Lead Passenger within 14 days of the date of dispatch (which will be deemed to be 2 days after the date of issue). If any errors are not immediately identified and reported, any cost of rectifying the same at a subsequent date must be met by the Passenger. Please note that Passengers not following these instructions will be fully liable for any costs that may subsequently be incurred in rectifying errors at a later date. In the case of flight tickets and e- tickets these must be checked by Passengers and the Company must be notified of any errors immediately.

1.5 It is expressly agreed that all Passengers and their luggage are carried subject to the Conditions of Carriage of the airlines and shipping company used, some of which limit or exclude liability. Copies of these conditions are available on request. Any compensation payable for non-performance or improper performance of land, sea and air carriage services shall be limited in accordance with the international conventions which govern such services.

1.6 If a passenger books a flight inclusive package under the Company's ATOL license then all monies the Passengers pay to a travel agent are held by them on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to the Company for so long as the Company does not fail. If the Company fails, any money held at that time by the agent, or subsequently accepted from the Passengers by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel

Trust without obligation to pay that money to the Company.

1.7 The Company reserves the right to cancel bookings and levy cancellation charges on the scale in section 7 below if balance payments are not received in full at least 16 weeks before departure.

1.8. All employees, agents, contractors, sub- contractors, suppliers and insurers of the Company shall be bound by these Booking Terms and Conditions.

1.9 These Booking Terms and Conditions apply only to cruise packages booked directly with the Company or through a Travel Agent and where the Company is acting as principal.

1.10 The contract and all other proceedings arising out of or in connection with it shall be governed by English law and the jurisdiction of the English courts. If and in so far as a claim against the Company is governed by the Athens Convention it may be brought in any Court specified in Article 17 of the Convention.

2 THE BOOKING PROCESS

2.1 A deposit of 25% of the total fare due, or full payment for bookings taken within 17 weeks of departure, is due on booking. A higher deposit may be payable if any supplier(s) require additional payments for a service prior to the balance due date. Payment of a deposit means acceptance of these Booking Terms and Conditions. The Company takes no responsibility for foreign currency transaction processing fees levied by issuing banks.

2.2 If the deposit and/or balance are not paid on time, the Company reserves the right to cancel the contract and apply any cancellation charges set out in the cancellation section.

2.3 Passengers with physical or mental disabilities or other conditions which may require special treatment or assistance (including Passengers who may require the use of a wheelchair) must advise the Company at the point of enquiry. They may then be required to complete a questionnaire before the suitability of the holiday is assessed, see section on Medical, Impaired Mobility and Other Conduct.

2.4 The Company may (at its discretion) offer Passengers at the time of booking a guaranteed cabin booking (a "Guarantee Cabin"). Under such offers a Passenger is guaranteed to receive a cabin of a specified type although the precise location of the cabin is at the Company's discretion. The Company may (at its discretion) upgrade a Guarantee Cabin to a higher category cabin at no additional cost to the Passenger. The Company may allocate specific cabins under guarantee offers at any time up until the Passenger arrives on the vessel at the port of embarkation. Once Guarantee Cabins have been allocated, the Company is unable to accept Passenger change requests. If Passengers book two or more back-to-back cruises and one or more cruise includes Guarantee Cabins, it is possible that Passengers may be allocated different cabins on each cruise and may need to move between cabins on changeover day(s).

2.5 Where you have booked a Package and the Company is acting as a Package Organiser, it will accept responsibility for the Travel Arrangements making up your Package as an "organiser" under the Package and Linked Travel Arrangements Regulations 2018. It is the Company's duty where it is acting as the Package Travel Organiser to ensure that the Passengers have been provided with all the details set out on the following website:

<https://www.legislation.gov.uk/uksi/2018/634/shchedule/1/> made before the booking is made. If you have not been given sufficient information please let the Company know immediately.

2.6 More information on key rights under the Package Travel and Linked Arrangements Regulations 2018 can be found here <https://www.legislation.gov.uk/uksi/2018/634/shchedule/2/> made

3 PRICES AND SURCHARGES

3.1 The Company reserves the right to alter the published prices of any of the holidays. Passengers will be advised of the current price of the holiday that they wish to book before any contract is confirmed.

3.2 The price of the travel arrangements in this brochure was calculated using exchange rates current at the time of publishing. Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or other fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or exchange rates mean that the price of travel arrangements may change after booking. The Company undertakes, however, that no changes to charges will be made within 30 days of departure.

