

BOOKING FORM



ROYAL BC
MUSEUM



MARTIN
RANDALL
TRAVEL

TOUR NAME(S)	DATES	TOUR CODE(S)
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NAME(S) – as you would like it/them to appear on documents issued to other tour participants.

Participant 1

Participant 2

ROOM TYPE <input type="checkbox"/> Single occupancy room(s) <input type="checkbox"/> Double room (two sharing) <input type="checkbox"/> Twin room (two sharing)	MEMBERSHIP DETAILS. Please give Royal BC Museum membership details, for all participants, where possible. Participant 1 Membership number: _____ Expiry: _____ Participant 2 Membership number: _____ Expiry: _____
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FURTHER INFORMATION or special requests. *Please mention dietary requirements, even if you have told us before.*

CONTACT DETAILS – for all correspondence

Address _____

_____ Postcode/Zip _____ Country _____

Mobile _____

Telephone (home) _____

Telephone (work) _____

E-mail _____

Please tick if you are happy to receive your tour and booking documents by e-mail only, where possible.

Please tick to receive regular updates by e-mail on our other tours, music festivals and London Days.

Please tick to receive regular brochure mailings from us by post (once per month at most).

What prompted your booking? *For example, an advertisement, or a piece of marketing by e-mail.*

FELLOW TRAVELLER – if applicable.

If you have made a booking for someone who does not share your address, please give their details here. We will then send them copies of all tour documents. We will NOT send them a copy of the invoice or anything else relating to financial matters.

Name _____

Address _____

Postcode/Zip _____

Country _____

Email _____

Telephone _____

BOOKING FORM

PASSPORT DETAILS. In case of emergency on tour.

	Title	Surname	Forenames	Nationality	Place of birth
1.					
2.					

	Date of birth (DD/MM/YY)	Passport number	Place of issue	Date of issue (DD/MM/YY)	Date of expiry (DD/MM/YY)
1.					
2.					

NEXT OF KIN
or contact in case
of emergency.

Participant 1:

Name _____

Telephone _____

Relationship _____

Participant 2 (if next of kin is different):

Name _____

Telephone _____

Relationship _____

PAYMENT

Please tick payment amount:

- EITHER Deposit(s) amounting to 10% of your total booking cost.
- OR Full Payment. This is required if you are booking within 10 weeks of departure.

TOTAL: £ _____

PAYMENT METHOD

We prefer payment by bank transfer or debit card, although we can also accept payment by credit card.

- BANK TRANSFER.** Please give your surname and tour code (e.g. EF 123) as a reference and ask your bank to allow for all charges.

Please note that our's is a UK Sterling account, and therefore your payment would be subject to the usual international bank charges. Please instruct your bank to send payment in pound sterling (GBP).

Account name: Martin Randall Travel Ltd
Bank: Handelsbanken, 2 Chiswick High Road, London W4 1TH, United Kingdom.

Account details:

IBAN: GB98 HAND 4051 6286 6334 38

Swift/BIC code: HAND 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. We take payment in pounds Sterling (we will convert the amount you give above from dollars, using the rate of exchange on the day of payment).

Martin Randall Travel Ltd

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usa@martinrandall.com



MARTIN
RANDALL
TRAVEL

LEADING EXPERTS IN CULTURAL TOURS



1. Booking option

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 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 tour may also be sent at this stage, or will follow shortly afterwards.

Alternatively, you can make a definite booking straight away at www.martinrandall.com

FITNESS REQUIREMENTS

Fitness

Ours are active holidays. Walking, stair-climbing and standing around for lengthy periods are unavoidable aspects of every tour. They should not present problems for anyone of normal fitness but they are not suitable for those who are slow, need support or are low on stamina.

On many tours there is a lot of walking on streets that may be steep or poorly paved. On others you may need to scramble over fallen masonry and very uneven ground. More usually it is just a case of getting from one place to another, and getting on and off coaches several times a day.

