

Live sport at its best

Booking Form & Booking Terms & Conditions

Please complete in block capitals and return to: **The Sporting Traveller, The Studio, 4E Beaufort Road, Reigate, Surrey RH2 9DJ**

Tour / Package Name	Departure Date	Booking Reference
<input type="text"/>	<input type="text"/>	<input style="text-align: right; font-size: small;" type="text"/> (office use only)

Passenger Details & Requirements		Room Type: double/ single/twin	Insurance Required (Yes/No)	Tour Merchandise* Shirt S/M/L/XL/XXL
Title	Name as shown on Passport (First name + Surname)			
1st Room	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2nd Room	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3rd Room	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4th Room	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Address of first named person * when included in holiday package

<input type="text"/>			
<input type="text"/>			
Post Code	<input type="text"/>	Day Tel.	<input type="text"/>
Home Tel.	<input type="text"/>		
Email	<input type="text"/>		
Emergency Contact for	<input type="text"/>	Relationship.	<input type="text"/>
Next of Kin	<input type="text"/>	Day Tel.	<input type="text"/>
		Home Tel.	<input type="text"/>

On behalf of the persons travelling I confirm that I have read and agree to the Terms and Conditions of booking.

Please note: The deposit payment as stated in the booking terms and conditions section 2, or as advised at time of booking, is required to confirm your reservation.

We strongly recommend that travel insurance with full cancellation cover is taken out.

Deposits or full payment £ x no. of guests = £

Please make cheques payable to 'The Sporting Traveller LTD' and write your booking reference on the reverse of the cheque.

Total Enclosed £

Signature Date

Must be signed by person travelling (18 yrs or older)



Travel Insurance

Travel insurance is a vital aspect to booking a holiday, giving you protection against unfortunate events that could otherwise spoil your holiday. It is important that you purchase travel insurance that properly covers your participation in whatever activities you may undertake at the time that you make your booking. Travel & General Insurance Services can assist you with competitive travel insurance to specifically meet your needs on your holiday. To arrange cover simply **call tagconnect on 0845 345 3456 or e-mail the sales team at insurance@tagconnect.co.uk**

The schedule of cover below sets out a summary of the cover provided. The cover is underwritten by International Insurance Company of Hanover Limited (IICH) who are authorised and regulated by the Financial Services Authority.

Schedule of Cover

Section	Sum insured per person	Excess per person
A Cancellation and curtailment charges	Up to £5,000	£50
B Emergency medical repatriation and associated expenses abroad	Up to £5,000,000	£50
In patient benefit	Up to £500	Nil
Criminal injuries benefit	Up to £5,000	Nil
C Personal accident	Disability - Up to £2,000	Nil
Death (age limits apply)	Up to £10,000	Nil
D Delayed departure or arrival or cancellation due to delayed departure	Up to £100 Up to £5,000	
Hijack of aircraft, train or sea vessel	Up to £3,000	Nil
Failure of Transport	Up to £1,000	Nil
Missed connection	Up to £1,000	Nil
D Personal possessions		
Single item limit	Up to £2,500	£50
Valuables limit	£400	
Personal Money	£500	
Tickets	Up to £500	£50
Passport or visa	Up to £1,000	£50
Temporary loss of baggage	Up to £100	Nil
F Personal liability	Up to £2,000,000	£250
G Legal expenses	Up to £15,000	Nil

Important declaration

An insurance policy can only provide cover in respect of an event/occurrence which is sudden, unforeseen and beyond your reasonable control. Therefore any facts known to you, which could possibly result in you having to make a claim, must be disclosed; otherwise you may not be covered. In addition, anyone named and insured under this policy must be able to make the following declaration (The legal guardian must make the declaration for anyone under the age of 18 years old):

As far as I know neither I, nor my travelling companion(s), nor immediate family, nor business associate(s), nor anyone I am visiting, nor anyone else for whom I would expect to be covered:

- 1 Do you or a close relative have a pre-existing medical condition?
- 2 Have you or a close relative received a terminal prognosis for any medical condition?
- 3 Are you or a close relative aware of a medical condition but have not received a formal diagnosis?
- 4 Are you or a close relative on a waiting list or have the knowledge of the need for surgery in a hospital?
- 5 Are you aware of any circumstances that could reasonably be expected to give rise to a claim on this policy?

