Heritage Touring Booking Form

Heritage Touring. Flaxmans, West Tytherley, Nr Salisbury, Wilts SP5 1NR
Tel: 01794 342249 or **07747 896400** **email: tours@heritagetouring.co.uk** **www.heritagetouring.co.uk**

Title: _____ First Name: _____

Surname_____

Address:_____

_____

_____

_____ Post Code_____

EMAIL: _____

Tel: _____

Mobile:_____

☐ Please tick this box if you have any disabilities or dietary requirements that we should be aware that could affect your comfort during the tour and indicate on the reverse or send us an email.

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 the 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 listed in full on our website and a copy is included with your confirmation of booking.

Terms and Conditions 2023/24

ABTOT Member 5495

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. To confirm 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 your reservation 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 – cancellation charges are 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 your money has been refunded.

(b) Our holidays are planned months in advance and some details at the planning stage may need final confirmation so occasionally tour content may change due in whole or part to circumstances beyond our control. If we change a significant element of the tour we shall inform you as soon as possible we would endeavor to offer you an alternative within the spirit of the tour's theme where possible or you will have the option of cancelling the booking and receiving a full refund.

Force Majeure We regret we cannot accept any liability, offer any refunds or pay any loss incurred or compensation as a result of "**force majeure**" where events include, but are not limited to, war or threat of war, riots, civil strife, pandemics, epidemics, 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 are beyond Heritage Touring or our suppliers control.

(c) Currency surcharge - 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.

Names of the other members in your party		
Title	Name	Surname

Tour _____

Date _____

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 indicate the method of payment

Visa or MasterCard only **Cheques payable**: **Heritage Touring Ltd**
Payment by BACS - please advise if you are paying this way
Account: Heritage Touring 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 consider appropriate travel insurance to be essential. Please ensure you purchase this as soon as possible after booking so you are protected against the risk of having to cancel for reasons outside your control.

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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 operate a client trust account. Heritage Touring Ltd is a company committed to customer satisfaction and consumer financial protection. Bookings are covered by The Association of Bonded Travel Organisers Trust Limited (ABTOT) who provide financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for **Heritage Touring Ltd, membership 5495.** The insolvency protection is provided for non-flight packages and all bookings with Heritage Touring Ltd are fully covered for the initial deposit and balance of monies paid as detailed in the 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.

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 an activity that 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 us. 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 is caused by adverse weather conditions, action of port authorities, air controllers, mechanical breakdown, strike, pandemics, industrial action or otherwise. You may be able to claim back from your travel insurance policy