

# BOOKING FORM

# SWEETCHARIOT

Tour Reference  (office use only)

## CONTACT DETAILS

Tour Leader's Name: \_\_\_\_\_

Name of Club/School/Group: \_\_\_\_\_

Contact Address: \_\_\_\_\_

Post Code: \_\_\_\_\_ Tel: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

## YOUR TOUR

	EXAMPLE	Group 1	Group 2	Group 3	Group 4	
Sport Played	Hockey					
Age Group	U15					
Boys/Girls	Boys					
No of Players	12					
No of Staff/Parents	2					Total Party
<b>TOTAL</b>	14					
Standard	5					

Please provide an indication of your team's standard, using the scale below:

10 = National 9 = County 8 = District or Borough 7 = Very Strong 6 = Strong 5 = Good 4 = Average 3 = Weak 2 = Beginner 1 = Never played before

Preferred touring destination(s): \_\_\_\_\_

Number of games: \_\_\_\_\_

Length of tour: \_\_\_\_\_ Proposed dates: \_\_\_\_\_

Method of travel: \_\_\_\_\_ Preferred Departure point: \_\_\_\_\_

Type of accommodation required (hotel, hostel, billeting etc): \_\_\_\_\_ Playing colours: \_\_\_\_\_

Meal basis (room only, B&B etc): \_\_\_\_\_

Travel insurance required?  Yes  No

Would you like to receive further information on tour kit?  Yes  No

I have made a payment to SWEET CHARIOT LEISURE LIMITED for £ \_\_\_\_\_ per paying passenger as the first deposit for my group making a total of £ \_\_\_\_\_

I also certify on behalf of the members of the party referred to on this form, by whom I warrant I am authorised to make this booking, that I agree to the BOOKING CONDITIONS and that our booking is made upon and subject to those terms.

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

# TERMS AND CONDITIONS

## A. YOUR TOURING CONTRACT

- 1) Your contract will be with Sweet Chariot Leisure Limited, referred to hereafter as "The Company", Registration Number 3528112.
- 2) Bookings must be made in writing on a Sweet Chariot Booking Form. Other than in exceptional circumstances, no contract will exist until the Booking Form is received into The Company offices, together with the required deposit as stipulated in the quotation.
- 3) The Booking Form acts as an acceptance of these Booking Conditions and any alterations to the contract must be made in writing.
- 4) These Booking Conditions shall form the basis of the contract between us. We both agree that this contract is governed by English Law and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland.

## B. FINANCIAL SECURITY

All air holidays are ATOL protected, since we hold an Air Travel Organisers Licence granted by the Civil Aviation Authority. Our ATOL number is 5066. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)

## C. PAYMENT

- 1) To secure your booking you must, as detailed above, send the required deposit stipulated in the estimate or promotional material/brochure for the tour or tournament.
- 2) Any further payment arrangements must be completed within the timescale laid down in the estimate or promotional material/brochure for the tour or tournament, or as agreed in subsequent correspondence.
- 3) Full payment of the total outstanding balance will be due no later than 8 weeks prior to the date of departure and any bookings made within 8 weeks of the departure date will be required to be paid in full at the time of booking. For some events, the final balance may be required to be paid in advance of 8 weeks prior to departure.
- 4) If payment is not received by the stipulated dates, The Company reserves the right to assume that the booking is cancelled and therefore cancellation charges will be applied.
- 5) Payment can be in the form of cheque or bank transfer.

## D. PRICES

- 1) The Company reserves the right to apply supplements for currency fluctuations, fuel surcharges, increases in scheduled fares and government levies/taxes.
- 2) The Company will absorb any amount equivalent to a 2% increase in the cost of the tour price as a result of the above. Amounts in excess of 2% will be added to the invoice but where this amount is more than 15% of the tour price, you will be entitled to cancel your tour with a full refund of monies paid excluding insurance premiums and amendment charges. Should you decide to cancel because of this, you must exercise your right within 14 days of the date of issue of the revised cost.
- 3) At no time is The Company required to give a breakdown of the individual costs of the services that go together to produce the tour.

Prices are in Pounds Sterling and have been calculated based on the exchange rates used by [www.xe.com](http://www.xe.com). The dates that will be used to work out any supplements will be the Date of Quotation and the Date of Booking.

## E. CHANGES BY YOU

If you wish to alter the booking in any way, you must make your request in writing as soon as possible. If the amendment is possible, there may be an administration fee charged of £25 per passenger plus any additional costs incurred. The change of dates of travel or numbers in a tour party constitutes a major change which may result in cancellation charges being applied. PLEASE NOTE: Airline tickets cannot be changed without the payment to the airline of cancellation charges or the cost of a replacement ticket. These charges will be added to the invoice and will be in addition to the administration fee charged by The Company.

