

# BOOKING FORM

(PLEASE USE CAPITAL LETTERS THROUGHOUT)

# SUSAN WORNER TOURS

Gardens and Natural History

NAME OF TOUR	DATES OF TOUR	OPTIONAL EXTRA DAYS	ROOM TYPE	DEPARTURE AIRPORT/TRAIN
	FROM		DOUBLE	
	TO		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
			/ /		/ /	/ /	
			/ /		/ /	/ /	
			/ /		/ /	/ /	
			/ /		/ /	/ /	
			/ /		/ /	/ /	

## 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.:
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.

Do you require luggage labels? <input type="checkbox"/> Yes <input type="checkbox"/> No

## 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.  
You are strongly advised to obtain a new EHIC Card (European Health Insurance Card) through the Post Office, which can reduce the cost of medical treatment in European Union countries.

# PAYMENT DETAILS

(PLEASE USE CAPITAL LETTERS THROUGHOUT)

TOUR COSTING				
AIRFLIGHT, HOTEL & ITINERARY COSTS				
	Number of guests	Cost per person		
Brochure Tour Cost or Independent Holiday Cost	@	£	pp	= £
Additional Nights	@	£	pp	= £
Single Room Supplement	@	£	pp	= £
Room Supplement (if applicable)	@	£	pp	= £
Taxi cost for added days	@	£	pp	= £
Reduction for own travel	@	£	pp	= £
<b>TOTAL HOLIDAY COST</b>				= £
DEPOSIT				
(required before booking can be confirmed)	Number of guests	Cost per person		
Standard destinations	@	£ 300.00	pp	= £
Long haul destinations	@	£ 1,000.00	pp	= £
<b>DEPOSIT DUE</b>				= £
<b>HANDLING FEE</b> 2% for credit card payments only				= £
<b>BALANCE DUE</b> = 'TOTAL HOLIDAY COST' less 'DEPOSIT' (excluding cc handling fee)				= £
<b>BALANCE PAYMENT DUE 90 days before departure</b>				

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.

PLEASE INDICATE PAYMENT METHOD:	Please Tick
Bank Transfer (see details below)	<input type="checkbox"/>
Cheque (Please make cheque payable to <b>SW Tours Ltd</b> )	<input type="checkbox"/>
Debit Card: <b>VISA</b>	<input type="checkbox"/>
Credit Card: <b>VISA / MASTERCARD</b> – *NOT American Express*	<input type="checkbox"/>

PAYING BY CREDIT/DEBIT CARD:			
Card Number			
Name on Card			
Start Date (MM/YY)	/	Expiry Date (MM/YY)	/
Security Code – last 3 digits located on the signature strip:			
<i>NB All credit card payments will incur a 2% handling fee but not debit cards.</i>			

PAYING BY BANK TRANSFER:
<b>For payment online, please contact us for our bank details.</b>

PLEASE ENSURE THIS SECTION IS SIGNED BEFORE RETURNING TO US
<b>DECLARATION – TO BE SIGNED BY THE LEAD PASSENGER</b>
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 ..... / ..... / .....

Do you require additional booking forms? Number required:

PLEASE RETURN THIS FORM TO:
Susan Worner Tours • PO Box 26 • Boroughbridge • York • YO51 9YU • UK +44 (0)1423 326 300 • info@susanwornertours.com • www.susanwornertours.com


# BOOKING CONDITIONS

# SUSAN WORNER TOURS

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## 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 the correct deposit or the full holiday cost for bookings made with 90 days of departure.

## 2. HOW TO BOOK DEPOSITS

To confirm your booking and reserve the holiday, please send £300.00 deposit for each passenger (£1000.00 for long-haul) together with your insurance details and the completed booking form.

## FINAL PAYMENT

The full outstanding balance must be received by The Company 90 days prior to departure. 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 90 days	Loss of deposit(s) incl. Insurance tax
89 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 an 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 25 August 2016. 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.

## YOUR FINANCIAL PROTECTION

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, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are 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).

If we, or the suppliers identified on your ATOL certificate, 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.

