

# BOOKING FORM & CONDITIONS

## FOR YOUR PROTECTION

Lightline Pilgrimages Limited holds an Air Travel Organiser's Licence issued by the Civil Aviation Authority which requires a full financial bond for all customers' money held.



ATOL LICENCE NO 9693.

**BOOKING CONDITIONS** - These conditions are construed in accordance with English Law and are subject to the sole jurisdiction of the Courts of England and Wales.

### 1. MAKING A BOOKING & PAYMENTS

When you make your booking you must complete a booking form accepting on behalf of yourself and all your party the terms of these booking conditions and pay a deposit of £200 per person. If a booking is made within 10 weeks of departure the full amount of the tour must be sent with the completed form. Travel insurance is not included in the price but is a condition of booking. You may wish to take out our specially arranged comprehensive Policy (see note 16 for outline of cover), or choose to take out a policy independently, if so, please send us a copy of the policy for our files. A contract will exist only when we issue our confirmation invoice. The balance of the amount is payable **10 weeks** before the specified departure date. The booking is not accepted until the date shown on the confirmation invoice. If the booking is not accepted the deposit will be refunded. Alterations or cancellations by a customer of an accepted booking will be subject to the provision of paragraph 4 of these conditions. In special circumstances we may not exercise our right to hold the deposit forfeit.

### 2. OUR RESPONSIBILITY TO YOU

Every effort will be made to operate all tours as advertised, but the Company reserves the right at its discretion to modify or cancel any flight, schedule, accommodation or arrangement. It is unlikely that we will have to make any changes to your tour, but we do plan the arrangements many months, or years in advance. Sometimes we may need to make changes, which we reserve the right to do at any time. We cannot guarantee that every part of the itinerary advertised in the brochure will be followed or that the duration of each visit along the route will be as advised. Lightline reserves the right to decide whether to omit part of the itinerary, or to include additional visits and deviate from the advertised itinerary without notice. Provided such decision is reasonably taken, Lightline shall be under no obligation or liability to the Client. Most changes are very minor, but where they are significant, we will inform you when you book, or, if you have already booked, as soon as is reasonably possible if there is time before your departure. A major change is one that we make to your holiday arrangements before departure, that involves changing your UK airport, (although please note a change from Heathrow to Gatwick/Stansted or vice versa is not classified as a major change) or time of departure or return by more than twelve hours, or offering accommodation of a lower category. You then have the choice of either:

- accepting the changed arrangements as notified to you
- purchasing another available tour from us
- cancelling your tour. If in these particular circumstances, you cancel, all money paid to us will be refunded to you.

We reserve the right in any circumstances to cancel your tour

and, in this event we will return to you all monies you have paid us or will offer you an alternative available tour to purchase of comparable standard.

Please note that we are not liable for any consequential financial loss or incidental expenditure other than the tour price stated in the confirmation invoice.

### 3. CHANGES TO YOUR TOUR

If war, terrorist activities, either threatened or actual; industrial action, either threatened or actual; civil unrest, closure of airports or any other event outside the control of the Company which results in delays or extends the tour or compels a change in the tour arrangements, the Company cannot accept liability for any resulting loss, damage or expense and any refund will be subject to the deduction of reasonable expenses.

### 4. CANCELLATION & CHARGES

If you do not pay the balance of the tour price at the prescribed time the Company reserves the right to cancel the booking. In this event or, if you cancel after the booking is accepted, the deposit will be forfeited. Any cancellation by you of a definite reservation must be notified to us in writing and will take effect on the day this is received by us. If cancellation occurs 60 days or less before the departure the following cancellation charges will be payable by you:

PERIOD	CHARGE
Over 72 days	Deposit
72 to 45 days	45%
45 to 14 days	60%
14 days to 7 days	75%
Less than 7 days of departure or later	100%

Once the tour has commenced, no refund will be made.

NOTE: If the reason for cancellation is covered under the terms of your insurance policy you will be able to reclaim these charges, less excesses and insurance premiums.

### 5. OPERATIONAL NUMBERS

Unless specified otherwise the minimum number of persons required for most tours to take place is 15 persons. If this is not achieved, we reserve the right to continue to operate (with Driver/Guide), or to cancel the tour no later than four weeks prior to departure in which case all monies paid to us for the tour will be refunded.

