



MARTIN RANDALL TRAVEL

ART • ARCHITECTURE • GASTRONOMY • ARCHAEOLOGY • HISTORY • MUSIC • LITERATURE

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BOOKING DETAILS

MAKING A BOOKING

BOOKING CONDITIONS

BOOKING FORM



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Registered office: Voysey House, Barley Mow Passage, London W4 4GF. Registered Company no. 2314294 England. VAT no. 527758803

BOOKING DETAILS

MAKING A BOOKING

1. PROVISIONAL BOOKING

We recommend that you contact us first to make a provisional booking which we will hold for one week. To confirm it please send the booking form and deposit within this period.

2. DEFINITE BOOKING

Fill in the booking form and send it to us with the deposit (specified in the price paragraph of the tour description). It is important that you read the Booking Conditions at this stage, and that you sign the booking form. Full payment is required if you are booking within ten weeks of departure.

3. OUR CONFIRMATION

Upon receipt of the booking form and deposit we shall send you confirmation of your booking. After this your deposit is non-returnable except in the special circumstances mentioned in the Booking Conditions. Further details of the tour will also be sent at this stage.

BOOKING CONDITIONS

PLEASE READ THESE

You need to sign your assent to these booking conditions on the booking form.

OUR PROMISES TO YOU

We aim to be fair, reasonable and sympathetic in all our dealings with clients, and to act always with integrity.

We will meet all our legal and regulatory responsibilities, often going beyond the minimum obligations.

We aim to provide full and accurate information about our holidays. If there are changes, we will tell you promptly.

If something does go wrong, we will try to put it right. Our overriding aim is to ensure that every client is satisfied with our services.

ALL WE ASK OF YOU

We ask that you read the information we send to you.

SPECIFIC TERMS

Our contract with you

From the time we receive your signed booking form and initial payment, a contract exists between you and Martin Randall Travel Ltd.

Eligibility

We reserve the right to refuse to accept a booking without necessarily giving a reason. You need to have a level of fitness which would not spoil other participants' enjoyment of the holiday by slowing them down – see the 'How strenuous?' guidance at the end of every tour description and the entry on page 6 of this brochure. With this in mind, we do not accept bookings from anyone who would be aged 81 or over at the time of the tour (we make an exception for certain MRT music festivals).

Insurance

It is a requirement of booking that you have adequate holiday insurance. Cover for medical treatment, repatriation, loss of property and cancellation charges must be included. Insurance can be obtained from most insurance companies, banks, travel agencies and (in the UK) many retail outlets including post offices.

Passports and visas

British citizens must have valid passports for all tours outside the United Kingdom. For most countries the passport needs to be valid for six months beyond the date of the tour. If visas are required we will advise UK citizens about obtaining them. Nationals of other countries should ascertain whether visas are required in their case, and obtain them if they are.

If you cancel

If you have to cancel your participation on a tour, there would be a charge which varies according to the period of notice you give. Up to 57 days before the tour the deposit only is forfeited. Thereafter a percentage of the total cost of the tour will be due:

between 56 and 29 days:	40%
between 28 and 15 days:	60%
between 14 days and 3 days:	80%
within 48 hours:	100%

We take as the day of cancellation that on which we receive written confirmation of cancellation.

If we cancel the tour

We might decide to cancel a tour if at any time up to eight weeks before there were insufficient bookings for it to be viable. We would refund everything you had paid to us. We might also cancel a tour if hostilities, civil unrest, natural disaster or other circumstances amounting to force majeure affect the region to which the tour was due to go.

Safety and security

If the UK Foreign and Commonwealth Office advises against travel to places visited on a tour, we would cancel the tour or adjust the itinerary to avoid the risky area. In the event of cancellation before the tour commenced we would give you a full refund. We would also treat sympathetically a wish to withdraw from a tour to a troubled region even if the FCO does not advise against travel there.

Consumer protection

Holidays in this brochure are protected by the ATOL scheme because we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. This means that in the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Holidays which do not include flights are similarly protected by the AITO Trust.

The limits of our liabilities

As principal, we accept responsibility for all ingredients of a tour, except those in which the principle of force majeure prevails. Our obligations and responsibilities are also limited where international conventions apply in respect of air, sea or rail carriers, including the Warsaw Convention and its various updates.

If we make changes

Circumstances might arise which prevent us from operating a tour exactly as advertised. We would try to devise a satisfactory alternative, but if the change represents a significant loss to the tour we would offer compensation. If you decide to cancel because the alternative we offer is not acceptable we would give a full refund.

English Law

These conditions form part of your contract with Martin Randall Travel Ltd and are governed by English law. All proceedings shall be within the exclusive jurisdiction of the courts of England and Wales.

BOOKING FORM

NAME OF TOUR

DATES

TOUR CODE

TRAVELLERS' NAMES

Give your name as you would like it to appear on documents issued to other tour participants – in block capitals please.

1

2

ROOM TYPE – please tick

Twin 2 beds	Double 1 bed	Single

TRAVEL – please tick

Group Travel (air or rail)	No Travel (making own arrangements)

YOUR DETAILS – in block capitals please

Address

Postcode

Telephone (home)

Telephone (work)

Mobile

Fax number

Email

Please tick if you do NOT want to receive updates on our range of cultural tours and music festivals by email.

Please tick if you do NOT want to receive any more of our brochures.

Date of birth

Traveller 1

Traveller 2

Occupation,
present/former
(optional – our
curiosity only)

Traveller 1

Traveller 2

MEMBERSHIP NUMBERS – only required for some UK tours

National Trust (England, Scotland or affiliate)

1 Expiry

2 Expiry

English Heritage

1 Expiry

2 Expiry

FURTHER INFORMATION or special requests.

Please mention dietary requirements.

YOUR NEXT OF KIN or contact in case of emergency.

Name

Address

Postcode

Telephone

Relationship

PASSPORT DETAILS. Essential for airlines and in case of emergency on tour (not applicable for tours in the UK).					
Title	Surname	First Names		Nationality	
1					
2					
Date of Birth (DD/MM/YY)	Place of Birth	Passport Number	Place of Issue	Date of Issue (DD/MM/YY)	Date of Expiry (DD/MM/YY)
1					
2					

FELLOW TRAVELLER

If you have made a booking for someone who does not have the same address as yourself, please give their details here. We shall then send correspondence and documents directly to them.

If you would also like the invoice to be sent to the fellow traveller's address, please tick:

Name _____

Address _____

Postcode _____

Telephone _____

Email _____

Next of kin

Name _____

Relationship _____

Telephone _____

PAYMENT

EITHER Deposit(s)

deposits are per person _____ £

OR Full Payment _____ £

Full payment is required if you are booking within ten weeks of departure.

We prefer payment by cheque, debit card or bank transfer. Although we can accept payment by credit card.

CHEQUE. Please make cheques payable to Martin Randall Travel Ltd, and write the tour code on the back (eg Mx123).

DEBIT OR CREDIT CARD. I wish to pay by Visa, Mastercard or Amex. Please charge my card.

Card no. _____

Start date _____ Expiry date _____

BANK TRANSFER. Please give your surname and tour code (eg Mx123) as a reference and allow for all bank charges.

Account name: Martin Randall Travel Ltd
Royal Bank of Scotland, Drummonds, 49 Charing Cross, London SW1A 2DX
Account number 0019 6050 Sort code 16-00-38
IBAN: GB71 RBOS 1600 3800 1960 50; Swift/BIC: RBOS GB2L

Please tick here if you have paid by bank transfer:

I have read and agree to the Booking Conditions on behalf of all listed on this form.

Signature _____

Date _____

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