

Booking Form, page 1

Please complete and return this form to: The Cultural Travel Company, Voysey House, Barley Mow Passage, London W4 4GF.
Alternatively, visit www.culturaltravel.co.uk to book online or e-mail info@culturaltravel.co.uk for an electronic version of this form.

Travellers' details

Name(s):

Primary contact details:

Address

Country

E-mail

Telephone number(s)

- We send all information and documents by e-mail only.
If you would prefer to receive these by post, please contact us.

Mailing preferences

I would like to receive regular updates about CTC trips:

- By post (once or twice per year) Yes No
- By e-mail (monthly) Yes No

How did you first hear about this trip? *For example*, an advertisement (please specify the publication or website), an e-mail communication from us, or receiving the brochure:

Your trip

Name (or title) and code:

Type of room(s) required:

- Single occupancy
- Double room – two occupants
- Twin room – two occupants

Dietary or other requirements:

Next of kin

Please provide details of your next of kin or someone else that we can contact in the event of an emergency during the trip:

Their name

Their relationship to you

Telephone number(s)

Travel insurance

You must arrange travel insurance for the duration of the trip. Please see our Booking Conditions for more information. If you are already covered, please provide us with the details:

Insurance provider

Policy number

Expiry date

24-hour emergency telephone number of provider

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Passport information

Required in case of emergency.

Traveller 1

Title

Surname

Forename(s)

Date of birth

Place of birth

Nationality

Passport number

Issue date

Expiry date

Place of issue

Traveller 2

Title

Surname

Forename(s)

Date of birth

Place of birth

Nationality

Passport number

Issue date

Expiry date

Place of issue

Payment

Amount:

Deposit(s) £

OR full payment £

Full payment is due if you are booking within 10 weeks of departure

How would you like to pay? – please tick:

We prefer payment by bank transfer, cheque or debit card. We also accept payment by credit card. *All money paid to us is fully protected regardless of payment method.*

- Bank transfer.** When your bank prompts you for a reference, please use your surname and the code of the trip you are booking (e.g. CF123).

Our bank account details are:

Account name: The Cultural Travel Company.

Sort code: 40-51-62 Account number: 2446 7736

BIC code: HAND GB22 IBAN: GB20 HAND 4051 6224 4677 36

- Cheque or banker's draft.** Please make this payable to The Cultural Travel Company and write the code of the trip you are booking on the reverse (e.g. CF123).
- Debit or credit card.** If you select this option, we will contact you for your card details by telephone when we receive this form from you.

Agreement

I have read the Booking Conditions stated overleaf and agree to them on behalf of everyone listed on this form:

Signed

(please type your name if completing this form electronically)

Date

How to book

1. Please check your government's travel advice for the places you are visiting.
2. Visit www.culturaltravel.co.uk or call +44 (0)20 3370 1988 to make a booking. It is important that you read our booking conditions at this stage. We require a deposit (or full payment if you are booking within 10 weeks of departure) as well as a signed booking form.
3. Upon receipt of your deposit and booking form, we shall send you a booking confirmation. After this, your deposit is non-returnable and non-transferable, except in special circumstances as per our booking conditions. *Full trip details will be sent with your final documents, about 3 weeks before departure.*

Booking Conditions

Our promise to you. We will meet all our legal and regulatory responsibilities. We aim to provide 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. It is important that you read the information we send to you.

Terms of contract. When we receive your booking form and initial payment, a contract is made between you and the Cultural Travel Company, a division of Martin Randall Travel Ltd.

Your trip price. When you make your booking, you must pay a deposit of 10% of the trip cost per person. The balance must be paid at least 10 weeks before your departure date. The price of your travel arrangements is fully guaranteed, and will not be subject to any surcharges.