Please refer to the policy wording for the definition of close relative and pre-existing medical condition

If you have answered yes to any of these questions, you must contact Healthcheck on **0844 826 2711**

A policy document that fully defines the cover, conditions and exclusions will be sent to you with your booking confirmation. When you receive your policy, please take the time to read it carefully to ensure you understand what is and what is not covered, and that all activities that you may wish to participate in are included. If it does not meet your requirements, please return the policy, proof of premium and any other relevant documents to us within 14 days of receipt and we will refund the premium in full, provided you have not travelled or made a claim.

Failure to comply with the terms & conditions of the policy may result in cover being restricted.

Single trip prices - including Insurance Premium Tax

Period	Per person		
	Europe	Worldwide exc N. America the Caribbean	Worldwide
Up to 5 days	£17.50	£35.00	£40.00
Up to 10 days	£22.00	£40.00	£45.00
Up to 17 days	£25.00	£45.00	£55.00
Up to 24 days	£29.00	£53.00	£67.00
Up to 31 days	£33.00	£60.00	£75.00
Additional week/s	On request		

- Children aged 0 – 2 years - free when accompanied by an insured adult.
- Children aged 2 – 17 years – 1/2 of the above premiums when accompanied by an insured adult.
- Persons aged between 65 and 70 years - 2 times the above premiums.
- Persons aged between 71 – 75 years - 3 times the above premiums.
- Families - 2 times the above premiums.

Annual multi trip policy

If you are frequent traveller who travels more than two or three times each year, our annual multi trip policy is excellent value for money. Our policy offers great flexibility and a number of important advantages.

Premiums including Insurance Premium Tax

Policy	Europe	Worldwide exc N. America/ Caribbean	Worldwide
Adult	£55.00	£65.00	£75.00
Couple	£95.00	£120.00	£140.00
Family	£105.00	£125.00	£145.00

Our insurance has been arranged and underwritten by International Insurance Company of Hanover Limited (IICH) who are authorised and regulated by the Financial Services Authority. A dedicated sales team at Travel & General Limited t/a tagconnect will provide fulfilment of the policy.

To arrange cover simply call tagconnect on 0845 345 3456 or e-mail > insurance@tagconnect.co.uk

IMPORTANT These booking conditions set out the terms on which you contract with The Sporting Traveller Limited. They describe your obligations to the company and the obligations of the company to you. Please read them carefully.

1. MAKING A BOOKING

Please call our reservations team on **01737 244398** to check the availability of the holiday you would like to book. To confirm the booking we require you to make the appropriate payment, sign and return a booking form and forward a photocopy of the photograph page of each person's passport. When you make a booking you are confirming that you understand and have accepted on behalf of yourself and all members of your party, our company booking conditions. The person signing the booking form will be treated as doing so on behalf of, and with the consent of, all the persons for whom the booking is made and is responsible for ensuring due payment of all monies (including any cancellation or amendment charges) in respect of this booking. Travel documentation and other correspondence regarding the holiday will be sent to the person who has signed the booking form.

Passport Photocopy

To ensure complete accuracy when supplying information to airlines, it is important that we have **passenger names exactly as shown in passports** (first name and surname) as increasingly suppliers are refusing to amend passenger names that are booked incorrectly. In some instances airlines will apply full cancellation and rebooking charges to amend names, so we cannot stress how important it is for you to forward this information at the time of booking. If you are unable to do so, or if you are booking on behalf of a larger group, please **forward a copy of the photograph page** of each person's passport as soon as possible. Failure to forward passport photocopies will result in a delay with flights being booked.

2. PAYMENT

A deposit payment as shown on the website or in our brochure is required to confirm your holiday booking. Your final balance payment should be paid a minimum of **10 weeks prior to travel**.

