

BOOKING FORM

Please use block capitals. Spelling of names as in passport.

Destination: _____ Price: _____

Departure Date: _____ No. of days _____

FOR OFFICIAL USE ONLY

Booking reference: **HL0073**

Insurance:

PNR:

Special requirements:

Title	First Names	Surname	Age	Room Type *	Insurance Required (Yes/No)	Nationality

* Single (limited and cannot be guaranteed), Twin, Double, Triple, Family

Use the following box to let us know of any **special requirements** you may have, in particular if any of the passengers are wheelchair users or may require assistance over and above the normal level of care we provide. Information about passengers sharing a room may also be entered here. You can add further information on a separate sheet if required.

Insurance is compulsory. If you wish to be insured through our recommended insurance company we will send you an application form enabling you to arrange this. Otherwise please enclose proof of your own insurance policy. *All application forms for insurance **MUST** be sent directly to the insurance company and **not** to All Saints Travel.*

Visa: If any passenger requires a visa for the destination country please inform us, we will be happy to provide a letter to the embassy confirming the booking.

I have read and accept the Terms and Conditions on behalf of all named passengers. Any passengers travelling under medical treatment or with a medical condition have their doctor's permission to travel. All named passengers have sufficient travel insurance to cover any existing medical conditions.

I enclose a deposit for each passenger.

Holy Land Deposit £200; **Other destinations** £150.00

All cheques should be made payable to:

ALL SAINTS TRAVEL LTD

Signed _____

Date _____

Name:
Address:
Post Code (compulsory):
Email (write clearly):
Tel:
Emergency contact no.

Operated & Promoted by:

All Saints Travel

109 Wooldridge Close, Bedfont Lakes, Middx, TW14 8BH

Tel. 020 8751 2676 Email: info@allsaintstravel.co.uk

ALL OUR FLIGHT INCLUSIVE TOURS ARE BONDED BY CAA (UK) LICENCE NO. 6049



GENERAL INFORMATION & TERMS AND CONDITIONS

HOW TO BOOK

You must complete all sections in **BLOCK LETTERS** and send it back to us together with your deposit. If you do not have our booking form please telephone us and we will send you one. **All cheques must be made payable to: ALL SAINTS TRAVEL LTD.** The person who signs the booking form is responsible for everyone booked on that form. Therefore all correspondence will be sent to this person.

PASSPORT & VISAS

UK citizens require a valid 10 year UK Passport. **All passports** must have at least 6 months validity at the time of return, so check your passport well before your travel date. A visa may be required for non British/EU citizens. It is your responsibility to obtain one. However, once your trip is fully paid for, we will be able to provide a letter of confirmation as proof that you are travelling with us which you can take with you when you apply for a visa. If you are unable to travel due to invalid passport/visa or inadequate documents, no refund is available. If you are travelling to the USA you must have a machine readable passport.

BOOKING CONFIRMATION

Our confirmation of booking is the invoice we send to you. The balance must be paid 10 weeks prior to travel. No reminder will be sent. Failure to send the balance on time will result in your booking being cancelled and your deposit lost.

TRAVEL INSURANCE

Insurance is compulsory. If you have a medical condition or illness it is your responsibility to obtain a letter from your doctor giving permission to travel. If you are an EU resident you are entitled to an EHIC card free of charge. An application form can be obtained at your main post office. Please allow a few weeks for your application to be processed. In case of emergency hospitalisation (EU countries only) this covers part of the cost. It is your responsibility to ensure that you have enough cover for your needs - always read the policy before you travel. We will not be liable if anything happens while on pilgrimage and your insurance is found to be inadequate.

CHILDREN'S DISCOUNT

For under 12's, 10% discount. For under 2's, a charge of £50 (flat rate) to cover Government taxes and charges. Under 2's will not receive their own seat on any transportation provided.

BOOKING ALTERATION BY US

Even with the very best planning and organisation, alterations are sometimes unavoidable. We reserve the right to make any alterations as necessary. Changes to flight times of not more than 12 hours, itineraries, change of departure or arrival airport within the same city, change of airlines (if deemed necessary), hotel accommodation to a similar standard, etc., are changes which are usually considered as minor in nature and you will not be eligible for any form of compensation.

