

# Booking form

If you are completing this form electronically, we advise that you save a copy to your computer before proceeding. Please return your completed form by e-mail to: [info@martinrandall.co.uk](mailto:info@martinrandall.co.uk)



TOUR NAME(S)	DATES	TOUR CODE(S)
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NAME(S) – We do not use titles on documents issued to tour participants unless you want us to by including them here.

Participant 1 \_\_\_\_\_

Participant 2 \_\_\_\_\_

**ROOM TYPE**

Single occupancy room(s)

Double room (two sharing)

Twin room (two sharing)

**FURTHER INFORMATION**  
or special requests. *Please mention dietary requirements, even if you have told us before.*

**TRAVEL ARRANGEMENTS**

Group travel from London (air or rail), if applicable to this tour.

No travel  
Making your own arrangements for travel to and from the destination.

**CONTACT DETAILS – for all correspondence**

Address \_\_\_\_\_

\_\_\_\_\_

Postcode/Zip \_\_\_\_\_ Country \_\_\_\_\_

Mobile \_\_\_\_\_

Telephone (home) \_\_\_\_\_

Telephone (work) \_\_\_\_\_

**For speed and efficiency, we provide your tour and booking documents online where possible.**  
*Please confirm whether you are happy to receive documents online:*

Yes     No

E-mail address \_\_\_\_\_

**FELLOW TRAVELLER – if applicable**

If you have made a booking for someone who does not share your address, please give their details here. We will then send them copies of all tour documents. We will NOT send them a copy of the invoice or anything else relating to financial matters.

Their name \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode/Zip \_\_\_\_\_

Country \_\_\_\_\_

E-mail \_\_\_\_\_

Telephone \_\_\_\_\_

**MARKETING PREFERENCES**

*I would like to receive regular updates on MRT tours and events:*

By post (usually once a month at most)  Yes     No

By e-mail (weekly)  Yes     No

**What prompted your booking?** For example, an advertisement in a specific publication, a marketing e-mail from us, browsing on our website, or receiving one of our brochures by post:

**PASSPORT DETAILS.** Essential for airlines and in case of emergency on tour (not applicable for tours in the UK if you are a UK resident).

	Title	Surname	Forenames	Nationality	Place of birth
1.					
2.					

  

	Date of birth (DD/MM/YY)	Passport number	Place of issue	Date of issue (DD/MM/YY)	Date of expiry (DD/MM/YY)
1.					
2.					

**NEXT OF KIN** or contact in case of emergency.

**Participant 1:**

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Relation to you \_\_\_\_\_

**Participant 2** (unless the same as for participant 1):

Name \_\_\_\_\_

Telephone \_\_\_\_\_

Relation to you \_\_\_\_\_

**PAYMENT**

We prefer payment by bank transfer, cheque or debit card. We also accept payment by credit card. *All money paid to us is fully protected regardless of payment method.* Please tick an option:

- BANK TRANSFER.** Please give your surname and tour code (eg. MF123) *only* as a reference and ask your bank to allow for all charges.  
Account name: Martin Randall Travel Ltd  
Bank: Handelsbanken, 2 Chiswick High Road, London W4 1TH  
*For transfers from UK (Sterling) bank accounts:*  
Account number 8663 3438 • Sort code 40-51-62  
*For transfers from non-UK bank accounts:*  
Please instruct your bank to send payment in pound sterling (GBP)  
IBAN: GB98 HAND 4051 6286 6334 38  
Swift/BIC code: HAND GB22
- CHEQUE.** I enclose a cheque payable to Martin Randall Travel Ltd – please write the tour code on the back (e.g. MF123).
- DEBIT OR CREDIT CARD.** I authorise Martin Randall Travel to contact me by telephone to take payment from my Visa credit/Visa debit/Mastercard/AMEX.

Please tick payment amount:

- EITHER** Deposit(s) amounting to 10% of your total booking cost.
- OR Full Payment.** Required if you are booking within 10 weeks of departure.

