

# BOOKING FORM

(PLEASE COMPLETE BOTH PAGES)

NAME OF TOUR

DEPARTURE DATE

## PERSONS TO BE BOOKED

Surname (as shown on passport)

Forename (as shown on passport)

Title

1

2

3

4

## ADDRESS FOR CORRESPONDENCE

Post Code:

Home Tel:

Company Tel:

Fax:

Mobile Tel:

Email:

## TYPE/NUMBER OF ROOMS REQUIRED\*

Twins:

Doubles:

Singles:

Triples:

\*Hotel beds and aircraft seating can be requested but not guaranteed

Special Requests ie. dietary, flights (seating\*, First or Business Class air travel etc.), mobility issues or other. Please specify:

## INSURANCE

It is imperative that you take out adequate insurance, and you should ensure that you have ample cover, particularly for cancellation and medical emergency. In order that we may assist you in case of an emergency, you must advise us of your insurance details. If you have this information already, please state the details below, or alternatively let us know as soon as you have obtained cover. If you do not already have your own insurance, please do not hesitate to contact us and we will be happy to suggest recommended insurers to you.

Insurance Provider & Policy Number:

Insurers' Emergency Tel:

### PAYMENTS ENCLOSED

Cheques should be made payable to THE ULTIMATE TRAVEL COMPANY LTD. If your booking is made within eight weeks of departure, full payment must be sent with this booking form.

Deposits for  persons at 20% of the total holiday cost or £250 per person - whichever is greater. £

Full payment (if booking less than 10 weeks before departure) £

**TOTAL** £

### CREDIT & DEBIT CARD PAYMENTS

The Ultimate Travel Company accepts payment by all major credit and debit cards.

I wish to pay by credit/debit card. Please charge the sum of £  to:

Card Number:

Name as shown on card:

Card expiry date:  /  Issue No. (Maestro only):

Cardholder signature:  Date:  /  /

NB: To process the transaction, we will contact you for the card's security code on receipt of this booking form.

The booking conditions regarding the holiday have been read and accepted by me on behalf of all persons named on this booking form by whom I am duly authorised to make this agreement. I have also read and understood the information regarding insurance cover for the holiday, and confirm that I have already provided, or will provide no later than eight weeks prior to the date of departure, full details of my/our insurance cover.

Signature:

Date:

How did you hear about The Ultimate Travel Company?

Recommendation  Internet  Advertising  Press/magazine article  Television programme  Other (please specify)

Please return form with your remittance to:

The Ultimate Travel Company Ltd., 25-27 Vanston Place, London SW6 1AZ  
Tel: 020 7386 4646 / Fax: 020 7381 0836



# ADVANCE PASSENGER INFORMATION



INCORPORATING  
BRIDGE &  
WICKERS

Due to increased security measures, airlines require the collection of certain personal information from all passengers which is passed directly to the immigration authorities of the destination country. Please complete this form for all passengers and return it to us along with the booking form. The majority of the details required may be found on the information page of your passport.

Please also note that, depending on your destination, your passport may be required to have a minimum of six months validity after the date you return home.

	PASSENGER 1	PASSENGER 2	PASSENGER 3	PASSENGER 4
Family Name* (Surname)				
First Name*				
Second Name* (if applicable)				
Date of Birth				
Nationality				
Passport Number				
Passport Issue Date				
Passport Expiry Date				
Issuing Authority				
Airline Membership No. (if applicable)				

\* Please ensure that name entries exactly match the spellings shown in your passport.

In the unlikely event of an emergency during your tour, we also require details of your next of kin or whoever you would like us to contact here in the United Kingdom.

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

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The Ultimate Travel Company Ltd., 25-27 Vanston Place, London SW6 1AZ  
Tel: 020 7386 4646 / Fax: 020 7381 0836



# BOOKING CONDITIONS

Your tour is operated by **The Ultimate Travel Company Ltd.**, which is registered in England and Wales under company number **3528325**.

## MAKING YOUR BOOKING

Please complete the booking form and forward it to The Ultimate Travel Company Ltd., together with your non-refundable deposit of 20% of the total holiday cost or £250 per person (whichever is the greater) made payable to The Ultimate Travel Company Ltd. On occasion, some tours may require a higher deposit, in which case you will be advised at the time of booking. If you are booking less than 10 weeks prior to departure, the full cost of the tour is payable. On receipt of your booking form and deposit for a bespoke tour, we will confirm your booking in writing and send you a confirmation invoice together with further information relevant to the tour that you have booked. On receipt of your booking form and deposit for an Escorted Tour, we will confirm your booking in writing and send you a confirmation invoice, then approximately 12 weeks prior to departure send you a final invoice, which will reflect any applicable surcharges due, together with further information relevant to the tour. Invoices must be paid no less than 10 weeks prior to departure (or immediately if bookings are made within ten weeks of departure), otherwise we reserve the right to treat the booking as cancelled and apply cancellation conditions as set out below. Your travel documents are dispatched about 15 / 21 days before the tour departs.

## PASSPORT, VISAS & HEALTH

All clients are personally responsible for ensuring that they have a valid passport, relevant visa/s and conform to the health regulations required by the country/s that will be visited during the tour. The Ultimate Travel Company Ltd. can provide a service to obtain/renew passports and visas. Advice on health requirements may be obtained from your GP, or alternatively from the Department of Health.

## TRAVEL INSURANCE

It is imperative that you take out adequate travel insurance to our reasonable satisfaction. We will require you to let us have evidence of your insurance at least 8 weeks prior to departure or at the time of booking if later. We reserve the right to terminate your booking if you fail to obtain travel insurance cover. Particular care should be taken to ensure that you have adequate cover, in particular for cancellation and emergency repatriation in the event of medical problems.

## BAGGAGE & PERSONAL EFFECTS

These remain your responsibility and risk at all times.

## EXCHANGE RATES

The price of the tour is based upon tariffs, other costs and exchange rates published in the Financial Times on the date of publication shown on the relevant itinerary.

## SURCHARGES

The price of your travel arrangements may be varied due to changes in: transportation costs e.g. fuel, scheduled air fares and any other airline surcharges which are part of the contract between airlines (and their agents) and us. Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations. In the case of any small variation, an amount equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges, will be absorbed or retained. For larger variations this 2% will still be absorbed for increases but not retained from refunds. In either case there will be an administration charge of £1 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you may cancel your travel arrangements and receive a full refund of all monies paid, except for any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Whether you cancel or not you will also be entitled, on the terms set out in respect of major changes in the 'Alterations by The Ultimate Travel Company Ltd.' paragraph below, to accept an offer of alternative travel arrangements from us if we are able to do so and compensation as set out below. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

## AIRLINES & OTHER SUPPLIERS

The Ultimate Travel Company Ltd. acts only as agents for the owners of accommodation and services provided, for all carriers by air or otherwise and for road transport proprietors, and all bookings must be accepted subject to the ticket or transport conditions and regulations of the carriers or transport proprietors, and also subject to the laws of the country in which such carriage or other facility is required.

We are required to bring to your attention the existence of a 'Community list', which can be inspected at '[https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en)' and contains details of air carriers who are subject to an operating ban within the EU. We are also required to advise you of the carrier(s) that will operate your flight(s) at the time of confirmation. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above, as a result of which we are unable to offer you a suitable alternative, the provisions contained under the heading 'Alterations by The Ultimate Travel Company Ltd.' will apply.

## ALTERATIONS BY THE ULTIMATE TRAVEL COMPANY LTD.

We will do our utmost to provide the tour arrangements that have been confirmed, but we must retain the right to modify or cancel any tour, flight schedule, accommodation or arrangement, if unforeseen circumstances amounting to 'force majeure' arise. In such circumstance, we will inform you as soon as possible, and, should the change be such that it alters the nature of the tour, we shall give you the choice of an alternative tour or a full refund of all money paid. In recognition we will absorb all financial loss consequent upon cancellation due to 'force majeure'. We shall not cancel any tour for reason of political tension or natural disaster unless specifically recommended to do so by the Foreign Office.

