

# Booking Form

[PLEASE COMPLETE CLEARLY IN BLOCK CAPITALS]



Post the completed Booking Form to Kensington Travel, 26 Thackeray Street London W8 5ET

Destination	Date of Departure	No. of Days

### Correspondence Address & Passenger Details

Name (Mr/Mrs/Miss) \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_ Contact No. (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

	Title	Initials	Surname	Adult/Child <small>[DOB for children under 12]</small>	Nationality	Room Required <small>[Single/Sharing] *</small>	Insurance <small>[Not included in the tour price]</small>
1							Y/N
2							Y/N
3							Y/N
4							Y/N
5							Y/N
6							Y/N
7							Y/N

Tour Cost	Fare per Person	No. of Persons	Total	Payment Method & Credit Card Detail
Tour Price (Adult)	£ X		£	<input type="checkbox"/> Credit Card ** <input type="checkbox"/> Cheque <input type="checkbox"/> Cash/P.O Card Holder: _____ Card Number: _____ Exp Date: _____ Amount to Debit: £ _____
Tour Price (Child under 12)	£ X		£	
Insurance	£ X		£	
Single Room Supplement	£ X		£	
Credit Cards Additional 3 %	£ X		£	
<i>Deposit : £100 per person for air packages and £50 for coach tours</i>  <i>Balance must be cleared SIX weeks before departure date.</i>	Grand Total		£	<b>DECLARATION:</b> I have read and accept the booking conditions on behalf of myself and those named above by whom I am authorised to make this booking.  Signature _____ Date: _____
	Deposit/ Full Payment		£	
	Balance Due		£	

## Booking Conditions

You must complete and sign the Booking Form enclosed. You must accept the Terms and Conditions on behalf of all your party.

### Brochure Accuracy

Tour prices in this brochure are subject to change in the event of additional levies or substantial variation to exchange rates and fuel costs after publication.

The itineraries in this brochure are published as a guide and may vary. A detailed day-to-day itinerary will be sent with your travel documents two weeks before departure.

Published schedules or any other indication of timings are correct at the time of going to press but could be subject to variation, eg. Flight re-scheduling, change of airline.

We will arrange for you to attend Mass each day. This may be in the local language, as we cannot guarantee a priest leader on all departures. Opportunity of Mass on the first and last days of the pilgrimage is subject to your actual arrival and departure times.

### Payments

The completed booking form must be sent to Kensington Travel along with a non-refundable deposit of **£50** per person for coach pilgrimages and **£100.00** for air packages. In the event of cancellation of the tour by the passenger for any reason whatsoever or failure to pay the entire cost, the said deposit shall stand forfeited. All cheques must be made payable to Kensington Travel. On payment of the deposit amount, you will receive an official receipt from Kensington Travel for the amount you paid.

Balance of your holiday cost must be paid at least **SIX** weeks prior to your departure. If you make your booking within four weeks of your departure you must pay the full cost at the time of booking. If the balance is not paid in full and on time we reserve the right to treat the holiday as cancelled by you.

### Your Financial Protection

The air holiday package shown is ATOL protected by the Civil Aviation Authority. **Our ATOL number is ATOL 9649.** When you buy an ATOL protected air holiday package from us, you will receive a Confirmation Invoice (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number [9649]. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

All the flights and flight-inclusive holidays are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels

and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: [www.atol.org.uk/ATOLCertificate](http://www.atol.org.uk/ATOLCertificate)

### **Changes or Cancellation by Passenger**

You may cancel your booking at any time provided that the cancellation is made by the person signing the booking form and is communicated to us in writing. As we incur costs from the date we confirm your booking, we will retain your deposit and in addition, apply cancellation charge.

<b>Notice period prior to departure</b>	<b>Charges</b>
More than 42 days	Deposit only
29 – 41 days	50%
Less than 28 days	100%

Amount of cancellation charges shown as percentage of the total holiday price excluding insurance premium. If, after your confirmation has been issued you wish to change your holiday booking, we will do our best to help, provided written notification is received at our office from the person who signed the booking form, no later than the date on which the balance of the original holiday cost due for payment. This must be accompanied by a payment of £20 per person to cover administration costs. Any alteration request after this date will be treated as cancellation of the original booking and cancellation charges set out above will be applied.

### **Name Changes**

Name changes can be made up to 7 days before departure. The following charges applied:

Coach Pilgrimages : £25 per name      Air Packages : 50% of the package price

### **Special Request**

All special requests must be made to us in writing. Special requests you have made will be passed on by us to the relevant service providers (e.g airlines, hotels, restaurants). While we will do our utmost to ensure that requests are passed on, we cannot guarantee that the requests will be possible in all cases, and we will not be held responsible for requests which are not carried out, or not fulfilled to your satisfaction.

