

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 of your party, 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 obligatory and is a condition of booking. A copy of your insurance certificate must be sent to Lightline prior to travel. 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 is sent to you. 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 any such visits or parts of the itinerary, where to include additional visits, whether to 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. If a major change becomes necessary, we will inform you 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 monies paid to us will be refunded to you. We also reserve the right in any circumstances to cancel your tour and, in this event we will return to you all money 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 either 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 72 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. Please make sure the policy you purchase covers the cancellation charges that Lightline apply.

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 4 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 £45 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 £45 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 Air tickets. Lightline does not have any liability to you for any delay, 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 (Delay departure) cover is included in your insurance. Most policies do cover this, but please do check this and other items printed overleaf.

Continued overleaf

CUT HERE & SEND THE COMPLETED BOOKING FORM TO LIGHTLINE PILGRIMAGES

PLEASE COMPLETE BOTH SIDES OF THIS FORM IN BLOCK CAPITALS THROUGHOUT

PASSENGER DETAILS (as appears in Passport)

Surname	First Name	Title	Nationality	Date of birth

ACCOMMODATION

Twin Room/Cabin Single Room/Cabin
 Triple Room/Cabin Share of Twin Room/Cabin

For official use
 INV _____
 RCD _____
 INS _____

TOUR DETAILS

Tour Ref: **K 101208 HL**

THE HOLY LAND
 Led by The Rev Paul Maybury
 & The Revd Canon John Holmes
13 - 21 February 2010

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