3.3 The Company will absorb, and the Passenger will not be charged for, any increase equivalent to up to 2% of the total holiday cost (excluding any amendment charges). The Company may, at its discretion, charge the Passenger any increase above 2%. If the increase is more than 8% of the price of their travel arrangements, Passengers will have the option of accepting a change to another holiday if there is one or cancelling and receiving a full refund of all monies paid, except for any amendment charges. If the Company is able to offer another holiday of a higher price to the original holiday booked, then the Passenger will be asked to pay the difference. If the alternative holiday is a lower price, the Passenger will be refunded the difference. Should Passengers decide to cancel their holiday under these circumstances, they must do so within 14 days of the date of the invoice for the additional charge.

3.4 Should the total cost to the Company of a Passenger's holiday fall by more than 2% due to any of the changes mentioned above then the Company will pass on to Passengers any refund due. Passengers should note that travel arrangements are not always purchased in local currency and some changes in local currency costs may have no impact on the price of Passengers' travel due to contractual and other protection in place.

3.5 All outstanding balances on onboard accounts must be settled in full before the Passenger finishes the cruise. If any Passenger fails to settle their onboard account then the Company shall be entitled to take whatever steps may be necessary to recover the monies due and shall be entitled to pass on any costs incurred in doing so.

4 SHORE EXCURSIONS

4.1 Unless stated otherwise (see section 4.4) all excursions are part of the Passengers' package holiday. The Company will at all times endeavour to appoint reputable and competent operators to supply excursions.

4.2 Passengers should be aware that they may also be subject to terms and conditions imposed by local excursion operators as well as these terms and conditions.

4.3 In the event of an excursion being cancelled, the Company will take all reasonable steps to ensure that Passengers are offered a choice of an alternative excursion.

4.4 If you request an exceptional or bespoke excursion to be arranged during your holiday that is not part of your original booking, this will not be part of your package holiday. Any exceptional or bespoke excursions booked will be subject to a separate contract with the relevant supplier providing that particular excursion or services. In this case the supplier's terms and conditions will apply and they will be responsible for the provision of the excursion. We will let you know if this is the case.

5 INSURANCE

5.1 It is important that adequate insurance cover is activated by the passenger at the point of confirming your booking. This travel insurance does not form part of The Contract between the Passenger and The Company.

6 CHANGES BY PASSENGERS

6.1 The Company will do its utmost to ensure that amendments requested by Passengers are accommodated, but the Company makes no guarantee that these requests will be met. Any change request must be made in writing by the Lead Passenger and the Company reserves the right to pass on the costs we incur from our suppliers of making any such changes as well as our administration charge. Passengers must be aware that charges associated with amendments are likely to increase nearer to the date of departure.

6.2 Additional passengers or cruises may be added to a booking at any time subject to availability. In each case a deposit (or full payment, as relevant) per additional Passenger will be required by the Company and all other booking conditions must be met before the new contract exists.

6.3 For minor amendments to booking details received before the balance due date (e.g. passenger name changes) any costs we incur from our suppliers for making any changes as well as an administration charge of £50 per Passenger affected will be charged. If name changes are required to flight or rail details, the supplier charge may be significantly more than other changes and will be quoted on request. Passengers should also be aware that airlines may not allow transfer of Passenger names and in such cases a flight booking might need to

be cancelled and rebooked, subject to availability, and at the Passenger's expense. Any non-refundable charges will be notified to you prior to booking.

6.4 Except for section 6.6, amendments after the balance due date cannot be made and you will need to cancel your booking and make a new booking for any amendments to be made.

6.5 You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving the Company notice in writing as soon as possible and no later than 7 days before departure. Both the Lead Passenger and the new Passenger are responsible for paying all costs we incur in making the transfer.

6.6 After an amendment is applied a new confirmation invoice will be issued at which point the contract will be deemed to be amended accordingly.

7 CANCELLATIONS BY PASSENGERS

7.1 A Passenger may cancel a booking at any time. Cancellation will take effect when the Company has received written notice of cancellation. Cancellation charges will apply as follows:

Period before departure within which the Company receives notice	Cancellation charge per passenger
After payment deposit	Loss of deposit + any of non refundable charges (if applicable)
112 to 60 days before departure	60% of invoiced charge
59 to 29 days before departure	90% of invoiced charge
28 days before departure up to the departure date	100% of invoiced charge

7.2 A Passenger will not have a right to exclusive occupancy of a cabin with two or more berths unless any applicable single occupancy premium has been paid. In the event of a Passenger becoming a single occupant of such a cabin due to a cancellation, he/she will become liable to pay any applicable single occupancy premium. Passengers are advised that certain reasons for cancellation are covered by their travel insurance.

