

Booking form

Name of tour: Scotland 2018 Departure date: July 6th 2018
Group name: International Clematis Society

| Title | Full name (including middle name/s) | D.O.B | Passport Number | Issue date | Expiry date | Nationality |
|-------|-------------------------------------|-------|-----------------|------------|-------------|-------------|
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Address for correspondence (lead name) **Address for correspondence (accompanying passenger)**

Postcode: _____ Postcode: _____

Tel (Home): _____ Tel (Home): _____

Tel (Mobile): _____ Tel (Mobile): _____

Email: _____ Email: _____

Emergency contact name: _____ Emergency contact name: _____

Emergency contact tel: _____ Relationship: _____ 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 consent Brightwater Holidays would like to contact you in the future.

Please tick to confirm* we can contact you by: phone email mail

*you can change you preference at any time by contacting our office.

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

Accommodation Requirements: Single _____ Twin/Double _____

Departure point: _____

Special requests (e.g. Vegetarian / Accessibility / Travel Upgrades) _____

Extra Accommodation before / after holiday - dates required _____

Are you members of any 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 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.

Premiums for long haul destinations are on request - please contact us for a quotation

Do you require insurance? Yes No

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

On behalf of all named persons on the Booking Form, I accept the booking conditions as detailed overleaf

Signed _____ Date _____

Deposit Payment - £100 Full payment - 8 weeks prior to trip. 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.

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 _____

Insurance Company _____ Policy No. _____

(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 _____

Booking Conditions

How to book

Your completed booking must be made 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 making the booking warrants that he/she has the authority of all other persons included in the holiday to make the booking on their behalf and confirms that everyone is fit enough to participate in the tour.

Upon receipt of your booking 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 ten weeks prior to departure unless otherwise stipulated.

Visa/Mastercard/Barclaycard/Switch/Delta/Maestro/Visa Debit are accepted for deposits with no surcharge. Balance paid by credit card will be subject to a 2.5% administration charge. Balances may be paid by debit card, cheque or bank transfer without surcharge.

Once the group travel arrangements have been confirmed we will be in touch. We will provide you with details on the tour guide/horticultural expert, hotel details, flights and general country information. You will also receive your luggage labels and final itinerary detailing the sites you will visit on tour. Joining instructions and a list of the guests who will be travelling with you will be sent out 4 weeks before departure.

If we change your holiday

For the vast majority of our tours, the programme will be exactly as described in the brochure. Occasionally we do make changes to the order or number of visits. This is usually due to opening hours, or in order to include a reopened garden, house or museum. We always try to tell guests in advance of any change. Please note pick-up points are subject to minimum numbers and will be confirmed when we send out joining instructions.

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.

Insurance

We strongly recommend that travellers are covered by comprehensive travel insurance and 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. We will need to know the details of your policy 4 weeks before departure at the latest.

Please send completed booking form to:

Fiona Woolfenden 3 Cuthberts Close, Cheshunt, Waltham Cross, Herts, EN7 5RB
T +44 1992 636524 / E secretary@clematisinternational.com

Brightwater Holidays are authorised to provide travel insurance and we are happy to discuss this when you book.

Deposits

For coach and rail tours in the UK, £100 per person

For tours with flights in UK/Europe, £200 per person

For long-haul tours 10% of basic tour cost is required.

Cancellation by you

Cancellation charges payable to Brightwater Holidays are calculated on time prior to departure as follows:

Up to 70 days: Deposit*

69 - 41 days: 35% of tour cost

40 - 29 days: 55% of tour cost

28 - 8 days: 75% of tour cost

7 days to date of departure: 100% of tour cost.

If you are on a cruise, cancellation terms are:

Up to 85 days: Deposit*

83 - 56 days: 75% of tour cost

55 - 41 days: 90% of tour cost

40 days or less to date of departure: 100% of tour cost.

*plus any invoiced flight costs.

Cancellation by us

If we have to cancel your holiday before the date of departure, you will have the choice of taking an alternative 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.

Financial protection

Flight inclusive tours: we hold an Air Travel Organiser's Licence issued by the CAA (ATOL No. 4498) which 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 holiday 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, Package Holidays and Package Tours Regulations 1992 for Brightwater Holidays and in the event of their insolvency, protection is provided for the following:

1. non-flight packages commencing in and returning to the UK;
2. non-flight packages commencing and returning to a country other than the UK; and

3. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK.

1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Brightwater Holidays.

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 the website to find out more about the Association or call 020 8744 9280.

What's included

- Tour Guide/Horticultural Expert and/or a Tour Manager
- Scheduled flights unless otherwise stated
- Accommodation
- Dinners with wine where stated; meals are not provided on travelling days
- Tips, entrance to all sites in the programme

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.

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.

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

