

Date	FOR OFFICE USE ONLY	Tour Code	FRBGE
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Booking form

Please send completed Booking form to: Brightwater Holidays
 Eden Park House, Cupar, Fife, KY15 4HS Tel: 01334 657155
 E-mail: info@brightwaterholidays.com

Name of tour: _____ Departure date: _____

Where did you see the holiday advertised? Friends of the Royal Botanic Garden Edinburgh

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:		Emergency contact tel:	
Relationship:		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

We strongly recommend insurance on our holidays. Holiday insurance is compulsory on overseas holidays, and details of alternative cover, if applicable, must be given including 24hr medical emergency telephone number.

Our Insurance prices for 2019 are to be confirmed, please tick the box below if you require our insurance and we will contact you with a quote when available.

Do you require our insurance? Yes No

If you have answered NO, please complete the section Insurance Indemnity Notice.

Insurance Indemnity Notice

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

Insurance company: _____

Policy No: _____

Insurance 24hrs medical emergency no: _____

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

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

Deposit payment of £200 per person for the Gardens of Northern Ireland.

Deposit payment of £300 per person for the Gardens of Andalucia.

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

Booking conditions

YOUR HOLIDAY CONTRACT

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation and invoice. Once you have received your confirmation and invoice, it is your responsibility to check that the information and booking details, including the spelling of all passenger names, as stated on your invoice are correct and match the passport details. If any of the details on the confirmation invoice are incorrect, you must notify us immediately. We will pass on any additional charges incurred as a result of these details not being correct. We reserve the right to refuse to accept and /or proceed with any booking at any time at our sole discretion.

If you choose to take our insurance we 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.

YOU MUST PAY THE BALANCE IN FULL TWELVE WEEKS PRIOR TO DEPARTURE (SEVENTEEN WEEKS FOR CRUISES) UNLESS OTHERWISE STIPULATED.

VISA/MASTERCARD/BARCLAYCLARD/SWITCH/DELTA/MAESTRO/VISA DEBIT are accepted for deposits with no surcharge. Balances may be paid by debit card, credit card, cheque or bank transfer from UK accounts without surcharges (please note if you are paying from an overseas bank account you have to accept all bank charges). A surcharge of 2.5% will be applied for card payments made with cards registered in countries outside the EEA and USA.

INSURANCE & EMERGENCY CONTACT

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 that you do not travel against medical advice. You should organise your insurance when you book, to ensure you have cover against possible cancellation charges, medical treatment and repatriation. Should you have your travel insurance in place we will need to know the details of your policy four weeks before departure at the latest. Brightwater Holidays are authorised 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 while you are on holiday stating your relationship (e.g. family member, neighbour, workplace). This is purely for your benefit in the unlikely event of you becoming ill or incapacitated on tour.

PASSPORTS

A full passport is essential for travel to all destinations outside of the UK. It is the responsibility of travellers with non-EU passports to obtain the necessary visas, documentation etc. for all overseas holidays.

COMPLAINTS

In the unlikely event that you have a complaint please inform your tour guide or our office 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.

AITO QUALITY CHARTER

Brightwater Holidays is a member of the Association of Independent Tour Operators. The Association represents Britain's leading independent tour operators and encourages high standards of quality and service. Brightwater Holidays abides by the Association's Code of Conduct and adheres to the AITO Quality Charter which can be viewed on www.aito.com. Visit our website to find out more about the Association or call 020 8744 9280.

OUR PRICE PROMISE

It is our principle that the earlier you book, the lower the price you pay. When we launch our new holidays our lowest prices are made available to give you the very best value for money. It pays to book early as prices can increase as the departure date approaches.

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 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.

DATA PROTECTION

Any personal data that you provide will be held securely and for the purpose you have provided it, in accordance with both the Data Protection Act 2018 and the General Data Protection Regulation 2016/679. We may need to disclose personal data to a third party including countries outside the European Economic Area (EEA) for the purpose of providing your holiday. In addition, your data may be disclosed to regulatory bodies or public authorities such as customs or immigration for the purposes of monitoring and/or enforcing compliance with any regulatory rules/codes; and it may be used for marketing, offering renewals, research and statistical purposes and crime prevention. For full details of how we may use your personal information and your rights in relation to your personal information, please see our Privacy Policy. www.brightwaterholidays.com/cookies-privacy-policy By booking online, or over the phone, you are stating that you have read and agreed to our Privacy Policy, a copy of which can be found here: www.brightwaterholidays.com/cookies-privacy-policy A copy can also be requested and supplied via email during the booking process.

We are Brightwater Holidays Ltd, registered limited company no. SC137295. Registered offices: Eden Park House, Cupar, Fife KY15 4HS.

IF WE CANCEL YOUR HOLIDAY

We reserve the right in any circumstance to cancel your holiday. In the unlikely event of this being necessary, you will have the choice of taking an alternative available holiday (and paying or receiving a refund/credit in respect of any price difference) or accepting a full refund of all monies paid. A minimum of 20 passengers is required to operate a tour with a Brightwater Holidays representative.

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 84 days	Deposit only *
41-83	35%
29-40	55%
8-28	75%
0-7	100%

If you are on a cruise, cancellation terms are:

Lord of the Glens

From date of booking until 84 days before sailing: loss of deposit.* Within 83 days of sailing - 100% of the tour cost

Hebridean Princess & Flying Scotsman

After payment of deposit - Loss of deposit.*

112 to 60 days before departure - 60% of invoiced charge

50 to 29 days before departure - 90% of invoiced charge

28 days before departure up to the departure date - 100% of invoiced charge

*plus any invoiced flight or hotel costs

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.

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 or some botanical tours, a 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.

FINANCIAL PROTECTION

Flight inclusive tours: we hold an Air Travel Organiser's Licence issued by the CAA (ATOL No. 4498) which provides for your protection in the event of Brightwater's insolvency. The price of your air holiday packages includes the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. When you buy an ATOL protected flight or flight inclusive holiday from us you will 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. Not all holidays or travel services offered and sold by us will be protected by the ATOL scheme as explained below. Tours without flights arranged by us: The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel, and Linked Travel Arrangements Regulations 2018 for Brightwater Holidays Ltd, and in the event of their insolvency, protection is provided for the following: 1. non-flight packages and 2. flight inclusive packages that commence outside of the EU, which are sold to customers outside of the EU. ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the EU are only protected by ABTOT when purchased directly with Brightwater Holidays Ltd. In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811 397 and advise you are a customer of an ABTOT protected travel company. You can access the The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukdsi/2018/9780111168479/contents>

Brightwater Holidays Ltd – ATOL 4498 / ABTOT 5001

BRIGHTWATER HOLIDAYS OPERATE A NO SMOKING POLICY ON ALL COACHES.