**Carbon offset donation.** If you are taking a tour with flights and wish to make a donation to the India Solar Water Heating project, please tick an option below. *Read more about this project, and about our other sustainable tourism activities, by visiting [www.martinrandall.com/sustainable-tourism](http://www.martinrandall.com/sustainable-tourism).*

- Add £5 per person for short-haul return flights**
- Add £10 per person for mid- or long-haul return flights**

**TOTAL PAYMENT:** £ \_\_\_\_\_

I have read and agree to the Booking Conditions and Privacy Policy ([www.martinrandall.com/privacy](http://www.martinrandall.com/privacy)) on behalf of all listed on this form.

Signature \_\_\_\_\_

*If you are unable to sign your name electronically, please type*

Date \_\_\_\_\_



**MARTIN  
RANDALL  
TRAVEL**

LEADING EXPERTS IN CULTURAL TOURS

[www.martinrandall.com](http://www.martinrandall.com)

ATOL 3622 | ABTA Y6050 | AITO 5085

Martin Randall Travel Ltd  
Voysey House  
Barley Mow Passage  
London W4 4GF, United Kingdom

Tel +44 (0)20 8742 3355  
Fax +44 (0)20 8742 7766  
[info@martinrandall.co.uk](mailto:info@martinrandall.co.uk)

Martin Randall Australasia  
PO Box 1024, Indooroopilly  
QLD 4068, Australia

Tel 1300 55 95 95  
New Zealand 0800 877 622  
Fax +61 (0)7 3371 8288  
[anz@martinrandall.com.au](mailto:anz@martinrandall.com.au)

North America  
1155 Connecticut Avenue NW  
Suite 300  
Washington, DC 20036, USA

Tel 1 800 988 6168  
[usa@martinrandall.com](mailto:usa@martinrandall.com)

# Making a booking

**1. Optional booking.** We recommend that you contact us first to make an optional booking which we will hold for seven days. To confirm it please send the booking form and deposit within this period – the deposit is 10% of your total booking price. Alternatively, make a definite booking straight away through our website.

**2. Definite booking.** Fill in the booking form and send it to us with the deposit. 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 about the tour may also be sent at this stage, or will follow shortly afterwards.

## Fitness

Ours are active holidays. Walking, stair-climbing and standing around for lengthy periods are unavoidable aspects of every tour. They should not present problems for anyone of normal fitness but they are not suitable for those who are slow, need support or are low on stamina.

On many tours there is a lot of walking on streets that may be steep or poorly paved. On others you may need to scramble over fallen masonry and very uneven ground. More usually it is just a case of moving from one place to another, and getting on and off coaches several times a day.

If you have a medical condition or a disability which may affect your holiday or necessitate special arrangements being made for you, please discuss these with us before booking – or, if the condition develops or changes subsequently, as soon as possible before departure.

The tours are also group events. The presence of even one person who is not fit enough to cope can spoil the experience for everyone else.

We therefore ask people wishing to join a tour to take the quick and simple self-assessment tests described here to ascertain whether they have an adequate level of fitness. By signing the booking form you are stating that you have passed these tests. (It is not necessary to take the tests to attend our music weekends and symposia in the UK.)

If during the tour it transpires you are not adequately fit, you may be asked to opt out of certain visits, or invited to leave the tour altogether. This would be at your own expense.

Tours do vary, so please refer to the How strenuous? paragraph of each tour description.

**1. Chair stands.** Sit in a dining chair, with arms folded and hands on opposite shoulders. Stand up and sit down at least eight times in thirty seconds.

**2. Step test.** Mark a wall at a height that is halfway between your knee and your hip bone. Raise each knee in turn to the mark at least sixty times in two minutes.

**3. Agility test.** Place an object 3 yards from the edge of a chair, sit, and record the time it takes to stand up, walk to the object and sit back down. You should be able to do this in under seven seconds.

An additional indication of the fitness required, though we are not asking you to measure this, is that you should be able to walk unaided at a pace of 3 miles per hour for at least half an hour at a time, and to stand unsupported for at least 15 minutes.

*Walking tours are graded easy to challenging. Please see our website or brochure for more information.*

# 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, usually going far 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.

