

Mr/Mrs/Miss	First Name/Surname:		Tour Name	
Mr/Mrs/Miss	First Name/Surname:			
Address				
		Postcode		
Mobile No.			Tour Date	
Telephone No.				
Email				

Room Type		<p>It is a condition when travelling on Nigel and Kim's Tours that you are covered by insurance in the event of personal injury, illness or death during your holiday. Please complete the section below.</p>	
Special Requests			
Dietary Requirement, Low Floor etc	Name of Insurance Company		
	Policy Number		
	Insurance Company Tel No.		

In The Event of An Emergency, Who Should We Contact Whilst on Holiday:-			
Name		Telephone Number	

<p align="center"><b>Payment Details :-</b></p>		<p><b>Please Make Cheques Payable To :-          'Nigel And Kims Tours Trust Acc'</b></p> <p><b>Please return to the address above</b></p>
<p><b>Deposit @ £50.00 Per Person X..... Total £.....</b></p> <p>Debit Cards no charge - Credit cards 2% Charge</p>		

I Have Read And Understood And Accept The Terms And Conditions of 'Nigel And Kim's Tours' :-			
Signed		Date	

# Terms & Conditions

## HOW TO BOOK

To book places on our holidays please call to check availability. If places are available we will make a provisional reservation. To confirm your reservation we will require a booking form together with your deposit within ten days. If we do not receive your booking form within this time we must reserve the right to cancel the reservation.

## CHEQUES SHOULD BE MADE PAYABLE TO:-

Nigel and Kim's Tours Trust Account. We accept Visa, & Master Card, (For your financial security all monies are held in a designated client trust account under EC directive 90314 until after your return from the tour.)

## £50.00 DEPOSIT PER PERSON IS REQUIRED

You will then receive a confirmation invoice which will advise you when the final payment is due (no reminder will be sent) Final payment due no later than six weeks before date of departure. Approximately two weeks before departure you will receive an itinerary with full travel information including departure time and luggage labels.

## SINGLE ROOM OCCUPANCY

Single rooms are very limited and carry supplements as indicated, the booking of a single room automatically obliges the client to accept the supplement. The payment of a single room supplement does not imply that any room allocated will be anything other than a single room.

## PASSPORTS & VISA REQUIREMENTS

A passport is essential for all holidays outside the United Kingdom. Please note that it is the responsibility of the traveler to ensure that their passport & visa requirements are met and in order before they travel. We are unable to make refunds to passengers unable to travel through failure to obtain a passport in good time or are not in possession of the correct documents. NB: Most countries require a passport to be valid for at least six months beyond the length of your stay.

## NON-EC CITIZENS

Holders of non-EC passports may well be subject to varying visa requirements for certain countries visited and they should check with the appropriate embassies or consulates to ascertain any visa requirements and the likely time needed to obtain them.

## CONDITIONS OF CARRIAGE

When you travel on an aircraft, train or ship the conditions of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Your contract made under our terms and conditions is subject to English law and jurisdiction. The Public Service Vehicle (Conduct of Drivers, Conductors and Passengers) Regulations as amended 1990, apply to all coaches throughout any holiday in the UK. In the interest of all our clients smoking is not permitted on any of our coaches, however, regular comfort stops will be made which will enable those who wish to smoke to do so.

## FORCE MAJEURE - IMPORTANT

Liability cannot be accepted where delays, changes or cancellations or the non-performance or improper performance of our obligations in whole or in part, are caused by events amounting to Force Majeure (i.e. any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.) This includes events such as war or threats of war, riots or civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, fire, adverse weather, poor snow conditions, high winds, traffic conditions or mechanical failure or other circumstances amounting to Force Majeure. We will of course use our best endeavors to help resolve any situation.

## SPECIAL REQUEST

Any special requests (diets etc.) must be made in writing in the special requests box on the Booking Form and we will do our best to ensure that we and our suppliers comply with these wherever this is possible. We cannot under any circumstances guarantee that such requests will be complied with.

## DELAYS

You will understand that be it due to weather conditions, mechanical failure, an accident or some other reason the location of any delay cannot, even with all due care, be predicted, nor the circumstances or

conditions that may exist. Accordingly we cannot accept liability for any inconvenience or expenses you may incur. In the event of a delay to mechanical failure or an accident, we undertake to do our utmost to remedy the problem or to arrange an alternative vehicle as quickly as possible. We will make every effort to operate coaches of the standard described in this brochure but cannot accept a claim on the basis of an inferior vehicle being used as a replacement or in cases of Force Majeure - Important as described in these conditions. A delayed coach may necessitate reduced meal and leg stretch stops.

## WHAT'S NOT INCLUDED IN YOUR HOLIDAY PRICE

Holiday Insurance, any charges that hotels may make locally for certain facilities such as sun beds, saunas, cots etc. Costs of Passports or Visas. Entrance fees to museums, monuments etc. that you may wish to visit during our programme of excursions unless otherwise stated in your itinerary. Any excursion taken by the passenger that is not part of the advertised product (e.g. boat trips and coach trips not organized by Nigel and Kims Tours) will be taken under the separate terms and conditions of the operator concerned.

## YOUR HOLIDAY PRICE

Prices are, however, subject to surcharge should the following costs increase: Fuel and Insurance, Ferry or other third party transport included as part of the holiday package, any increases in VAT or other Government levy on package holidays/transport, any adverse fluctuations in currency exchange rates. We will, however, absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums. If this means paying more than 10% on the holiday price you will have the right to cancel the holiday with a full refund of all monies paid. We will not impose any surcharges within 30 days of departure.

