

THE CRICKET TOUR COMPANY

England in Sri Lanka

March/April 2012

BOOKING FORM



BOOKING CONDITIONS

1. These conditions are to be read as part of and in conjunction with 'England in Sri Lanka March/April 2012' website pages (www.crictravels.com, www.thecrickettourcompany.com) of The Cricket Tour Company (hereafter referred to as "TCTC" or "The Company"). The Cricket Tour Company is the trading name of The Cricket Tour Company Limited whose registered office is at Wellington House, Lower Icknield Way, Longwick, Bucks HP27 9RZ, England.

2. **Reservations, Deposit & Payment:** are subject to availability and will only be confirmed upon receipt of the completed booking form and a deposit payment equal to 25% of the total amount payable. The deposit is accepted in part payment of the agreed cost of the booking, as per the confirmation invoice from The Cricket Tour Company Limited. A contract exists between TCTC and the signatory on the booking form from the date shown on the confirmation invoice. Please check this invoice carefully. Full payment is due no later than 90 days prior to the commencement of the tour. Bookings made within 90 days of commencement of the tour may be charged a surcharge depending on hotel and airline booking requirements.

Payment may be made by cheque, banker's draft, credit card (Visa/Mastercard/American Express), debit card (Visa, Debit/Visa Electron/Switch/JCB Maestro) or bank transfer. A supplement of 2% is payable on American Express and 3% on all other credit and/or debit card payments. If for any reason TCTC has not received payment/balance by the due dates then TCTC reserves the right to cancel your booking and levy a cancellation charge as per our cancellation terms, in accordance with Clause (6).

3. **Booking Form:** The person signing the booking form warrants that he or she has the authority of the persons therein designated, whether by name or not, to make this booking on their behalf subject to the conditions herein contained. All travel documentation and other information will be sent to the person who has signed the booking form.

4. **Your Protection:** The air holidays in our brochure or on our website are ATOL protected, since TCTC hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5796. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money that you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk

5. **Tour Variations:** Clients who wish to vary arrangements from the specified itinerary are liable for any increase in cost, including any commissions, taxes and/or administration charges imposed by the relevant supplier(s) and TCTC. Clients who do not travel as part of the group will be responsible to make their own way to and from the airport(s) and/or hotels, at their own expense.

6. **Cancellation by You:** In addition to any cancellation fees which may be levied by suppliers (airlines, hotels, land operators, cricket ticket suppliers etc.), the following fees will be charged for each person cancelling a tour as compensation for labour and expenses undertaken on behalf of the tour member:

More than 90 days of the start of the tour, 25% of the total cost of the tour;
Within 90 days of the start of the tour, 100% of the total cost of the tour.

Cancellations must be made in writing by the person who signed the booking form, in accordance with Clause (16). Cancellation date will apply from the date it was received by TCTC.

7. **Booking Amendments:** Once the deposit has been paid, any amendment to the tour booking will incur an administration fee of £50.00, plus any additional charges levied by airlines and overseas or domestic operators.

8. **Pre Tour Cancellation by TCTC:** The Company reserves the right to cancel any booking if the minimum number of participants required for a tour to take place is not reached. If a tour is cancelled for this reason we will advise you at least 60 days prior to the scheduled departure date. The Company also reserves the right to cancel any booking at any time without being under any obligation to assign a reason. If we cancel your tour within 60 days of departure we will offer you an alternative holiday of comparable standard. If there are any extra charges for this holiday, then these are to be borne by you. Alternatively we will refund all monies paid.

9. **On Tour Cancellation by TCTC:** TCTC and their representatives reserve the right to terminate your tour at any time, without refund, if your behaviour or that of any person in your touring party is reasonably deemed by TCTC likely to cause damage, distress, danger or annoyance to any of our customers or employees or their property or to any third party or their property.

10. **Force Majeure:** This means that we will not pay you compensation if we have to cancel or change your travel arrangements due in any way because of the following: war, riot, industrial dispute, terrorist activity, civil strife, natural or nuclear disaster, fire, adverse weather conditions, technical or maintenance problems to transport, closure of airports or other unforeseen circumstances that may amount to force majeure. Routings and itineraries can be affected by adverse weather, road closures or other reasons and may vary accordingly. We shall endeavour to advise you of these changes as soon as we are aware of them.