## F. CANCELLATION CHARGES

Cancellations must be in writing by the person who completed/signed the Booking Form. A cancellation is not effective until The Company receives this communication.

Days prior to departure date when written advice of cancellation was received.	% of holiday payable
Up to 90 days prior .....	Deposit only
89 to 43 days prior .....	50%
42 to 29 days prior .....	75%
28 days prior .....	100%

SWEET CHARIOT LEISURE LIMITED  
THE CLUBHOUSE, CHURCH ROAD,  
EPSOM, SURREY  
KT17 4DZ  
E-MAIL [info@sweetchariot.co.uk](mailto:info@sweetchariot.co.uk)  
TEL: 01372 725253 FAX: 01372 725254

## G. CHANGES BY US

Amendments to touring itineraries are not that common but they do sometimes happen as arrangements are often made many months in advance and with suppliers over which The Company has no direct control. In such events, we reserve the right to make changes.

Most are very minor but in the event of a MAJOR change such as the change of departure airport (not including changes between London airports), resort area or time of departure or return by more than 24 hours, you have the following options:

- 1) Accept the alternative offered, together with compensation which may apply on the scale below, if full payment has been received.
- 2) Continue with the booking, as amended by The Company, if full payment has not yet been received.
- 3) Cancel your booking, in which case a full refund will be made by The Company with no compensation payable.

Period before departure within which a major change is notified to you. Amount payable.

More than 56 days prior. ....	Nil
55 to 43 days prior. ....	£5
42 to 29 days prior. ....	£10
28 to 15 days prior. ....	£15
14 days prior to departure and below. ....	£20

Should it become necessary for The Company to make a MAJOR change to your booking for either of the following reasons:

- 1) You have not paid in full.
- 2) Your holiday is influenced by events and circumstances beyond our control ("Force Majeure") such as war, riots, civil unrest, terrorist activity, inclement weather, industrial action, natural disasters. This list is not an exhaustive one.

Then, in such circumstances, you have the choice of accepting the change and continuing as before or treating the contract as terminated from when the relevant circumstance arose. If the contract is treated as having been terminated, The Company shall refund to you monies that have not already been committed to your tour, after deducting expenses and costs which The Company has incurred (including without limitation, expenses and costs incurred as a result of the circumstances, amounting to Force Majeure).

## H. BEHAVIOUR

The Tour Leader undertakes that he/she has the authority to sign the Booking Form on behalf of all members of the party and that he/she has read and agreed to the Booking Conditions. In signing the Booking Form, the tour leader also accepts responsibility for the behaviour of the party members throughout the tour. If in our reasonable opinion or in the opinion of any airline pilot, hotel manager, coach driver, Company agent, tour leader or other person in authority, the behaviour of the group (or any member of the group) is causing danger, damage to property or persistently affecting the enjoyment of others, we reserve the right to terminate your tour. Should this be necessary, no refund or compensation would be paid.

## I. THE COMPANY'S RESPONSIBILITY

The Company applies all reasonable checks to ensure that those involved in the preparation and provision of your tour maintain the appropriate standards. The Company accepts responsibility for the acts and/or omissions of its employees and agents for ensuring that we provide the services supplied to you as described in the quotation and/or brochure. We shall not accept responsibility or liability for death or bodily injury, caused to the signatory of the Booking Form and/or any other person in the group, unless caused by the negligent acts and/or omissions of our employees or agents, whilst acting within the scope of their employment (other than air and sea carriers performing any domestic or international carriage whatsoever). All responsibilities and obligations in respect of carriage by air or by sea are limited in the manner provided in the relevant International Conventions.

## J. COMPLAINTS

Most problems are minor and can be sorted out immediately if The Company know about them. (The Company also includes its employees, agents, sub-contractors and suppliers). If you have any complaint about your tour, you should first bring it to the attention of the supplier (e.g. the Hotel Manager) and secondly our local agent, and every effort will be made to achieve a satisfactory solution. If this is not possible, you should contact our 24 hour emergency number given to you with your final details. Any complaint that cannot be resolved immediately must be made in writing and received at our Head Office in Epsom within 14 days of your return. Your complaint will be acknowledged within 7 days and you will receive a full reply within 28 days.

## K. INSURANCE, PASSPORTS, VISAS AND HEALTH PRECAUTIONS

It is the responsibility of each member of the tour party to make themselves aware of regulations/requirements applicable to the above. The Company cannot recommend strongly enough that travel insurance is taken out and it can assist in this respect as well as advise on the other matters IF requested. The Company will not be held responsible for any curtailment of the holiday due to not being advised about any passport, visa or health problems.

## L. TICKETS

The tickets in any package are sold subject to all limitations of liability imposed by the issuer of the tickets and the organisers and operators of the event sold. No refund will be made should the event be cancelled or postponed beyond a reasonable proportion of any refund received by us.

Revised January 2018.