### 6. EXTENDING YOUR STAY

It is possible to extend your return flight date in most cases for little or no extra cost. However this should be done when booking as availability of seats is not guaranteed. If you extend your tour you will be responsible for making your own arrangements for accommodation, transfers, etc. once the official tour has ended. Circumstances may arise whereby after you have booked you may wish to transfer to another tour, depart on a different date or make other alterations to your original booking. If we have confirmed your original booking and you then wish to change any detail on the booking form we shall be obliged to charge an amendment fee of £35 per person. We would also be happy to make extra hotel bookings or flights where possible but again would have to charge an administration fees of £35 per person.

### 7. CONDITIONS OF CARRIAGE

Any flight scheduled or otherwise forming part of the arrangements will be subject to the Conditions of Carriage of that airline or Cruise Line. Some of these will limit or even exclude liability. These conditions are the subject of International Agreements between countries.

### 8. FLIGHT DELAY

All flight timings are local and provided by the airlines. They are subject to air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that the flights will depart at the time shown either in the brochure or on the tickets. Lightline is not liable which may arise. In the event of a flight being delayed, be it outward, onward or homeward, the relevant airline will make arrangements, depending on the time of day and duration of the delay. We strongly urge you to ensure that flight delay cover is included in your insurance (Lightline's policy does cover this).

### 9. LOSS OR DAMAGE TO LUGGAGE

The Company is only liable for loss of or damage to baggage caused directly by its negligence. Valuable items are at all times at the customer's risk and should be insured accordingly.

### 10. DISSATISFACTION

In the event of any dissatisfaction with the accommodation or any other service provided by the Company the matter must be reported immediately to either your Tour Leader, guide, local representative or agent so that action can be taken to remedy the problem. Unless the Company is given such notice it cannot accept responsibility. The Company expressly disclaims any liability for loss, damage or inconvenience arising out of the act or failure or neglect of any third party including (but not limited to) airlines and ground handlers.

### 11. TOUR PRICING

The prices quoted for these tours are based on known costs and exchange rates when tours are planned. Prices for tours in this brochure are based on tariffs and exchange rates on 01 March 2008.

The value of One Pound Sterling (£ 1) =	
US Dollar	US\$ 1.98
European	Euro 1.28

The Company reserves the right to levy a surcharge in the event of any material variation in such costs and rates for example transportation costs and fuel; dues, taxes or fees; or exchange rates applied to particular purchases. Even in such cases, we will absorb an amount equivalent to 2% of the tour price (excluding insurance premiums, government taxes, and any amendment charges). Only amounts in excess of this 2% will be surcharged. If this means paying more than 10% on the tour price you will be entitled to cancel the tour with a full refund of all monies paid, except for any premium paid to us for pilgrimage insurance. Should you decide to cancel because of this, you must do so within 14 days from the issue date printed on the invoice, which includes the surcharge. Since we have to absorb increased costs equivalent to 2% of the tour price, there will be no reduction in the price of the tour in the event of a favourable variation in costs or exchange rates. Prices will not be increased within 30 days of departure.

Continued overleaf

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PLEASE COMPLETE BOTH SIDES OF THIS FORM IN BLOCK CAPITALS THROUGHOUT

## PASSENGER DETAILS (as appears in passport)

Surname	First Name	Mr/Mrs	Nationality	Date of birth

## TOUR DETAILS

<b>Tour Ref:</b> <b>K 110910 HL</b>
<b>THE HOLY LAND</b> <b>An 11 day pilgrimage through Israel &amp; Palestine</b> <b>Led by</b> <b>The Most Rev'd Idris Jones</b> <b>9 November - 19 November 2009</b>

## ACCOMMODATION

Twin Room/Cabin <input type="checkbox"/>	Single Room/Cabin <input type="checkbox"/>
Triple Room/Cabin <input type="checkbox"/>	Share of Twin Room/Cabin <input type="checkbox"/>

For official use

INV	_____
RCD	_____
INS	_____

**Lightline Pilgrimages**  
**Coopersale Hall Farm**  
**Epping, Essex CM16 7PE**

Tel: 0845 610 6447 Email: info@lightline.org.uk

# BOOKING FORM & CONDITIONS

## 12. ROOM SHARING ARRANGEMENTS

All prices are quoted on the basis of two persons to a room/cabin. Single room/cabin accommodation is limited and may not always be available. If you are travelling alone but wish to share, we shall endeavour to find a suitable travelling companion but if this is not possible we will allocate you a single room and charge you only half the applicable single room supplement stated in the brochure. In this instance, a separate Invoice will be issued 14 days before departure.