Please make cheques payable to 'The Sporting Traveller Ltd'. If you book within 70 days of departure we require the full price of your holiday at the time of booking.

All deposit payments are non-refundable and non-transferable.

Payment by Credit Card: All credit card companies levy a commission on transactions and, in common with other tour operators; we regret that we have to pass on this supplementary charge.

Visa / MasterCard /American Express 2%

Payment by Debit Card:

Maestro/Connect/Delta - No Charge

All balance payments must be paid by the date shown on your confirmation invoice – please note balance reminder invoices will not be sent. If we do not receive the balance payment on the due date, we reserve the right to cancel your booking and levy a cancellation charge as though there had been a cancellation in accordance with section 5 of this contract.

3. ON RECEIPT OF YOUR DEPOSIT

We will make your reservation according to the information you have provided. Your deposit is accepted as part payment of the agreed costs of the booking and credited to your account. We will raise a confirmation invoice detailing the travel services you have booked and would ask you to check this very carefully and advise us immediately if any discrepancies are found. A contract exists between us from the date shown on your confirmation invoice.

4. PRICES

External forces can affect the price of your holiday so all prices are reconfirmed at the time of booking. Once you have paid your deposit we guarantee not to increase the cost of your holiday except in the following circumstances when a surcharge will apply; currency fluctuation, government action, airport charges and increases in scheduled airfares. In the event of a surcharge being levied, we will absorb an amount equivalent to 2% of the holiday price at the time of booking, which excludes insurance premiums and any amendment charges referred to in clause 4 of these Terms. Only amounts in excess of this 2% will be surcharged, but where a surcharge is more than 10% of the holiday price you will be entitled to cancel your holiday with a refund of all monies paid, less any premium paid to us for insurance premiums and modification charges. Should you decide to cancel because of this, you must exercise your right to do so in writing within fourteen days of the date printed on the surcharge invoice. All holiday prices are calculated on commercial rates of exchange current at the time of costing.

5. IF YOU CHANGE YOUR BOOKING

If you wish to transfer the booking in any way or make any changes to your holiday booking, you must make your request in writing as soon as possible. If the amendment is possible, there will be a minimum charge of £50 per person plus any additional costs incurred. Changing dates or numbers travelling are major changes which may have to be treated as cancellations and subsequent rebookings. For flight inclusive bookings, any changes may be treated as cancellation and cancellation charges will apply in accordance with individual airline policy. A change of holiday made within 70 days of departure may be treated as a cancellation and charges may be levied as detailed in clause 6 (below).

6. CANCELLING YOUR HOLIDAY

A cancellation must be made in writing by the person who completed and/or signed the booking form or from your travel agent. The cancellation will take effect from the day the written cancellation is received by the company. You will receive a cancellation invoice from us within two weeks of receipt of your cancellation. The following scale of charges is our standard cancellation charges however for certain events these will vary and you will be notified accordingly. Cancellation charges will be payable depending on when written notification is received and exclude the day of departure.

Prior to 70 days:	Deposit and cost of any pre-paid event tickets forfeited.
69 - 45 days:	55% of total holiday cost or deposit and pre-paid event tickets if greater.
44 - 30 days:	85% of total holiday cost.
29 days or less:	100% of total holiday cost.

Cancellation charge is calculated as a percentage of the total holiday cost, excluding insurance premiums and event tickets (where shown separately) which are non-refundable. Clients are urged to insure against cancellation. Please note when part cancellations occur, the amount payable by the rest of the party may increase.

