# SUSAN WORNER TOURS
Gardens and Natural History

## BOOKING FORM
(Please Use Capital Letters Throughout)

**NAME OF TOUR**

**DATES OF TOUR**

**OPTIONAL EXTRA DAYS**

**ROOM TYPE**

**DEPARTURE AIRPORT/TRAIN**

<table>
<thead>
<tr>
<th>FROM</th>
<th>TO</th>
<th>DOUBLE</th>
<th>TWIN</th>
<th>SINGLE</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Title</th>
<th>First Name</th>
<th>Surname</th>
<th>Date of Birth</th>
<th>Passport Number</th>
<th>Passport Issue Date</th>
<th>Passport Expiry Date</th>
<th>Nationality</th>
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## YOUR CORRESPONDENCE DETAILS
Full address to which all correspondence and travel documentation to be sent:
(Please Note: This must be the same as Credit Card Billing address – if paying by Credit Card)

- Postcode
- Daytime Telephone No.

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

- Name:  
- Relationship:  
- Telephone:

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

## 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:

Alternatively, we are pleased to offer insurance cover with Holiday Extras. Please call them on 0871 360 2742 quoting AD596 and you will be able to discuss your requirements and any medical screening you might need. You will receive your policy through the post. Please send us a copy of your insurance policy or confirmation number for our records.
PAYMENT DETAILS

(PLEASE USE CAPITAL LETTERS THROUGHOUT)

<table>
<thead>
<tr>
<th>TOUR COSTING</th>
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<tbody>
<tr>
<td>Airflight, Hotel &amp; Itinerary Costs</td>
<td></td>
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<tr>
<td>Brochure Tour Cost or Independent</td>
<td>£</td>
<td>pp</td>
<td>£</td>
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<tr>
<td>Holiday Cost</td>
<td></td>
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<tr>
<td>Additional Nights</td>
<td>@</td>
<td>£</td>
<td>pp</td>
</tr>
<tr>
<td>Single Room Supplement</td>
<td>@</td>
<td>£</td>
<td>pp</td>
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<tr>
<td>Room Supplement (if applicable)</td>
<td>@</td>
<td>£</td>
<td>pp</td>
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<tr>
<td>Taxi cost for added days</td>
<td>@</td>
<td>£</td>
<td>pp</td>
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<tr>
<td>Reduction for own travel</td>
<td>@</td>
<td>£</td>
<td>pp</td>
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<tr>
<td><strong>TOTAL HOLIDAY COST</strong></td>
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<td>£</td>
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| DEPOSIT (required before booking can be confirmed) |       |       |       |
| Number of guests | Cost per person | £     | pp    | £     |
| Standard destinations | £   | 300.00 | pp    | £     |
| Long haul destinations | £ | 1,000.00 | pp    | £     |
| **DEPOSIT DUE** |       |       | £     |
| **BALANCE DUE** |       |       | £     |
| = ’TOTAL HOLIDAY COST’ less ’DEPOSIT’ (excluding cc handling fee) |       |       | £     |
| **BALANCE PAYMENT DUE 90 days before departure** |       |       |       |

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 INDICATE PAYMENT METHOD:

Please Tick

Bank Transfer (see details below)
Cheque (Please make cheque payable to SW Tours Ltd)
Debit Card: VISA
Credit Card: VISA / MASTERCARD – *NOT American Express*

PAYING BY CREDIT/DEBIT CARD:

<table>
<thead>
<tr>
<th>Card Number</th>
<th>Name on Card</th>
<th>Start Date (MM/YY)</th>
<th>Expiry Date (MM/YY)</th>
<th>Security Code</th>
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PAYING BY BANK TRANSFER:

For payment online, please contact us for our bank details.

The contract for all tour reservations is with Susan Worner Tours (Suisse) GmbH, Tour Operator, Aeschenvorstadt 71, 4051 Basel, Switzerland. VAT No CHE-489 534 216 MWST

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

Do you require additional booking forms? Number required:

Please return this form to:

Susan Worner Tours (Suisse) GmbH
Aeschenvorstadt 71, 4051 Basel, Switzerland
+44 (0) 1423 326 300 • info@susanworner.tours.com • www.susanworner.tours.com

If sending by post, please use

SW Tours Limited, PO Box 26, Boroughbridge, York, YO51 9YU - UK
BOOKING CONDITIONS

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 £300 per person (£1000 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 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 four weeks of departure date.
Cancellation in these circumstances will only apply where the UK Foreign and Commonwealth Office and the Swiss Department of Foreign Affairs advise against travel to your destination or its immediate vicinity.

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 it 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, the airlines or accommodation.

11. INSURANCE
Comprehensive travel insurance including loss of luggage, flight delays and full medical cover with no exclusions of pre-existing medical conditions and includes repatriation in the event of an accident or illness is required to join our tours.

12. 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. This is up to 10% and after which you are entitled to cancel your holiday with a full refund of all money (except insurance charges and alteration costs). If you decide to cancel you must exercise your rights within 14 days from the issue dated of the surcharge invoice. Our prices are based on exchange rates at 30 January 2019. No refunds will be made for services not used and/or favourable exchanges in currency or costs.

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

14. ACCURACY OF TOUR DETAILS
All facts about resorts, hotels, facilities, accommodation and other services are carefully checked by us to ensure they are accurate. The details are compiled in advance and changes do happen which are out of our control. The following conditions are also enforced:
- a) all local laws, customs and regulations are to be adhered to;
- b) all party members abide by the House Rules for each individual hotel or accommodating agent.

15. 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 Reisegarant of Switzerland. For more information about financial protection go to the website: www.fair-reisegarant.ch.