

# BOOKING FORM

**BY PHONE:** To make your reservation call AT TRAVEL direct on 01236 422600 between 9am and 5pm, Monday to Friday. Telephone bookings will be held for 5 days without obligation. You must, however, confirm your reservations by sending this completed booking form, with the appropriate deposit and insurance where required.

**IN PERSON:** Make your reservation using the booking form below, or by visiting our office at Jardine House, 6 Laird Street, Coatbridge, Lanarkshire ML5 3LJ, any time between 9am and 5pm, Monday to Friday.

## DEPOSITS

A deposit of £80 per person is required for all bookings. A charge of 2½% will be levied on payments made by Credit Card. No charge is made for Debit Cards payments.

Name of Tour:	No. of Clients:
Departure Date:	Seat Numbers:
Joining Point:	Ref. No. <i>(office use only)</i> :
Special Requests:	

MR/ MRS/MISS	INITIALS	SURNAME <i>(Signature on booking form first)</i>	Twin/ Double/ Single	Holiday Insurance <i>(If required)</i>

Please charge my Credit Card: Visa/Mastercard/Amex       Please charge my Debit Card: Delta/Maestro

CARD NUMBER

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VALID FROM      EXPIRES      3 DIGIT SECURITY      ISSUE No. *(if available)*

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**CLIENT'S NAME AND ADDRESS**

Name: .....

Address: .....

..... Post Code: .....

Tel. No: Home: .....

Work: .....

email: *(if applicable)* .....

**PAYMENT DETAILS**

Deposit £80.00 per person    £            :

\* Insurance premium            £            :

Total sum enclosed    £            :

**IMPORTANT: A SIGNED BOOKING FORM MUST ACCOMPANY EVERY BOOKING.**  
I, the undersigned, confirm that I am over 18 years of age and have read and accept the booking conditions printed in this brochure.

Signature: ..... Date: .....

**PLEASE MAKE ALL CHEQUES PAYABLE TO AT TRAVEL**

Visit our website: [www.attravel.co.uk](http://www.attravel.co.uk)

**INSURANCE:**  
If you are not taking our holiday insurance you should take out alternative cover.  
Please name your Insurers:

**RESERVE YOUR SEAT**  
On certain coaches the seating plan may alter slightly.

Driver Manager Tour	4	8	12	16	20	TOILET	28	32	36	40	44	48
	3	7	11	15	19		27	31	35	39	43	47
2	6	10	14	18	22	24	26	30	34	38	42	46
1	5	9	13	17	21	23	25	29	33	37	41	45

**BOOKING WITH CONFIDENCE - Consumer Protection Insurance**  
In accordance with the EC Directive on Package Holidays, all passengers booking with AT Travel are fully protected against the loss of all monies paid to us for the holiday (and repatriation if required) due to insolvency, by way of an Insurance Policy with the IGI Insurance Company PLC, the administrators of the scheme are Status Insurance Management Ltd., P. O. Box 2256, Billericay, Essex CM12 0AE.

AT Travel has arranged special travel insurance through travel insurance specialists, Infinity Insurance Solutions that is underwritten by the United Kingdom branch of Union Reiseversicherung AG. A summary of the cover is shown below. Full details of the policies, showing terms, conditions and exclusions are available on request. A copy of the policies will be sent to you with your booking confirmation.

Our policies provide up to the following cover per person:

Cancellation	up to £1,000 (UK Trips) £3,000 (European trips)
Departure delay	£20 after 12 hours delay £10 after each subsequent 12 hour delay (max £100)
Abandonment after 12 hours	up to £1,000 (UK Trips) £3,000 (European trips)
Missed departure	up to £300
Personal possessions	up to £1,750 / maximum per item: £250 / total of valuables: £250
Delayed possessions	up to £100 if your possessions are delayed by more than 12 hours from arrival at your resort
Personal money	up to £500 / cash limit: £250
Loss of travel documents	up to £250 for travel and accommodation costs necessary to replace your lost travel documents
Emergency medical expenses	up to £2,000,000 (includes 24 hour emergency assistance)
State hospital benefit	£15 per day, up to maximum of £300
Curtailed charges	up to £1,000 (UK Trips) £3,000 (European trips)
Personal liability	up to £2,000,000
Personal accident	Death: £10,000 / Loss of Limbs: £15,000
Legal advice & expenses	up to £10,000

Policy excess: You will have to pay £35 when your claim is for cancellation, abandonment or curtailment on trips costing less than £120 (£45 on trips costing more than £120). You will have to pay £10 when your claim is for loss of deposit only. You will have to pay £40 when your claim is for personal possessions, personal money, loss of travel documents, emergency medical expenses, or personal liability (this is increased to £250 when your claim is for damage to property).