7.3 You can cancel your booking without paying cancellation charges if the performance of your holiday, or the carriage of passengers to your destination is significantly affected by unavoidable and extraordinary circumstances, see section 9. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. The Company will observe advice provided by the UK Foreign & Commonwealth Office.

8 CHANGES BY THE COMPANY

8.1 It is a term of your booking that the Company is able to make changes to any aspect of your booking. If the change is insignificant, the Company will ensure that you are notified about it. Examples of insignificant changes include alteration of your embarkation or disembarkation

times by less than 12 hours, change of accommodation to another of the same or higher standard, changes of visits.

8.2 If the majority of ports that the Company aims to visit during any one cruise have to be changed on Foreign Office advice before the cruise commences, the Company undertakes to offer Passengers an alternative cruise or refund of the cost of their cruise in full less any administration charges paid.

8.3 The Company and the Master of the ship are unable to guarantee that the ship will call at every advertised port or follow every part of the advertised route. They will at all times endeavour to maintain the advertised programme but reserve the right at their sole discretion to make any alternations they deem necessary.

8.4 The Company reserves the right at its sole and absolute discretion to use a substitute ship of similar standard to the original ship should it prove necessary to do so.

8.5 In addition to the rights of the Company, Aircraft and Ship's Captains always have the right at their absolute discretion to vary any planned routing without prior notice or consultation if they deem it necessary to do so in the interests of safety.

8.6 If for any reason details of a holiday have to be altered before departure the Company will notify the Lead Passenger as soon as possible.

8.7 The Company will not be held responsible for, nor have liability in respect of, delays caused by third parties during passage through sea areas controlled by vessel traffic schemes, canals, rivers or any other navigable waterways.

8.8 If the Company is constrained by circumstances beyond its control to alter significantly any of the main characteristics of the travel services that make up your package you will have the following rights: (1) accept the change; or (2) have a refund of all monies paid; or (3) accept an alternative holiday, where the Company offers one (any price difference if the alternative is of a lower value will be refunded, any price difference if the alternative is of a higher value will be payable by you). The Company will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to the Company within the timescale given your booking may be cancelled.

8.9 If you choose to accept a refund the Company will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances (as per section 9.1)

The compensation the Company offers does not exclude you from claiming more if you are entitled to do so.

Period before departure in which we notify you	Amount you will receive from us
More than 70 days	NIL
30 - 70 days	£10 per person
15 - 29 days	£20 per person
14 days or less	£30 per person

9 CANCELLATION BY THE COMPANY

9.1 The Company reserves the right at its sole and absolute discretion at any time to cancel, postpone or alter without prior notice or consultation any cruise in whole or in part. The Company will not cancel less than 17 weeks before your departure date, except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance, or because the minimum number required for the holiday to go ahead hasn't been reached in accordance with section 9.2. Unavoidable and extraordinary circumstances means a situation beyond the Company's control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

9.2 If your holiday is cancelled in accordance with sections 9.1 above you can either have a refund of all monies paid (less any administration charges) or accept an alternative holiday of comparable standard from us if the Company offers one and the Company will refund any price difference if the alternative is of a lower value (which must be accepted in writing within 14 days of the offer being made). Any alternative holiday selected that is of a higher value than the original one, the difference will be payable by you.

9.3 If, for any reasons under clause 9.1, the Company cancels a cruise after the scheduled departure date, it will return all Passengers as soon as practicable to the UK and make a proportional refund for any unused services, less any administration charges paid and any nonrecoverable expenses incurred.

9.4 In the event a refund is paid to you, the Company will pay compensation as detailed in section 8.9 above except where the cancellation is due to unavoidable and extraordinary circumstances (see section 9.1). The compensation that the Company offers does not exclude you from claiming more if you are entitled to do so.

10 MEDICAL, IMPAIRED MOBILITY AND OTHER CONDUCT

10.1 Passengers with disabilities or impaired mobility are required to advise the Company of full details of the extent of their disabilities and/or impaired mobility before booking (including requirements relating to accommodation, seating, required services and/or the need to bring medical equipment) so that the Company may advise Passengers on the suitability of any particular holiday. If the Company does not deem the holiday suitable to the Passenger's needs the Company shall, where possible, offer an acceptable alternative. Acting reasonably, if the Company is unable to properly accommodate your needs, it will not confirm your booking and/or if you did not give us full details at the time of booking, the

Company will treat it as cancelled by you when the Company becomes aware of these details. We reserve the right to refuse embarkation in the event that we reasonably believe that an individual is not medically fit to travel or on the grounds of safety.

10.2 The Company reserves the right at any time to require any Passenger to produce medical evidence of fitness to travel including the submission of any required medical certificates.

