

Date	FOR OFFICE USE ONLY	Tour Code	
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Booking form

Please send completed Booking form to:
 Brightwater Holidays Ltd, Eden Park House, Cupar, Fife KY154HS
 T 01334 657155 F 01334 657144
 E groups@brightwaterholidays.com

Name of tour: Gardens of Norfolk & Suffolk Departure date: 18 - 22 June 2017

Where did you see the holiday advertised? Kew Horticultural Society

Please complete details as they appear on your passport (if travelling overseas)

Title	Full name (including middle name/s)	Date of birth	Passport number	Issue date	Expiry date	Nationality

Address for correspondence (lead name)		Address of accompanying passenger(s)	
Post code:		Post code:	
Tel (Home):		Tel (Home):	
Tel (Mobile):		Tel (Mobile):	
Email:		Email:	
Emergency contact name:		Emergency contact name:	
Emergency contact tel:	Relationship:	Emergency contact tel:	Relationship:

Please note your booking confirmation and your final joining instructions will be sent by email. If you require these details to be sent by post please tick here

We respect your privacy and with your permission, Brightwater Holidays would like to send you special offers from time to time. If you would prefer not to receive future offers from us by phone, please tick here , by email, please tick here , by mail, please tick here .

If you are happy to receive offers from carefully selected organisations by email, phone or post tick here .

Accommodation Requirements: Single _____ Twin/Double _____

Departure point: Outside the Botanist on Kew Green departing at 9am

Special requests (eg Vegetarian / Wheelchair / Travel Upgrades) _____

Extra Accommodation Before / After holiday - dates required _____

Are you members of the following organisations?:
 National Trust/NTS Yes No Royal Horticultural Society Yes No
 English Heritage Yes No Historic Scotland Yes No

Insurance 2017	UK		65-74		75 and over	
	Under 65	65-74	Under 65	65-74	75 and over	75 and over
We strongly recommend insurance on our holidays. Holiday insurance is compulsory on overseas holidays, and details of alternative cover, if applicable, must be given overleaf including 24hr telephone number. Please note your insurance will not be effective and you will not be covered for cancellation charges until you pay the full premium.	2-3 Days	£13.00	£26.00	£39.00	£39.00	£39.00
	4-6 Days	£21.00	£42.00	£63.00	£63.00	£63.00
	7-10 Days	£24.00	£48.00	£72.00	£72.00	£72.00
Premiums for long haul destinations are on request - please contact us for a quotation.	EU		65-74		75 and over	
	Under 65	65-74	Under 65	65-74	75 and over	75 and over
	2-3 Days	£25.00	£50.00	£75.00	£75.00	£75.00
4-6 Days	£39.00	£78.00	£117.00	£117.00	£117.00	
7-10 Days	£45.00	£90.00	£135.00	£135.00	£135.00	

If you have answered NO, please complete the section overleaf.

On behalf of all named persons on this Booking Form, I accept the booking conditions as detailed overleaf. Signed: _____ Date: _____

Cheques should be made payable to Brightwater Holidays and sent to the address above with this booking form. Please do not include any card payment details with your completed booking form. We will be happy to contact you to take payment over the telephone. Alternatively you can transfer the payment to our bank account, details below: If transferring money from overseas please accept all charges.

Bank of Scotland, 9 Falkland Gate, Glenrothes, Fife, KY7 5LW
 Account Name: Brightwater Holidays
 Account Number: 00191082
 Sort Code: 80-08-09
 IBAN Number: GB94BOFS80080900191082
 BIC Code: BOFSGB21062

Insurance Indemnity Notice

Please note my alternative travel insurance policy. I understand that Brightwater Holidays Limited are absolved of any liabilities arising if I or any members of my party are not adequately insured.

Name _____

Date of Travel _____ Policy No. _____

Insurance Company _____

(Insurance company as named on your policy –NOT the insurance broker, bank, building society, Post Office or any other supplier from whom you bought the policy.)

Insurance Company 24 hour medical emergency telephone number: _____

I have decided not to take out travel insurance and I fully accept that I am in no way covered by Brightwater Holidays and will abide by their booking conditions.

Signature _____ Date _____

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Booking conditions

Data Protection

Brightwater Holidays may share your information with other business partners. We, or they, may wish to contact you with details of future offers. If you do not want your details passed on please tick the box.

Booking form and payments

Your completed booking form must be sent with the appropriate deposit and the premiums for any insurance if required. If you choose to take our insurance we would ask that you read all sections of the policy document fully. There is a 14 day cooling off period in which you can return the policy for a full refund if it does not meet with your requirements. The person signing the booking form warrants that he/she has the authority of all other persons included in the holiday to make the booking on their behalf. Upon receipt of your booking form we will reserve your holiday, if available, and send a confirmation/invoice which will advise you of the balance due.

