

PAYMENT DETAILS

(PLEASE USE CAPITAL LETTERS THROUGHOUT)

SUSAN WORNER TOURS

Botanical • Wild Flower • Garden

TOUR COSTING

AIRFLIGHT, HOTEL & ITINERARY COSTS

(see page 32 for tour cost details and pages 30 for Independent Holiday costs)

Brochure Tour Cost or Independent Holiday Cost	Number of Guests _____	@ £ _____	pp	= £ _____
Additional Nights	_____	@ £ _____	pp	= £ _____
Single Room Supplement	_____	@ £ _____	pp	= £ _____
Lake View Supplement <small>(Hotel Cannero ONLY)</small>	_____	@ £ _____	pp	= £ _____
Added taxi cost (abroad)	_____	@ £ _____	pp	= £ _____
Independent Travel Cost Flight Cost (as advised)	_____	@ £ _____	pp	= £ _____

TOTAL HOLIDAY COST = £ _____

DEPOSIT (required before booking can be confirmed)

Number of Guests _____	@ £250.00 pp	= £ _____
_____	@ £450.00 pp (Guadeloupe & South Africa only)	= £ _____
_____	Handling fee 2% for credit card payments only	= £ _____

Deposit Due = £ _____

BALANCE DUE = £ _____

= Total Holiday Cost less Deposit (excluding cc handling fee)

FINAL PAYMENT Due 8 weeks before departure

(The full cost of the tour is due if booking within 8 weeks of departure)

PLEASE INDICATE PAYMENT METHOD:

CHEQUE (Please make cheque payable to SW Tours Ltd)

CREDIT/DEBIT CARD: VISA / MASTERCARD / VISA DEBIT

If you wish to pay by Credit/Debit Card, please give details below:

Card No _____ Debit Credit (please tick)

Start Date / / Expiry Date / /

Security Code - last 3 digits located on the signature strip

Name on Card _____

Signature _____

NB All credit card payments will incur a 2% handling fee but not debit cards

DECLARATION - TO BE SIGNED BY THE LEAD PASSENGER

On behalf of all those named overleaf I accept the booking conditions and understand that the deposit is non-refundable in the event of cancellation. I agree to pay the balance due for the holiday no later than 8 weeks prior to departure.

SIGNED _____ DATE _____

How did you hear about our tours?

Would you like us to send a brochure to someone else? Please fill in their name and address

Do you require additional booking forms? Number required _____

PLEASE RETURN THIS FORM TO:

Susan Worner Tours, PO Box 26, Boroughbridge, York, YO51 9YU

Tel No: 01904 651 651 E-Mail: info@susanwornertours.com

Also enclosing: Deposit Copy of Insurance Policy

TOUR CODE
(for office use only)



Booking Conditions

1. YOUR CONTRACT

All bookings are made with SW Tours Limited (The Company)
The terms contained in this document are subject to English Law and jurisdiction. No contract exists until SW Tours Limited have received a booking form signed by the lead name and received a deposit of £250 per passenger or the full holiday cost for bookings made within 8 weeks of departure (10 weeks for outside Europe).

2. HOW TO BOOK DEPOSITS

To confirm your booking and reserve the holiday, please send £250 deposit for each passenger, together with your insurance details and the completed booking form.

FINAL PAYMENT

The full outstanding balance must be received by The Company 8 weeks prior to departure. For bookings within 8 weeks of departure, the full holiday cost must be received. If the above payment schedule is not adhered to, The Company reserves the right at its discretion to change and/or cancel the holiday before departure and/or to levy charges.

3. CANCELLATION BY THE CLIENT

All cancellations must be received in writing by The Company. Cancellation charges payable by the lead name on behalf of the group are as follows:

Period before departure notification received	Cancellation charges per person
Up to 60 days	Loss of deposit inc. Insurance tax.
59 days - day of departure	100% plus £30 admin fee

Please note that insurance cover gives protection against cancellation charges in most situations genuinely outside your control.

4. CANCELLATION BY COMPANY

The Company reserves the right to cancel your tour. In this unlikely event we will give you the option of accepting an alternative tour of a comparable standing or receiving a full refund of all monies paid to us on behalf of your party. In no case except for reasons of war, natural disasters, fire, civil disturbances, riots, terrorist action, closure of airport, industrial disputes, force majeure or similar events beyond our control will cancellation take place within 4 weeks of the departure date.

5. LIABILITY

We have taken all reasonable steps to ensure that proper arrangements have been made for the tours, and that the suppliers of the services which you will enjoy during your tour are efficient and reputable. Every booking is accepted subject to the conditions imposed by the shipping,

airline, coach, hotel, restaurant, insurance and other companies, firms or persons concerned with the tour which may limit or exclude liability towards you and your luggage. We cannot be held liable for any loss or expenses suffered by you as a result of your late arrival at the start of your holiday or at any time during your holiday, for other than reasons within our control.

Any wilful damage to property being used by The Company is the sole responsibility of that person/group and The Company will not be responsible for any costs incurred due to such action or measures taken up by the various authorities or principals. Damage will be charged to the group and/or the individual and must be paid for in resort. We cannot accept claims when inferior vehicle is used as relief or replacement in an emergency.

The Company reserves the right to withdraw any person at any time if their conduct is deemed unsatisfactory. This will be without any liability whatsoever on the company's behalf for homeward travel arrangements or refund of holiday costs.

The decision of the Tour Manager will be final.

6. CHANGES TO YOUR HOLIDAY

If you wish to make a change, or alter details to a confirmed booking, we will do our utmost to satisfy your requirements. The company must be notified in writing before changes can be implemented. There will be a £30 per person charge made for administration in this case. This charge also applies to cancellations.

7. SURCHARGES

The Company guarantees that the price of your holiday will not be subject to any surcharge except for those resulting from fuel surcharges, government action and unfavourable changes in the currency rates. Even in this case, we will undertake to absorb an amount equivalent of 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged, and where a surcharge is payable there will be no administration charge. If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all money except for any insurance premiums and amendment charges. Should you decide to cancel because of this, you must exercise your rights to do so within 14 days from the issue date printed on the surcharge invoice. Our prices are based on exchange rates at 10 August 2011. No refunds will be made for services not used and/or favourable changes in currency or costs.

8. COMPLAINTS

If you have a complaint during your holiday please notify your Tour Manager immediately so that he/she can try to solve the problem.

9. GROUP SUPERVISION AND RESPONSIBILITIES

In signing the booking form the lead name warrants to The Company that he or she has the authority of each party member to contract with The Company on their behalf, and that all the party members are aware of these conditions as set out and have agreed to abide by them. The lead name also accepts responsibility for the good conduct of all party members. The following conditions are also enforced:-

- all local laws, customs and regulations are to be adhered to;
- all party members abide by the House Rules for each individual hotel or accommodating agent.

10. ACCURACY OF TOUR DETAILS

All the facts about resorts, resort facilities, accommodation and their facilities and other services are checked so that they are as accurate as possible before going to print. The details are compiled in advance and changes do happen which are out of our control. Such changes are regrettable and where a major change takes place we will inform you wherever possible.



In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with Susan Worner Tours are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of Susan Worner Tours

This Insurance has been arranged by International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers.

The air holidays and flights in this brochure are ATOL Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 6063. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk

