

BOOKING FORM

MUSIC IN SUFFOLK CHURCHES
4-7 JULY 2022 (M1 410)

NAME(S) – We do not use titles on documents issued to festival and tour participants unless you want us to by including them here:

Participant 1:

Participant 2:

Contact details for all correspondence:

Address

Postcode/Zip

Country

Telephone (home)

Mobile

E-mail

Tick if you are happy to receive your festival and booking documents online, where possible – and confirm your e-mail address above.

Please complete this section, even if you have told us your preferences before:

How would you like to be kept informed
about our future tours and events?:

By post

Yes

No

E-newsletter

Yes

No

What prompted this booking? Please be as specific as possible – e.g. did you see an advertisement in a particular publication? Was this brochure the first time you heard about the festival? Or did you come across it on our website?:

ACCOMMODATION & ROOM-TYPE. Please tick:

THE ANGEL HOTEL, BURY

Single occupancy:

Standard double for single use (Original)

Two sharing:

Standard double / twin (Original)

Superior double (Impressions)

Junior Suite, double / twin

Contemporary Abbey View Suite (double only)

THE SWAN HOTEL, LAVENHAM

Single occupancy:

Standard double for single use (Lavenham)

Superior double for single use (Suffolk)

Two sharing:

Superior double / twin (Heritage or Gainsborough)

Suite – double / twin (Constable)

EXTRA NIGHTS – please detail any requests here:

FURTHER INFORMATION and special requests, including any dietary requirements:

BOOKING FORM

PASSPORT DETAILS – only required if you live outside the United Kingdom. *Please use capital letters.*

	Title	Surname	Forename(s)	Date of birth (dd/mm/yy)	Place of birth
1.					
2.					

	Passport number	Place of issue	Issue date (dd/mm/yy)	Expiry date (dd/mm/yy)
1.				
2.				

NEXT OF KIN – required for all participants.

	Next of kin name	Relation to you	Telephone number(s)
1.			
2.			

PAYMENT

We prefer payments by bank transfer. We cannot currently accept payment through our website. *All money paid to us is fully protected regardless of payment method.* Please tick one option:

BANK TRANSFER. Please use your surname and the festival code (M1 410) as a reference and ask your bank to allow for all charges.

Account name: Martin Randall Travel Ltd.
Bank: Barclays, 1 Churchill Place, Canary Wharf, London E14 5HP
Account number: 4054 4558 *Sort code:* 20-96-63

Transfers from non-UK bank accounts: please instruct your bank to send payment in pound sterling (GBP).
IBAN: GB19 BARC 2096 6340 5445 58. *Swift/BIC:* BARC GB22.

DEBIT OR CREDIT CARD. I authorise Martin Randall Travel to contact me by telephone to take payment from my Visa credit/ Visa debit/Mastercard/AMEX.

USING CREDIT. Please tick this box if you are transferring funds from a booking affected by Covid-19 (ie. from a cancelled tour or festival) or a refund credit note.

Please tick payment amount:

EITHER Deposit 10% of total booking cost.

OR Full balance
Required if you are booking within 10 weeks of departure.

TOTAL: £ _____

I have read and agree to the Booking Conditions and Privacy Policy (www.martinrandall.com/privacy) on behalf of all listed on this form.

Signature: _____

Date: _____

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MAKING A BOOKING

1. PROVISIONAL BOOKING

We recommend that you contact us first to make a booking option which we will hold for seven days. To confirm it please send the booking form and deposit within this period – the deposit is 10% of your total booking price.

2. DEFINITE BOOKING

Fill in the booking form and send it to us with the deposit. It is important that you read the Booking Conditions at this stage, and that you sign the booking form. Full payment is required if you are booking within ten weeks of the date the festival begins.

3. OUR CONFIRMATION

Upon receipt of the booking form and deposit we shall send you confirmation of your booking. After this your deposit is non-returnable except in the special circumstances mentioned in the Booking Conditions. Further details about the festival may also be sent at this stage, or will follow shortly afterwards.

FITNESS TESTS

We ask that you take the following tests before committing to a booking:

Please also read 'fitness for the festival' in the festival brochure, or in the festival description on our website. *By signing the booking form, you confirm that you have taken these tests.*

- 1. Chair stands.** Sit in a dining chair, with arms folded and hands on opposite shoulders. Stand up and sit down at least eight times in 30 seconds.
- 2. Step test.** Mark a wall at a height that is halfway between your knee and your hip bone. Raise each knee in turn to the mark at least 60 times in two minutes.
- 3. Agility test.** Place an object three yards from the edge of a chair, sit, and record the time it takes to stand up, walk to the object and sit back down. You should be able to do this in under seven seconds.

An additional indication of the fitness required is that you should be able to walk unaided at a pace of three miles per hour for at least half an hour at a time, and to stand for at least 30 minutes.

BOOKING CONDITIONS

PLEASE READ THESE

You need to sign your assent to these booking conditions on the booking form.

OUR PROMISES TO YOU

- We aim to be fair, reasonable and sympathetic in all our dealings with clients, and to act always with integrity.
- We will meet all our legal and regulatory responsibilities, usually going far beyond the minimum obligations.
- We aim to provide full and accurate information about our holidays. If there are changes, we will tell you promptly.
- If something does go wrong, we will try to put it right. Our overriding aim is to ensure that every client is satisfied with our services.

WHAT WE ASK OF YOU

That you read the information we send to you.

SPECIFIC TERMS

Our contract with you. From the time we receive your signed booking form and initial payment, a contract exists between you and Martin Randall Travel Ltd.

Eligibility. You must be in good health and have a level of fitness that would not impair other participants' enjoyment by slowing them down or by absorbing disproportionate attention from the festival leaders. Please read 'Fitness for the festival' (in the festival brochure or in the festival description on our website), and take the self-assessment tests described on this page; *by signing the booking form you are stating that you have passed these tests.* If during the festival it transpires, in the judgement of the festival leaders, that you are not able to cope, you may be asked to opt out of certain visits or to leave the festival altogether. This would be at your own expense. We reserve the right to refuse to accept a booking without necessarily giving a reason.

Insurance. It is a requirement of booking that you have adequate holiday insurance cover. For non-UK residents the insurance must cover, at minimum, medical treatment in the UK and repatriation; please also ensure that your insurance covers the cost of your international travel in the rare event of Martin Randall Travel cancelling the festival or tour. We advise that all participants have holiday insurance in place that covers loss of property and loss of payments to us in the event that you cancel your booking. *Experience indicates that free travel insurance offered by some credit card companies is not to be relied upon.*

Passports and visas. Non-UK residents must have passports valid for six months beyond the date of the festival or tour. Visas are not currently required for the UK for EU citizens, or for citizens of the USA, Canada, Australia or New Zealand. Nationals of other countries should ascertain whether visas are required and obtain them if they are.

If you cancel. If you have to withdraw from a festival on which you had booked, there would be a charge which varies according to the period of notice you give. Up to 57 days before the festival the deposit would be forfeited. Thereafter a percentage of the total cost of the festival will be due:

up to 57 days:	deposit only
between 56 and 29 days:	40%
between 28 and 15 days:	60%
between 14 days and 3 days:	80%
within 48 hours:	100%

If you cancel your booking in a double or twin room but are travelling with a companion who chooses to continue to participate in the festival, the companion would have to pay the single-occupancy price.

We take as the day of cancellation that on which we receive written confirmation of cancellation.

If we cancel the festival. We may decide to cancel a festival if there were insufficient bookings for it to be viable (though this would always be more than eight weeks before departure). We would refund you with everything you had paid us.

Safety and security. Cancellation may also occur if civil unrest, war, natural disaster or other circumstances amounting to *force majeure* arise in the region to which the festival or tour was due to go.

Health and safety. We have a safety auditing process in place and, as a minimum, request that all of our suppliers comply with local health and safety regulations. We ask that you take note of the safety information we provide.

The limits of our liabilities. As principal, we accept responsibility for all ingredients of a festival, except those in which the principle of *force majeure* prevails. Our obligations and responsibilities are also limited where international conventions apply in respect of air, sea or rail carriers, including the Warsaw Convention and its various updates.

If we make changes. Circumstances might arise which prevent us from operating a festival or event exactly as advertised. We would try to devise a satisfactory alternative, but if the change represents a significant loss to the festival we would offer compensation. If you decide to cancel because the alternative we offer is not in your view an adequate substitute, we would give a full refund.

Financial protection. Payments for festivals or tours which do not include a flight from/to the UK (such as those included in this brochure) are protected by ABTA –The Travel Association. So, in the (highly unlikely) event of our insolvency in advance of the tour, you would get your money back, or if we failed after the festival or tour had begun, it would be able to continue. Clients living outside the UK who have arranged their own flights should ensure their personal travel insurance covers repatriation in the event of holiday supplier failure.

English Law. These conditions form part of your contract with Martin Randall Travel Ltd and are governed by English law. All proceedings shall be within the exclusive jurisdiction of the courts of England and Wales.

Privacy. By signing the booking form you are stating that you have read and agree to our Privacy Policy, which can be found online at www.martinrandall.com/privacy.