



# Customer Holiday Booking Form (UK)

Please complete and return to the address below, including a cheque for the total deposit amount due.

To
Best Places Travel Hammerain House Hookstone Avenue Harrogate HG2 8ER

Office Use	
Source Reference	
Booking Reference	
Date Received	

Fold Here

Dear Customer,

Please fill in the form below if you wish to make a booking. *If you wish to check on available places before making a booking, then please call or email us first.*

If you are not sure on anything then leave it blank, provide a contact number or email address and we will get back to you. Please remember to include payment for the total deposit amount. Be assured that we will contact you for any missing details before accepting your payment

We will then write back to you with your tickets and confirmation of your booking.

With our thanks,  
Best Places Travel

### Tour Information

Tour Name (as advertised)	
Our Tour Code (if known)	
Date of Travel (as advertised)	
Date of Booking (today's date)	

### Lead Customer (Your details)

Title ↓	First Name or Initial ↓	Last Name ↓
Address		
Town	County	
Postcode		
Daytime Telephone	<b>Required</b>	
Mobile Phone		
Email		



# Customer Holiday Booking Form (UK)

Please complete and return to the address below, including a cheque for the total deposit amount due.

## Passengers and Accommodation Requirements

<b>First Room</b>	Type of Room Required E.g. Single / Twin / Double
-------------------	---

**Room Preferences:** Use this space to tell us of any particular requests or preferences for this room. We will do our best to arrange this with the hotel, or discuss with you if the hotel cannot meet these preferences. Please note that Non-Smoking rooms are now standard in the UK.

Maximum 2 Adults per room.

All Passengers: Title, Name, Address, Postcode	Age	Emergency Contact Name and Phone Number	Boarding Point (as advertised)	Time
			UNDER 18s	
			UNDER 18s	

<b>Second Room</b>	Type of Room Required E.g. Single / Twin / Double
--------------------	---

**Room Preferences:** Use this space to tell us of any particular requests or preferences for this room.

Maximum 2 Adults per room.

All Passengers: Title, Name, Address, Postcode	Age	Emergency Contact Name and Phone Number	Boarding Point (as advertised)	Time
			UNDER 18s	
			UNDER 18s	

**Notes:** Use this space to tell us of any particular assistance, requirements or preferences for your booking or party of passengers.

Total Number of Persons This Booking		@ £	per place =	Total Price £
Deposit (as advertised)		@ £	per place =	Total Deposit £

The deposit for each place must be paid in full on booking. All bookings are subject to Best Places Travel terms and conditions as published in BPT brochures and website. Best Places Travel is a trading name of Best Places Holidays & Travel Limited. **Please make cheques payable to 'Best Places Travel'**

# Terms and Conditions

## UK Holidays (Multi-Day Tours)

**Payment:** When you make a booking you are committing to paying the ticket price for every person named on the booking. You must pay a deposit amount for every named person and the amount is stated on the tour schedule. The final balance amount must be paid by the date stated on the tour schedule.

Best Places Travel is a trading name of Best Places Holidays & Travel Limited. **Please make cheques payable to 'Best Places Travel'**

**Our Agreement:** A contract is made when we issue the Ticket. This contract and all matters arising out of it will be governed by English law and will be subject to the exclusive jurisdiction of the courts of England and Wales.

### Cancellations

(i) **By Us** – should circumstances arise where we are forced to cancel any tour (for example the minimum number of passengers not reached), all monies paid by passengers for that particular tour will be refunded, and following that the company will be exempt from liability. In circumstances beyond the company's control e.g. event cancellation by a third party, adverse weather or advice from a third party not to travel to the event/venue, no refunds can be made. Refunds will only be given if the third party makes a full refund to our company, subject to an administration fee.

(ii) **By You** – Once a booking has been accepted, we do not issue refunds for the deposit amounts. Up to the date of the final balance due date, you may terminate the contract by notifying us in writing (or where our online system allows, by using our online cancellation process) on forfeiture of deposit. We must receive the notification by the balance due date. It is your responsibility to ensure such notification when sent by post is received at our office address by the due date, for example using a recorded delivery service. The receipt date of all our post is recorded by us. After the balance due date has passed, we do not issue refunds.

*If you have taken out your own holiday insurance and you choose to cancel your holiday, then you should check with your insurers as to whether or not you can reclaim any of the money paid to us, under the terms of that insurance policy. It is your responsibility to arrange any holiday insurance.*

If you do decide to cancel your holiday with us, or we terminate the contract, we will not be liable for any additional expenses incurred and no refunds will be given for any part of the holiday not taken.

**Seat Numbers** – Seats on the coach are allocated on a first come, first booked basis. The driver has charge of the coach vehicle and is responsible for resolving matters concerning seat allocations. We will provide the driver with the list of allocated seats at the start of the tour.

**Tickets** – These must be produced when boarding the coach at the start of the holiday and handed to the driver, or our tour representative (if present).

**Drivers Help & Assistance:** Please note that drivers are not insured to assist you and therefore any assistance given to you by your driver is at your own risk.

**Boarding Times** – Drivers will wait for a maximum of five minutes on outbound journeys and a maximum ten minutes on return journeys, after the given departure times. We cannot be held responsible for any expense incurred by any person who misses the boarding time or location.