6. IF WE CHANGE YOUR HOLIDAY BEFORE YOU DEPART

We plan the arrangements for holidays featured in our brochures and on our website many months in advance using independent suppliers such as airlines, hotels and ground agents over whom we have no direct control. It is the case, that on occasions changes do have to be made, and we reserve the right to make these at any time. Most are very minor but where changes are major, such as a change of airport (but not change of London Airport) resort area, or time of departure or return by more than 12 hours, or offering accommodation of a lower rating, we will inform you or your travel agent when you book or as soon as possible if you have already booked. If a MAJOR change becomes necessary you have the following options:

1. Accept the alternative offered (at additional cost if applicable) along with the compensation payment, which may apply (on the scale shown below) if we have received your full payment.
2. Chose another of our tours at brochure price, together with compensation which may apply (on the scale shown below) if full payment has been received by us
3. Cancel your holiday with a full refund all monies paid although no compensation will be payable.

Period before scheduled departure within which a

MAJOR change is notified to you/your agent.

Compensation per person

Prior to 56 days:	Nil
55 - 30 days:	£10
29 - 15 days:	£20
14 days or less:	£30

We will not be liable to pay any compensation if we are forced to cancel or in any way change your holiday as a result of situations outside of our control which neither we nor our suppliers could foresee or forestall even with all due care (Force Majeure). These circumstances of Force Majeure include (without limit to this definition) war or threat of war, riot, civil strife, industrial disputes, airline schedule changes, terrorist activity, natural or nuclear disasters, fire, adverse weather conditions and cancellation or postponement of sports tournaments and/or individual matches. **The above payments of compensation are also not payable where we have had to cancel your holiday due to an insufficient number of people having booked your chosen holiday.**

Booking Conditions

8. PROVISION OF TRANSPORT & ACCOMMODATION

The various carriers who provide transport as described on our website/in our brochure have their own terms & conditions. These terms and conditions may limit and/or exclude the supplier's liability to you, usually in accordance with applicable international conventions such as the Warsaw, Montreal or Athens conventions. Air travel is also subject to the operational decisions of the air carriers and airports, which may result in delays, aircraft being diverted or schedule changes over which the company has no control. It is our responsibility to notify clients of the name of the airline operator and the destination airport. Due to the nature of the airline business, on rare occasions, flight delays regrettably happen. In such an event, the airline is responsible for meals, accommodation and compensation when necessary depending on the length and cause of the delay. Where long flight delays result in lost holiday time, refunds are not given by suppliers for unused accommodation as rooms are held for delayed arrivals and are not re-let. Please also note that an airline carrier may, if circumstances so require, divert, postpone or delay any flight, or alter the airport of departure or arrival, and may, without notice, substitute alternative carriers or aircraft. The Sporting Traveller has no control over such decisions, and is therefore unable to accept responsibility for them. **Under EU law, in some circumstances, you have rights to a refund or compensation from your airline in cases of denied boarding, cancellation or long flight delays. Full details of these rights are posted at EU airports and are also available from the airlines.**

9. OUR RESPONSIBILITY TO YOU

The Sporting Traveller is licensed by the Civil Aviation Authority, ATOL No.5493, and bonded with major insurance companies to protect customer holiday payment and repatriation when you buy an ATOL protected air package or flight from us. If you book arrangements other than an air inclusive package, the financial protection referred to above does not apply.

We accept responsibility for the proper performance of our obligations under this contract and will perform such obligations with reasonable skill and care. We will accept liability for matters that arise as a direct result of our negligence and/or breach of our contractual duty to exercise care in making arrangements for you, including any acts or omissions by our employees or agents. Further we will accept liability for any negligent act or omission of our suppliers whilst they are acting within the scope or in the course of their employment to provide any service or arrangement forming part of the holiday that you have booked with us, including any claim involving death, personal injury or illness. In respect of carriage by air, sea and rail and the provision of accommodation, our liability in all cases will be limited as stated in point 8 (above). We are not responsible for any failure that is attributable to you or a member of your party; attributable to a third party unconnected with the provision of the services to you, and is unforeseeable and unavoidable; or attributable to an event which either ourselves or the supplier of the service(s) in question could not have foreseen or forestalled even with all due care.

Cancellation or curtailment of a major sporting fixture is an extremely unusual occurrence and totally beyond our control and we accept no responsibility to compensate for changes to a tour for reasons beyond our control.