Premiums (including Insurance Premium Tax)	Up to 5 days (UK)	£12.50	Up to 10 days	£32.00
	Up to 5 days	£21.00	Up to 12 days	£33.00
	Up to 8 days	£28.00	Up to 14 days	£34.00

AT Travel is an Appointed Representative of Milsom Howard Limited. Infinity Insurance Solutions is a trading name of Milsom Howard Limited. Milsom Howard Limited is authorised and regulated by the Financial Services Authority. Union Reiseversicherung AG is authorised in Germany by BaFin and regulated in the United Kingdom by the Financial Services Authority

## TRAVEL INSURANCE - IMPORTANT NOTICE

Before you purchase this insurance AT Travel is required to bring to your attention a number of important aspects:

**Policy document:** You should read the document carefully. It gives you full details of what is and what is not covered and the conditions of the cover. Cover will vary from policy to policy and insurer to insurer.

**Conditions, exclusions & warranties:** Conditions and exclusions will apply to individual sections of your policy while general exclusions, conditions and warranties will apply to the whole of your policy.

**Medical expenses:** Your policy does not provide private health treatment unless specifically approved by the emergency assistance service. You should carry an EHIC (European Health Insurance Card) or equivalent and use this at state facilities when travelling within the European Union.

**Health:** Most travel insurance policies have health restrictions in them that may exclude any pre-existing conditions. If you are purchasing our travel insurance we want to ensure you are provided with the best cover we can offer.

If your trip is within the United Kingdom: Please ensure that all those insured on these policies read the following statement carefully and are aware that there is no cover for any claim arising out of, or caused by a pre-existing medical condition, if in the last 12 months you, or anyone travelling with you:

- has had to consult a doctor about your / their condition (other than for a planned check up);
- has had your / their medication changed due to exacerbation or instability of their condition;
- has been treated for any serious\* or recurring\*\* medical condition;
- has been referred to a specialist or consultant at a hospital for tests, diagnosis or treatment• has been told they are terminally ill (unlikely to live for longer than six months);
- knows of any reason why the trip may need to be cancelled or curtailed;
- would be considered unfit to participate in the this trip by their Registered General Practitioner;
- has any psychological disorder such as depression, anxiety, stress, or illness causing mental instability.

*\*We would describe as serious any medical condition which has been referred to a specialist at a hospital in the last 12 months*

*\*\*We would define as recurring any persistent or ongoing condition which has caused you to need treatment more than once in the last 12 months*

Please note:

Our insurers are unable to provide cover for anything which is a result of a pre-existing medical condition of a close relative or close business associate.

If your trip is within Europe:

Please would you answer either 'YES' or 'NO' to the following questions:

Have you or anyone who is travelling with you

1. Ever received treatment for:
  - (a) a heart related condition, stroke or hypertension (high blood pressure).
  - (b) a breathing condition (including asthma).
  - (c) cancer.
  - (d) diabetes.
2. Been referred to a hospital or a specialist consultant for a health condition that has:
  - (a) been diagnosed within the last two years.
  - (b) been in existence in the last two years.
  - (c) resulted in treatment being given in the last two years.
  - (d) resulted in referral to a specialist or hospital for treatment.

If you have answered 'YES' to any of the above questions then you must ring Travellers Healthcheck on 08451 300210. Please quote AT Travel when contacting them. Our insurers will be able to offer some cover and may be able to cover your health condition, although an increased excess and/or an increased premium may be required. All calls will be treated in the strictest confidence and the decision will be confirmed to you in writing. Should they require any additional premium and you accept their offer, this should be paid to the medical helpline either by credit card or cheque within 14 days of your call.

Please note:

- Our insurers are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability.
- Our insurers are unable to provide cover for anything which is a result of a pre-existing medical condition of a close relative or close business associate.

**Hazardous Activities:** If you are taking part in activities that present a risk of injury, including scuba

diving and water sports, check that your policy covers you.

**Property Claims:** These claims are paid based on the value of the goods at the time you lose them, and not on a 'new for old' or replacement cost basis, unless otherwise stated in your policy. Your policy will set out what proof the insurer needs to support a claim.

**Policy Limits:** Most sections of your policy have limits on the amount the insurer will pay under that section. Some sections also include other specific limits, for example: for any one item or for valuables in total. You are advised to check your policy if you intend taking expensive items with you.

**Policy Excesses:** Under most sections of the policy, claims will be subject to an excess. This means that you will be responsible for paying the first part of the claim. The amount you have to pay is the excess. You may be able to pay an additional amount to remove the standard policy excess.