10.3 Any Passenger boarding a ship at initial embarkation who has not filled in the required Public Health Questionnaire must inform the Company of any sickness and/or diarrhoea experienced less than 48 hours prior to embarkation. In the interest of Passenger's safety the Company reserves the right at its discretion, to refuse boarding. In such circumstances the Company shall not be liable to pay any compensation, nor shall Passengers have any further claim against the Company.

10.3 Passengers affected by a disability or medical condition must be self-sufficient or travel with a companion (at the Passenger's or companion's own cost) who can provide the necessary assistance at all times. At the point of embarkation, the Company reserves the right to refuse passage to any Passenger who had failed to notify the Company at the time of booking of any disabilities or the need for assistance and at least 48 hours before arrival or who, in the opinion of the Company is unfit to travel or who may constitute a danger to themselves or others whilst on board. Under those circumstances where no notice has been given Passengers will receive no refund of the cost of any part of the unused cruise package.

10.4 The Company will endeavour to carry Passengers of limited mobility if it has been notified of such limitations at the time of booking (and has been informed of any deterioration in condition or new conditions between booking and travelling) and the Company has agreed that the holiday is suitable taking into account all of the Passenger's medical needs.

10.5 Whilst the Company makes every effort to accommodate all Passengers' needs, Passengers using wheelchairs may have restricted access in certain areas of the ship due to a lack of lifts and may be unable to go ashore in certain ports, particularly those that require the use of tenders. Specific information can be provided prior to booking.

10.6 The Company does not accept any responsibility for Passengers unable to travel, or who incur any other loss because they fail to comply with any health formalities. The Company takes no responsibility for Passengers denied embarkation and/ or disembarkation on medical grounds. Cancellation of any part of the holiday that arises due to health requirements will be subject to cancellation charges as set out in section 7.

10.7 Any cost or expense reasonably incurred by the Company for or on behalf of the Passenger in respect of any form of medical, dental or similar treatment, hotel, transportation, repatriation or any other expense shall be repayable by the Passenger to the Company irrespective of whether the sum is covered by the Passenger's travel insurance arrangements.

10.8 Unless approved by the Company in writing prior to departure, Passengers may not bring on board any controlled substances.

10.9 Passengers may not bring on board any prohibited substances, any animals or any goods of a flammable or dangerous nature. Doing so will render the passenger strictly liable to the Company for any injury, loss, damage or expense suffered by the Company as a result. The Passenger will also be personally liable for any statutory penalties.

10.10 Passengers are always required to follow the instructions of employees and crew regarding the use of ship's equipment (including hand sanitisers) and general behaviour whilst on board and the Company will not be responsible for any consequential injury, illness, financial or other loss incurred by Passengers if they fail to comply with the instructions they are given.

10.11 The Master (or any employee or member of the crew authorised by the Master) will be entitled to search the cabin and/or personal luggage of any Passenger suspected of being in breach of these clauses. In addition, any employee or crew member will be entitled to enter a Passenger's cabin in order to carry out an inspection, or to undertake cleaning, maintenance or repair work.

10.12 The Company has the right to refuse or revoke passage to anyone who, in its judgment, is in a physical or mental condition unfit for travel, or who may require care beyond that which the vessel can provide and under such circumstances the Company will offer the Passenger no refund of any part of the cost of their unused cruise package.

10.13 If it appears that a Passenger's conduct, behaviour or health has or is likely to endanger the Passenger's own health or the health, safety or enjoyment of any other Passenger or crew or employee or makes the Company liable for any significant unforeseen costs including medical treatment or repatriation, the Company and/or the Master reserve the right to take appropriate action and make appropriate charges. Actions may include disembarkation, confinement to a particular cabin or confinement to a hospital or similar institution at any port. If, under the terms of this clause, the Passenger's cruise is terminated the Company will offer the Passenger no refund for any unused part of their cruise package nor will the Company be liable for the cost of repatriating the Passenger.

10.14 The Company may invite various affinity groups of people with shared interests who choose to travel together onto a cruise. The Company does not envisage that this will materially affect the normal day to day operation of the ship but Passengers must accept that there may be occasions when certain facilities are unavailable whilst these groups are on board.

10.15 Should any Passenger have the misfortune to suffer illness, injury or death during the period of the cruise arising out of an activity that does not form part of the arrangement made by the Company, the Company will, where appropriate, provide any assistance it can to the affected Passenger, such assistance being limited to a maximum cost incurred by the Company of £5,000 per cabin.

