

SPECIALISED TOURS

4 Copthorne Bank, Copthorne,
Crawley, West Sussex RH10 3QX

Tel: 01342 712785 Fax: 01342 717042



TOUR REFERENCE

DEPARTURE DATE

DEPARTURE POINT

EXTRA NIGHTS (if req)

PASSENGER DETAILS

HOTEL ACCOMMODATION

Surname	First Name	Title	Date of Birth	Single(s)	Double(s)	Twin-bedded	Extra bed(s)	Cot

SPECIAL REQUIREMENTS, DIETS, DISABILITIES etc

ADDRESS (of leading member, for all correspondence)

TRAVEL INSURANCE

Comprehensive Travel Insurance is a compulsory requirement. Please provide details below.

Name of Insurer: _____

Policy Number: _____

24-hour Medical Emergency Tel. No: _____

Tel. No. Home _____ Work _____

On behalf of those named above I agree to the Booking Conditions set out in this brochure.

Signature _____ Date _____

Deposit £200 per person (see below).
or Full payment within 8 weeks of departure. £ _____

BOOKING CONDITIONS

- A Contract shall exist between Specialised Tours and the Client when completed Booking Form has been received by Specialised Tours, together with correct deposit, and Specialised Tours has signified acceptance of the booking in writing. In these Conditions 'Client' shall mean not only the individual who has completed the Booking Form, but all persons on whose behalf the Booking Form has been so completed. The individual who signs the Booking Form must be over 18 years of age. This agreement shall be subject to English Law and the jurisdiction of English courts.
- Balance of holiday cost must be received by Specialised Tours not later than 8 weeks before departure. Specialised Tours reserve the right to cancel any booking where payment is overdue. For bookings made within 8 weeks of departure, full payment is due at time of booking. Tickets will only be sent after full payment has been received.
- Cancellation, or part cancellation of a booking must be notified to Specialised Tours in writing, the effective date of cancellation is the date of receipt by Specialised Tours of such letter. Cancellations received up to 6 weeks prior to departure will incur only the loss of deposit. Thereafter cancellation charges shall be levied up to the maximum amounts set out in the following scale. These are expressed as a percentage of the total holiday cost:-
55-42 days before departure 30% or deposit if greater
41-28 days before departure 60% or deposit if greater
27-14 days before departure 90% or deposit if greater
Less than 14 days before departure 100%
No refunds can be made on/after date of departure. Please note that these cancellation charges will be refunded by the Insurance Company if you book insurance and the reasons for cancelling fall within the Conditions specified by the Insurance Company.
- Alterations made at Client's request to a booking after confirmation will be subject to a minimum handling charge of £20 per person if made more than 6 weeks before date of departure and subject also to such alteration being possible. In the event of a client being unable to travel the booking may be transferred to another person up to 6 weeks prior to departure. For alterations less than six weeks before departure involving a change of date, cancellation charges as above will apply.
- Once the deposit has been paid, and Confirmation/ Invoice issued, the price of the holiday is fully guaranteed, and will not be subject to any surcharges. Specialised Tours do, however, reserve the right to amend prices prior to booking being made, should conditions dictate. Prices are based on exchange rates prevailing on 01 December 2009
i.e. £1 = NOK 9.10, SEK 11.20, DKK 8.00, EURO 1.07.
- If circumstances beyond Specialised Tours control cause either withdrawal or modification of the advertised arrangements which are made by Specialised Tours as agents for the suppliers of transport, accommodation and other services, Specialised Tours will immediately notify Clients and if possible offer comparable arrangement or a prompt and full refund of all monies paid by the Client. Such withdrawal will not take place after the date when the balance becomes due unless for reasons amounting to force majeure.
- Specialised Tours accept full responsibility for the quality of holiday as confirmed to you. In the rare event that any negligence on the part of their employees, agents or suppliers results in illness, injury or death of you or any member of your party Specialised Tours accept full liability. The only exceptions are in respect of air and sea carriers, who are subject to international conventions which limit liability (see clause 8),