## **What we ask of you**

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.** You must be in good health and have a level of fitness that would not impair other participants' enjoyment by slowing them down or by absorbing disproportionate attention from the tour leaders. Please read 'Fitness' on the previous page and take the self-assessment tests described there; *by signing the booking form you are stating that you have passed these tests.* If during the tour it transpires, in the judgement of the tour leaders, that you are not able to cope, you may be asked to opt out of certain visits or to leave the tour altogether. This would be at your own expense. We reserve the right to refuse to accept a booking without necessarily giving a reason.

**Foreign Office advice.** Before booking, please refer to the FCO website – [www.fco.gov.uk](http://www.fco.gov.uk) – to ensure you understand the travel advice for the places to which the tour goes. Non-UK citizens should look at the advice issued by their governments, which may differ significantly.

**Insurance.** It is a requirement of booking that you have adequate holiday insurance cover. The insurance must cover, at minimum, medical treatment, repatriation, loss of property and loss of payments to us in the event that you cancel the tour. If you are making your own arrangements for international travel, please ensure you have insurance that protects you in the rare event of Martin Randall Travel cancelling the tour. Experience indicates that free travel insurance offered by some credit card companies is not to be relied upon.

**Passports and visas.** British citizens must have valid passports for all tours outside the United Kingdom. For many 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.

**If you cancel.** If you have to withdraw from a tour on which you had booked, there would be a charge which varies according to the period of notice you give. Up to 57 days before the tour the deposit would be forfeited. Thereafter a percentage of the total cost of the tour will be due:

up to 57 days:	deposit only
between 56 and 29 days:	40%
between 28 and 15 days:	60%
between 14 days and 3 days:	80%
within 48 hours:	100%

*If you cancel your booking in a double or twin room but are travelling with a companion who chooses to continue to participate in the tour, the companion would have to pay the single-occupancy price.*

**If you cancel a non-residential event** (normally a London Day) we will return the full amount if you notify us 22 or more days before the event. We will retain 50% if cancellation is made within three weeks and 100% if within 3 days.

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

**If we cancel the tour.** We may decide to cancel a tour if there were insufficient bookings for it to be viable (though this would always be more than eight weeks before departure). We would refund you with everything you had paid us.

**Safety and security.** Cancellation may also occur if civil unrest, war, natural disaster or other circumstances amounting to force majeure arise in the region to which the tour was due to go. If the UK Foreign and Commonwealth Office advises against travel, we would either cancel or adjust the itinerary to avoid risky areas. 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. In the event of cancellation before the tour began we would give you a full refund; costs incurred due to curtailment after the tour had started should be covered by your individual insurance policy.

**Health and safety.** We subscribe to the health and safety legislation of the countries in which the tours operate. The generally high standards of the UK are not found everywhere; regulations may diverge in particular in the areas of accessibility, handrails and seatbelts. However, with rare exceptions, all the hotels we use have undergone a safety audit, by our staff or by independent consultants on our behalf.

**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 or event 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

in your view an adequate substitute, we would give a full refund.

**Financial protection.** Any money you have paid to us for a tour which includes an international flight is protected by our Air Travel Organiser's Licence (ATOL, number 3622). Payments for tours which do not include a flight from/to the UK are protected by ABTA – The Travel Association. So, in the (highly unlikely) event of our insolvency in advance of the tour, you would get your money back, or if we failed after the tour had begun, the tour would be able to continue and you would be returned to the UK at its conclusion. Clients living elsewhere who have arranged their own flights should ensure their personal travel insurance covers repatriation in the event of holiday supplier failure.

**Financial protection: the official text.** *We are required to publish the following.* We provide full financial protection for our package holidays which include international flights, by way of our Air Travel Organiser's Licence number 3622. When you buy an ATOL protected flight inclusive holiday from us you 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. Most of our flights and flight-inclusive holidays on our website and in our brochure are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. In order to be protected under the ATOL scheme you need to be in the UK when you make your booking and/or one of the flights you take must originate or terminate in the UK with the group.

We provide full financial protection for our package holidays that do not include a flight, by way of a bond held by ABTA The Travel Association.

We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't 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 (or your credit card issuer where applicable). You also agree that any such claims maybe re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

**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.

**Privacy.** By signing the booking form you are stating that you have read and agree to our Privacy Policy, which can be found online at [www.martinrandall.com/privacy](http://www.martinrandall.com/privacy).