

Date	FOR OFFICE USE ONLY	Tour Code	FRBGECR
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Please send completed Booking form to:
Brightwater Holidays Ltd, Eden Park House, Cupar, Fife, KY15 4HS

Booking form

Name of tour: Springtime in Crete Departure date: 14 April 2018

Where did you see the holiday advertised? _____

Please complete details as they appear on your passport (if travelling overseas)

Title	Full name (including middle name/s)	Date of birth	Passport number	Issue date	Expiry date	Nationality

Address for correspondence (lead name)	Address of accompanying passenger(s)

Post code:	Post code:
Tel (Home):	Tel (Home):
Tel (Mobile):	Tel (Mobile):
Email:	Email:
Emergency contact name:	Emergency contact name:
Emergency contact tel:	Relationship:

Please note your booking confirmation and your final joining instructions will be sent by email. If you require these details to be sent by post please tick here

We respect your privacy and with your permission, Brightwater Holidays would like to send you special offers from time to time. If you would prefer not to receive future offers from us by phone, please tick here , by email, please tick here , by mail, please tick here .

If you are happy to receive offers from carefully selected organisations by email, phone or post tick here .

Accommodation Requirements: Single _____ Twin/Double _____

Departure point: _____ As indicated on the detailed itinerary.

Special requests (eg Vegetarian / Wheelchair / Travel Upgrades) _____

Extra Accommodation Before / After holiday – dates required _____

Are you members of the following organisations?:
 National Trust/NTS Yes No Royal Horticultural Society Yes No
 English Heritage Yes No Historic Scotland Yes No

Insurance	UK	Under 65	65-74	75 and over
We strongly recommend insurance on our holidays. Holiday insurance is compulsory on overseas holidays, and details of alternative cover, if applicable, must be given overleaf including 24hr telephone number. Please note your insurance will not be effective and you will not be covered for cancellation charges until you pay the full premium.	2-3 Days	£18.00	£35.00	£52.00
	4-6 Days	£28.00	£56.00	£84.00
	7-10 Days	£32.00	£64.00	£96.00
Premiums for long haul destinations are on request - please contact us for a quotation.	EU	Under 65	65-74	75 and over
	2-3 Days	£32.00	£64.00	£96.00
	4-6 Days	£50.00	£100.00	£150.00
Do you require our insurance? Yes <input type="checkbox"/> No <input type="checkbox"/>	7-10 Days	£58.00	£116.00	£173.00

If you have answered NO, please complete the section overleaf.

On behalf of all named persons on this Booking Form, I accept the booking conditions as detailed overleaf. Signed: _____ Date: _____

Deposit payment of £ 200.00 per person due at the time of booking

Please tick method of payment:

- Cheque – please make this payable to Brightwater Holidays Ltd and return this with your completed booking form.
- Card – please do not include any card details on the form, we will contact you to take payment.
- Bank Transfer – Details below please quote group name when making payment. Please note if transferring money from overseas please accept all charges.

Bank: Santander Account No: 10545537 Sort Code: 09-02-22 Account Name: Brightwater Holidays Ltd
IBIC Code: ABBYGB2LXXX IBAN No: GB82ABBY09022210545537

Insurance Indemnity Notice

Please note my alternative travel insurance policy. I understand that Brightwater Holidays Limited are absolved of any liabilities arising if I or any members of my party are not adequately insured.

Name _____

Date of Travel _____ Policy No. _____

Insurance Company _____

(Insurance company as named on your policy –NOT the insurance broker, bank, building society, Post Office or any other supplier from whom you bought the policy.)

Insurance Company 24 hour medical emergency telephone number: _____

I have decided not to take out travel insurance and I fully accept that I am in no way covered by Brightwater Holidays and will abide by their booking conditions.

Signature _____ Date _____

Nov 17

Booking conditions

Data Protection

Brightwater Holidays will only share your data with other companies within our group, or with our travel partners if you are booked on one of their tours. If you do not wish to be contacted or to share your details please tick the box

Booking form and payments

Your completed booking form must be sent with the appropriate deposit and the premiums for any insurance if required. If you choose to take our insurance we would ask that you read all sections of the policy document fully. There is a 14 day cooling off period in which you can return the policy for a full refund if it does not meet with your requirements. The person signing the booking form warrants that he/she has the authority of all other persons included in the holiday to make the booking on their behalf. Upon receipt of your booking form we will reserve your holiday, if available, and send a confirmation/invoice which will advise you of the balance due.

YOU MUST PAY THE BALANCE IN FULL EIGHT WEEKS PRIOR TO DEPARTURE

UNLESS OTHERWISE STIPULATED

VISA/MASTERCARD/BARCLAYCARD/SWITCH/DELTA/MAESTRO/VISA DEBIT are accepted for deposits with no surcharge. Balances paid by credit card will be subject to a 2.5% administration charge. Balances may be paid by debit card, cheque or UK bank transfer without surcharge. (All bank charges must be accepted from an overseas bank account).

