

# HANSON EXCLUSIVES

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## HANSON EXCLUSIVES Booking Form

TOUR NAME	DEPARTURE DATE	NUMBER OF NIGHTS
DEPARTURE POINT	HOTEL	

### PASSENGER DETAILS

Mr/Mrs Miss/Ms	Initial	Surname (Party Leader First)	Double/Twin Triple/Single Family Room	Smoker or Non Smoker	Special Requests e.g. Vegetarian Lower floor room (not guaranteed)	Theatre Tickets	Optional Extras & Meals	Date Of Birth  Child Age

ADDRESS ..... TELEPHONE: DAY .....  
 ..... EVENING .....  
 ..... MOBILE .....  
 POSTCODE ..... E MAIL .....

DEPOSIT	£..... (Full Payment if Within 8 Weeks)
INSURANCE	£..... Please ask for details
TOTAL ENCLOSED	£..... Cash / Cheque / Switch / Debit / Credit Card
CREDIT/DEBIT CARD No	..... NAME AS SHOWN ON CARD .....
	Expiry Date ..... Issue No ..... Security No .....

Please note: Payment by credit card will incur a 2% charge There is no charge for payment by Debit or Switch cards

I have read and understood the Hanson Exclusives' general information and booking conditions as contained within their brochure and overleaf and accept them on behalf of myself and every member of my party. I am over 18 years of age.  
 I authorise Hanson Exclusives to make the booking detailed above on my behalf and that of my party.

Signed ..... Date .....

Hanson Exclusives will use your information for administration, analysis and to help maintain the quality of our service. We may send you details of other goods and services which may be of interest to you. We will not disclose this information to a third party. The information may be provided by letter, telephone or other reasonable means of communication. If you do not want any details, please tick this box.



## HANSON EXCLUSIVES' BOOKING CONDITIONS

Your contract is with Denise Hanson & Paul Hanson trading as Hanson Exclusives

### YOUR HOLIDAY CONTRACT

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these bookings, which are governed by English Law and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or N. Ireland if you wish to do so.

### YOUR FINANCIAL PROTECTION

We operate a Client Account with National Westminster bank which provides for your protection in the event of our insolvency.

### YOUR HOLIDAY PRICE

When you make your booking, you must pay a deposit per person. The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. All monies paid to your travel agent are held by him on your behalf until we issue our confirmation invoice. Thereafter your travel agent holds the monies on our behalf. The price of your travel arrangements is subject to surcharges for increases in transportation costs such as fuel or Government action such as increases in VAT or any other Government imposed increases. Even in this case, we will absorb an amount equivalent to 2% of the price of your travel arrangements which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged, but where a surcharge is payable there will be an administration charge of £1 together with an amount to cover agents' commission.

### IF YOU CHANGE YOUR BOOKING

If after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, e.g. your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. You will be asked to pay an administration charge of £10 per change, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. N.B. Certain travel arrangements (e.g. Apex Tickets, Theatre Tickets) cannot be changed after a reservation has been made and any alteration request will incur a 100% cancellation charge.

Period before departure within which written cancellation is received:

Amount of cancellation charge shown as a percentage of the price for the travel arrangements:

More than 56 Days	Deposit only
More than 42 days	30% or deposit or ticket price, whichever is greater
More than 28 days	50% or deposit or ticket price, whichever is greater
More than 15 days	80% or deposit or ticket price, whichever is greater
0 to 14 days	100%

### IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking, or your travel agent on your behalf, must be received at our offices. Since we incur administrative costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below.

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

### IF WE CHANGE YOUR HOLIDAY

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally changes may be made and we reserve the right to do so at any time. Most of these changes are minor and we will advise you of these at the earliest possible date. Departure times and carriers used in the brochure are subject to change and these details are given for guidance only and final details will be shown on your itinerary. If a major change becomes necessary, we will inform you as soon as reasonably possible, if there is time before your departure. When a major change occurs, such as a change of resort or a reduction in the standard of your accommodation, you will have the choice of either accepting the change or arrangements or cancelling your holiday and receiving a full refund of all monies paid.

### IF WE CANCEL YOUR HOLIDAY

We reserve the right in any circumstances to cancel your travel arrangements. e.g. If the minimum number of clients required for a particular tour is not reached, we may have to cancel it. However, we will try not to cancel your holiday less than 2 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked holiday, you can either have a full refund or accept an offer of an alternative holiday of comparable standard from us if available.

### IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, you must inform the relevant supplier and our representative immediately who will endeavour to put things right. If you fail to do this, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on holiday and this may affect your right under this contract.

If your complaint cannot be completely resolved locally, you must follow this up in writing within 28 days of your return home.

### OUR LIABILITY TO YOU

We accept responsibility for ensuring that the tour which you book with us is supplied as described in the brochure and that the services offered reach a reasonable standard. It may be necessary to amend our advertised itinerary routing in order to avoid known traffic congestion, diversions and adverse weather conditions. If any part of your travel arrangements is not provided as promised, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees, agents and suppliers whilst acting within the scope of, or in the course of their employment in the provision of your travel arrangements. Our liability in all cases shall be limited to a maximum of twice the cost of your travel arrangements.

**We are unable to accept responsibility for loss or expense caused by abnormal events during your holiday which are outside our control. By this we mean such circumstances as (but not limited to) cancellation of a show, concert or event, adverse weather conditions, traffic congestion, strikes, civil commotion, road traffic diversions, railway delays, technical fault or mechanical breakdown, the closure of airports or ports, war, threat of war, riot, industrial disputes, terrorist activity (actual or threatened), natural and nuclear disaster.**

**If a concert is cancelled immediately prior to departure, the ticket value only will be refunded. There will be no additional compensation and no other refund. No compensation will be payable if any of the advertised songs are not played.**

### CONDITIONS OF CARRIAGE

The Contractual terms of the companies that provide the transportation for your travel arrangements will apply to this contract. These may contain terms which affect your rights to compensation. You may ask for copies of the relevant conditions of carriage from our office.

JANUARY 2012