

# Booking Form



Please read the booking conditions carefully before completing this form in BLOCK CAPITALS. We require a signed and completed booking form plus appropriate deposit before your reservation can be confirmed.

Your Trip		
Trip name		
Departure date		
Details	Person 1	Person 2
Title		
First name <small>(as on passport)</small>		
Middle name(s) <small>(as on passport)</small>		
Surname <small>(as on passport)</small>		
Preferred first name		
Nationality		
Date of birth		
Address 1		
Address 2		
Town/City		
Postcode		
Country		
Home telephone		
Work telephone		
Mobile		
Email address		
Passport number		
Home contact while you are on holiday		
Name		
Telephone		
Relationship		
<b>Would you like High Places to book your flights?</b> If you are buying your own flights <b>do not</b> pay for any non-refundable tickets until the trip status has been confirmed		
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

<b>Special arrangements</b> (e.g. regional departures, extensions etc)	
<b>Summary of recent outdoor experience</b>	
<b>Medical conditions or allergies</b>	
<b>Any dietary requirements?</b> (please be specific e.g. vegetarian, but eat fish)	
<b>Have you travelled with us before?</b>	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Where did you hear about us?</b>	
<b>Nb. You must be insured to take a High Places holiday. Details of our recommended scheme are on our website.</b>	
<b>Payment</b>	
<p>Deposit amount: Bhutan &amp; Greenland <b>£500 per person</b>, New Zealand <b>£350 per person</b>, all other trips <b>£200 per person</b>.</p> <p>We accept deposits by most major credit and debit cards, but prefer the final balance to be paid by cheque or debit card. Final balance payments by credit card will incur a 1.75% surcharge. Please make cheques payable to High Places. Bookings made within 8 weeks of departure must be accompanied by full payment.</p> <p>Deposit for ___ person(s) Total deposit £ _____</p> <p>Name on card _____.</p> <p>Card type MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> Maestro <input type="checkbox"/> Visa Debit <input type="checkbox"/> Visa Electron <input type="checkbox"/></p> <p>Card number <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"/> <input type="text"/> <input type="text"/></p> <p>Issue date <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"/> Issue no. (Maestro only) <input type="text"/> <input type="text"/> <input type="text"/></p> <p>ccv number <input type="text"/> <input type="text"/> <input type="text"/> (last 3 digits of number on reverse of card)</p>	

On behalf of the person(s) listed in this Booking Form I am authorised to make this booking and have read and agree to the Booking Conditions.

Signed \_\_\_\_\_

Date \_\_\_\_\_

High Places, 63 Bower Road, Sheffield, S10 1ER Tel: 0114 268 7760 Fax: 0870 7066017 Email: [treks@highplaces.co.uk](mailto:treks@highplaces.co.uk) [www.highplaces.co.uk](http://www.highplaces.co.uk)

## High Places Booking Conditions

Your contract is with High Places trading as High Places Ltd. of 63 Bower Road, Sheffield, S10 1ER, High Places is a fully bonded tour operator, licensed by the Civil Aviation Authority (ATOL 2836) and a member of AITO (Association of Independent Tour Operators) and AITO Trust.



### **Our agreement**

When you make a booking you must complete a booking form accepting on behalf of your party the terms of these booking conditions and pay a deposit (normally £200 but higher for specific trips) If booking through an agent all monies are held by them on our behalf at all times. A contract will exist when we issue our booking confirmation.

### **Paying for your holiday**

The balance of the price of your holiday must be paid on receipt of a final invoice at least 8 weeks before departure unless we have notified you otherwise. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply the cancellation charges set out below.

### **If you cancel your booking**

You, or any member of your party, may cancel your holiday at any time, providing that the cancellation is made by the person signing the booking form and is received by us in writing. Cancellation charges as shown below will be applied.

More than 56 days before departure – loss of deposit

29-56 days before departure – 60% of total trip cost

15-28 days before departure – 80% of total trip cost

Less than 15 days before departure – 100% of total trip cost

If you cancel at any time you will also lose any non-recoverable costs for air tickets already paid for.

Note: If the reason for the cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges.

### **Your financial protection**

When you buy an ATOL protected air holiday package from High Places you will receive a Confirmation Invoice confirming your arrangements and your protection under our scheme. The price of the holiday includes the amount of £2.50 per person as part of the ATOL Protection Contribution we pay to the CAA, This charge is included in our advertised charges.

For 'land only' holidays your money is protected by our bond with AITO Trust.

### **Holiday prices**

Our prices are based on the rates of exchange existing on 11 November 2011 GBP1 = USD1.58.

The price of your holiday is subject to surcharges due to unfavourable price changes in fuel, scheduled fares, government imposed charges or adverse currency exchange rates. Even so we will absorb an amount equivalent to 2% of the basic tour cost. If any surcharge greater than 10% is imposed you will have the right to cancel your booking within 7 days of notification and be entitled to a full refund.

