

**THE DIVINE OFFICE**  
**27 SEPTEMBER–1 OCTOBER 2021 (MH 906)**

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 e-newsletter

Yes

No

By post

Yes

No

*e-newsletter recipients are the first to hear about our future plans and newly-launched tour departures.*

What prompted this booking? Please be as specific as possible – e.g. did you see an advertisement?:

**ACCOMMODATION & ROOM-TYPE** – see pages 18–19. Please tick:

	Single	Double for sole use	Standard room (two sharing)	Superior room (two sharing)	Suite (two sharing)
MAGDALEN COLLEGE	<input type="checkbox"/>	-	-	-	-
PEMBROKE COLLEGE	<input type="checkbox"/>	-	-	-	-
EASTGATE HOTEL	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-
VANBRUGH HOUSE	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>
OLD PARSONAGE	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OLD BANK	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-
RANDOLPH	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SHARING A ROOM?**

Please tick one:

Twin beds    Double bed

**THE CHANT COURSE:  
 LEARN TO SING PLAINSONG**  
 See page 17.

To apply, please e-mail:  
 sarah.pullen@martinrandall.co.uk

Please provide brief details of your choral experience in your application. Spaces are limited.

**PRE-FESTIVAL TOUR** – see page 20.

Please tick to book:

Walking a Royal River  
 20–26 September 2021 (MH 899)

Room type – please select one:

Double for sole use  
 Double room (two sharing)  
 Twin room (two sharing)

**FURTHER INFORMATION** and special requests, including any dietary requirements:

## BOOKING FORM

### PASSPORT DETAILS

In case of emergency – UK residents are not required to complete this section. Please use capital letters for your passport details.

	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.** Participants of all nationalities are required to complete this section.

	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 (MH 906) as a reference and ask your bank to allow for all charges.

Account name: Martin Randall Travel Ltd. Bank: Handelsbanken, 2 Chiswick High Road, London W4 1TH. Account number: 8663 3438. Sort code: 40-51-62.

Transfers from non-UK bank accounts: please instruct your bank to send payment in pound sterling (GBP). IBAN: GB98 HAND 4051 6286 6334 38. Swift/BIC code: HAND GB22.

**CHEQUE.** Please make your cheque payable to 'Martin Randall Travel Ltd', and write the tour code (MH906) on the reverse.

**DEBIT OR CREDIT CARD.** I authorise Martin Randall Travel to contact me to take payment by debit or credit card.

**USING CREDIT.** Please tick this box if you are transferring funds from a booking affected by Covid-19 (ie. from a cancelled tour) 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 the start of this event.

**TOTAL:** £ \_\_\_\_\_

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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Fax +61 (0)7 3371 8288  
anz@martinrandall.com.au

### FITNESS TESTS

Please also read 'fitness for the festival' on page 23. By signing this 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.

North America  
1155 Connecticut Avenue NW, Suite 300  
Washington, DC 20036  
USA

Tel 1 800 988 6168  
usa@martinrandall.com

ATOL 3622 | ABTA Y6050 | AITO 5085

## BOOKING DETAILS

### Making a booking

- 1. Booking option.** We recommend that you contact us first to make an optional booking 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. Alternatively, make a definite booking straight away through our website.
- 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 departure.
- 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 or tour may also be sent at this stage, or will follow shortly afterwards.

### 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 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 our staff. Please read 'Fitness for the festival' and take the self-assessment tests described on the booking form; by signing the booking form you are stating that you have passed these tests. If during the festival or tour it transpires, in the judgement of our staff, that you are not able to cope, you may be asked to opt out of certain visits or to leave the festival or tour 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 the festival or tour, there would be a charge which varies according to the period of notice you give. Up to 57 days before the festival or tour the deposit would be forfeited. Thereafter a percentage of the total cost of the festival or tour 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 or tour, 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.** We may decide to cancel the festival or tour 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 or tour, 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 tour or event exactly as advertised. We would try to devise a satisfactory alternative, but if the change represents a significant loss to the festival or tour 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](http://www.martinrandall.com/privacy).

### Fitness for the festival

There is a lot of walking involved in this festival, and some halls are reached via flights of stairs. You will need to be able to walk unaided for up to 30 minutes, the time it will take slow walkers to get to the furthest event (though most walks are shorter). Festival staff will not have the resources to assist individuals. Traffic restrictions and congestion render coach transport impractical.

We ask that you take the fitness tests opposite before booking.

If you have a medical condition or a disability which may affect your holiday or necessitate special arrangements being made for you, please discuss these with us before booking – or, if the condition develops or changes subsequently, as soon as possible before departure.