## BOOKING FORMS

When you make a booking you must complete and return a booking form accepting on behalf of all your party the terms of these conditions and pay a deposit as stated above.

## IF WE CANCEL YOUR HOLIDAY

We reserve the right in any circumstances to cancel your holiday and all holidays operate subject to a minimum number of participants. In the event that the minimum number is not reached we reserve the right to cancel your holiday in which case all monies paid will be refunded in full

## IF YOU CANCEL YOUR HOLIDAY

Only the person signing the booking form may cancel your holiday. Cancellations must be made in writing and are effective only from the date we receive such notification. We charge cancellation fees in accordance with the following scale. You may be able to make a claim on your holiday insurance if your reason for cancellation falls within the terms of the insurance policy.

## DAYS OF NOTICE PRIOR CANCELLATION CHARGES

Departure date (% of holiday price)\* More than 42

Deposit only

28-42 30%, 21-27 45%

11-20 60%, 0-10 100%

\*The cancellation charge is calculated based on the total holiday price excluding insurance premiums which are themselves non-refundable.

At our discretion, we may allow the transfer of deposit payments to an alternative tour (subject to availability) any transfer will be subject to a £10.00 administrative charge. Please

note: if only part of a booking is cancelled this may mean that the accommodation booked will be under occupied and may result in the remaining passengers having to pay any applicable supplements e.g. changing from a twin or double room to a single if available of honoring the cost of the twin or double room.

## ALTERATIONS AND AMENDMENTS

We reserve the right to charge an administrative fee of £10.00 to any amendments made to your original booking (e.g., name changes, room type changes etc) In the case of tours operating with our Home Pick-up Service, We must be given all addresses for home pick-up at the time of booking. We reserve the right to charge an additional £10.00 for each additional address advised to us following the issue of your Itinerary.

## IF WE CHANGE YOUR HOLIDAY

The arrangements for holidays are made many months in advance and changes are sometimes unavoidable. Most of these changes are however very minor but where they are significant we will notify you as soon as reasonably possible before your departure. A significant change is one that involves changing your departure date, resort area or reducing the quality of your hotel. In the event of a significant change you may decide to cancel the holiday, in which case your money will be refunded in full, or you may decide to continue with the holiday as amended.

## COMPLAINTS

If you have a complaint during your holiday, please inform the relevant supplier (e.g. hotel) and your driver/courier. It is essential that you report any problems as soon as they arise so that we may be given the opportunity to rectify the situation. If a complaint cannot be resolved during your holiday we will accept written complaints up to 14 days after your return from your holiday.

## HOLIDAY INSURANCE

Passenger travel insurance is compulsory on all of our tours. You must have your own travel insurance and we must be given the details of your insurer as requested on the booking form. We are unable to confirm your booking unless we are satisfied you have adequate travel insurance. Whilst we sincerely hope that there will be no cause for you to make an insurance claim, please note that any costs incurred by Nigel and Kims Tours will be passed on to your insurance company. We strongly recommend that when travelling outside of the UK you obtain an EHIC (European Health Insurance Card) which will entitle you to reciprocal health care in the EU. Forms are available from main post offices.

## RIGHTS OF REFUSAL

We reserve the unconditional right to refuse a booking or terminate a passenger's holiday in the event of unreasonable conduct which in our opinion is likely to cause distress, damage, danger or annoyance to other customers, employees, property or any third party. For the comfort and enjoyment of the rest of our clients you may not; a) Smoke at any time on one of our coaches (including in the on board toilet) b) Play a radio or CD/mini DVD or cassette out loud on board or bring a pet, livestock or any other animal on board.

## DRIVER AND COURIER

You may wish to leave your driver/courier a gratuity, we feel that this should be a personal matter between you and your crew. We would respectfully ask that you do not arrange a collection for your driver/courier as this may cause offence to some passengers.

## WHEEL CHAIRS

We are pleased to carry a certain number of folding wheelchairs in the luggage compartment and would request you notify us of your intention to bring one at time of booking. We regret that, due to health and safety regulations, we are unable to carry battery powered wheelchairs or mobility vehicles.

## ILLNESS/INJURY WHILST ON HOLIDAY

Should a passenger become ill whilst on tour (particularly outside the UK) we must recognize that the rest of the passengers are still expecting to continue with their tour/journey, every reasonable assistance will be given to the ill passenger but Nigel and Kim's Tours will be under contract to continue the tour/holiday for the other passengers. In order for the driver/courier to be of assistance in a medical emergency it is essential that your insurance documents are to hand so the appropriate arrangements can be made quickly and efficiently.

## LUGGAGE AND PERSONAL BELONGINGS

Nigel and Kim's tours shall not be liable for any loss or damage to luggage and/or personal belongings however it may arise unless due to their own negligence and in particular Nigel and Kim's tours will not be liable for the loss, theft or damage of any items left unattended. We would discourage passengers from bringing valuable items with them unless strictly necessary. Money, passports and other valuable items should always be carried on the person and not left unattended on the vehicle or in suitcases. All luggage must be clearly identifiable using the labels provided with your holiday itinerary.

Mr/Mrs/Miss	First Name/Surname:	Tour Name	
Mr/Mrs/Miss	First Name/Surname:		
Address			
	Postcode		
Mobile No.		Tour Date	
Telephone No.			
Email			

Room Type		<p>It is a condition when travelling on Nigel and Kim's Tours that you are covered by insurance in the event of personal injury, illness or death during your holiday. Please complete the section below.</p>	
Special Requests			
Dietary Requirement, Low Floor etc		Name of Insurance Company	
		Policy Number	
		Insurance Company Tel No.	

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