

BOOKING FORM

(PLEASE USE CAPITAL LETTERS THROUGHOUT)

SUSAN WORNER TOURS

Gardens and Natural History

NAME OF TOUR	DATES	ROOM TYPE	ARRIVAL/DEPARTURE
The Roses of the France Rhone Region prepared for Paul Zimmerman Roses	FROM 13 May 2024	DOUBLE	Hotel de l'Abbaye 20 rue de l'Abbaye d'Ainay 69002 Lyon
	TO 21 May 2024	TWIN	
		SINGLE	

PLEASE FILL IN ALL DETAILS AS THEY APPEAR ON YOUR PASSPORT (Please use DD / MM / YYYY as the date format)

Title	First Name	Surname	Date of Birth	Passport Number	Passport Issue Date	Passport Expiry Date	Nationality
			/ /		/ /	/ /	
			/ /		/ /	/ /	
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			/ /		/ /	/ /	

YOUR CORRESPONDENCE DETAILS

Full address to which all correspondence and travel documentation to be sent:

Postcode
Daytime Telephone No.:
E-mail address:
Correspondence by e-mail?: <input type="checkbox"/> Yes <input type="checkbox"/> No

EMERGENCY CONTACT

Please advise the name and telephone number of your next of kin in case of an emergency:

Name:	Relationship:	Telephone:
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SPECIAL REQUESTS

We will endeavour to comply with your requests but no guarantee can be given.

The following dietary requests can be made available. Please tick the appropriate box, if required.
<input type="checkbox"/> Vegetarian <input type="checkbox"/> Pescatarian

INSURANCE

To participate on this tour it is essential and a Booking Condition that all individuals are fully insured with no exclusion clauses. If you already have insurance cover, please set out the relevant details.

Insurance Company:
Policy No:
Insurer's Emergency Tel No:

PAYMENT DETAILS

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COSTS	Number of guests	Cost per person		
Holiday Cost	@	€	pp	= €
Single Room Supplement	@	€	pp	= €
TOTAL HOLIDAY COST				= €
DEPOSIT <small>(required before booking can be confirmed)</small>	Number of guests	Cost per person		
Deposit per person	@	€ 600.00	pp	= €
DEPOSIT DUE				= €
BALANCE DUE = 'TOTAL HOLIDAY COST' less 'DEPOSIT'				= €
BALANCE PAYMENT DUE 90 days before departure Please ensure all bank charges are deducted at source				

PAYMENT BY PAYPAL:

Please use the button below to make your deposit payment.
Alternatively use the QR code if you are having difficulty.



Pay via PayPal

**The contract for all tour reservations is with Susan Worner Tours (Suisse) GmbH,
Elisabethenanlage 7, 4002 Basel, Switzerland.
VAT No CHE-489 534 216 MWST**

**Your financial protection is with Swiss insurers:
FAIR Reisegarant www.fair-reisegrant.ch**



PLEASE ENSURE THIS SECTION IS SIGNED BEFORE RETURNING TO US

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 90 days prior to departure.

SIGNED DATE / /

PLEASE SCAN & RETURN THIS FORM TO:

Email: info@susanwornertours.com

Susan Worner Tours (Suisse) GmbH

Elisabethenanlage 7, 4002 Basel, Switzerland

+44 (0) 1423 326 300

www.susanwornertours.com

BOOKING CONDITIONS

SUSAN WORNER TOURS

Gardens and Natural History

1. YOUR CONTRACT

The contract for your holiday is with Susan Worner Tours (Suisse) GmbH (The Company), a private limited company registered in Switzerland with the Handelsregister no CHE-489.534.216 and subject to Swiss law.

2. HOW TO BOOK

To confirm your booking and reserve your holiday, the first named person on the booking form agrees on behalf of all persons detailed on the booking form that he/she has read the booking conditions and is authorised to be bound by them.

He/she accepts financial responsibility for payment of the booking on behalf of everyone named as well as the disclosure of their health conditions or disabilities and dietary requirements.

2.1 DEPOSITS

On booking a holiday you as Party Leader must sign the Booking Form accepting the terms of the Booking Form and paying a deposit of €600 per person (€1400 for long-haul tours), and sending full insurance details and a completed and signed booking form. Fully inclusive travel insurance is mandatory.

2.2 FINAL PAYMENT

Two weeks after sending us your booking form, you will receive a Booking Confirmation/Invoice showing the balance of your holiday cost which must be paid 90 days before the departure date. The Booking Confirmation will form a contract between you and us. If your booking has been made within ten weeks from the departure, the full holiday price must be paid on booking.

3. CANCELLATION BY THE CLIENT

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

Period before departure notification received	Cancellation charges per person
Up to 90 days	Loss of deposit plus €50 admin fee
89 days – day of departure	100% plus €50 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 due to insufficient bookings up to eight weeks before the commencement of the tour. In this unlikely event, we will give you the option of accepting an alternative tour of comparative standing or receiving a full refund of all monies paid to us on behalf of your party. In no case except for events beyond our control will cancellation take place within four weeks of the departure date.

The Company is not, however, liable for claims for damages for non-performance of the contract if the cancellation is due to force majeure. These unforeseen circumstances will only apply where the UK Foreign & Commonwealth Office and the Swiss Department of Foreign Affairs advise against travel.

5. 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 but it may not always be possible. The party leader must inform us in writing and any additional charges incurred will be chargeable. Any requests for flight changes will not be changeable after a reservation has been made. We levy a €30 charge for making alterations.

6. CHANGES BY US TO YOUR HOLIDAY

We reserve the right to substitute any visits when the garden/venue is no longer available, or the restaurant has altered its closing day. If a hotel/lodge closes due to unlikely circumstances which rarely happens, we will find a suitable substitute.

7. LIABILITIES

We are not liable for loss of luggage, personal possessions and money. In addition, we accept no claims for liability for international air flights, train travel, travel by boat, transportation in general or any stay in a hotel.

8. COMPLAINTS

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

9. RIGHTS OF REFUSAL

We reserve the unconditional right to refuse a booking for any reason. Some of our itineraries involve a lot of walking, steep steps and are unsuitable for wheelchair users or those with aids. Some demands for specific dietary requests cannot be accommodated. We are occasionally obliged to refuse a booking due to unsuitability of the client to enjoy the holiday. If information given by you on the booking form, is found to be inaccurate, we reserve the right to cancel your holiday.

10. ASSISTANCE

If you suffer medical problems whilst on your holiday, we are not liable for additional costs incurred by us, by the airlines or accommodation.

11. INSURANCE

Comprehensive travel insurance including travel disturbance, loss of luggage, flight delays and full medical cover with no exclusions of pre-existing medical conditions is mandatory to join our tours and should include repatriation in the event of an accident or illness. Your insurance cover should include medical expenses while abroad and repatriation in the case of a pandemic such as Covid 19 virus and related illnesses.

12. DELAYS

The Company is not liable for any delays with any form of transportation.

13. 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.

14. 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.

YOUR FINANCIAL PROTECTION

In accordance with The Package Travel Regulations in Swiss Federal Law, Art 18 all passengers who book with Susan Worner Tours (Suisse) GmbH are fully protected from the initial deposit and subsequently the balance of all monies paid to us. This includes repatriation if required arising from cancellation or curtailment of your travel arrangements due to the insolvency of Susan Worner Tours (Suisse) GmbH. This insurance has been arranged by FAIR Reisesegarant of Switzerland. For more information about financial protection go to the website: www.fair-reisegarant.ch.