

FOR ALL ENQUIRIES TELEPHONE 0044 (0)1889 882170

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BOOKING FORM

Discovery Estates and Leisure Ltd, 6 Lavender Lodge, Main Road, Colwich, Staffordshire,
ST17 0XE

Your Details	
Booking name: *	
Postal address: *	
Post code: *	
Tel(home): *	Tel(work) :
Mobile contact number :*	
Email:*	

Party Details	
Surnames (Dr, Mr, Mrs, Miss, Ms) (please give ages of children)*	

How did you hear about us ?
GUARDIAN/OBSERVER/ SPECTATOR/THE TIMES/ TELEGRAPH/INTERNET/ HOLIDAY BANK/ ITALY MAG/ITALIAN MAGAZINE/ITALIAN TOURIST BOARD/RECOMMENDED

Accommodation Details						
Total number of nights: -----						
Property/Hotel Name	Name/number of apartment	Rental Period		Party Numbers		Price £'s Sterling
		Date From	Date To	Adults	Children	

Deposit (30%)

£15 Booking Fee

Your Travel Arrangements		
FLIGHT ARRIVAL		Flight number:
Arrival date/time	Airport:	
FLIGHT DEPARTURE		Flight number :
Departure date/time	Airport	
FACILITIES REQUIRED (extra charge where applicable)		
BABY COT :	HIGH-CHAIR:	EXTRA BEDS :
ADDITIONAL INFORMATION/DETAILS:		

WE MUST RECIEVE YOUR FLIGHT DETAILS AND MOBILE CONTACT NUMBER BEFORE DEPARTURE AS THIS INFORMATION IS REQUIRED BY THE PROPERTY OWNER.

Paying for your stay - Deposit payments can be made in the following ways:
Paying by Cheque : I wish to pay by cheque ----
Please make cheques payable to "DE & L Ltd".
Telephone Banking : I wish to pay by Telephone banking ---
You can contact your own bank , giving our account details and pay the deposit into our account : Discovery Estates and Leisure Ltd, Bank of Scotland, sort code : 12-24-81 Account Number: 02008228 IBAN : GB26 BOFS 1224 8102008228 BIC : BOFSGBS1BBL
CREDIT/DEBIT CARDS – We accept Visa/Mastercard/Visa Debit/Switch/Solo <i>N.B Credit card transactions will incur a 2.5% surcharge. No surcharge is incurred for Debit card transactions.</i>
<input type="checkbox"/> Please debit deposit <input type="checkbox"/> Please debit the Full amount
<input type="checkbox"/> I wish to pay by Credit Card (Visa/Mastercard/Eurocard Mastercard)
<input type="checkbox"/> I wish to pay by Debit Card (Visa debit/Delta/Switch/Solo)
Issue Number (switch only) <input type="text"/> <input type="text"/>
I authorise you to debit my card no. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Valid from <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Expiry Date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Last 3 digits on back of card: * credit & debit <input type="text"/> <input type="text"/> <input type="text"/>
Cardholder's name _____ Cardholder's signature _____

I confirm that I have read and accept the Booking conditions (attached) and also read the important information page that appears in our brochure and on the website and agree to them all on behalf of the people detailed above, by whom I am authorised to make this booking. I am over 18 years of age. I understand that the balance of payment is due nine weeks before the letting starts. Date _____ Name (Please Print) _____ Signature: _____
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BOOKING CONDITIONS

please retain for your information

1. Upon booking we require a deposit of 30% by credit/debit card or by cheque. If it is less than 9 weeks before your departure date then the full balance is due. On receipt of the deposit and booking form, we send to you (or your group organiser) a booking confirmation which establishes our contract with you. The balance must be paid at least nine weeks before departure. If payment is made by debit/credit card we will automatically take the balance from the card details you issued to us. Effective from the date printed on the confirmation, if you fail to pay the final balance when due, we reserve the right to treat your booking as cancelled and you will be subject to cancellation charges as shown below. The booking form states the number of people who will stay at the property. You must not take any additional people without our written consent.

2. Changes by You.

If the changes are made more than nine weeks before the departure, there will be an administration fee of £30 for each person whose booking is changed. After that date, you may be liable for cancellation charges. We reserve the right to cancel a booking and retain the deposit if the balance of the rental is not received when it is due.