11. **Alterations to Tour Itineraries & Prices:** Our tours are planned months in

advance and are occasionally subject to changes beyond our control. Therefore all prices quoted are based on tariffs and exchange rates current at the time of printing and are subject to increase without any prior notice on an increase in the basic tariffs or exchange fluctuations which may take place prior to the commencement of the tour. If major changes occur, such as a resort change to a lower category, we will offer you the following choices:

- Accept the alternative offered and any compensation payment, or additional cost, that may apply.
- Cancel your tour with a full refund of monies paid, although no compensation will be payable.

We are not liable to pay compensation if we are forced to cancel or make any changes to your tour due to situations outside of our control. This includes cancellation or postponement of a sporting fixture, celebrity appearance or any other changes outside of the control of TCTC.

If you are unable to travel for any reason, it is at the absolute discretion of TCTC whether to allow a transfer of the booking name. An administration fee may occur depending on the time of transfer.

12. **Travel insurance:** The tour participant must ensure that they have insurance cover at least equivalent to that offered by TCTC, and that it is sufficient to cover his or her personal requirements, or to sign an appropriate indemnity form as supplied by TCTC.

13. **Complaints and Refunds:** Complaints should be notified immediately to your TCTC tour representative/agent, so that he/she can attempt to resolve the problem without delay. Any application for a part or full refund for any reason, or for a variation of these conditions of booking, must be made in writing to TCTC by the person who signed the booking form, in accordance with Clause (16). Refunds will not be made in respect of unused accommodation, meals, sightseeing tours, tickets, transfers or any other services which are included in the tour cost but not utilised by the tour member(s). All refund requests must be made no later than 28 days following the end of the tour. Any refunds are made at the absolute discretion of TCTC.

14. **Third Parties:** No agents, representatives, conductors or any other persons not employed by TCTC are authorised to promise to refund any sums paid or to remit any sums payable either wholly or in part or to agree to any variation of these conditions of booking.

15. **Our Responsibility:** TCTC accepts liability for matters that arise as a direct result of our negligence or a breach of our contractual duty in making arrangements for you, including any acts or omissions by our employees or agents, in respect of any claim involving death, personal injury or illness. This includes the actions of our suppliers whilst they are acting within the scope of their employment to provide a service or arrangement forming part of the tour that you have booked with TCTC. In respect of travel by air, sea, rail or road and the provision of accommodation, our liability in all cases is limited to the relevant international conventions. Please note that travel with a particular carrier will be subject to the conditions of carriage of that carrier, some of which may limit or exclude liability. Operational decisions may be taken by air carriers and airports resulting in delays, diversions and rescheduling, TCTC has no control over these decisions and therefore does not accept any responsibility for them. TCTC accepts no other liability for loss or damage unless expressly stated in these conditions.

16. **Notices:** Where notice is to be given in writing to any party to this agreement it may be served by leaving it at the registered office or last known address of that party or by sending it by prepaid first class post or facsimile to the party's registered office or last known address within the United Kingdom. A properly addressed and prepaid notice sent by first class post or airmail (as the case may be) shall be deemed to have been served at an address within the United Kingdom at the expiry of two days after the notice is posted. Where a notice is given by facsimile, service shall be deemed to be effected on receipt of telephone or other confirmation of its receipt.

17. **Jurisdiction:** Your contract is governed by English law and each party shall be subject to the exclusive jurisdiction of the English Courts.

18. **Arbitration:** Any dispute between the parties about any matter relating to this agreement which cannot be resolved by the parties within 60 days of notice of the dispute being served by one party on the other will be referred to arbitration agreed between the parties, or, on failure to agree within 30 days of a written request by one party to the other appointed on the application of either party by the then President of the Law Society.

19. **Data Protection Policy:** TCTC will only pass your personal information to suppliers (e.g airlines, hotels etc.) and relevant authorities (e.g governments) as required to complete your tour arrangements.

20. **General:** If any part of these booking conditions is found to be invalid or unenforceable, then the remainder of these booking conditions will not be affected and will remain valid and enforceable.

