

# BOOKING FORM EUROPE & WORLDWIDE TOURS



Booking No.  
.....  
(office use only)

Please return this form along with your deposit, or payment in full if booking inside 8 weeks, to the address at the bottom of the page.

## CLUB/GROUP DETAILS

Club/group name	
League (if any)	
Website (if any)	
Tour playing strength (please circle) – social / social-medium / medium / medium-strong / strong	

## TOUR ORGANISER'S DETAILS (To whom all correspondence is to be sent)

Name					
Address					
			Post Code		
Email 1			Email 2		
Tel. Day		Evening		Mobile	

## TRAVEL ARRANGEMENTS Air / Sea / Coach / Self Drive Hire Vehicle(s) / Own transport arrangements (please circle all that apply)

	From	To	Date	Preferred time	Additional information
Outward					
Return					

## ACCOMMODATION ARRANGEMENTS (Enter the total number of each room type required in the boxes below and use the Tour Party Details form overleaf tell us of any members whose tour dates differ from the main touring party)

Hotel	Town / City	Date of arrival	Duration / nights	Singles	Twins	Doubles	Triples	Quads	Family show ages overleaf

## FIXTURE DATES (Enter the dates on which you would like us to arrange your matches)

Fixture 1	Fixture 2	Fixture 3	Fixture 4	Fixture 5	Fixture 6	Fixture 7	Fixture 8	Fixture 9	Fixture 10

## PAYMENT TOUR ORGANISER'S DECLARATION

Deposit per person	Full Advance Payments (where applicable)	Total per Person	Number of people	Total Payment
£	+	£	=	£
		£	x	=
				£

I have read and am authorised to agree on behalf of myself and all the members of my party to accept the Booking Conditions of Shire Sports Tours and (where applicable) suppliers conditions. I am over 18 years old.

Either a) ENCLOSE CHEQUE made payable to Shire Sports Tours  
or b) CARD PAYMENT: Please debit my Debit/Credit Card with the Total Payment above, plus 2% if Final Payments are made by Credit Card. There is no surcharge on Deposit payments made by Credit Card or any payments made by Debit Card.

Card No.

Valid from \_\_\_ / \_\_\_ Expires end \_\_\_ / \_\_\_ Issue No. (Maestro only) \_\_\_\_\_

3 digit security code \_\_\_\_\_

Billing address inc Post Code (if different from above):  
.....  
.....  
.....

Signed .....

Print name .....

Dated.....

Thank you for booking with Shire Sports Tours, we look forward to putting together a really great tour for you!



# TOUR PARTY DETAILS

Please use this section to print clearly the names of all the members of your touring party along with rooming arrangements. If we're booking air tickets for you then its important that all names are spelt correctly. You can also use this form to tell us of any members whose tour dates differ from the main touring party.

	Passenger's name	Age (if under 18)	Preferred room type (Single, twin, double, family, triple, Quad etc)	Arrival date	No. of nights	Special requirements Use this space to tell us about individual wants and needs	Travel Insurance quote required? Yes / No
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For groups of more than 30 people please use a separate sheet. Feel free to call us if you find you need help filling out this form.



# BOOKING CONDITIONS EUROPE & WORLDWIDE TOURS



We set out below an explanation of the conditions that apply when you book a tour with us. It is important that you read these conditions as, together with the information in our brochure, they not only define our obligations to you but also impose some important commitments upon you.

**Your contract is with Shire Sports Limited trading as Shire Sports Tours.**

## 1. YOUR HOLIDAY CONTRACT

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made at Nantwich, and is governed by English law and jurisdiction.

Once you have received your confirmation invoice, it is your responsibility to check that the information and booking details, including the spelling of all passenger names, as stated on your invoice are correct. Should there be any corrections, please notify us within 7 days of receipt of your invoice when no charge will be made for these changes.

## 2. YOUR FINANCIAL PROTECTION

We hold ATOL No 9238 issued by the Civil Aviation Authority. This provides protection in the event of Shire Sports' insolvency for all packages which include air travel.

