



In association with  
 Boxwood Tours, Quality Garden Holidays  
 Gardens of Sussex & Kent - 1<sup>st</sup> June 2017

	Tour Booking Form	
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Title/First Name/Surname	Nationality	Passport No.	Issue Date	Exp. Date	Date of Birth
1.					
2.					
3.					
4.					
5.					
6.					

Address	Emergency Contact Details	Know Medical Conditions
	<b>Name</b>	(state any non-swimmers here)
	<b>Relationship</b>	
	<b>Address</b>	
		<b>Any Medications Required</b>
<b>Tel. No. (home):</b>	<b>Post/Zip Code</b>	
<b>Tel. No. (work):</b>	<b>Tel. No. (home)</b>	
<b>E-mail:</b>	<b>E-mail</b>	

<b>Travel Insurance</b>	We strongly believe that comprehensive travel insurance is a must and we have a responsibility to ensure our clients are aware of its importance. If you have not already taken out insurance, please contact us and we will advise you of the premiums.	<b>Yes No</b>								
<b>Alternative Insurance:</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><b>Policy Issuer</b></td> <td style="width: 25%;"></td> <td style="width: 25%;"><b>Policy Number</b></td> <td style="width: 25%;"></td> </tr> <tr> <td></td> <td></td> <td><b>Emergency Phone No:</b></td> <td></td> </tr> </table>	<b>Policy Issuer</b>		<b>Policy Number</b>				<b>Emergency Phone No:</b>		
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		<b>Emergency Phone No:</b>								

TOUR CODE	TOUR NAME	Start Date	Tour Price:	No.	TOTAL (GBP)
	<b>Gardens of Sussex &amp; Kent</b>	<b>June 1<sup>st</sup> 2017</b>			

<b>Method of payment? (please specify).....</b>	<b>TOTAL TOUR COST</b>	£
eg. cheque, bank transfer, debit/credit card (add 2% fee for credit card payments)	<b>Single Supplement £120 if applicable</b>	
<b>Deposit:</b> £200 per person. Balance due 70 days (10weeks) before departure. The full amount is payable if your departure is in less than 70 days	<b>DEPOSIT</b>	
<b>Please make all cheques payable to Can Be Done Ltd</b>	<b>BALANCE</b>	

**Special Requests (Diet, Food Allergies etc)**

Declaration		
I have read, understood, and accept the booking conditions provided on the Can Be Done or associated website and attached, on behalf of all members of my party, by whom I am authorised to make this agreement. I enclose the deposit (as detailed above), which is non-refundable in the event of my cancellation.	.....	.....
	<b>Signature</b>	<b>Date</b>

Customers' prepayments are protected by a top policy. Worldwide customers' prepayments for non-flight inclusive packages/ will be reimbursed, subject to the terms and conditions of the top policy. Where return travel is included in the package purchased, customers will be repatriated, subject to the terms and conditions of the Policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request from your travel organiser.  
 This policy is provided by Travel & General Insurance Services Limited (t&g), registered number 02527363 and underwritten by Hiscox Insurance Company Limited (Hiscox), registered number 00070234. t&g and Hiscox are authorised and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (number 113849).

## 1. DEPOSITS

A non-returnable 10% deposit is required per person on all bookings without flights with a minimum of £50 per person.

Where we are including flights as part of your holiday you will be advised of the non-returnable deposit required in each individual case.

## 2. FINAL PAYMENT

The balance of the cost of your holiday is due 10 weeks (subject to amendment by the relevant supplier) before commencement of your holiday or the tour and should be paid promptly in accordance with the date shown on your invoice. If the balance is not received within 15 days of the due date we reserve the right to regard the holiday as cancelled and levy the appropriate cancellation charges. No reminders will be sent

## 3. CANCELLATION CHARGES

All cancellation requests must be made in writing. Cancellation charges are then payable in accordance with the following scale:

- a) More than 70 days prior to commencement - Deposit Only
- b) Less than 70 days but more than 30 days prior to commencement – 50%
- c) Less than 30 days prior to commencement - 100%

Subject to any cancellation charges levied by other suppliers e.g. Flights or Cruise companies etc.