YOU MUST PAY THE BALANCE IN FULL EIGHT WEEKS PRIOR TO DEPARTURE UNLESS OTHERWISE STIPULATED.

VISA/MASTERCARD/BARCLAYCARD/SWITCH/DELTA/MAESTRO/VISA DEBIT are accepted for deposits with no surcharge. All full payments and balances will be subject to a 2% surcharge.

If you cancel your holiday

In the event of a member of your party wishing to cancel their holiday we must be advised in writing by the person whose signature appeared on the booking form. In order to compensate our expenditure we charge a cancellation fee according to the following scale:

Days notice prior to Departure Date	Cancellation charge % of holiday price
More than 56 days	Deposit only
31 – 56	50%
15 – 30	95%
0 – 14	100%

The cancellation charges will apply from the day we receive written confirmation. You may make a claim on your Holiday Insurance if the reason for the cancellation falls within the terms of the insurance policy.

Complaints

In the unlikely event that you have a complaint please inform your tour guide immediately so that action can be taken on the spot. If the matter cannot be resolved complaints should be submitted in writing to us within 20 days of your return from holiday. We cannot accept liability for claims reaching our office more than 20 days after the conclusion of the holiday concerned.

Passports

A full passport is essential for travel to all destinations outside of the UK. All passports should have at least three months left to run from the date of return to the UK, although some countries require you to have up to eight months validity on your passport. It is the responsibility of travellers with non-EU passports to obtain the necessary visas, documentation etc. for all overseas holidays.

If we change your holiday

It is unlikely that we have to make any changes to your holiday, but we do plan the arrangements many months in advance. Sometimes we do need to make changes which we reserve the right to do at any time. Most changes are minor, but where they are significant you will be informed as soon as is reasonably possible. Please note pick-up points are subject to minimum numbers and will be confirmed when we send out joining instructions. A minimum of 20 passengers is required to operate a tour with a Brightwater Holidays representative.

If you change your holiday

If, after we have accepted your booking, you wish to change details of that booking, we will make every effort to satisfy your requirements, although this cannot be guaranteed. When a request has been met, an amendment fee of £35 per person will be charged and a revised invoice will then be issued.

If we cancel your holiday

We reserve the right in any circumstance to cancel your holiday. In the unlikely event of this being necessary we will offer you an alternative available holiday or a full refund of all monies paid.

The price of your holiday

It is our policy to calculate holiday costs at prices which include any increase planned by hoteliers, transport companies or other suppliers known at the time. The costing date for each holiday together with the relevant exchange rates are shown on your Confirmation of Booking. However, if holiday costs do increase after this date due to governmental action, fuel or currency fluctuation, the extra amount will be passed on in the form of a surcharge, not less than 30 days before departure. We guarantee any extra amount advised at this time will be the final amount to be paid by you and any further increases will be borne entirely by us. In exchange for this financial risk, no refund will be made in respect of change in holiday costs or exchange rates, which are favourable to us. We guarantee to absorb any amount equivalent to 2% of the holiday price (excluding any amendment charges and insurance premiums). Only amounts in excess of 2% will be surcharged.

EHIC Card (For medical assistance for British Citizens Overseas)

A European Health Insurance Card (obtainable online at www.dh.gov.uk, by phone – 0300 330 1350 or by post at NHS Business Services Authority, European Health Insurance card EHIC Applications, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN) is recommended for all holidays to Europe. **Please note this is not a substitute for travel insurance.**

Our responsibility to you

Brightwater Holidays will accept responsibility for the proven negligent acts and omissions of: employees or agents and suppliers, sub-contractors, servants and/or agents of the same whilst acting within the scope of or in the course of their employment in respect of claims arising as a result of death, bodily injury or illness caused to the signatory to the contract and/or any other named persons on the booking form.

Brightwater Holidays do not accept responsibility or liability to any person for loss of baggage, money or other property whatsoever. Brightwater Holidays do not accept liability for any loss or additional expenses caused by delay or interruption to travel services through weather conditions (such as fog), civil disturbance, strikes, wars, floods, sickness or any circumstances amounting to Force Majeure.

While there are no age limits or health requirements on our holidays, please note that for certain destinations, for example the smaller Scottish islands, a good degree of mobility is required to get the most out of the holiday.

Insurance

It is a condition of booking that you have adequate insurance protection for all overseas holidays and we strongly recommend insurance cover for all other holidays.

We strongly advise you to take out Brightwater Holidays' recommended travel insurance. BRIGHTWATER HOLIDAYS OPERATE A NO SMOKING POLICY ON ALL COACHES

As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), Brightwater Holidays has provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992.

In the event of Brightwater Holidays' insolvency, protection is provided for non-flight packages commencing in and returning to the UK and other non-flight packages excluding pre-arranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with Brightwater Holidays.

In the above circumstances, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your non-flight package.