Other packages are protected by a financial failure insurance policy arranged with Towergate Chapman Stevens. An insurance certificate for each passenger is issued at the time of booking.

## 3. OUR PRICE GUARANTEE

All prices are based on costs and exchange rates on the date we quote. The price of your travel arrangements can be varied due to changes in transportation costs e.g. fuel, scheduled air fares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator/organiser, Government action such as increases in VAT, or adverse exchange rate variations.

In the case of any small variation, an amount equivalent to 2% of the price of your tour, which excludes insurance premiums and any amendment charges, will be absorbed or retained. For larger variations than this 2% will still be absorbed for increases but not retained from refunds.

## 4. PAYING FOR YOUR HOLIDAY

When you make your booking you must pay the deposit amount per person as indicated on the booking form. Where air travel is involved, additional advance payments may be required. We will advise amounts and payment dates when you book. The balance of

the price of your travel arrangements must be paid at least 8 weeks before your departure date. If the deposit and/or balance is not paid in time, we reserve the right to cancel your travel arrangements and levy cancellation charges.

## 5. THE PACKAGE TRAVEL, PACKAGE HOLIDAYS AND PACKAGE TOURS REGULATIONS 1992 ('THE REGULATIONS')

Our tours, and these Booking Conditions, comply fully with the Package Travel Regulations and all other British and European laws and directives. Please note that we do not accept any liability for any loss or damage you may suffer from services or excursions not booked through us, except as detailed below in paragraph 10.

## 6. IF YOU CHANGE YOUR BOOKING

Once a contract exists between us, you may wish to change your travel arrangements. For example, your chosen dates of travel, accommodation etc. and we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. We reserve the right to make an administration charge of £25 per booking form, plus any further cost we may incur in making such alterations. You should be aware that these costs could increase the closer to the departure date that changes are made and you should therefore contact us as soon as possible. Please note that changes to certain travel arrangements e.g. low cost airline tickets will incur a cancellation charge up to 100% of that element of your travel arrangements.

## 7. IF YOU CANCEL YOUR HOLIDAY

You may cancel your travel arrangements for any member(s) of your party, at any time. Written notification from the person who made the booking must be made and the cancellation will be effective from the date it is received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges on the following scale: (period before scheduled departure when cancellation is notified/ percent of tour cost) more than 56 days / deposit only, 56-29 days / 50%, 28-15 days / 75%, 14 days or less / 100%, plus in each case the cost of any items paid for in full at the time of booking.



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## 8. IF WE CHANGE OR CANCEL YOUR HOLIDAY

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor, and we will advise you of them at the earliest possible date. Routings and itineraries can be affected by adverse weather, road closures or other reasons and may be varied accordingly. We shall endeavour to advise you of these changes as soon as we are aware of them. We also reserve the right in any circumstances to cancel your travel arrangements. We will not cancel your travel arrangements less than 56 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable or superior standard from us, if available, at no extra cost to you. If it is necessary to cancel your travel arrangements, we will pay you compensation as follows: (period before scheduled departure when cancellation is notified/compensation per paying passenger); more than 56 days/nil; 56-29 days/£4; 28/14 days/£6; 13-0 days/£8. However, the compensation that we offer does not exclude you from claiming more if you are legally entitled to do so. Please note that carriers such as airlines may be subject to change. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, cancellation of a fixture, change of accommodation to another of the same standard, closing of hotel facilities for improvement, or emptying a swimming pool for cleaning if alternative facilities are available nearby. Please note that in the event of a sporting fixture becoming unavailable we will do our best to arrange an alternative, but we cannot accept any liability. If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements which shall be of equal or superior quality from us if available or cancelling your booked holiday and receiving a full refund of all monies paid plus compensation. In all cases, except where the major change arises due to reasons of force majeure, we will also pay compensation as follows (period before scheduled departure when major change is notified/compensation per paying passenger); more than 56 days/nil; 56-29 days/£4; 28/14 days/£6; 13-0 days/£8.