## 4. GUARANTEE PRICE

Prices include VAT but not local taxes, which can vary and will be added at the time of booking. Travel and other holiday arrangements may be subject to adjustment in the event of any increase in cost, which is outside the scope of our control. These include the effect of changes in Government taxes.

## 5. ITINERARY

We reserve the right to vary any itineraries to take into account seasonal closures and other matters beyond our control. In addition, we are constantly inspecting new attractions that become available and which, in our opinion, would enhance the tours. If you choose not to undertake the whole or part of the itinerary during the tour or holiday then we cannot be held responsible and no refund will be due.

## 6. LIABILITY

As part of our undertaking to provide the holiday arrangements contained within this brochure and the attached conditions it is necessary for us to select and make agreements with various independent contractors including hoteliers and coach transport operators. Neither our employees nor we are responsible for the negligence or other acts or omissions of those independent carriers, hoteliers or other contractors, or their employees or agents.

## 7. COMPLAINTS

We hope you have a trouble free and enjoyable holiday, but we recognise that things can, and occasionally do, go wrong. If so and you have a complaint, please inform the supplier of the services concerned and us immediately the problem arises either by telephone, fax or email. The problem can then be investigated thoroughly, and we can see what can be done to resolve it. Problems can rarely, if ever, be satisfactorily solved after you return home. If the problem remains unresolved you should make your complaint in writing within 21 days of the completion of your holiday.

## 8. ACCURACY OF INFORMATION

The information provided has been compiled as accurately as possible at the time of going to press. However we would ask you to appreciate that this is prepared well in advance of the commencement of the programme. As we do not own or manage the properties there may be occasions when an advertised facility or amenity is not available during your holiday. Amenities may be changed, cancelled or curtailed due to weather conditions, lack of demand etc. However, should facilities be altered or withdrawn for reasons outside the company's control we will endeavour to notify you of such changes where possible.

## 9. ACCOMMODATION RATING

Where stated the ratings quoted are based on the standards of each individual country.

## 10. OTHER HOTEL GUESTS

The hotels we feature are shared with guests from many countries with different cultures and customs. We have no control over the acceptance of bookings at the hotels we feature other than our own. We are therefore unable to accept responsibility for any limitation of facilities or inconvenience that other guests or their activities may cause you, but would be happy to advise which hotels or resorts we think suit your requirements.

## 11. GENERAL

If you want to change any part of your holiday arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing by the person who made the original booking, or his or her representative or Agent. If it is possible to make the change, it will be subject to an administration charge of £25.00 per amendment, plus payment of any further cost incurred as a result of the change.

If we need to cancel your holiday through insufficient bookings we would do so no later than 42 days prior to the departure date. In this event we would offer you an alternative holiday of comparable standard, if available. Alternatively you are entitled to receive a full refund. Compensation is not payable in these circumstances.

We will not be liable to make any payments by way of compensation in the event of changes caused by reason of: war, threat of war, riots, civil strike, terrorist activities, industrial disputes, natural disasters, fire, technical problems to transport, airport or port closures and similar events beyond our control.

The contract between you and us shall be construed and applied in all respects according to English Law and it is agreed that any dispute arising out of or in connection with the contract shall be submitted by you and us exclusively to the jurisdiction of the English Courts.

## GENERAL INFORMATION

It is important for you to be covered by adequate personal insurance on your holiday. We would be pleased to arrange this for you, please see details below.

May we remind anyone who would like to bring an electric wheelchair that you should also provide the appropriate charging equipment. If you have any questions you can always write, telephone, fax or e-mail us, and we will be only too pleased to help.

Your Financial Protection:

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.



The air holidays and flights in this brochure are ATOL protected by the Civil Aviation Authority. Our ATOL number is 9330



**Total Payment Protection (topp) Policy cover:**

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of:

- non-flight inclusive packages commencing and returning to the UK
- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this brochure/literature/document/on this website (subject to the terms of the insurance policy), for:
- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled, Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.