

Booking form



MARTIN
RANDALL
TRAVEL

| | | |
|--------------|-------|--------------|
| TOUR NAME(S) | DATES | TOUR CODE(S) |
|--------------|-------|--------------|

NAME(S) – as you wish them to appear on the list of participants. Please note that we do not use titles:

Participant 1

Participant 2

CONTACT DETAILS – for all correspondence

Address

Postcode/Zip

Country

Mobile

Telephone (home)

E-mail

For speed and efficiency, we provide your tour and reservation documents online, with an alert by e-mail. Your final itinerary is available to download c. 2 weeks prior to departure, with a hard copy provided on tour, or posted to a UK address.

☐ Please tick if you do NOT wish to receive documents online.

We would like to keep you informed about our future tour plans. Please tick the box(es) below if you would prefer not to receive our marketing materials:

Brochures sent by post: ☐

E-newsletter: ☐

What prompted this booking? It is very helpful for us to know how you first heard about this holiday – and if you can be specific, e.g. if in an advertisement, the name of the publication it appeared in; if we sent you a communication, what type? (e-mail or post?):

FURTHER INFORMATION

Please notify us of dietary restrictions (for example, religious, medical or if you are vegetarian or vegan). Please also use this space to let us know if you wish to request upgrades or extra nights etc.

ROOM TYPE

- ☐ Single occupancy room(s)
- ☐ Double room (two sharing)
- ☐ Twin room (two sharing)

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.

FELLOW TRAVELLER – if applicable

If you have made a booking for someone who does not share your address, please give their details here to ensure they receive copies of all tour documents.

Please tick if they would like a separate invoice: ☐

Their name

Address

Postcode/Zip

Country

E-mail

Telephone

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 payments by bank transfer. We cannot currently accept payment through our website. *All money paid to us is fully protected regardless of payment method.* Please tick one option:

- ☐ **BANK TRANSFER.** Please use your surname and tour code (e.g. ML123) *only* as a reference and ask your bank to allow for all charges.

Account name: Martin Randall Travel Ltd

Bank: HSBC, 1 Centenary Square, Birmingham, B1 1HQ

For transfers from UK (Sterling) bank accounts:

Account number: 85377277

Sort code: 40-38-04

For transfers from non-UK bank accounts:

Please instruct your bank to send payment in pound sterling (GBP)

IBAN: GB22 HBUK 4038 0485 3772 77

Swift/BIC code: HBUK GB4B

- ☐ **DEBIT OR CREDIT CARD.** I authorise Martin Randall Travel to contact me by telephone to take payment by debit or credit card.

Please tick payment amount:

- ☐ **EITHER Deposit(s)** – 15% of your total booking cost.

- ☐ **OR Full Payment.**

Required if you are booking within 12 weeks of departure.

Add carbon offset. Tick to offset the emissions generated by your booking. Read about the project we currently support through carbon offsets by visiting martinrandall.com/sustainable-tourism.

- ☐ **Add £5 per person for short-haul tours**

- ☐ **Add £10 per person for mid- or long-haul tours**

TOTAL: £

Please also sign and date below

I have read and agree to the **Booking Conditions**, **travel insurance requirements** and **Privacy Policy** (www.martinrandall.com/privacy) on behalf of all listed on this form.

Signature:

Date:



MARTIN
RANDALL
TRAVEL

LEADING EXPERTS IN CULTURAL TOURS

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www.martinrandall.com
ATOL 3622 | ABTOT 5468 | AITO 5085



Making a booking

1. Optional booking. We recommend that you contact us first to make an optional booking which we will hold for 72 hours. 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 via 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 will send you confirmation of your booking (by e-mail unless you request otherwise). After this your deposit is non-returnable except in the special circumstances mentioned in the Booking Conditions. Further details about your holiday may also be sent at this stage, or will follow shortly afterwards.

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.

All 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, free of infectious illness, and have a level of physical and mental fitness that would not impair other participants' enjoyment by slowing them down or by absorbing disproportionate attention from the tour leaders. Please read 'Fitness' overleaf and take the self-assessment tests described there; by signing the booking form you are stating that you have understood what we are asking of you and are fit to participate. If you have a medical condition or a disability which may affect your holiday or necessitate special arrangements being made for you, please discuss this with us before booking – or, if the condition develops or changes subsequently, as soon as possible before departure. 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, Commonwealth & Development

Office advice. Before booking, please refer to the FCDO website 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. The passport needs to be valid for six months beyond the date of the tour. For Schengen countries, your passport must have been issued less than 10 years before the date you enter the country and valid for at least 3 months after the day you leave. 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 festival or tour on which you had booked, there would be a charge which varies according to the period of notice you give:

Up to 85 days: deposit only
Between 84 and 43 days: 40%
Between 42 and 15 days: 70%
14 days or fewer: 100%

For cruises only

Up to 90 days: deposit only
Between 89 and 70 days: 40%
Between 69 and 50 days: 60%
Between 49 days and 30 days: 80%
29 days or fewer: 100%

Additional costs for individual arrangements (including but not limited to flight upgrades, flight amendments, extra nights at the hotel(s), room upgrades and airport transfers) are subject

to the same cancellation charges, apart from in the instance where we have previously notified you that an additional cost is non-refundable.

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 Culture 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 three 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.

Health and safety. We have a safety auditing process in place and, as a minimum, request that all of our suppliers comply with local health and safety regulations. However, we operate tours in parts of the world where standards are lower than those you are used to at home, particularly in the areas of accessibility, handrails and seatbelts. We ask that you take note of the safety information we provide.

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



Booking Conditions, continued

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 for UK residents. 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 ABTOT – The Association of Bonded Travel Organisers Trust Limited. 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 ABTOT – The Association of Bonded Travel Organisers Trust Limited.

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, or by booking online, you are stating that you have read and agree to our Privacy Policy (available online at www.martinrandall.com/privacy).

Fitness

Ours are active holidays. Walking, stair-climbing and standing around for lengthy periods are unavoidable aspects of every tour. These features should not present problems for anyone of normal fitness, but our tours and events are not suitable for those who walk slowly, need support, or lack stamina.

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

Secondly, the tours are 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 that everyone wishing to join a tour take the quick and simple self-assessment fitness tests described here. It is a condition of booking that you have passed these tests. (You do not have to pass the tests to attend music weekends and symposia in the UK.)

If during the tour it transpires that you are not adequately fit, you may be asked by the tour manager to opt out of certain visits, or requested to leave the tour altogether.

Tours do vary in their physical demands. Please refer to the 'How strenuous?' paragraph towards the end of each tour description.

Tours which are billed as walking tours, with hikes of up to four hours through often hilly countryside, require a different scale of fitness and agility. Please attend to the descriptions of these tours, as well as our walking grading system opposite, carefully.

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.

Fitness tests

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 three 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 is that you should be able to walk unaided at a pace of three miles per hour for at least half an hour at a time, and to stand unsupported for at least 30 minutes.