

# Heritage Tours 2018

## Booking Form



Edinburgh & The Borders

(22 – 28 May 2018)

Genoa & Portofino

(22 – 27 October 2018)

Persons to be booked:

	First / Given Name	Surname	Title	Date of Birth	Nationality
1					
2					

Address for correspondence:

Post Code:

Country:

Home Tel:

Company Tel:

Fax:

Mobile Tel:

Email:

Type/number of rooms required			Special Requests i.e. Dietary or Other
Twins	Doubles	Singles	

Insurance

It is imperative that you take out adequate insurance, and you should ensure that you have ample cover, particularly for cancellation and medical emergency. In order that we may assist you in case of an emergency, you must advise us of your insurance details. If you have this information already, please state the details below, or alternatively let us know as soon as you have obtained cover.

My Insurers are

Insurers' Emergency Contact Number

<p><b>PAYMENTS BY BANK TRANSFER</b></p> <p>Bank transfers in <b>Euros</b> may be made direct to our Euro account: The Ultimate Travel Company Limited Account No. - FOSIGFUL EUR 1 (10061414) Sort Code - 16.00.38   Swift Code/BIC - RBOS GB 2L IBAN - GB68 RBOS 1610 7010 0614 14</p> <p>Members wishing to pay their deposit by sterling cheque or sterling bank transfer should contact Specialtours.</p> <p>Deposits: <input type="text"/> persons @ €350 per person <input type="text"/> €</p> <p><b>NB: Deposits are non-refundable. If booking within eight weeks of departure, full payment must be sent with this booking form.</b></p> <p>Full payment: <input type="text"/> €</p> <p>I am / we are members of Europa Nostra (please tick) <input type="checkbox"/></p>	<p><b>CREDIT CARD PAYMENTS</b></p> <p>The Ultimate Travel Company accepts payment by credit or debit card.</p> <p>I wish to pay by: VISA <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/></p> <p>Please charge my account the sum of: € <input type="text"/></p> <p>Card Number: <input type="text"/></p> <p>Name: (as shown on card) <input type="text"/></p> <p>Card expiry date: <input type="text"/> / <input type="text"/> <b>NB: To process the transaction, we will contact you for the card's security code on receipt of this booking form.</b></p> <p>Cardholder Signature <input type="text"/> Date <input type="text"/></p> <p><b>NB: We are now able to take payment in Euros from credit / debit cards. No additional charges will be levied.</b></p>
--	--

The booking conditions regarding the tour/s have been read and accepted by me on behalf of all persons named on this booking form by whom I am duly authorised to make this agreement. I have also read and understood the information regarding insurance cover, and confirm that I have already provided, or will provide no later than eight weeks prior to the date of departure, full details of my/our insurance cover.

Signature	Date
-----------	------



Please return this booking form to:

Specialtours at The Ultimate Travel Company Ltd 25-27 Vanston Place, London SW6 1AZ  
Tel: 0044 (0)20 7386 4690 / Fax: 0044 (0)20 7386 8652 / Email: info@specialtours.co.uk



# Booking Conditions



**The Europa Nostra 2018 Heritage Tours are operated by Specialtours at The Ultimate Travel Company Limited, which is registered in England under company number 3528325.**

## Making Your Booking

Please complete the booking form and forward it to The Ultimate Travel Company Limited, together with your non-refundable deposit of €350 per person (see booking form) made payable to The Ultimate Travel Company Limited. If you are booking less than 8 weeks prior to departure the full cost of the tour is payable. On receipt of your booking form and deposit we will confirm your booking in writing, then no less than 10 weeks before departure we shall send you further information relevant to the tour you have booked, together with a final invoice which will also show any surcharges due (if applicable). You must pay the invoice within 10 days of the invoice date otherwise we reserve the right to treat the booking as cancelled and apply the cancellation conditions as set out below. Your travel documents are dispatched approximately 10 days before the tour departs.

## Fitness to travel

Whilst we do not impose any age limitations on joining a tour, participants must be reasonably fit. The very nature of the sightseeing involved in our tours (and the difficulties of direct access by coach in various places) means that a considerable amount of walking and standing is unavoidable on almost all tours. We regret that our tours are not suitable for people who have difficulty in walking, may require wheelchair assistance at any time, or are unable to keep pace with the group. If you are in any doubt as to the suitability of a tour, please make this known to us before you book and we will advise you accordingly. The Ultimate Travel Company reserves the right to decline a reservation without necessarily giving a reason.