## 13. PASSPORTS & VISAS (UK & IRELAND)

A full valid passport (valid for at least seven months after your planned return) is required for all tours featured. It is important that the first name and surname on the air ticket matches those on the passport, otherwise the passenger may not be able to travel and any applicable insurance will be ineffective

### VISA REQUIREMENTS-BRITISH & IRISH CITIZENS

EGYPT	YES	Lightline will advise procedure
ISRAEL	YES	Issued FREE on arrival
JORDAN	YES	Lightline will advise procedure
TURKEY	YES	Issued on arrival (£10 approx.)

If the country you are visiting requires a Visa you will be notified. In most cases Lightline may be able to arrange these on your behalf.

## 14. PASSPORTS & VISAS (OTHER NATIONALS)

Holders of passports other than British or Irish should contact Lightline for advice on whether or not a Visa is required. Other nationals should ensure they comply with formalities. Lightline can not be held responsible for Foreign Nationals not complying with Passport or Visa requirements.

## 15. HEALTH & FITNESS

At the time of printing there are no compulsory vaccination requirements for the tour featured in this brochure. However we advise you to contact your doctor for advice. Fitness Most Lightline tours involve walking on most days around sites. The majority of our Pilgrims are aged between 40 and 75 years, but we at Lightline welcome people in their 80s on many of our tours. If you are fit and healthy and enjoy being part of a group of like-minded people, your age should not be a barrier to joining a tour. We do however ask pilgrims over the age of 75 to obtain a medical certificate from their Doctor stating that they are fit to travel.

## 16. TRAVEL INSURANCE

All our clients must have adequate travel insurance including the cost of repatriation in the event of serious accident or illness. You may choose to insure through us. If you make your own arrangements, we will require you to furnish us with full particulars including the insurance contact telephone number in the UK. Such cover must be comparable to our policy summarised here (on the right).

## LIGHTLINE'S INSURANCE POLICY - A SUMMARY OF RULES & COVER

Our Travel Insurance is specially arranged through Preferential with Optimum Underwriting Ltd and is available at the time of booking by paying the appropriate premiums so that you can relax in the knowledge of being properly covered for the duration of your holiday. Optimum Underwriting Ltd are Underwriting Agents for Groupama Insurance Company Limited. Groupama Insurance Company Limited, Registered in England: No 361302 is a member of the Association of British Insurers and the General Insurance Standards Council.

### IMPORTANT NOTICE

Your attention is drawn to important features of Your travel insurance policy including:

- **INSURANCE POLICY:** You must read the insurance policy carefully. It contains full details of the cover provided plus the conditions and exclusions which apply to it
- **CONDITIONS, EXCLUSIONS AND WARRANTIES:** There are conditions and exclusions which apply to individual sections and general conditions, exclusions and terms which apply to the whole policy.
- **DATE CHANGE EXCLUSION:** Changes in dates could see widespread failures of computer and other systems containing computer chips, which depend on date related information in order to work properly. Certain sections of Your policy excludes anything directly or indirectly caused by failure of any computer hardware or software or other electrical equipment to recognise or process any date as the calendar date.
- **FRAUDULENT CLAIMS:** The making of a fraudulent claim is a criminal offence.

**HEALTH:** The policy contains conditions relating to the health of the people travelling and others upon whose well being the trip may depend. You are required to disclose the condition of such people prior to cover being issued and you must be aware that failure to disclose such matters will prejudice Your position. In certain instances a telephone helpline is available. Please do use this service to ensure you are fully protected.