If you cancel your holiday

In the event of a member of your party wishing to cancel their holiday we must be advised in writing by the person who made the booking. In order to compensate our expenditure we charge a cancellation fee according to the following scale:

Days notice prior to Departure Date	Cancellation charge	% of holiday price
More than 70 days	Deposit only*	
41-69	35%	29-40 55%
8-28	75%	0-7 100%

* Plus any Invoiced flight costs 100%

The cancellation charges will apply from the day we receive written confirmation. You may make a claim on your Holiday Insurance if the reason for the cancellation falls within the terms of the insurance policy.

Complaints

In the unlikely event that you have a complaint please inform your tour guide immediately so that action can be taken on the spot. If the matter cannot be resolved complaints should be submitted in writing to us within 20 days of your return from holiday. We cannot accept liability for claims reaching our office more than 20 days after the conclusion of the holiday concerned.

Passports

A full passport is essential for travel to all destinations outside of the UK. All passports should have at least three months left to run from the date of return to the UK, although some countries require you to have up to eight months validity on your passport. It is the responsibility of travellers with non-EU passports to obtain the necessary visas, documentation etc. for all overseas holidays.

If we change your holiday

It is unlikely that we have to make any changes to your holiday, but we do plan the arrangements many months in advance. Sometimes we do need to make changes which we reserve the right to do at any time. Most changes are minor, but where they are significant you will be informed as soon as is reasonably possible. Please note pick-up points are subject to minimum numbers and will be confirmed when we send out joining instructions. A minimum of 20 passengers is required to operate a tour with a Brightwater Holidays representative.

If you change your holiday

If, after we have accepted your booking, you wish to change details of that booking, we will make every effort to satisfy your requirements, although this cannot be guaranteed. When a request has been met, an amendment fee of £50 per person will be charged and a revised invoice will then be issued.

If we cancel your holiday

We reserve the right in any circumstance to cancel your holiday. In the unlikely event of this being necessary we will offer you an alternative available holiday or a full refund of all monies paid.

The price of your holiday

It is our policy to calculate holiday costs at prices which include any increase planned by hoteliers, transport companies or other suppliers known at the time. Prices in the brochure are valid until the production of our full 2017 brochure in November 2016.

We are proud to offer a no surcharge guarantee. If the cost of your holiday increases for any reason, including governmental action, airline surcharges or fuel or currency fluctuation we will not pass on these costs to you.

EHIC Card (For medical assistance for British Citizens Overseas)

A European Health Insurance Card (obtainable online at www.dh.gov.uk, by phone – 0300 330 1350 or by post at NHS Business Services Authority, European Health Insurance Card, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN) is recommended for all holidays to Europe. **Please note this is not a substitute for travel insurance.**

Our responsibility to you

Brightwater Holidays will accept responsibility for the proven negligent acts and omissions of: employees or agents and suppliers, sub-contractors, servants and/or agents of the same whilst acting within the scope of or in the course of their employment in respect of claims arising as a result of death, bodily injury or illness caused to the signatory to the contract and/or any other named persons on the booking form.

Brightwater Holidays do not accept responsibility or liability to any person for loss of baggage, money or other property whatsoever. Brightwater Holidays do not accept liability for any loss or additional expenses caused by delay or interruption to travel services through weather conditions (such as fog), civil disturbance, strikes, wars, floods, sickness or any circumstances amounting to Force Majeure.

While there are no age limits or health requirements on our holidays, please note that for certain destinations, for example the smaller Scottish islands and some botanical tours, a good degree of mobility is required to get the most out of the holiday, for example getting in and out of boats, ascending steps and standing for a degree of time.

Insurance

It is a condition of booking that you have adequate insurance protection for all overseas holidays and we strongly recommend insurance cover for all other holidays and you do not travel against medical advice. You should organize your insurance when you book, to ensure you have cover against possible cancellation charges, medical treatment and repatriation. Should you have travel insurance in place we need to know the details of your policy 4 weeks before departure at the latest. Brightwater Holidays are authorized to provide travel insurance and we are happy to discuss this when you book. It is a requirement of booking that you provide us with an emergency contact number for while you are on holiday stating your relationship. This is purely for your benefit in the unlikely event of you becoming ill or incapacitated on tour.

As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), Brightwater Holidays has provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992.

In the event of Brightwater Holidays' insolvency, protection is provided for non-flight packages commencing in and returning to the UK and other non-flight packages excluding pre-arranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with Brightwater Holidays.

In the above circumstances, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your non-flight package.