Eligibility and health. You need to be in good health, and have a level of fitness which would not spoil other participants' enjoyment of the trip by slowing them down, or by absorbing disproportionate attention from the tour leaders. To this end we ask you to read our fitness notes on the website (www.culturaltravel.co.uk/about-us), and take the self-assessment fitness test. By signing the booking form, or completing an online booking, you are stating that you have met these requirements. If during the trip it transpires you are not able to cope adequately in the judgement of the tour leaders, you may be asked to opt out of certain visits, or be asked to leave the trip altogether, which would be at your own expense. If you have a medical condition or a disability which may affect your holiday, or necessitate special arrangements being made for you (including any which affect the booking process), please discuss this with us before booking, or if the condition develops or changes subsequently, as soon as possible before departure. We reserve the right to refuse to accept a booking without giving a reason.

Vaccinations. For most of Western Europe, additional vaccination beyond what is required for life in Britain is not necessary. Please refer to www.fitfortravel.nhs.uk, and to your doctor or practice nurse for the most up-to-date information specific to your destination.

Insurance. It is a condition of booking that you have adequate travel insurance, and we recommend you have this in place from the time you make your booking. Cover for medical treatment, repatriation, loss of property and cancellation charges must be included (including cover in the unlikely event of the Cultural Travel Company having to cancel the trip). *Experience tells us that free travel insurance offered by some credit card companies is not reliable in the event of a claim.*

Passports and visas. British citizens must have valid passports for all trips outside the UK. For most countries, the passport needs to be valid for six months beyond the date of the trip. If visas are required, we will advise UK citizens about obtaining them. Nationals of other countries should ascertain whether visas are required in their case, and obtain them if they are.

Amendments. There is an amendment fee for changes to the basic package, such as booking additional hotel nights. This is £25 per booking.

If you cancel. If you have to cancel your place on a trip, you need to advise us in writing. Notice of cancellation will only be effective the day it is received by us. There will be a charge which varies according to the period of notice you give. Up to 57 days before the trip the deposit only is forfeited. Thereafter a percentage of the total cost of the trip will be due: between 56 and 29 days: 40%. Between 28 and 15 days: 60%. Within 14 days: 100%.

If you cancel your booking in a double or twin room, but are travelling with a companion who chooses to continue to participate on the trip, the companion will be liable to pay the single supplement.

If we cancel the trip. We may decide to cancel a trip if there were insufficient bookings for it to be viable (though this would always be more than 8 weeks before departure). We would give you a full refund. If the UK Foreign and Commonwealth Office advises against travel to places visited on a trip for security reasons, we would cancel the trip or adjust the itinerary to avoid the risky area. In the event of cancellation before the trip departs we would give you a full refund. We would also treat sympathetically a wish to withdraw from a trip to a troubled region, even if the Foreign Office does not advise against travel there. We may also cancel if civil unrest, natural disaster or other circumstances amounting to force majeure affect the region to which the trip was due to go.

Seatbelts. Our trips subscribe to the health and safety legislation of the destination. In some parts of the world the law concerning seatbelts differs to the UK.

The limits of our liabilities. As principal, we accept responsibility for all ingredients of a trip, 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 trip exactly as advertised. We would try to devise a satisfactory alternative, but if the change represents a significant loss to the trip we would offer compensation. If you decide to cancel because the alternative we offer is not acceptable, we would give a full refund.

Financial protection. We are a member of ABTA – The Travel Association (membership number Y6050). We provide full financial protection for our package holidays by way of a bond held by ABTA. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes, which is approved by the Chartered Trading Standards Institute. If we cannot resolve your complaint, please visit www.abta.com to use their simple procedure. Further information on the Code of Conduct and ABTA's assistance in resolving disputes can also be found on their website. You can also access the European Commission Online Dispute Resolution (ODR) platform online. This platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

English Law. These conditions form part of your contract with the Cultural Travel Company, a division of 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, or by booking online, you are stating that you have read and agree to our Privacy Policy, which can be found online at www.culturaltravel.co.uk/privacy.