**Optimum Health helpline 01277 247 479**

- **PROPERTY CLAIMS:** These are settled on an indemnity basis – not on a 'new for old' or replacement cost basis, unless otherwise stated in the policy.
- **POLICY LIMITS:** Most sections of the policy have limits on the amount the insurer will pay under that section. Some sections also include inner limits eg: for one item, or for valuables in total.
- **POLICY EXCESSES:** Claims under most sections of the policy will be subject to an excess. Where there is an excess, you will be responsible for paying the first part of a claim.
- **REASONABLE CARE:** You are required to take all reasonable care to protect Yourself and Your property and to act as though You are not insured.

- **COMPLAINTS:** The insurance policy includes a Complaints Procedure, which tells You what steps You can take if You wish to make a complaint.
- **"COOLING OFF" PERIOD:** The policy contains a "cooling off" period which allows You to return the policy and obtain a full refund if You have a justifiable reason to be dissatisfied with the cover provided.
- **HAZARDOUS HOLIDAY ACTIVITIES:** The policy will not cover You when You take part in certain hazardous activities. (Please contact us if You are in doubt with full details of the activity for our consideration).
- **GOVERNING LAW:** Your policy is governed by the law applicable to where You reside within the United Kingdom.

### PLEASE ENSURE THAT YOU READ YOUR INSURANCE POLICY CAREFULLY

The following is a synopsis of the insurance arranged by Preferential. Full details will be sent with your confirmation invoice.

**Please note that insurance is only available to UK residents currently residing in the UK.**

### SUMMARY OF COVER PER PERSON

- 1) Cancellation or Curtailment up to the invoice cost (not exceeding £3000 per person) for specified causes (£50 excess. £10 for Loss of Deposit only)
- 2) Missed Departure up to £750 (Excess Nil)
- 3) Personal Accident up to £25,000 (in the event of death, up to £25,000 (in the event of Permanent Total Disablement)
- 4) Luggage up to £1,500 (£50 Excess). Personal Money up to £500 (Cash limited to £250). Single articles up to a maximum of £250. Valuables up to a maximum of £350. Up to £100 for emergency purchase of essential items of clothing etc. for luggage delayed more than 12 hours.
- 5) Loss of Passport Expenses £300
- 6) Personal Liability up to £2,000,000
- 7) Medical and Associated Expenses up to £5,000,000 (£50 Excess) Hospital Benefit £20 for each complete 24 hours maximum of £500)
- 8) 24 Hour Medical Emergency Services operated by Alert Assistance Wings.
- 9) Departure Delay Protection – First full 12 hours £20, up to £100 maximum or if abandoned after the first 12 hours delay up to the amount under the Cancellation section (£50 excess for abandonment only)
- 10) Hijack £50 per full 24 hours up to a maximum of £1,000
- 11) Mugging Benefit £50 per full 24 hours up to a maximum of £1,000 and in addition to medical expenses under section six of the policy wording
- 12) Legal Expenses £10,000

**The excesses apply per person per incident**

### Money Back Guarantee

If you are not happy with this policy you may return it to us within 14 days of receipt, with a written request to cancel the insurance provided there has been no claim made or travel undertaken.



**Please complete this form and send it to:**

**Lightline Pilgrimages Groups House, (Dept 10), Coopersale Hall Farm, Epping, Essex CM16 7PE**



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**PLEASE COMPLETE BOTH SIDES OF THIS FORM IN BLOCK CAPITALS THROUGHOUT**

## DEPOSIT & INSURANCE

Deposit (per person)	<input type="text"/>	@	£ 200	=	£	<input type="text"/>
Insurance (under 65 years)	<input type="text"/>	@	£ 38	=	£	<input type="text"/>
Insurance (between 65 & 80 years)	<input type="text"/>	@	£ 75	=	£	<input type="text"/>
<b>TOTAL ENCLOSED</b>				=	£	<input type="text"/>

## YOUR ADDRESS

Full name	
Address	
Address	
Town	Post code
Daytime Tel	Evening Tel
Remarks	

I have read and understand the terms and booking conditions applicable to this tour and I accept them on my behalf and on the behalf of all other persons named on this booking form. At the time of making this booking no circumstances are known which are likely to lead to the cancellation or the curtailment of the pilgrimage or any person and none of the insured persons will travel against any medical advice. I would like all correspondence to be sent to my address.

Signature	Date
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