

# HOW TO BOOK

To book places on short breaks & holidays please call to check availability then complete and sign the booking form and return with your deposit to; Calne Travel, 11 Wessington Avenue, Calne, Wiltshire. SN11 0AL  
Cheques and postal orders should be made payable to CALNE TRAVEL (For your financial security all monies are held in a designated client trust account under EC directive 90314 until after your return from the tour.)

**DEPOSIT PER PERSON: £30.00**

You will then receive a confirmation invoice which will advise you when the final payment is due (no later than six weeks before date of departure). Approximately two weeks before departure you will receive an itinerary with full travel information.

**SINGLE ROOMS**

Single rooms are very limited and carry supplements as indicated.

**PASSPORTS & VISA REQUIREMENTS**

A full 10 year passport is essential for all holidays outside the United Kingdom. Please note that it is the responsibility of the traveller to ensure that their passport & visa requirements are met and in order before they travel. We are unable to make refunds to passengers unable to travel through failure to obtain a passport in good Time.

**SURCHARGES**

The price of your holiday is subject to change for an increase or decrease in any of the following costs: Transportation costs, including fuel (including fuel tax), ferry operator fares and tolls, embarkation or disembarkation fees at terminals. Exchange rates applied to the particular holiday booked. Dues and taxes (including the rate of VAT). Even in this case, we will absorb an amount equivalent to 2% of the holiday price. Only amounts in excess of this 2% will be surcharged.

If this means paying more than an extra 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the revised invoice.

**SPECIAL REQUESTS**

Any special requests (diets etc.) must be made in writing in the special requests box on the Booking Form and we will do our best to ensure that we and our suppliers comply with these wherever this is possible. We cannot under any circumstances guarantee that such requests will be complied with.

**WHAT'S NOT INCLUDED IN YOUR HOLIDAY PRICE**

Holiday Insurance, Costs of Passports or Visas.

Any charges that hotels may make locally for certain facilities such as sun beds, saunas, cots etc.

Entrance fees to museums, monuments etc. that you may wish to visit during our programme of excursions unless otherwise stated in your itinerary.

**HOLIDAY INSURANCE**

**IMPORTANT - to ensure you have protection against the majority of incidents that can spoil or affect a holiday all passengers should take out travel insurance.** We strongly recommend that you are adequately insured for any of our holidays. Prior to departure we will request that you provide to us details of your insurers, your policy number and emergency contact number stated on your policy. From 1st January 2010, the sale of travel insurance connected to holiday or related travel will be regulated by the Financial Services Authority (FSA) as we do not hold the necessary authorization, we are no longer able to offer or advise on travel insurance related matters after this date. If you do not have adequate insurance and require our assistance whilst on holiday, we reserve the right to reclaim from you any expenses which we may incur on your behalf which would otherwise have been met by insurers.

## TERMS AND CONDITIONS OF BUSINESS

**1. BOOKING FORMS**

When you make a booking you must complete and return a booking form accepting on behalf of all your party the terms of these conditions and pay a deposit as stated above.

**2. IF WE CANCEL YOUR HOLIDAY**

We reserve the right in any circumstances to cancel your holiday and all holidays operate subject to a minimum number of participants. In the event that the minimum number is not reached we reserve the right to cancel your holiday in which case all monies paid will be refunded in full.

**3. IF YOU CANCEL YOUR HOLIDAY**

Only the person signing the booking form may cancel your holiday. Cancellations must be made in writing and are effective only from the date we receive such notification. We charge cancellation fees in accordance with the following scale. You may be able to make a claim on your holiday insurance if your reason for cancellation falls within the terms of the insurance policy

**DAYS NOTICE PRIOR CANCELLATION CHARGES**

TO DEPARTURE DATE (% of holiday price)\*

More than 42 Deposit only

28-42 30%

14-27 45%

7-13 50%

0-6 100%

\*The cancellation charge is calculated based on the total holiday price excluding insurance premiums which are themselves non-refundable.

**4. IF WE CHANGE YOUR HOLIDAY**

The arrangements for holidays are made many months in advance and changes are sometimes unavoidable. Most of these changes are however very minor but where they are significant we will notify you as soon as reasonably possible before your departure. A significant change is one that involves changing your departure date, resort area or reducing the quality of your hotel. In the event of a significant change you may decide to cancel the holiday, in which case your money will be refunded in full or you may decide to continue with the holiday as amended.

**5. COMPLAINTS**

If you have a complaint during your holiday, please inform the relevant supplier (eg Hotel) and your driver/courier. It is essential that you report any problems as soon as they arise so that we may be given the opportunity to rectify the situation. If a complaint cannot be resolved during your holiday we will accept written complaints up to 14 days after your return from your holiday.

**6. CONDITIONS OF CARRIAGE**

When you travel on an aircraft, train or ship, the conditions of that carrier apply and are subject to National and International conditions which may limit or exclude liability. The Public Service Vehicle Regulations as amended 1990, apply to all coaches throughout any holiday in the UK. We reserve the unconditional right to refuse a booking or terminate a passengers holiday in the event of unreasonable conduct which in our opinion is likely to cause distress, damage, danger or annoyance to other customers, employees, property or any third party. If you are prevented from travelling or continuing your holiday by such a termination Calne Travel's responsibility for your holiday thereupon ceases. Calne Travel will be under no obligation for any refund, compensation or loss which you may incur.

**7. LUGGAGE RESTRICTIONS**

Passengers should restrict luggage to one medium sized suitcase not exceeding 18kgs. We must be advised if you intend to bring a wheelchair. Battery driven chairs or vehicles cannot be accepted for operational reasons. We will not be liable for any loss or damage to luggage and/or personal belongings however it may arise unless due to Calne Travel's negligence and in particular Calne Travel will not be liable for the loss, theft or damage of any items left unattended. We would discourage passengers from bringing valuable items with them unless strictly necessary. Money, passports, medicines and other valuables should be carried on the person and not left unattended on vehicles or in suitcases.

**8. STATUTORY AUTHORITIES**

This brochure is issued subject to applicable Acts of Parliament and Government Regulations and the company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run.

### BOOKING FORM

HOLIDAY TITLE	
DEPARTURE DATE	

Title	Surname	Initials	Age (if under 16)

Holiday Insurance; please provide details of your insurer <small>If you do not have cover at this time please ensure that you provide us with this information before you travel</small>		
Name of insurer	Policy number	Insurance company telephone number

**FULL POSTAL ADDRESS (First named passenger)**

(All correspondence will be forwarded to this address)

Address

Post Code

Telephone number

**Preferred departure point**

No. OF ROOMS	PREFERRED ROOM DESCRIPTION
	SINGLE
	TWIN
	DOUBLE
	TRIPLE

**PAYMENT DETAILS**

No.	Deposits	Total enc. £
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**PLEASE MAKE CHEQUES PAYABLE CALNE TRAVEL**

**SPECIAL REQUESTS**

We will endeavour to comply with your requests and these will be forwarded to the relevant suppliers, however no guarantee can be given.

**IMPORTANT**

I accept the terms and conditions of booking

Signed: ..... Date: .....