**Major Change** - This means that there has been a significant change of resort, a change of accommodation to that of a lower category, a change

of flight time of more than 12 hours, changes to routings, a change to destination airport and a change of departure airport (except between London airports). Please note that these are examples only and there may be other changes which are considered major. Force majeure - We will not pay you compensation if we have to cancel or change your travel arrangements in any way due to force majeure, being unusual and unforeseeable circumstances beyond our control the consequences of which could not have been avoided even if all due care had been exercised. Examples of force majeure include war, threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, fire, adverse weather conditions, epidemics, health risks, technical problems with transport, closed or congested airports.

## 9. IF YOU HAVE A COMPLAINT

If you have a problem or cause for dissatisfaction, please inform the relevant supplier at once - for example the hotel, the transportation company or local representative (if applicable). This allows us the opportunity to put things right on the spot. If you remain dissatisfied you must phone us straightaway in the UK so we can try to get the problem fixed (phone numbers are given in your pre-tour information pack). If your complaint is still not resolved, you should write to us within 28 days of your return home.

## 10. OUR LIABILITY TO YOU

- (i) We accept responsibility for ensuring that the travel arrangements that you book with us are supplied as described. If any part of these travel arrangements is not provided as promised, we will pay you appropriate compensation if this has affected your enjoyment of your travel arrangements.
- (ii) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents, or suppliers and sub-contractors, whilst acting within the scope of, or in the course of their employment, in the provision of your travel arrangements. We will accordingly pay you such damages as might have been awarded in such circumstances under English Law, except where such failure or such death, injury or illness, is not our fault or of that of our suppliers because:-
  - a) such failure is attributable to you or a member of your party;
  - b) such failure is attributable to a third party unconnected to the services provided to you; or
  - c) such failure is due to:-
    - (i) unusual and unforeseeable circumstances beyond the control of the party by whom this exception is pleaded, the consequences of which could not have been avoided even if all due care had been exercised; or
    - (ii) an event which the other party to the contract or the supplier of services, even with all due care, could not foresee or forestall.



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- (iii) In respect of travel by air, sea and rail and the provision of accommodation, our liability will be limited in accordance with and/or in an identical manner to
- a) the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and
  - b) Any relevant international convention limiting the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. Copies of the transport companies' contractual terms, or the international conventions can be obtained on request.
- (iv) Under EU law you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 8.
- (v) If we make a payment to you in respect of death, injury or illness then you are expected to transfer to us the rights you have to take action against a supplier, employee or any other person. This is so that we can claim back from the supplier or employee any of the payments we have made to you. If we recover from the supplier or employee more than the amount we have paid to you we will pay the additional amount to you.
- (vi) If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs and benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you to £5,000 per booking form.

## 11. YOUR RESPONSIBILITIES

- (i) Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.
- (ii) You must be responsible for ensuring that any existing

medical conditions or disabilities which may require assistance are declared to us before you book your holiday or, if newly diagnosed, before date of departure. We can only accept your booking upon the clear understanding that we cannot be liable if you do not inform us of such a condition and an airline refuses to accept you or any member of your party as a passenger.

- (iii) You must be responsible for the behaviour of yourself and your party. We, and the owners of hotels, reserve the right to refuse your booking or to remove you or any or all members of your party from any tour, holiday or hotel, if your behaviour, or that of a member of your party, is disruptive, dangerous or annoying to other people. No refund or payment of any costs incurred by you will be made by us under these circumstances.

## 12. INSURANCE

It is a condition of booking that all group members must be properly insured. You must ensure that they all have adequate insurance cover for the sport or activity they plan to take part in, from the date your deposit is paid. Also, a copy of each policy must be forwarded to Shire Sports Ltd, not later than the date the final payment is due. If insurance is not in place at the time of booking, we will be entitled to arrange insurance and add the premiums to the tour cost.

## 14. DATA PROTECTION ACT

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as names, addresses, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. However, we must pass the information on to the relevant suppliers of your arrangements such as airlines, hotels, transport companies, etc. The information may also be provided to public authorities such as cruise lines for customs/immigration purposes if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection may not be as strong as the legal requirements in this country. We will not, however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give us such as details of disabilities, or dietary/religious requirements. In making your booking, you consent to this information being passed on to the relevant persons.