- and in respect of optional excursions not organised by Specialised Tours, even where such excursions may be sold by their suppliers or representatives.
- All holidays are subject to the Conditions of Carriage of the transportation companies concerned. Copies of these conditions are available on request.
 - Specialised Tours will offer general assistance to clients who through misadventure suffer illness, bodily injury or death during the period of their holiday, arising out of an activity which does not form part of the foreign inclusive holiday itself. Where legal action is taken by the client, with the prior agreement of Specialised Tours, initial legal costs associated therewith shall be met by Specialised Tours provided such assistance is requested within 90 days of the date of misadventure. The total cost of such liability is limited to £5,000 per Booking Form, and should a successful claim be made for costs against a third party, or if there is a suitable insurance policy in force, then costs actually incurred shall be recoverable from the client by Specialised Tours.
 - If you have a complaint during your holiday, you must inform our local agent or supplier in order that steps can be taken to rectify the problem on the spot. If the complaint cannot be resolved there and then a report must be completed together with comments and signature from that agent or supplier. A copy of this report should be sent to Specialised Tours not later than 28 days after the end of your holiday. Specialised Tours will always do their best to resolve any complaints. However, any dispute arising out of, or in connection with this Contract which cannot be amicably settled, may (if you so wish) be referred to arbitration under a special Scheme which, though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the Client in respect of costs. The Scheme does not apply to claims for an amount greater than £1,500 per person or £7,500 per Booking Form or to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. If you elect to seek redress under this Scheme, written notice requesting arbitration under the Scheme must be made within nine months after the scheduled date of return from the holiday.
 - As all holidays arranged by Specialised Tours are based on the scheduled services of airlines and ferry operators in the event of travel delays, over which they have no direct control, the provision of meals and/or overnight accommodation would be entirely at the discretion of the carrier. In the case of a cancelled service, the carriers will use their best endeavours to book you onto the next available flight/crossing.
 - Every effort will be made to comply with special requests, but these cannot be guaranteed unless expressly confirmed in writing.
 - Data Protection Policy. In order to process your booking effectively Specialised Tours need to pass the information you provide such as name, address, special needs/dietary requirements etc. to relevant suppliers of your travel arrangements. The information may also be provided to security companies, public authorities such as customs/immigration, or as required by law. Specialised Tours take full responsibility for ensuring that proper security measures are in place to protect your information, and will not pass it on to anyone not responsible for part of your travel arrangements. In making this booking you consent to the information being passed to relevant persons. You are entitled to a copy of the data held. Specialised Tours will hold this information and may use it to send future brochures unless you advise otherwise.

BOOKING PROCEDURE

A deposit of £200 per person is required, except on Hurtigruten and Spitsbergen holidays, and on some Tailor-made bookings where a higher deposit may be required. Full details will be advised at time of booking. A completed Booking Form (or photocopy thereof) together with deposit should be forwarded to:
Specialised Tours, 4 Copthorne Bank, Copthorne, Crawley, West Sussex RH10 3QX
You will then receive Confirmation/Invoice for the balance, which is payable 8 weeks before departure. If booking within 8 weeks of departure please forward full amount. Travel documents will be forwarded 10-14 days prior to departure. **Payment by cheque would be preferred (made payable to Specialised Tours) but if you wish to pay by credit/debit card please enter details in 'Special Requirements' box.**

TRAVEL INSURANCE

In your own interest it is a condition of booking that you have adequate insurance cover to protect you against cancellation costs, medical expenses, repatriation, loss of luggage, personal liability etc. We recognise that many people now have annual travel insurance cover, or may have found a company that caters well for any individual needs or pre-existing conditions.

If this is not the case, we are an affiliate of Gold Cover Insurance Services and can recommend them as travel insurance providers. They are authorised and regulated by the Financial Service Authority. You can contact them on 01892 559532 or online at www.specialisedtours.goldcover.net. Please inform them that you are a client of Specialised Tours.

PASSPORTS, VISAS AND HEALTH INFORMATION

All persons travelling will need a valid passport. Children under 16 years now need a separate passport unless they are already on the passport of the parent with whom they are travelling. British subjects do not need a visa, but all others should check with the appropriate Embassy. No vaccinations are necessary at present unless you have arrived within 14 days from an infected area. Whilst it is unlikely that this situation will change, in the event of any health scare that may arise, full information on current regulations can be obtained in leaflets SA40 and SA41 (Travellers Guide to Health) available from the DHSS or your ABTA Travel Agent.

FLIGHT INFORMATION

Unless otherwise stated all flights are operated by SAS or Norwegian scheduled services using 737, 757 or MD80 aircraft, except on Bodø/Svolvær route where Dash 8 Turbo-prop aircraft are used. Full details of flight timings are available on request. **ALL TIMES QUOTED ARE LOCAL TIMES.** Sweden and Norway are one hour ahead, and Finland two hours ahead of GMT, Greenland is three hours behind GMT.

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