



Frequently asked questions Basic Information

Q: We have a low-cost offer for an accommodation and we want to participate only at the festival without any further service. Can we?

A: This is principally not accepted, as the organization of the concerts is a part of the service package as mentioned at the festivals. For local choirs there are different conditions available. Please contact the next partner of music&friends for further information.

Q: Most of the packages for the festivals do not include any transportation to the destination and no transfers during the stay – who has to organize this?

A: Each choir is free to organize the transport by flight, coach or train by himself. However, music&friends can help you with this. If you plan a transport by coach and you do it on your own, please make sure that this coach is available for all transfers and guided tours at the destination. Please inform the coach company in time about your individual program to calculate the time of travel and to make sure that it is within the maximum allowed driving time.

Q: Which conditions are valid for non-singers accompany the choir?

A: The same conditions are for singers.

Q: Have all choirs during the festival the same program or can individual wishes be integrated?

A: Every choir gets an individual program. The first and important frame are the concerts. After fixing this, individual wishes about additional concerts, guided tours or extensions can be arranged and will be confirmed before the departure to the festival.

Q: What time frame do we have after registration?

A: Each choir needs real facts as the travel expenses and time to come to a basically internal decision. This is why all festivals of music&friends have a clear deadline. Till this date any registration can be cancelled without any obligation. This helps the choirs to make their internal decisions, the booking of flights without any time pressure and risk with the certainty of the registration. Any obligation will start after the date of this deadline, such as cancellation fees for a full cancellation.

Q: Which insurances are included in the festival packages?

A: This depends to the local law of the partners of music&friends. Within the EU the costumers' rights are very similar. As an example, here are the terms for a reservation at buchmann touristic & consulting settled in Germany: Included in the service package is a bank guaranty, which will continue to pay for services even if the organizer has to file for bankruptcy. This bank guaranty is given to the choirs before the first payment. A second insurance is against Third-party-damages, which includes all service providers from the hotel to the concert hall decoration. The background is the German "Law of Customers," which is similar in other countries within the EU up to a loss of 7 million € per case.

Q: Do we need any additional health insurance?

A: This depends on the country of the festival. Within the EU there is a special health insurance coverage available, which covers the basic risks. Please contact your local insurance agent or more information.

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