Locally Booked Excursions/Activities. Whilst you are away on holiday you may be offered the opportunity to buy optional excursions and activities. These are provided by independent local companies, which are neither owned nor controlled by The Sporting Traveller. If you decide to buy an excursion or activity, your contract will be made with the local company which provides it and it will not form part of your package with The Sporting Traveller. The contract may be subject to the excursion/activity provider's terms and conditions, some of which may exclude or limit its liability to you, and will be governed by local law and jurisdiction. The Sporting Traveller accepts no liability for any breach of contract or negligent act or omission of any excursion/activity provider.

10. TRANSFER OF BOOKING

If you are unable to travel, in certain circumstances which we consider reasonable (In our absolute discretion), we may allow you to transfer your booking to another person. However the arrangements must remain EXACTLY the same, and will only be allowed if all suppliers agree to the change and are prepared to accept the transfer. In cases where a transfer is allowed, an administration charge of £75 per person outside 56 days of departure, and £125 per person inside 56 days of departure will be made plus any charges levied by our suppliers.

11. INSURANCE

It is essential to take out insurance when you go on holiday and to check that the cover offered is adequate for your needs. We offer single trip and multi-trip policies through Travel & General Insurance Services (tagconnect).

12. BEHAVIOUR

If, in the opinion of our company representative/escort/tour manager, your behaviour or the behaviour of anyone in your touring party is such that it is likely to cause distress, damage, danger or annoyance to our customers, employees, property or to any third party, we reserve the right to terminate all holiday arrangements immediately without refund.

13. FLIGHTS

The flight timings given in our literature are correct at the time of publication but are subject to alteration by the various foreign and UK airport scheduling committees for operational reasons. Clients are advised that they must adhere to the timings as set down in the final documentation.

14. IF YOU HAVE A PROBLEM OR COMPLAINT

In the unlikely event of a complaint whilst on holiday, you must tell your local hotel, Sporting Traveller representative or our appointed agent (preferably in writing) immediately who will try to solve the problem there and then. Unless there is a valid reason why your complaint is not reported in this manner, we will not consider ourselves liable in respect of those complaints. If the problem cannot be resolved in resort, you must send us a written complaint to reach us within 28 days of the end of your holiday in order that we can investigate fully. We regret we can not accept liability for any claims received outside this period. We certainly hope that we can settle any holiday complaints amicably; however should this prove not to be the case you may refer any dispute relating to this contract to an arbitrator appointed by the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration, on documents alone, with restricted liability of the client in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person or £25,000 per booking form, or to claims that are solely or mainly in respect of physical injury or illness, or the consequences of such injury or illness. An application for arbitration must be made within nine months of the date of return from the holiday.

15. JURISDICTION

Your contract is made on the terms of these booking conditions which are governed by English law and the exclusive jurisdiction of the English courts.

16. DATA PROTECTION POLICY

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, contact details and any special needs/dietary requirements etc. You are responsible for ensuring that other members of your party are aware of our booking conditions and data protection policy and that they consent to you acting on their behalf in your dealings with us. We may disclose this information to our service providers (who may be located outside the UK/EEA) for the purpose of providing you with your travel arrangements and insurance. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration and for any other purpose imposed on us by governments or airlines. In making this booking, you consent to this information being passed on to relevant persons. We will not, however, pass any information onto any person not responsible for part of your travel arrangements.

17. BROCHURE/WEBSITE ACCURACY

We rigorously check the information published on the website or in our brochure prior to going on sale. There may be occasions when an advertised facility is either modified or not available due to weather conditions, maintenance (swimming pools for example), fuel shortages, accidental damage to accommodation or circumstances totally beyond our control. Tour excursions, cruise or safari itineraries may change as a result of local weather conditions. Circumstances such as these may cause some of the amenities we have described to be unavailable or different from those advertised in our brochure. When we are told of any significant changes we will always endeavour to advise you prior to departure.

18. GENERAL

Please note that if any part of these booking conditions is found to be invalid or unenforceable, then the remainder of these booking conditions will not be affected but will remain valid and enforceable.