3. If You Cancel

Cancellations must be made in writing. Cancellation charges will apply according to the date when the letter is received by Discovery Travel. The cancellation charge will be the full deposit if you cancel more than nine weeks prior to departure. The following cancellation charges will also apply: Less than 9 weeks but more than 4 weeks: 70% of the total price, Less than 4 weeks – 100% of the total cost.

4. Changes by Us

For circumstances that occur which are beyond our control, we reserve the right to modify any booking up to four weeks in advance of the rental date. Occasionally we may have to make a major change, such as change of accommodation. In this case we will offer you the following options :A) Accepting the alternative offered. B) Cancelling the booking and receiving a full refund of all monies paid to us.

5. Cancellation by Us

For circumstances that occur which are beyond our control, we reserve the right up to four weeks before departure to cancel your booking and in this event will refund all monies paid or offer alternative accommodation. If the alternative accommodation is less than your original booking, then you will receive a refund of the difference from us. If however our offer costs more, then we will ask for the difference. We may occasionally have to cancel your stay as a result of Force Majeure.(see, 13). We will not pay any compensation in this event.

6. Arrival and Departure

Arrival times at the properties must be between 17.00-19.00 (unless agreed otherwise). Departure must be by 10.00 am.

7. Our responsibility whilst participating in arrangements made by us

We accept responsibility for ensuring that all component parts of your stay, which you book with us, are supplied as described to a reasonable standard. We accept no responsibility for any travel arrangements made by you or made on your behalf whether this is for car hire, ferry, flights, trains or buses.

We do not own or control any of the accommodation or any other facility within the accommodation and therefore we cannot accept any liability in respect of any injury, loss or damage however caused to you unless it is by act or omission of our company employees.

Our liability for a failure to provide the service promised is limited to the value of the booking in all cases. In respect of injury unconnected with the arrangements made by us, we will try to offer assistance and advice in respect of any claim you may have against a third party. Your insurance policy

should include legal assistance, you should therefore claim under that policy.

8. Care of Property

If you cause disturbance or annoyance to other guests you may be asked to leave by the accommodation owner and we shall have no responsibility to find alternative accommodation. You are responsible that any apartments provided are left upon departure in the same condition of cleanliness and repair as upon arrival. Any loss or damage caused will be deductible by the Owner from your breakages deposit.

9. Breakages Deposit

A security deposit is payable by you on arrival at most properties and payable to the keyholder/caretaker or owner. The amount of this deposit will be shown on the confirmation invoice.

10. Travel Insurance

It is a condition of our accepting your booking that you take out Personal Travel and Cancellation insurance. This alternative policy must provide 24 hour emergency telephone and repatriation service. Please note that the use of the accommodation and the facilities including the swimming pool is entirely at the user's risk

11. Price

Our prices are per villa/apartment for one week, Saturday to Saturday. This includes the cost of gas, electricity, linen and cleaning unless stated otherwise in the price list or in the notes. All additional costs, like heating, firewood, sauna,, additional beds and extra changes of bed linen are directly payable to the property owner.

The prices for the hotel rooms are usually per room, per night unless otherwise stated.

The cost of your accommodation is based on the current exchange rate of 1.20 euros to £1 sterling. If there is a further decrease in the value of UK£ sterling to euro then we reserve the right to amend the total cost of your accommodation to reflect this. If there is a change this will be reflected in your balance payment and/or your deposit payment.

12. Complaints

In the unlikely event that a client has any problems during their stay, the client must report it immediately to the property owner and Discovery Travel in England (we request this because some owners do not speak/understand English). If you move to other accommodation without contacting us to give us time to rectify the situation you will lose all rights to compensation or repayment. You sign to agree to follow our complaints procedure and therefore we will attempt to resolve the matter immediately but if you remain dissatisfied you must write to us within 14 days from the end of your stay. Failure to notify us and the supplier during your stay will mean that we will not enter into any correspondence whatsoever to resolve the dispute after you have returned home and you lose all right to compensation.

13. Force Majeure and Significant Change

These include events which are caused as a result of acts of God, Governments, hostilities of war, political unrest, riot, civil strife, industrial dispute, natural or nuclear disaster, fire, theft, epidemics quarantine, medical or customs regulations, technical or administrative problems with transport, closure of airports, breakdowns with machinery and equipment, adverse weather conditions, water shortages or any other circumstances outside of our control and could not have been avoided even with all due care.

14. Brochure Description

All property descriptions in this brochure were correct at the time of printing, to the best of our knowledge.