### **Wheelchair**

It is essential that we are informed if you are a wheelchair user before you make a booking. Wheelchair pilgrims must be accompanied by an able-bodied helper who will take total responsibility throughout the journey. Electric wheelchairs are not permitted due to the limited space on coach tours.

### **Medical**

We also wish to point out that, as we do not have medically trained staff on our tours, our arrangements may be unsuitable for severely handicapped, ill or elderly people. It is a condition of acceptance that the applicant (or any member of the party) shall have made full disclosure of the facts with particular reference to adverse health. We may also require you to produce your doctor's recommendation prior to your travel.

### **Changes or Cancellation by Us**

Pilgrimages can only be supplied at the advertised price, provided that a satisfactory number of bookings are made. If we are unable to provide the booked arrangements, you can either have a refund of all monies paid or accept an offer of alternative arrangements of comparable standard from us, if available. We will not refund any travel arrangements or hotels which have not been booked by Kensington Travel. We cannot accept liability or pay compensation if we are forced to cancel or in any way make changes to your holiday due to war, riot, civil strike, industrial dispute, terrorist activity, natural or nuclear-disaster, fire or adverse weather condition, or any other reason outside our control amounting to force majeure.

It is unlikely that we will have to make any changes to your holiday/itinerary. If there are any changes or amendments to your holiday/itinerary, we will try to advise you of these amendments prior to the start of the tour or on route. Sometimes changes have to be made which we reserve the right to do at any time.

### **Late Arrival**

Passengers must ensure that they arrive at pick up point at least 30 minutes prior to departure time for coach pilgrimages and 3 hours prior to your flight departure for air pilgrimages. If delayed and missed the coach or flight, no compensation will be given.

## **Passport and Travel Documents**

It is your responsibility to be in possession of a valid passport/document and any necessary visa. We will accept no responsibility and are not liable for any form of compensation if any passenger is refused entry by the immigration authorities of any country for whatever reason.

## **Inappropriate Behaviour**

If the behaviour of any member of any party is considered likely to cause offence, danger, damage or distress to others, we reserve the right at all times to cancel or terminate their holiday completely. If this situation arises, our responsibility will cease and the company will be under no obligation to cover expenses incurred and neither will we consider nor accept any claims for compensation or refund whatsoever.

## **Rights of Refusal**

We reserve the unconditional right to refuse a booking or terminate a passenger's Pilgrimage in the event of unreasonable conduct which in our opinion is likely to cause distress, damage, danger to other customers or our employees. If you are prevented from travelling as a result of such termination, our responsibility for your Pilgrimage thereupon ceases.

## **Flight cancellation**

The flight Pilgrimages in this brochure are offered in conjunction with budget airlines. In the event of a flight being cancelled we will do our utmost to transfer you to the next available flight. Any costs incurred for overnight accommodation or additional travelling expenses will have to be paid by the client then claimed from your travel insurance company.

## **Other Terms**

- a.) You must ensure you have a valid passport and visa if necessary
- b.) Smoking is not allowed on board the coach/aircraft
- c.) You must not play a radio cassette on board the coach/aircraft
- d.) You may not bring a pet or any other animal on our tours.

## **Air Prices**

The prices quoted for air pilgrimages are based on costs known at the time of printing. If there are any increases in these which are beyond our control, they will be included in our final invoice. However, we guarantee that any increase will be limited to a maximum of 10% of the total pilgrimage prices plus any increase in airport taxes or security charges. Any increase in excess of this amount will be borne by Kensington Travel. In exchange for this guarantee, and the risk thus, no refunds arising out of cost variation will be made.

## **Holiday/Pilgrimage Prices**

Holiday prices include all air/coach travel, accommodation and meal as specified in the holiday description. Unless specified indicated in holiday itinerary or description contained in the brochure, entrance fees, guide fees, city sightseeing tours and option excursions are not included in the holiday cost. We do however reserve the right to increase or decrease brochure prices of any item.

## **Liability**

We do our utmost to ensure that your pilgrimage arrangements are satisfactory. We do not, however, accept any liability for loss or damage caused by force majeure, injury, illness, industrial action, acts of terrorism or any other disruptions caused by third party contractors. Kensington Travel's liability arising out of your pilgrimage or tour arrangements is limited to the actual amount you have paid for the tour.

## **Complaints Procedure**

If you, or any member of your party, have any cause for dissatisfaction you must immediately inform the Company's local representative who may well be able to remedy matters on the spot. If this is not possible, or if you remain dissatisfied, you should send full particulars, in writing, to our offices within 28 days of the completion of your pilgrimage.

All bookings are accepted and confirmed subject to the above conditions.

## **Kensington Travel**