

# Guided Battlefield Tours

## Booking Conditions

**Important information - please read before booking as this may help to avoid any misunderstandings later.**

The booking conditions below seek to explain as clearly as possible the responsibility between us when you make and we accept a booking. By signing the booking form, you are agreeing, on behalf of all persons named on the booking form, to the Booking Conditions set out here.

### 1. Your Booking

Guided Battlefield Tours plan and organise your tour itinerary, provide your tour guide and act as tour managers. Guided Battlefield Tours act as agents to Mainline Travel who provide the hotel and travel package. Mainline travel are members of ABTA, membership No. W2492. For more information go to: <http://www.mainlinetravel.co.uk> .

### 2. Booking Form and Deposit

You must send us a deposit of £100 per person together with the completed and signed booking form. This deposit secures your place on the tour and is non-refundable. We will normally expect to confirm your booking within fourteen days of our receiving the completed booking form and deposit. The confirmation invoice will confirm details of your booking and show the outstanding balance.

### 3. When to pay the balance

The balance of your Battlefield Tour cost must be paid no later than eight weeks before departure unless we advise otherwise. The date for final payment is shown on the confirmation invoice. No reminder will be sent. If you are booking less than eight weeks before the departure, then you must pay the full amount at the time of booking. If, for any reason, the balance is not received by the due date, we reserve the right to treat your booking as cancelled and make a cancellation charge as shown in the next section.

### 4. If you cancel your Battlefield Tour

Cancellation of booking is only effective when received in writing from the person who signed the booking form. In order to cover our expenditure we charge a cancellation fee according to the scale shown below.

<b>Period before scheduled departure date within which written instructions are received by Guided Battlefield Tours</b>	<b>Cancellation fee shown as a % of our tour price</b>
More than 56 days	Deposit only
43 - 56 days	45% or deposit if greater
22 - 42 days	70% or deposit if greater

8 - 21 days	85% or deposit if greater
0 - 7 days	100%

When journeys involve scheduled services, we reserve the right to charge additional cancellation fees to cover any cancellation fees we are charged by our suppliers. You may be able to reclaim a refund of part of the cancellation fee if the reason for the cancellation falls within the terms of your travel insurance policy.

5. If we cancel your booking

A minimum number of 20 passengers are needed for each Battlefield Tour to be viable. In the event of a shortfall or other exceptional circumstances beyond our control we reserve the right to cancel your booking. If this happens you will be offered the choice of transferring your booking to another Battlefield Tour or a full refund. If you transfer to another tour, we will offer you discount at the rates shown in Section 6.

6. If we change your booking

Arrangements are made many months in advance and changes are sometimes necessary. If a major change is necessary we will tell you as soon as we can. If you decide not to accept the change we will refund your payment or transfer you to another Battlefield Tour with discount as shown on the scales below. We reserve the right to use a different hotel to the one specified at the time of booking. If this occurs, the hotel will be of a similar standard or higher. We reserve the right to change our itineraries due to traffic or weather conditions, diversions, any other operational reasons or other reasons of force majeure including any event that we or the suppliers of the service(s) in question could not reasonably foresee or avoid. Such circumstances include war or threat of war, civil strife, terrorist activity, adverse weather conditions, natural or nuclear disaster, industrial dispute and fire.

<b>Period before departure date</b>	<b>Discount per person</b>
More than 56 days	Nil
15 - 56 days	£10
0 - 14 days>	£20

7. Indemnity

We expect all our clients to have consideration for their fellow passengers. In the event of any client behaving in such a way that is likely, in our opinion or in the opinion of any person in authority, to cause offence, danger, damage or distress to others, we reserve the right to terminate that person's Battlefield Tour arrangements. If this happens to you, our responsibility for your Battlefield Tour will cease immediately and we shall not be liable for any costs or expenses incurred by you as a result. Full cancellation charges will apply and we will be under no obligation for any refund, compensation or loss you may incur. If your actions or those of any member of your party cause damage to

the accommodation in which you are staying, or to the vehicle, train or ship in which you are travelling, or cause delay or diversion to any means of transport, you agree to fully indemnify us against any claim (including legal costs) made against us by any party.

8. If you have a complaint

If you have a complaint about any aspect of your Battlefield Tour, you must tell our representative at the time (together with the supplier of the services in question, if applicable) so that the matter may be resolved on the spot. If the matter cannot be resolved on the spot please ask for a Report Form, which you must complete immediately. On return from your journey you must write to us within 28 days with full details. We undertake to deal with your complaint promptly, carefully and fairly, but cannot accept liability in respect of any claim of which we are not notified in accordance with this clause.

**Additional Information**

9. Travel insurance

You are responsible for your own insurance. You must give us the name, address, policy number and details of the emergency medical/repatriation telephone number with your booking or within 14 days. The most common claim on private insurance policies is for cancellation by customers and it is essential for you to purchase this cover.

10. Passports and visas

It is your responsibility to ensure that you meet all passport and visa requirements for your journey overseas. All British citizens require a full ten-year British passport for all Battlefield Tours. Please note that the rules for children travelling on UK passports have changed - you should check with the UK Passport Agency for up to date advice. Some countries require that your passport is valid for at least six months from the date of return to the UK. We are unable to make any refunds if you are unable to travel because your passport or visa is invalid. Holders of non-British passports should check the relevant passport/visa requirements with the relevant consulates well in advance.

11. Baggage allowance

Passengers are asked to limit baggage to one piece plus hand luggage per person.

12. Coach travel

Smoking is not permitted on any coaches used by us. However, regular stops are programmed so that those who wish to smoke may do so. On some coaches, rear seats may not recline. Please note that any timings and itineraries are for your guidance and may be subject to change.

13. Our Battlefield Tour descriptions

We make every effort to ensure that our tour information is accurate. However circumstances beyond our control (such as those described in section 6) may make it necessary to change some arrangements. We cannot accept liability for cancellation or curtailment in these instances. Unless otherwise stated our prices are per person based on sharing twin or double bedded rooms. Single rooms are available on most departures. Private facilities provide a WC and either bath or shower for your exclusive use.

#### 14. Special requests

Please tell us in writing at the time of booking if you have any special requests relating to rooms, dietary or health matters. We will do our very best to meet your request but are often dependent upon our suppliers. The noting of a special request on the confirmation invoice is therefore not a guarantee that it can be met.

#### 15. Health matters

If you are in any doubt as to your fitness to travel you should certainly consult your GP as failure to do so may invalidate your travel insurance. Guided Battlefield Tours assumes that all passengers travelling with us are medically fit to undertake the tour. Please contact us if you wish to discuss any specific issues.

#### 16. Passengers with a disability

We will always do our best to accommodate those who are handicapped or have restricted mobility. It is particularly important that you advise us in writing of any disabilities or medical conditions that may affect your Battlefield Tour. We can accommodate a limited number of wheelchairs but please note that passengers will need to be able to get on or off coaches. Given their nature, some aspects of our Battlefield Tours are not always suited to those with a disability and any assistance required must usually be provided by other members of your party — please ask when you book.

#### 17. Data protection

We take full responsibility for ensuring that proper security measures are in place to protect your information you provide (such as name, address, any special needs/dietary requirements etc). We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies etc. The information may also be provided to public authorities such as customs/immigration if required by them, or as required by law. We will not, however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. **(In making this booking, you consent to this information being passed on to the relevant persons.)**

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