11 COMPLAINTS

Any Passenger who encounters a problem during a cruise must immediately report it to the Chief Purser or a senior member of the crew on the ship and ensure that the issue is recorded in the ship's log together with any action taken to resolve it. If the matter cannot be resolved during the cruise, and the Passenger wishes to pursue a complaint, the Passenger must write to the Company's Customer Services Department at Kintail House, Carleton New Road, Skipton, North Yorkshire, BD23 2DE, within 28 days of final disembarkation.

12 CONDITIONS OF CARRIAGE BY SEA

12.1 Travel on board the ship is subject to the shipping company's Conditions of Carriage some of which limit or exclude liability in accordance with international conventions. Copies of these conditions will be sent to Passengers with their travel documentation, but they can be provided in advance upon request. They are also available on board the ship.

12.2 If for any reason despite the above paragraph the Company would be otherwise liable in connection with carriage by sea the provisions of the Athens Convention relating to the carriage of Passengers and their luggage by sea 1974 ("the Athens Convention") and any modification thereof which may be in force at the time, may be applicable to the contract. The Company draws each Passenger's attention to the fact that the Athens Convention in most cases limits the carrier's liability for death or personal injury or loss of or damage to luggage and makes special provision for valuables. The Athens Convention presumes that luggage has been delivered undamaged unless written notice is given to the carrier before or at the time of disembarkation or re-delivery or from the time when such re-delivery should have taken place. If and in so far as the Athens Convention is applicable to the contract, the Company shall be entitled to the benefit of all limitations, rights and immunities conferred by the Athens Convention. Any damages payable by the Company up to the Athens Convention Limits shall be reduced in proportion to any contributory negligence by the Passenger and by the maximum deductible specified in Article 8 (4) of the Athens Convention.

12.3 Where a cruise is performed on a ship not owned by the Company, Passengers agree that the Company shall at all times nevertheless be deemed a ship owner for the purposes of any relevant laws in force in any relevant jurisdiction and therefore be entitled to any limit to its liability.

13 THE COMPANY'S LIABILITY TO YOU

13.1 You must inform the Company without undue delay of any failure to perform, or improper performance of the travel services included in your package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by the Company or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

13.2 The Company's liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. The

Company's liability will also be limited in accordance with and/or in an identical manner to

a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and

b) 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 and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. The Company is to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

13.3 You can ask for copies of the travel service contractual terms, or the international conventions, from <https://www.legislation.gov.uk/uksi/2018/634>. 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 will be publicised at EU airports and available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from the Company. Your right to a refund and/or compensation from the Company is set out in these booking conditions. If any payments to you are due from the Company, any payment made to you by the airline, or any other service provider will be deducted.

13.4 If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, the Company will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified the Company of these needs at least 48 hours before the start of your holiday.

13.5 This entire section 13 does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

14 GUIDES AND GUEST SPEAKERS

14.1 Independent contractors retained by the Company, including but not limited to lecturers, guides, guest personalities, cruise hosts and entertainers are subject to change and/or cancellation without notice. The Company also retains the right to change any member of ship's crew previously advertised or disclosed (e.g. the ship's Master) without notice.

15 FINANCIAL PROTECTION

15.1 For flight-based holidays this is through our Air Travel Organiser's Licence number 11249 issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email claims@caa.co.uk. 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 will provide you with the service listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't 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).

15.2 If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees 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.

15.3 When you buy a package holiday that doesn't include a flight, protection is provided by way of an independently administered trust account held by PT Trustees Limited of 2nd Floor, Nucleus House, 2 Lower Mortlake Road, Richmond, Surrey, TW9 2JA; email: info@pttrustees.com; tel: 0208 878 8490; <https://pttrustees.com/>. All funds paid to the Company for non-ATOL flight packages are covered in accordance with The Package Travel and Linked Travel Arrangements Regulations 2018 by means of this trust account. All customer funds paid to the Company remain fully trust protected and cannot be released to the Company until after you have completed your cruise/holiday.



Robert Louis Stevenson Restaurant



Caledonian and Great Glen Explorer	Inverness to Oban	6 nights	pages 8-11
Voyage through the Heart of Scotland	Oban to Inverness	6 nights	pages 12-15
Secrets of the Highlands and Islands	Inverness to Kyle of Lochalsh	7 nights	pages 16-19
Inland Waterways and Idyllic Isles	Kyle of Lochalsh to Inverness	7 nights	pages 20-23

For more information or to make a booking on any of the cruises featured in this brochure please contact us on:

Telephone: **01756 704740**

Email: **reservations@lordoftheglens.co.uk**

Website: **www.lordoftheglens.co.uk**

Alternatively, contact your preferred travel agent or cruise specialist.

Lord of the Glens is operated by Hebridean Island Cruises Ltd



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