CUSTOMER BOOKING ALTERATION

This must be in writing should you wish to make an alteration to your pilgrimage after your booking has been confirmed. We will do our utmost to assist you, however alteration cannot be guaranteed. If alterations are possible, charges may be incurred at a minimum rate of £40 per person. Any surcharges from our suppliers, e.g. airlines, hotels will be passed on you.

IF YOU CANCEL

Notify us in writing and the cancellation will take effect on the day we receive it. A refund will be made according to the scale below. All Saints Travel will issue a cancellation letter and you must send this to the insurance company, together with other relevant documentation that you may have to support your case. We will not be responsible for the cost of any travel arrangements you have made yourself.

Cancellation Charges:

70 days or more	loss of deposit
30 - 69 days	40% refund
15 - 29 days	30% refund
9 - 14 days	20% refund
8 days or less	loss of all monies paid to us

IF WE CANCEL

All Saints Travel reserve the right to cancel your booking if we fail to achieve the minimum number of people (20) in order to operate the tour. Also for reasons of force majeure or by reason of unforeseen circumstances beyond our control after we have exercised due care. In this event we will offer you alternative dates or another destination (price will be adjusted). If you are not satisfied a full refund will be made. You will be notified of the changes no later than ten weeks before the date of travel. It is your responsibility to check with the insurance company whether or not the insurance is refundable if the tour you book with us is cancelled.

REVISION OF TOUR PRICES

Prices are subject to variation. In the event of price increases in air and ground arrangements, or currency exchange rate fluctuations we reserve the right to pass these changes on to you. We will absorb the first 2% of any increase. You may cancel with a refund if the surcharge exceeds 10% of the published price. Our price is based on £1 = US\$1.70 & £1 = €1.20.

LIABILITY

Meaning any unusual circumstances beyond the control of All Saints Travel and our agents and suppliers in which the consequences could not have been avoided. Force Majeure will include any forms of problems with transportation, loss, injury, illness, death, loss, damage, terrorism cancellation of flights and delays, maintenance problems, closure of any ports, natural disasters, war or threat of war, terrorist activity, industrial disputes, riots, fire, health risk, bad weather etc. Compensation will not be available as result of force majeure.

DELAYS

We are not liable for any delays caused by third parties, we will however do our very best to assist you and drinks may be provided for delays over 2 hours.

HOTEL ROOMS

All prices are based on two people sharing a room unless stated otherwise. Single rooms incur an extra charge and availability cannot be guaranteed at the time of the booking. If you wish to share a room and we are unable to find someone suitable, we reserve the right to charge you 50% of the cost of a single room. If your room sharer cancels, you will be charged 50% for occupying a single room.

SAFETY STANDARD

The country in which you make your pilgrimage may have different standards to those which you are used to in the UK. Sometimes the services provided may be of a lower standard.

WHEELCHAIR USERS/ DIFFICULTY IN WALKING

For Holy Land pilgrimages, as much as we would like you to experience how wonderful a pilgrimage to the Holy Land is, it is unsuitable for anyone who has problems with walking. The Holy Land is built on hilly ground and some roads especially in Jerusalem and Bethlehem are narrow with uneven surfaces. If you are concerned please contact us for advice before you book.

COMPLAINTS

Notify your leader/representative of any complaints whilst on your pilgrimage. Minor complaints can often be resolved there and then. If you feel that the complaint has not been satisfactorily dealt with you must give written evidence to the local representative and write to All Saints Travel within 28 days of your return giving full details of the complaint. Failure to do so will absolve All Saints Travel from any liability in respect of the complaint.

BROCHURE ACCURACY

Although we take the utmost care we will not be responsible for the consequences of any inaccuracies in this brochure. By the time you book your pilgrimage/holiday dates and prices may have changed. Before you book please ensure that you have the correct dates, price and availability for your pilgrimage by contacting us.

SPECIAL NOTE

We reserve the right to exclude passengers if we feel that they are creating distress to leaders, organisers or other members of the group, or are in any other way behaving inappropriately. We will not be responsible for any extra costs incurred in these circumstances.