**Reasonable Care:** You need to take all reasonable care to protect yourself and your property, as you would if you were not insured.

**Fraud:** The making of a fraudulent claim is a criminal offence. Your insurer may be recording details of claims on an anti-fraud register.

**Complaints:** Our Insurers set high standards, if you are not satisfied with the insurance policy, please refer to the policy wording which contains full details of the complaints procedure.

**'Cooling Off' Period:** Your policy will have a 'cooling off' period during which you can cancel the policy and get a refund, if you have a justifiable reason for being dissatisfied with the cover it provides.

Your policy is governed by the law of England and Wales unless you and your insurers have agreed otherwise.

If you would like more information, please contact: Infinity Insurance Solutions: Tel: 0844 544 9910; Fax: 01483 730969; e-mail: sales@mgti.co.uk, particularly if you feel the insurance may not meet your needs.

These details are not a substitute for your insurance policy.

PLEASE NOTE:

- AT Travel only offers travel insurance from a single insurer - URV
- You will not receive advice or a recommendation from us for travel insurance. You will need to make your own choice about how to proceed

Please make sure you read your policy carefully.

# OUR FAIR TRADING CHARTER

## Booking with Confidence

Consumer Protection Insurance  
In accordance with the EC Directive on Package Holidays, all passengers booking with AT TRAVEL are fully insured against loss of all monies paid to us for the holiday (and repatriation if required) due to insolvency.

### 1. Booking Form and Deposit

When booking a holiday you must sign the Booking Form and pay a deposit of £70 per person. This deposit is your only commitment until 6 weeks prior to departure.

### 2. Balance Payments

Within 2 weeks of booking you will receive a holiday confirmation/invoice which will show the balance of the holiday cost which you must pay to us not less than 6 weeks before departure date. If you have made your holiday booking within 4 weeks of departure then the total holiday price is immediately payable. If for any reason the balance is not received by us by the due date, we reserve the right to cancel your booking and to make a cancellation charge at the rates shown below.

### 3. If You Change Your Booking

If after making your booking and receiving our confirmation you wish to change to another of our holidays or alter your booking in any way (e.g. by changing departure date, pick-up point) we will do our utmost to make the changes, provided written notification is received at our office from the person who signed the Booking Form at least 4 weeks before departure date. This must be accompanied by a payment of £10 to cover administration costs. Any alteration made by you later than 6 weeks before departure will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below, unless the new holiday departs on or before the date of the original booking, in which case only the alteration charge will be levied.

### 4. If You Cancel Your Holiday

If you, or any members of your party, wishes to cancel your holiday, you must notify us in writing immediately. In any case, the date of cancellation will be the date on which notice is received in the Tours Department of AT TRAVEL. As this incurs administration costs and we may not be able to resell your booking, cancellation charges will apply on the following scale:

#### *Period before Departure*

<i>More than 42 days</i>	<i>Deposit only</i>
28 – 42 days	30%
14 – 27 days	45%
7 – 13 days	60%
0 – 6 days	100%

If the reason for cancellation is covered under the terms of the holiday insurance we advise you to take out at the time of booking, you may be able to reclaim these charges.

### 5. Complaints

If you have a complaint during your holiday please immediately inform our Tour Manager who will attempt to rectify the problem. If the matter cannot be put right on the spot you must record the details of your complaint in writing to the Managing Director, AT TRAVEL within 28 days of the completion of your holiday. We will always do our utmost to resolve amicably any complaints. However, if we cannot agree, then in any dispute arising within the terms of the contract with AT TRAVEL you are entitled to refer the dispute for a decision by an arbitrator appointed by the Institute of Arbitrators, provided your claim is for not more than £1,500 per person or £7,500 per booking form and does not involve physical injury or illness. The Arbitration Scheme devised for the travel industry provides for arbitration on documents – a simple and inexpensive method with restricted client liability on costs. Any dispute must be referred within nine months of the return of your holiday.

### 6. Conditions of Carriage

When you travel on an aircraft, train or ship, the conditions of that carrier apply and are subject to National and International Conditions which may limit or exclude liability. Your contract made under the terms of the Fair Trading Charter is subject to Scottish Law and Jurisdiction. We reserve the right in our absolute discretion to terminate without notice the holiday arrangements of any customer whose behaviour is such that it is likely in our opinion to cause distress, damage, danger or annoyance to our other customers, employees, property or to any third party. This includes any customer who fails to advise us of any medical condition or disability. Upon such refusal or termination, our responsibility for your holiday ceases. Full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or loss you may incur.