**Luggage:** Passengers must keep luggage to a medium sized suitcase weighing no more than 15Kg (2st. 5lb). In addition a small hold-all or bag may be taken onto the coach. We reserve the right to refuse to carry any passengers whose luggage exceeds those limits and you will be asked to remove excess luggage weight. We are not responsible for your personal belongings left unattended or in an empty vehicle overnight.

It is your responsibility to ensure that your luggage and belongings are loaded onto the coach on which you are travelling, especially at hotels. You should ensure that you attach the Best Places Travel luggage label provided by us to your suitcase. We accept no responsibility if you leave or lose your luggage or it gets lost or damaged in transit for any reason.

**Hotel Accommodation:** We take care to ensure your hotel accommodation will be of acceptable standard and every effort will be made to provide you with the room type and preferences booked. We will try to meet these requirements but cannot guarantee it. In the interests of our customers we reserve the right to change the location of overnight hotel stops. We would only do this if we judge it desirable or necessary.

**Single rooms:** Availability is often limited and unless otherwise stated is subject to a supplement that is not included in the tour price. Please state your requirements when booking and we will do our best to meet it, although we cannot guarantee it. We will advise when processing your booking (or for online bookings shortly thereafter) if single room cannot be provided. In such circumstances we will attempt to contact you using the telephone number you provided before accepting your booking.

**Disability:** We will try our best to arrange tours for all our customers to enjoy. However it may not always be possible for persons with greatly reduced mobility or special needs, due to the amount of travelling or accessibility of some of the places in the tour itinerary. We may not always be able to provide a coach with a wheelchair lift. Coaches generally have a limit on the number of wheelchairs or mobility scooters that can be carried in the luggage compartment. Please advise us at the time of booking of any such needs, so we can check on space and advise accordingly. We reserve the right not to carry wheelchairs or mobility scooters that are not pre-booked.

**Other Terms:** In order to ensure the comfort of all passengers on our tours you are subject to the following requirements:

- (a) You may not bring a pet or any other animal on one of our holidays.
- (b) You may not play a radio or cassette player on the coach.
- (c) You are responsible for ensuring that you are at the correct departure point at the correct time, as we cannot be liable for any loss or expense suffered by clients because of their late arrival at any departure point.
- (d) Smoking is not permitted on any coach used on our tours.
- (e) You accept responsibility for any damage or loss caused by any member of your party. Full payment for any such damage or loss must be paid to the supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. In the event of any passenger behaving in such a way as is likely, (in our reasonable opinion), to cause offence, danger, damage or distress to others, we reserve the right to terminate that person's participation on our tour and we will not be liable to complete your tour arrangements and will not be liable for any refund, compensation, or any other costs you have to pay.

**Terms and conditions of Suppliers:** Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

**Complaints:** If you are unhappy about any aspect of your holiday, you raise the matter IMMEDIATELY with our tour representative (if present) or coach driver. If you fail to do this and deny us the opportunity to rectify the matter at the time, we shall not accept any responsibility retrospectively. If the matter cannot be resolved immediately, it is a condition that you write to us, quoting your booking reference, with the details of your complaint so that we may commence an investigation. You must send your written complaint to us within 7 days of returning home.

# Terms and Conditions

## Disclaimer

All events advertised in our tour leaflets, posters and website are correct at the time of publication. We endeavour to oversee all are correct but cannot be held responsible for any changes or cancellations of events by the event organisers. Arrival times of arrivals and lengths of stay at specific places, routes and itineraries cannot be guaranteed,

However we do endeavour to meet journey times, but cannot accept responsibility for delays which are beyond our control.

**Data Protection Statement:** In order to process your booking and ensure that your tour arrangements run smoothly and meet your requirements, we need to use the information you provide. The information may include your name, address, age and any special needs, disabilities, dietary or religious requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We may pass the information onto the relevant suppliers of your tour arrangements such as accommodation suppliers, transport companies, insurers etc. We will not, however, pass any information on to any person not responsible for any part of your tour arrangements. In making this Booking you consent to this information being passed on to the relevant persons to which you have the right of access.

**Liability:** Your statutory rights are not overridden by this section.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

(a) the fault of the person(s) affected or any member(s) of their party or

(b) the fault of a third party not connected with the provision of your tour which we could not have predicted or avoided or

(c) an event or circumstance which we, or the supplier of the service(s) in question could not have predicted or avoided even after taking all reasonable care (see 'Force Majeure')

(d) the fault of anyone who is not carrying out work for us (generally or in particular) at the time.

Where any Act of Parliament or statutory instrument applies to any provision of these conditions, our liability is excluded to the extent permitted by that Act or statutory instrument.

Subject to the earlier parts of this section and to any specific provisions of these conditions, our liability in respect of any claim is limited to the amount paid by you for the holiday in respect of which you make the claim.

To the extent that the law allows us to exclude such liability, we will not be liable to you for any indirect or consequential loss, damage or expenses what so ever arising out of any negligence or breach of the contract on our part and we shall have no liability to pay any money to you by way of compensation for such loss, damage or expenses.

Best Places Travel is a trading name of Best Places Holidays & Travel Limited, a company registered in England, Company Number 8244894 of Hammerain House, Hookstone Avenue, Harrogate, North Yorkshire, HG2 8ER.