

# BOOKING FORM



## Details of tour

### Your details

Tour title

Departure date

First & Surname (as in your passport\*) \_\_\_\_\_ Mr/Mrs/Ms/Miss \_\_\_\_\_

Address for correspondence \_\_\_\_\_

Daytime tel. \_\_\_\_\_ Evening tel. \_\_\_\_\_ Email \_\_\_\_\_

### Accompanying passengers

### Age range of all passengers

Mr/Mrs/Ms\* \_\_\_\_\_

20-40  40-60

Mr/Mrs/Ms\* \_\_\_\_\_

60-80  Over 80

Address if different \_\_\_\_\_ please complete overleaf

## Temple World Booking Conditions

These conditions are construed in accordance with English Law and are subject to the sole jurisdiction of the Courts of England and Wales.

1. When you make a booking you must complete a booking form accepting on behalf of all your party the terms of these booking conditions and pay a deposit of £300 per person, unless specified otherwise (eg Galapagos & Antarctic £400). If a booking is made within 10 weeks of departure the full amount of the tour must be sent with the completed form. Travel insurance is NOT included. Please indicate on the booking form should you wish to take out our insurance (see 16 below). A contract will exist when we issue our confirmation invoice. The balance is payable 10 weeks before the specified departure date. The booking is not accepted until the date shown on the confirmation invoice which we will send to you. If the booking is not accepted the deposit will be refunded. Cancellation or alteration by a customer of an accepted booking will be subject to the provision of paragraphs 4 and 6 of these conditions. In special circumstances we may not exercise our right to hold the deposit forfeit.

2. Every effort will be made to operate all tours as advertised but the Company reserves the right at its discretion to modify or cancel any flight, accommodation or arrangement. It is unlikely that we will make any changes to your holiday, but we do plan many months in advance. Sometimes we may need to make changes which we reserve the right to do at any time. We cannot guarantee that every part of the itinerary advertised in the brochure will be followed or the duration of each visit along the route will be as advised. IMA reserves the right to decide whether to omit any visits or parts of the itinerary, where to include additional visits, whether to deviate from the advertised itinerary, to substitute or replace the advertised guest lecturer or to change cruise vessels without notice. Provided such a decision is reasonably taken, IMA shall be under no obligation or liability to the Client. Most changes are minor, but where they are significant, we will inform you when you book, or, if you have already booked, as soon as reasonably possible if there is time before your departure. If a major change becomes necessary, we will inform you as soon as reasonably possible if there is time before departure. A major change is one we make to your holiday arrangements before departure that involves changing the time of departure or return by more than 12 hours, or offering accommodation of lower category. You then have the choice of either

- accepting the changed arrangements as notified to you
- purchasing another available holiday from us
- cancelling your holiday.

If in these particular circumstances you cancel, all money paid to us will be refunded to you. We also reserve the right in any circumstances to cancel your holiday and, in this event, we will return to you all money you have paid us or will offer you an alternative available holiday to purchase of comparable standard. Please note that we are not liable for any consequential financial loss or incidental expenditure other than the holiday price stated in the confirmation invoice.

3. If war or terrorist activities, either threatened or actual, industrial action either threatened or actual, civil unrest, closure of airports or any other event outside the control of the Company either delays or extends the tour or compels a change in the tour arrangements, the Company cannot accept liability for any resulting loss, damage or expense and any refund will be subject to the deduction of reasonable expenses.

4. If you do not pay the balance of the tour price at the prescribed time, the Company reserves the right to cancel the booking. In this event, or if you cancel the arrangements after the booking is accepted, the deposit will be forfeited. Any cancellation by you of a definite reservation must be notified to us in writing and will take effect on the day this is received by us. If cancellation occurs 70 days or less before the departure, the following cancellation charges will be payable by you:

**Note:** If the reason for cancellation is covered under the terms of your insurance policy, you will be able to reclaim these charges, less excesses and premiums.

Where private tours are arranged by us, the cancellation policies and charges of the various lodges, hotels etc. shall also apply.

<i>Period before departure date within which written cancellation notice is received by IMA/Temple World</i>	<i>Cancellation charge payable as a percentage of the total (including deposit paid)</i>
More than 70 days	Deposit only
69-30	45%
29-15	90%
14 days or less	100%

**Note:** Because of ship and boat charter, for **Galapagos, Antarctic, Holland and Burgundy** cancellations made more than 70 days in advance of travel incur a cancellation charge of the deposit only. **Also, cancellations made 70 days or less before the departure date will incur 100% cancellation charge.**

## Single room

## Insurance

I/We require single room/s

Please send me/us an insurance form

Dietary requirements \_\_\_\_\_

## Signature

## Cheque or Credit Card Details

**I have read and agreed to the booking conditions on behalf of all those listed overleaf**

*I/we enclose a deposit of £*

Signed \_\_\_\_\_

*(£300 per person payable by credit\*/debit card or cheque.*

Date \_\_\_\_\_

*Note: Galapagos and Antarctic £400)*

**Please return the completed form and deposit cheque/credit card details to:**

*\* We regret there is a 2% surcharge on credit card payments. If you wish to avoid this you may choose to pay by debit card or cheque.*

