

EUROPA NOSTRA HERITAGE TOURS 2012

BOOKING FORM



TEFAF at Maastricht and sites in the region
(The Netherlands, Belgium, Germany) – 20-24 March 2012

Torino and the Piemonte (Italy) – 9-14 October 2012

Number of participants:

Type of room(s) required: single room double room for single use (Torino tour) double room
 twin-bedded room I would like to share a twin-bedded room with

Name (first, last):

Address:

City:

Postal code:

Country:

Telephone:

Fax:

Email:

Date of birth:

Passport Number(s):

Name(s) of other person(s) for whom you are also booking:

Preferred name(s) on badge(s):

I am a / we are member(s) of Europa Nostra

First name, last name, address (if different from above) will become a member of Europa Nostra at an annual membership fee of € 80 for individuals / € 130 for couples.

I have read and accept the booking conditions.

I enclose / authorise payment of deposit(s) of € 250 per person.

Please note that deposit payments are not refundable in case of cancellation

Bank transfer (euro) to: **Europa Nostra** at ING, Postbus 49990, NL-1009 EW Amsterdam, The Netherlands, Acc. 631.86.30, IBAN: NL63INGB0006318630, BIC: INGBNL2A (*Please specify tour and your full name*)

Credit Card (+5% charges)

American Express

MasterCard

VISA

Credit Card number: expiry date: /

NB: for MasterCard and Visa Card holders please add Card Validation Code (CVC) last 3 digits on the back of your card:

Card holder's name and billing address (*if different from above*):

Signature:

Date:

Please send the duly completed form to: EUROPA NOSTRA, Lange Voorhout 35, 2514 EC The Hague, The Netherlands
Tel.: +31-70-302 40 54 Fax: +31-70-361 78 65 Email: bz@europanostra.org

BOOKING PROCEDURES & CONDITIONS

Please complete the booking form, inserted in this brochure, and send it to EUROPA NOSTRA, together with a non-refundable deposit of € 250 per person, payable to EUROPA NOSTRA either by bankers transfer (euros) or by credit card (Amex, MasterCard or Visa). Please note that credit card companies charge 5% administration fees on each transaction, which percentage is to be added to all relevant payments. The signatory is responsible for ensuring that the booking conditions are fully known to every person on whose behalf he/she has made a booking.

All contracts for this tour are made with EUROPA NOSTRA, Lange Voorhout 35, NL-2514 EC The Hague, The Netherlands, registered in The Netherlands, and are subject to these booking conditions. All contracts are governed by Dutch law and subject to the exclusive jurisdiction of the Dutch Courts.

ON RECEIPT

EUROPA NOSTRA will acknowledge your application in writing and advise you regarding your booking.

NOT LATER THAN 60 DAYS BEFORE DEPARTURE

An invoice for the balance will be sent to you.

NOT LATER THAN 45 DAYS BEFORE DEPARTURE

The balance of the tour cost must have been received by EUROPA NOSTRA. If the balance is not paid by the due date, we reserve the right to cancel your booking, and levy cancellation charges equivalent to 50% of the cost of the tour.

NOT LATER THAN TWO WEEKS BEFORE DEPARTURE

Final tour details, any travel documents, a list of participants and sightseeing notes will be sent to you.

CANCELLATION BY YOU

If you have to cancel your place on the tour please advise us by telephone. All cancellations should be confirmed in writing. If you cancel, your deposit is not refundable. The following rules apply * :

<i>Notice of Cancellation Before Departure</i>	<i>Refunds</i>
60-28 days	50%
27-15 days	25%
14-07 days	15%

** In case of totally unforeseen circumstances, Europa Nostra reserves the right to adjust these rules, in which case participants will be notified promptly.*

PRICES

Although unlikely to happen, we reserve the right to revise our prices due to seriously increased costs from our suppliers, at any time before you book. If this happens, you will be advised before you commit yourself.

Once you have paid your deposit, and your place on the tour has been confirmed by us, we guarantee that the price of the tour will not be subject to any surcharges, except those resulting from substantial increases in fuel prices, Dutch or foreign government action, such as increases in taxes, and/or adverse exchange rate variations, or for reasons of insufficient registrations, as described below.

You will be entitled to cancel your place on the tour with a full refund of all monies paid in the event of a price surcharge of more than 10%. Should you decide to cancel under these circumstances, you must do so in writing within 10 days of the issue date of the surcharge invoice. We guarantee not to impose any surcharge within 6 weeks of the tour departure, provided full payment has been made by you.

The tours are priced at a minimum participation of 20 persons. If this number is not reached, a surcharge for a minimum 16 or a minimum of 12 persons may be applied. If this occurs, we shall approach you prior to committing, and should you not wish to participate at the increased price, you will be given the opportunity to cancel your participation with full refund of monies already paid.

CHANGES BY EUROPA NOSTRA

Occasionally we may be obliged to make alterations to tour programmes, and reserve the right to do so. If any significant variation is made to the advertised arrangements after your place has been confirmed, you will be informed and you will be entitled to cancel and receive a full and prompt refund of all monies paid.

TOUR CANCELLATION

EUROPA NOSTRA will endeavour to operate the tour as advertised. As a rule the minimum number of participants must be 20 (maximum 25): should the required minimum number not be reached, the tour may be cancelled, in which case everyone booked will be advised not later than eight weeks before the departure date. In the event of circumstances beyond EUROPA NOSTRA's control resulting in the tour being cancelled, the maximum possible notice will be given. If the tour has to be cancelled by EUROPA NOSTRA, for any reason, all amounts paid will be refunded. As soon as the minimum number of participants has been reached, a confirmation that the tour is definite, will be mailed to you. We recommend not to book flights or make other, cost involving, travel arrangements before receipt of the final confirmation of the tour.

TOUR INSURANCE

Participants must hold a travel and health insurance that also includes proper cover for cancellation.

TRANSPORTATION

on coaches and/or other means of transports is subject to the conditions of carriage of the carrier, some of which may limit or exclude liability.

ACCURACY OF BROCHURE

Great care has been taken to ensure that descriptions, information and prices are accurate at the time of publication. Nevertheless, there may be times when a publicised facility or visit is withdrawn as a result of factors beyond our control. We will always endeavour to find a satisfactory replacement. The tour description is based on the planned day-to-day programme. However, it will be appreciated that arrangements for private visits cannot always be confirmed until a few months before the tour, and consequently the planned programme may be altered.

ACCOMMODATION

We reserve bedrooms with private facilities (bath and/or shower and wc) at first-class hotels or higher.

FITNESS

Please note that the very nature of the sightseeing programmes, and the inaccessibility of certain town centres to coaches, means that a fair amount of walking may be unavoidable on all tours. We therefore must stress that the tours are not suitable for people who have difficulty in walking or keeping pace with a group.

FINAL NOTE

The day-to-day organisation of the tour is undertaken by our tour organisers and/or leaders, who endeavour to ensure the smooth running of all arrangements. EUROPA NOSTRA does everything reasonably possible to ensure the well-being of those who entrust themselves to its care. Should any aspect be regarded as less than satisfactory, participants are asked to bring this promptly, and certainly within 28 days, to the attention of the office at The Hague, or of the tour staff.