### 7. If We Change Your Holiday

The contents of this brochure are correct at the time going to press. We reserve the right to make changes to the information contained in this brochure and we will advise you of any changes affecting your holiday where those changes occur prior to booking. The arrangements for holidays in this brochure may require changes after booking and we reserve the right to do so at any time after a booking is made. Most of these changes are very minor but where they are significant we will notify you as soon as is reasonably possible before your departure date. A 'significant change' is one that involves changing your departure date, resort area or reducing the quality of your main hotel. Changing the location of a single overnight hotel does not constitute a 'significant change'.

In the event of a 'significant change' you may decide to:

(a) Continue with the holiday as

amended (b) Purchase another available holiday from us

OR

(c) Cancel your holiday.

If you choose (c) we will refund all monies paid by you and this will be the limit of our liability.

### 8. If We Cancel Your Holiday

We reserve the right in any circumstances to cancel your holiday. However, in no case will we cancel your holiday less than six weeks before scheduled departure date except for reasons of force majeure or failure on your part to pay the final balance. In circumstances where we are unable to provide the holiday booked, we will return to you all monies paid or offer you an alternative holiday of comparable standard.

### 9. Personal Injury

We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and subcontractors (other than sea carriers performing any domestic, internal or international carriage of whatsoever kind) whilst acting within the scope of or in the course of their employment. We will accordingly pay to our clients such damages as might have been claimed in respect of death, illness or injury caused by the negligence, as accepted under Scottish law, of our employees, agents or suppliers contracted or subcontracted by us to provide any part of the arrangements for your holiday.

### 10. Our Responsibility for Your Holiday

We accept responsibility for ensuring the holiday which you book with us is supplied as described in this brochure and the services offered reach a reasonable standard. If any part is not provided as promised we will pay you appropriate compensation if this has affected the enjoyment of your holiday.

### 11. Special Assistance

Where appropriate and subject to our discretion, we offer the following Special Assistance to our clients. If any client who through misadventure suffers illness, personal injury or death during the period of their holiday arising out of an incident which did not form part of the holiday package or excursion arranged by us, we shall offer advice, guidance and assistance to help you in resolving any claim you may have against a third party, provided we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated our authority must be obtained prior to commencement of proceedings and be subject to your undertaking to assign any costs recovered or any benefits received under an appropriate insurance policy to ourselves. Our costs in respect of the above on behalf of you and your party will not exceed £5,000 in total.

# GENERAL INFORMATION

## Your Holiday Price

Holiday prices include all coach travel, hotel accommodation and meals as specified in the price panel of each holiday. All rooms have en-suite facilities and twin-berth cabins with shower and WC are provided on overnight ferries. On overnight Ferries dinner and breakfast is always included.

## Single Cabins

Cabins for sole use are available on request. Please contact our office for details.

## No Smoking Coaches

All our coaches are no smoking. However there are frequent stops on any journey for the comfort of our clients.

## Seat Reservation

Seats may be reserved at the time of booking for the duration of the holiday.

## Luggage

Luggage is limited to one suitcase per client. There is no restriction on hand luggage.

## Departure Points

In addition to departures from Glasgow and Edinburgh we also operate the following local departures: Dundee, Perth, Kinross, Dunfermline, Kirkcaldy, Falkirk, Stirling, Motherwell, Biggar,

Abington, Moffat, Lockerbie, Carlisle and Hull.

## Special Requests

Special requests should be notified to us in writing but cannot be guaranteed.

## Passports and Visa

For all continental holidays you will require a full ten-year British Passport. Holders of non-EU passports may be subject to varying visa requirements and these should be checked with the appropriate embassy.

## Disabled Clients

We welcome handicapped clients provided they are accompanied by a qualified helper and do not require special assistance. If you suffer from any illness or disability please let us know before you make your booking.

## Exchange Rates and Surcharges

Circumstances over which we have no control may mean that we have to increase the published brochure price. The only reasons for which we will impose surcharges are government action, currency fluctuation, fuel and ferry charges.

Even in this case we will absorb an amount equivalent to 2% of the holiday price 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 50 pence.

If this means paying more than 10% on the holiday price you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice.

The following exchange rate has been used in calculating VAT:

1 EURO = 90p

1 Swiss Franc = 63p

## Our Office Hours

Our offices are open from 9am to 5pm on weekdays. We welcome visitors and there is always easy parking available in Laird Street.

## Tour Itinerary

In the event of inclement weather, adverse road conditions or any unforeseen circumstance affecting the safety of clients we reserve the right to alter the daily itinerary.