Temple World, 13 The Avenue, Kew, Richmond,  
Surrey TW9 2AL, United Kingdom  
Telephone (44) [0] 20 8940 4114  
Facsimile (44) [0] 20 8332 2456  
Email: [ima@templeworld.com](mailto:ima@templeworld.com)

*I/we wish to pay the balance by credit/debit card\*/cheque*

### Credit\* / Debit card details

*Visa/MasterCard/AMEX/Maestro (underline)*


*Name of card holder*

*Card number*

*Security Number*

*Valid from*

*Expiry date*

 Temple World Ltd holds an Air Travel Organiser's Licence (ATOL) issued by the UK Civil Aviation Authority who require a financial bond for all customers' money held

5. All our tours involve a certain amount of walking, often over hillsides, uneven surfaces and steps. Participants should be able to walk in these conditions for at least half an hour unaided and without a rest. IMA reserves the right to refuse to accept anyone who has failed to notify IMA of any infirmity which may preclude this, or who in IMA's opinion is unfit to travel.

6. The minimum number of persons required for most tours to take place is 10. If this is not achieved, we reserve the right to continue to operate (with local guides instead of a tour manager or guest leader) or to cancel the tour no later than 7 weeks prior to departure in which case all moneys paid to us for the tour will be refunded.

7. In most cases it is possible to extend your return flight date for little or no extra cost. However, this should be done when booking as availability of seats is not guaranteed. If you extend your holiday you will be responsible for making your own arrangements for accommodation, transfers, etc. once the main tour has ended. Circumstances may arise whereby after you have booked you may wish to transfer to another holiday, depart on a different date or make other alterations to your original booking. If we have confirmed your original booking and you then wish to change or alter any detail on the booking form we shall be obliged to charge an amendment fee of £25 per person.

8. Any flight, cruise or rail journey, scheduled or otherwise, forming part of the arrangements will be subject to the Conditions of Carriage of that airline or carrier. Some of these will limit or even exclude liability. Our obligations and responsibilities are limited where international conventions apply in respect of sea, rail carriers or air travel, including the Warsaw Convention and revisions.

9. With respect to flight delay, flight timings are provided by airlines. They are subject to air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that the flights will depart at the time shown either in the brochure or on the ticket. IMA does not have any liability to you for any delay which may arise in this regard. In the event of a flight being delayed, be it outward, onward or homeward, the relevant airline is responsible for making other arrangements, depending on the time of day & duration of the delay. However, we strongly urge you to ensure that flight delay is included in your insurance.

10. The Company is only liable for loss of or damage to baggage caused directly by its negligence. Valuable items are at all times at the customer's risk and should be insured accordingly.

11. In the event of any dissatisfaction with the accommodation or other service provided by the Company the matter must be reported immediately to the guest leader or local representative so that action can be taken to remedy the problem. Unless the Company is given such notice it can accept no responsibility.

12. The prices quoted for tours are based on known costs when tours are planned and according to exchange rates at 1 May 2008. The Company reserves the right to levy a surcharge in the event of any material variation in costs and rates such as transportation costs and fuel, dues, taxes or fees or exchange rates applied to particular purchases. If this means paying more than 10% on the holiday price you will be entitled to cancel the holiday with a full refund of all money paid, except for any premium paid to us for holiday insurance. Should you decide to cancel because of this, you must do so within 14 days from the issue date printed on the invoice which includes the surcharge. Since we have to absorb increased costs equivalent to 2% of the holiday price, there will be no reduction in the holiday price in the event of a favourable variation in exchange rates. Prices will not be increased within 20 days of departure.

13. All prices are quoted on the basis of two persons to a room. Single room accommodation is limited and may not always be available. If you are travelling alone but wish to share, we shall endeavour to find a suitable companion but if this is not possible a single room supplement will be charged.

14. If flights from the UK are included in the brochured tour price, the UK Government departure tax for flights from the UK is included. However, for privately arranged tours tax is not included and will be added to your invoice. Also, any further levied taxes, fuel surcharges, security taxes and overseas departure taxes will be added to you invoice

15. The Company expressly disclaims any liability for loss, damage or inconvenience arising out of the act or failure or neglect of any third party including (but not limited to) airlines and ground handlers.

**16. It is a requirement of booking that all clients MUST have adequate travel insurance, specifically medical and cancellation insurance in case of illness or other valid reason. Clients over 80 may be asked to provide a doctor's note. You may apply for our insurance or organise your own.**

You should also have medical insurance for travel abroad. In case of emergency we require you to give us full particulars of your insurance plus the emergency contact telephone number.