### **If we have to cancel or change your booking**

We will only cancel your holiday if you fail to make full payment on time or we are forced to do so by reasons of 'force majeure' such as war, threat of war, riots, civil strife, industrial dispute, terrorist activity, natural disaster and adverse weather conditions OR the minimum number of clients to run a tour (usually five) has not been reached. In the latter event we will advise you of cancellation not less than six weeks before departure. In both cases you will have the choice of an alternative holiday or receive a full refund. We will not be liable for any expenses incurred before receipt of our final invoice, such as, own flights, visas, vaccinations etc, or for any compensation.

It is unlikely that we will have to make any changes to your holiday but we reserve the right to do so. The information in this brochure about airlines, types of aircraft, duration of flights, itineraries and departure times has been most carefully checked and is believed correct at this time. Where such minor changes do occur or are deemed necessary, we will advise you or your travel agent in good time. Minor changes are not acceptable as grounds for cancellation. In the event of a significant change such as alteration of your outward flights by more than 12 hours, or a change in itinerary, transport or accommodation affecting more than 10% of the duration of the tour, you will have the choice of accepting the arrangements, taking another available holiday or cancelling and receiving a full refund.

No compensation will be payable and no liability beyond offering the above mentioned monies can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or where we cancel for lack of numbers providing we notify you no less than six weeks before departure.

*High Places Booking Conditions cont...*

### **Flights**

We are not always in a position to confirm the airline, aircraft type and airport of destination for any flight included in your holiday. When this information is provided at the time of booking or subsequently,

it is subject to change. Any such change will not entitle you to cancel or to transfer to another holiday without paying our normal charges. Flight timings given in this brochure and on booking are for general guidance and subject to change. Actual flight timings will be those on your tickets which will be dispatched to you approximately one week before departure. You must accordingly check your tickets very carefully immediately upon receipt to ensure you have the correct flight times.

### **Insurance**

As a condition of the booking you must be adequately insured. All insurance must cover trekking, climbing, riding, rafting, biking and skiing as applicable, and cover rescue and repatriation including helicopter and air ambulance. It is your responsibility to ensure that the insurance cover is adequate for both your and our requirements. Our recommended insurance scheme is specifically designed for mountain travel and we advise that you use it.

### **The holiday**

Our trips will often take you to remote and exciting places where the risk of injury, accident, loss of property, discomfort and delay is higher. Your booking is accepted on the condition that you realise and accept all these elements of adventure travel. The itinerary for each trip should be seen as an aim rather than a definite objective and for many reasons changes may need to be made to it or to aspects of the holiday at anytime during the trip. Whilst our leaders will make every effort to make suitable alternative arrangements, we cannot be held responsible for such changes, nor for any refunds.

The Company cannot be made liable for the consequences of weather conditions, flight cancellations, strikes, lost luggage, industrial action, wars, riots, sickness, quarantine, government intervention or other untoward occurrences. Any additional costs that result, such as extra hotel accommodation or flights, will be your responsibility and must be paid for at the time. Depending on the circumstances, such costs may be recoverable under your insurance.

### **Trek leader**

By signing our booking form, you agree whilst on the holiday to accept the decisions of the Trek Leader who represents the company. If in their opinion your behaviour, performance or presence is detrimental to the safety and welfare of the group, or counter to the progress of the itinerary, the leader may ask you to leave at any stage without recourse to any refunds.

### **Our liability to you**

High Places always does its best to make sure that your holiday arrangements are satisfactory. It also accepts responsibility not only for the actions of its own employees, but also for those of its agents, suppliers and contractors provided they were acting within the scope or contract of their employment except where any action or event was unforeseeable or unavoidable even with all due care or attributable to any improper act or omission by the client or any third party.

In all cases, our liabilities in respect of carriers and the services they provide are limited as if we were carriers within the applicable international conventions (e.g. Warsaw Convention as amended for travel by air). For all claims which result, compensation can only be paid in those situations where the carrier concerned would be obliged to pay compensation under the relevant international convention were a claim made against that carrier in that particular situation. Credit must be given for any payment made to you by any carrier.

### **Complaints**

If you have any complaint about the holiday you should make it known as soon as possible to the trek leader and the supplier concerned (if applicable). If it is still unresolved at the end of your trip you must notify the High Places office within 30 days of your return where we will do our best to resolve it. Failing that you may call upon the low cost AITO Independent Dispute Settlement Service (details on request). Claims which exceed £2,500 per person or £10,000 per booking form or claims which apply principally or exclusively in respect of (or as a result of) illness or physical injury are not admissible for settlement under the service.

### **Your contract**

This contract is made on the terms of these booking conditions and is subject to English Law and the exclusive jurisdiction of English courts at all times.