The tours are also group events. The presence of even one person who is not fit enough to cope can spoil the experience for everyone else. Likewise if one person is unwell and infectious, it can spoil others' enjoyment if the illness spreads.

We are therefore asking that people wishing to join a tour take the quick and simple self-assessment tests described here to ascertain whether they have an adequate level of fitness. By signing the booking form you are stating that you have accepted this condition and agree that you will not join the tour if you are unwell on the day of departure.

If during the tour it transpires you are not adequately fit, or unwell, you may be asked to opt out of certain visits, or invited to leave the tour altogether. This would be at your own expense.

Tours do vary. Please refer to the *How strenuous?* paragraph in each tour description.

Tours which are billed as walking tours, with hikes through countryside, usually hilly, of up to three hours, require a different scale of fitness and agility. Please attend to the descriptions of these tours carefully.

On the other hand, it is not necessary to take the tests to attend chamber music weekends and symposia in the UK.

Self-assessment tests

A certain level of fitness is a requirement for participation on our tours. We ask that all participants take these quick and simple tests to ascertain whether they are fit enough.

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 thirty 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 sixty 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, though we are not asking you to measure this, 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 unsupported for at least fifteen minutes.

BOOKING CONDITIONS



Before booking, please refer to the FCO website to ensure you are happy with the travel advice for the places you are going to www.fco.gov.uk

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, often going 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. We reserve the right to refuse to accept a booking without necessarily giving a reason. You need to be in good health, free of infectious or contagious illness, and have a level of fitness which would not spoil other participants' enjoyment of the holiday by either infecting them or slowing them down – see 'Fitness'. To this end we ask you to take the tests described. By signing the booking form you are stating that you have met these fitness requirements. If during the tour it transpires you are not able to cope adequately, or are ill, you may be asked to opt out of certain visits, or be invited to leave the tour altogether. This would be at your own expense.

Insurance. It is a requirement of booking that you have adequate holiday insurance. Cover for medical treatment, repatriation, loss of property and cancellation charges must be included. If you are making your own flight/travel arrangements, please ensure you have insurance in place that protects you in the unlikely event of Martin Randall Travel cancelling the tour. *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 tours outside the United Kingdom. For most countries the passport needs to be valid for six months beyond the date of the tour. 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.

If you cancel. If you have to cancel your participation on a tour, there would be a charge which varies according to the period of notice you give. Up to 57 days before the tour the deposit only is forfeited. Thereafter a percentage of the total cost of the tour will be due:

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 or cabin but are travelling with a companion who chooses to continue to participate on the tour, the companion will be liable to pay the stipulated single supplement.

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

If we cancel the tour. We might decide to cancel a tour if at any time up to eight weeks before there were insufficient bookings for it to be viable. We would refund everything you had paid to us. We may also cancel a tour if hostilities, civil unrest, natural disaster or other circumstances amounting to *force majeure* affect the region to which the tour was due to go.

Safety and security. If the UK Foreign and Commonwealth Office advises against travel to places visited on a tour, we would cancel the tour or adjust the itinerary to avoid the risky area. In the event of cancellation before the tour commenced we would give you a full refund. We would also treat sympathetically a wish to withdraw from a tour to a troubled region even if the FCO does not advise against travel there.

Seatbelts. Our tours and festivals 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 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 tour exactly as advertised. We would try to devise a satisfactory alternative, but if the change represents a significant loss to the tour 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 provide full financial protection for our package holidays which include international flights, by way of our Air Travel Organiser's Licence number 3622. When you buy an ATOL protected flight inclusive holiday from us you

receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. Most of our flights and flight-inclusive holidays on our website and in our brochure are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. In order to be protected under the ATOL scheme you need to be in the UK when you make your booking and/or one of the flights you take must originate or terminate in the UK with the group.

We provide full financial protection for our package holidays that do not include a flight, by way of a bond held by ABTA The Travel Association.

We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us (or your credit card issuer where applicable). You also agree that any such claims maybe re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

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.