Heritage Touring Booking Form

RETURN TO: **HERITAGE TOURING**
FLAXMANS, WEST TYTHERLEY, NR. SALISBURY, WILTSHIRE SP5 1NR.
TEL: 01794 342249 Mobile Tel: 07747 896400 email: tours@heritagetouring.co.uk www.heritagetouring.co.uk

Title: _____ First Name: _____

Surname_____

Address:_____

_____

_____

_____Post Code_____

email: _____

Tel: _____

Mobile:_____

Names of the other members in your party		
Title	Name	Surname

Tour Date_____

Theme _____

If you wish to book more than one tour please add details on a separate sheet

Room Requirements	**No of Rooms (non-smoking and en-suite)**
Double Bedroom	
Twin Bedroom	
Single (double for sole occupancy)	
Extra nights Required :	Date(s)

☐ Please tick this box if you have any disabilities or dietary requirements that we should be aware of or which could affect your comfort during your tour.

PAYMENT: To confirm your booking a non-refundable deposit is payable per person per tour, the amount due is shown on the tour cost.. The deposit and final balance can be paid by BACS, card or cheque.

Your signature confirms you have read and understood on behalf of yourself and members of your party the Heritage Touring terms and conditions. If your card details are supplied the deposit will be taken from your debit or credit card and you further agree that outstanding balance can be taken **automatically** from your card **8 weeks** prior to the tour, unless you inform us otherwise.

Heritage Touring terms and conditions are also on our website.

Please tick the method of payment

Visa or MasterCard only. *Cheques payable*: **Heritage Touring Ltd**

BACS payments – Account: 38172119 Sort Code: 60 07 01

Debit Card ☐ Cheque ☐ BACS ☐ Credit Card ☐

Card Number

Expiry Date _____ **Security code (3 digits reverse)**_____

SIGNED **DATE**

We strongly recommend that you take out your own holiday insurance to cover cancellation charges and other eventualities

Terms and Conditions

1 Booking Arrangements

You are asked to book direct with us on the booking form enclosed. Heritage Touring reserves the right to increase or decrease the tour cost prior to final contracts with the client. When confirming your reservation, you are asked to pay a deposit. When a confirmation is dispatched it is at this time that a binding contract with Heritage Touring comes into existence. Payment of the balance is due no later than 8 weeks prior to departure. Bookings made within 8 weeks of departure require full payment. Any balance due that is not received by us within the timescale may result in the travel arrangements being liable to cancellation by Heritage Touring.

2 Cancellations by the Client

Cancellations must be made in writing. The effective date for cancellation is the date when we receive a written notice - the cancellation charge is applicable as follows:

Tours cancelled 56 days or more before departure – Loss of deposit only
28 to 55 days before departure – 50% of tour costs but not less than the deposit:
14 to 27 days before departure – 90% of tour costs:
0 to 13 days before departure – 100% of tour costs:

3 Amendments and Cancellation by Heritage Touring

(a) Holidays and tours featured are subject to availability at the time of booking. A minimum number of guests are required for all tours, in the event of insufficient bookings being made and a holiday or tour being cancelled as a result, you will be notified at least 30 days beforehand and all monies refunded to you. No further liability will arise for Heritage Touring once the monies have been refunded.

(b) Our holidays and tours are planned many months in advance and details are often unclear at the planning stage; further, tours may be changed, or not able to be conducted, due in whole or part to circumstances beyond our control. For example, and without limitation, such circumstances include war or threat of war, riots, civil strife, terrorist activity, industrial disputes, transportation difficulties, natural or nuclear disaster, fire or adverse weather conditions, insolvency of suppliers or other unusual or unanticipated circumstances which neither Heritage Touring nor our suppliers can control. Should this happen you will be notified as soon as reasonably practicable and Heritage Touring will, at our discretion; endeavor to offer you an alternative within the spirit of the tour's theme where possible. However, should this not prove possible for any reason, you will not be entitled to any refund of monies you had paid. In no circumstances will Heritage Touring have any liability for any losses suffered by you as a result of this.

(c) Currency surcharge/post-Brexit - when booking a holiday with us in Europe please see notes attached to your invoice regarding future fluctuations in exchange rate.

4 Complaints

You must take up any complaints with the relevant supplier and our local representative at the time. Problems should be able to be rectified there and then. If you still remain dissatisfied, any complaint must be made in writing to us within 28 days of your return.

5 Conditions of Carriage

This offer is the sole responsibility of the tour operator. It is not issued on behalf of, and does not commit any independent organization/carriers whose services are used.

6 Packages

Under the terms of the "Package Travel, Package Tours Regulations 1992" a package exists if you book two or more different components with us, e.g. travel plus accommodation. Heritage Touring, in accordance with legislation and to provide you with financial security, operate a client trust account. Heritage Touring Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all passengers booking with Heritage Touring Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Heritage Touring Ltd. This insurance is arranged by Towergate Chapman Stevens through Zurich Insurance PLC.

7 Our liability: Subject to Clauses 1 to 6 of these Terms and Conditions

(a) We accept responsibility, other than for personal injury, should any part of the holiday arrangement which you book with us not be supplied as described and not be of a reasonable standard.

(b) We accept responsibility where you suffer death or personal injuries as the result of an activity forming part of the holiday arrangements you book with us only to the extent that Heritage Touring is legally liable for such death or injury.

(c) Our acceptances of liability and obligation to pay compensation pursuant of clauses (a) and (b) above are strictly limited pursuant to all applicable laws.

(d) If any client suffers death, injury or illness arising out of activity which does not form part of the inclusive holiday arrangements or excursion arranged through us, and providing we are legally liable, we may at our discretion offer advice and guidance to help you in resolving any claim you may have against a third party, providing we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated our authority must be obtained prior to commencement of proceedings and be subject to you undertaking to assign costs recovered or any benefits received to ourselves. Our costs in respect of the above on behalf of you and your party shall not exceed £500 in total. The contract and all matters arising from it are governed by English Law and subject to the exclusive jurisdiction of the courts of England and Wales. Heritage Touring is the Trading Name of Heritage Touring Ltd.

8 Delays: We cannot accept liability for delays in travel arrangements in UK or to /from the UK where cancellation or delay caused by adverse weather conditions, action of port authorities, air controllers, mechanical breakdown, strike, industrial action or otherwise. In certain cases you may be able to claim from your travel insurance policy