## ALTERATIONS BY YOU

We will do our best to make any alterations you may require after confirmation has been issued, subject to availability and to the payment for any increased costs relevant to the change. Any requests for alteration to an itinerary should be made in writing and signed by the signatory of the original Booking Form. If alterations are made less than 10 weeks prior to departure, an additional £50 per booking charge will be levied together with any communications costs incurred.

## CANCELLATION

You or any member of your party may cancel your tour at any time providing that the cancellation is made by the person who signed the booking form and is communicated in writing. As this incurs administration costs we will retain the deposit and in addition will apply cancellation charges as shown below:

The periods before departure within which written cancellation is received and the cancellation charges, shown as a percentage of the total holiday price, are as follows:

70 days +	Loss of deposit
42 - 69 days	50%
21 - 41 days	75%
0 - 20 days	100%

If you are obliged to cancel, you may, with reasonable notice, transfer your booking to a third party who satisfies the conditions required to take the tour. However, we will retain your deposit to cover administration costs and pass on any additional fees levied as a result of the transfer.

Certain tours may attract different cancellation fees. You will be advised accordingly during the booking process.

## ESCORTED TOUR CANCELLATION

The prices of our Escorted Tours are based on a varying minimum number of passengers travelling. If this minimum number is not reached at least 10 weeks prior to the scheduled departure date, we will either cancel the tour and offer a refund in full, or propose a supplementary charge to enable said tour to operate, subject to the passenger's agreement.

## ESCORTED TOUR LEADERS / FITNESS TO TRAVEL

Where applicable, a tour leader has the right to disqualify any client at any time during the course of a tour, if considered necessary for the medical well being or safety of the individual, or in the tour leader's opinion, the client's actions are materially affecting the enjoyment of the tour for the remainder of the group. Any decision with regard to reimbursement for any part of the tour not completed will be decided by the Managing Director of The Ultimate Travel Company Ltd. and the tour leader.

While we do not impose any age limitations on joining an Escorted Tour, participants must be reasonably fit and able to cope with its specific demands, specially where sustained periods of sightseeing and walking are involved. If you are in any doubt, please ask for our advice before booking your place.

## OUR LIABILITIES

We do not exclude or limit any liability to our clients which may arise from proven negligence by any person employed directly by us or by our suppliers and subcontractors, servants or agents of the same whilst acting in the course of their employment (other than air and sea carriers performing any domestic internal or international carriage of whatsoever kind) in respect of death, bodily injury or illness. Such liabilities shall be subject to English law and all proceedings shall be within the exclusive domain of the English courts. We shall endeavour to afford general assistance to our clients in the event of illness, injury or death during the period of the tour. We accept responsibility for ensuring that all parts of the tour are supplied as described and that all services shall reach a reasonable standard. These obligations and responsibilities shall be limited to where international conventions in respect of air or sea carriers apply. Naturally we cannot assume responsibility for loss or expense due to war, riots, strikes, terrorist activities or natural disaster.

## COMPLAINTS & ARBITRATION

We will always endeavour to resolve any complaints on the spot. However, if the matter cannot be resolved, you must write to Nick Van Gruisen, Managing Director, within 14 days of the end of the tour. We will endeavour to resolve the problem as promptly as possible. In the unlikely event that the problem is not amicably resolved the case may be referred to arbitration, if the customer so wishes, under a special Scheme arranged by the Association of British Travel Agents, and provided by CEDR Solve, Europe's leading commercial and workplace mediation service.

The Scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by ABTA, who will forward them to CEDR Solve, within eighteen months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. Full details will be provided on request or can be obtained from the ABTA website ([www.abta.com](http://www.abta.com)).

## DATA PROTECTION STATEMENT

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons. For full details of our data protection policy, please visit our website [www.theultimatetravelcompany.co.uk](http://www.theultimatetravelcompany.co.uk)