The tour organiser, in conjunction with the appropriate medical advice if applicable and in consultation with Europa Nostra, has the right to disqualify any client at any time during the course of the tour, if considered necessary for the medical well being or safety of the individual or if in the tour organiser's opinion, the client's actions are materially affecting the enjoyment of the tour for the remainder of the group. Any decision with regard to any reimbursement for any part of the tour not completed will be decided between the Managing Director of The Ultimate Travel Company Limited and the tour organiser.

## Suppliers

The Ultimate Travel Company Limited acts only as agent for the owners of accommodation and services provided, for all carriers by air or otherwise and for road transport proprietors, and all bookings must be accepted subject to the ticket or transport conditions and regulations of the carriers or transport proprietors, and also subject to the laws of the country in which such carriage or other facility is required.

## Passport, Visas & Health

All clients are personally responsible for ensuring that they have a valid passport / identity card, any required visa, and conform to the health regulations required by the country/s that will be visited during the tour.

## Cancellation

You or any member of your party may cancel your tour at any time providing that the cancellation is made by the person who signed the booking form and is communicated in writing. Cancellation charges, based upon the length of time prior to departure when said cancellation is received, will apply. The sum due, shown below, is stated as a percentage of the total tour cost.

More than 70 days	Deposit
60 to 30 days	50%
29 to 15 days	75%
14 days or less	100%

If you are obliged to cancel you may, with reasonable notice, transfer your booking to a third party who satisfies any conditions necessary to take that tour; in which case we reserve the right to levy an administration charge.

## Alterations by The Ultimate Travel Company Limited

We will do our utmost to provide the tour arrangements that have been confirmed, but we must retain the right to modify or cancel any tour, flight schedule, accommodation or arrangement should unforeseen circumstances amounting to 'force majeure' arise. In such circumstance we will inform you as soon as possible, and, should the change be such that it alters the nature of the tour, we will give you the choice of an alternative tour or a full refund of all monies paid. In recognition we will absorb all financial loss, except personal expenditure, consequent upon cancellation due to 'force majeure'. We shall not cancel any tour for reason of political tension or natural disaster unless specifically recommended to do so by the relevant government office.

## Tour Cancellation

The price of a tour is based on a varying minimum number of passengers travelling. If the minimum number is not reached, at least 8 weeks prior to the scheduled departure date we will either cancel the tour and offer a full refund, or we may propose a supplementary charge which, subject to passengers' agreement, will enable the tour to operate.

## Our Liabilities

We do not exclude or limit any liability to our clients which may arise from proven negligence by any person employed directly by us or by our suppliers and subcontractors, servants or agents of the same whilst acting in the course or their employment (other than air and sea carriers performing any domestic internal or international carriage of whatsoever kind) in respect of death, bodily injury or illness. Such liabilities shall be subject to English law and all proceedings shall be within the exclusive domain of the English courts. We shall endeavour to afford general assistance to our clients in the event of illness, injury or death during the period of the tour. We accept responsibility for ensuring that all parts of the tour are supplied as described and that all services shall reach a reasonable standard. These obligations and responsibilities shall be limited to where international conventions in respect of air or sea carriers apply. We do not assume responsibility for loss or expense due to war, riot, strike, terrorist activity or natural disaster.

## Travel Insurance

We believe travel insurance is essential and reserve the right to cancel a booking if cover is not obtained. Care should be taken to ensure you have adequate cover particularly for cancellation and emergency repatriation in the event of medical problems.

## Complaints & Arbitration

We endeavour to resolve any complaints on the spot, however if the matter cannot be resolved please write our Managing Director, Nick Van Gruisen, within 14 days of the end of the tour. We will endeavour to resolve the problem as promptly as possible. In the unlikely event that the problem is not amicably resolved the case may be referred to arbitration, if the customer so wishes, under a special Scheme arranged by the Association of British Travel Agents and provided by CEDR Solve, Europe's leading commercial and workplace mediation service.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by ABTA, who will forward them to CEDR Solve, within eighteen months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. Full details will be provided on request or can be obtained from the ABTA website ([www.abta.com](http://www.abta.com)).

## Credit Card Payments

We have the facility to accept payment by most major credit and debit cards and are now able to take these payments in Euros at no additional charge.

## Baggage & Personal Effects

These remain your responsibility and risk at all times.

## Data Protection Statement

Please be assured that we have measures in place to protect the personal booking information held by us. Full details of our data protection policy are available upon request.