



CHELTENHAM & GLOUCESTER BRANCH
of
THE WESTERN FRONT ASSOCIATION

MINES, MEDALS and MUDDLES
12 to 15 September 2019

Name(s) _____

Address _____

Postcode _____

Telephone (home) _____

Mobile _____

Email _____

ROOM REQUIREMENTS

Single / Twin / Double	Sharing with

SPECIFIC VISITS REQUESTED

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DIETARY OR MEDICAL REQUIREMENTS

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EMERGENCY CONTACT

Name	Telephone	Mobile

TRAVEL INSURANCE

It is a condition of booking that you provide this before travel.

Insurance Company	Emergency Telephone number	Policy number

A deposit of £100 per person is required, the balance being due 6 weeks prior to departure.

I/We wish to pay by cheque which is enclosed

Please make cheque payable to **Cheltenham & Gloucester Branch WFA**.

I/We wish to pay by bank transfer

The bank details are: HSBC, 109 Bath Road, Cheltenham GL53 7RA to the account Cheltenham & Gloucester Branch WFA [Sort Code 40-17-53 / Account Number 11472445]. Please quote the reference **CGWFA Tour 2019**.

On behalf of all those named on this booking form I confirm that I have read and accept the terms and conditions.

Signed _____

Date _____

Please return this form to:

Hilary Jennings

Treasurer, CGWFA

4 St Stephen's Road, Cheltenham GL51 3AA

TERMS AND CONDITIONS

YOUR COMMITMENT TO US

1. **Your Tour Contract.** At the time of asking for a booking to be made on your behalf you must complete and sign a booking form agreeing to accept the terms and conditions as set out below.
2. **Deposits and Payment.** No booking can be accepted after the cut-off date stipulated on the booking form and must be accompanied by the required deposit. Payment of the outstanding balance is due 6 weeks before departure. Payment of the outstanding balance will be due without further notice. If the final balance is not made by the due date the Branch reserves the right to treat your booking as cancelled.
3. **Places.** Places will be allocated on a "first come - first served" basis, in the order that booking forms and deposits are received. In the case of over-subscription your deposit will be returned to you. You will be placed on a reserve list and notified as soon as practicable should a place become available.
4. **Prices.** Prices set out at the time of booking maybe subject to variation.
5. **Cancellations.** If you wish to cancel your tour after your booking has been confirmed, you must inform the Branch in writing as soon as possible. The date of cancellation is treated as the date it is received in writing. The Branch reserves the right to charge you a cancellation fee equating to some, or all, of the expense incurred by the cancellation. No refunds for cancellations made on or after departure date can be given.
6. **Insurance.** It is a condition of all bookings with the Branch that adequate personal travel holiday insurance cover is taken out by all clients. Proof of cover will be required on the booking forms.
7. **Complaints.** Naturally we hope and expect that your tour with us will not give cause for any dissatisfaction. Should you wish to make a complaint, please do so in writing to the Branch as soon as possible after the Tour. Any matter which gives rise to complaint must first be raised at the time, to the Trips Co-ordinator, hotel or travel company concerned or as soon as practicable after the event.
8. **Your Responsibilities.** You and your party must have valid passports and visas. We are not liable for any cost or delay incurred by failing to meet these requirements. You are responsible for the behaviour of yourself and all your party. We reserve the right to remove any of the party from the tour at any stage if their behaviour or demeanour is disruptive, dangerous, or annoying to other travellers or the Branch. No refund or payment of any costs incurred will be made under these circumstances.

OUR COMMITMENT TO YOU

9. **Your Tour.** We will arrange the various aspects of your tour as confirmed to you. Included items will be as per the pre-trip literature sent to you following receipt of your booking form. Unless stated, this will include travel from agreed departure points and Hotels on a bed and breakfast basis.
10. **If we change your Tour.** It is unlikely that we will have to make changes to your holiday but some changes are occasionally unavoidable. You will be informed of any major changes as soon as possible. If the change is major (e.g involves a departure delay or return of more than 12 hours or a change of hotel to a lesser standard) you will have the choice of the following:
 - a. Accepting the revised arrangements.
 - b. Cancelling. If you choose option B you will be offered a full refund.**Force majeure.** This means we will not pay you any compensation if we have to cancel or change your tour due to unforeseen and unusual circumstances beyond our control, which could not have been avoided. This includes War, riots, terrorist activity, industrial action, fire, adverse weather conditions and technical problems with transport. We will, however, endeavour to refund the balance of your payment, after unavoidable expenses (such as transport and hotel cancellation fees) have been paid.
11. **Travel Timings.** Channel crossings and other travel timings are given as a guide only and are subject to change by the carrier's procedures, often at the last minute.
12. **Your travel by rail, sea or coach.** The carriers Conditions of Carriage will apply to your journey.
13. **Law and Jurisdiction.** The contract between the Branch and the client incorporating our quotation, these booking conditions and our booking confirmation will be governed by English Law and both parties submit to the exclusive jurisdiction of the English Courts.