BOOKING FORM

Title & name (per passport) _____ Preferred name _____

Address _____

Town _____ County _____ Postcode _____

Country of passport _____ Date of Issue _____ Passport No _____

Date of passport expiry _____ Place of Birth _____ Date of Birth _____

Home phone _____ Work phone _____ Mobile phone _____

Email address _____ Shirt size [Mens: S/M/L/XL/XXL] [Ladies: 10/12/14/16/18] _____

Special dietary requirements _____ If you have any other health or mobility requirements please let us know _____

Emergency contact: Name _____ Contact No.(s) _____

Title & name (per passport) _____ Preferred name _____

Address (if different from above) _____

Town _____ County _____ Postcode _____

Country of passport _____ Date of Issue _____ Passport No _____

Date of passport expiry _____ Place of Birth _____ Date of Birth _____

Home phone _____ Work phone _____ Mobile phone _____

Email address _____ Shirt size [Mens: S/M/L/XL/XXL] [Ladies: 10/12/14/16/18] _____

Special dietary requirements _____ If you have any other health or mobility requirements please let us know _____

Emergency contact: Name _____ Contact No.(s) _____

ESCORTED TOURS	Double pp	Twin pp	Single	Smoking	International Business Class Upgrade
Blue Sapphire	[] £4,990	[] £4,990	[] £6,940	[Y/N]	On application
Optional pre-tour extension to Negombo & Cultural Triangle	[] £1,100	[] £1,100	[] £1,790	[Y/N]	On application
Pearl	[] £2,890	[] £2,890	[] £4,280	[Y/N]	On application
Opal	[] £2,540	[] £2,540	[] £3,440	[Y/N]	On application
Optional extension to 2nd Test in Colombo	[] £950	[] £950	[] £1,450	[Y/N]	On application
Topaz	[] £1,890	[] £1,890	[] £2,390	[Y/N]	On application
FREEWHEELER TOURS					
1st Test, Galle	[] £2,150	[] £2,150	[] £3,090	[Y/N]	From £1,895
2nd Test, Colombo	[] £1,595	[] £1,595	[] £2,095	[Y/N]	From £1,995
Both tests	[] £2,795	[] £2,795	[] £4,195	[Y/N]	From £1,995

On behalf of the persons named above, I confirm that I have read, understood and accept the details of the brochure/web pages including the booking conditions and ticket terms and conditions. Please tick to confirm that you have completed the insurance application/indemnity form (overleaf) []

Signature: _____ Date: _____



PAYMENT DETAILS

PAYMENT	Number		Cost	
Deposit (25% of total amount payable)	[]	x	£	= £
Travel Insurance (details overleaf)	[]	x	£	= £
TOTAL				£

How did you first hear about The Cricket Tour Company?

Payment can be made by cheque (payable to 'The Cricket Tour Company Ltd'), bankers draft, credit card (Amex/Visa/Mastercard), debit card (Visa Debit/Visa Electron/Switch/JCB/Maestro) or bank transfer.

A surcharge of 2% is payable on Amex and 3% on all other credit and/or debit cards.

Card type: _____ Card Number: _____ Issue Number (if applicable): _____

Start date: _____ Expiry date: _____

CVV No: (last 3 numbers on back of card in signature strip): _____ Name on card: _____

Amount to be charged to card £ _____ Signature _____ Date _____

Bank Transfer

Account Name: The Cricket Tour Company Ltd Account No. 10077080 Sort Code: 83-04-25 Reference: Your surname

TRAVEL INSURANCE

The Cricket Tour Company is pleased to offer the following travel insurance in conjunction with Gold Cover Travel Insurance. Please note, it is a booking condition that tour participants have insurance cover at least equivalent to that offered by The Cricket Tour Company, or to sign the indemnity statement below.

Costs: Including 20% Insurance Premium Tax					
Trip Duration	Aged 3 - 65	Aged 66 - 69	Aged 70 - 74	Aged 75 - 80	Aged 81 - 85
Up to 10 days	£49	£69	£75	£124	£167
Up to 17 days	£52	£78	£103	£141	£190
Up to 24 days	£61	£92	£121	£165	£222

Children under the age of 3 years at the time of travel – free.
Please ensure that you read your insurance policy carefully upon receipt. The Cricket Tour Company will not be held responsible for any costs should a claim not be met by insurance.

Over 28 days or to include USA, Canada and Caribbean, please contact us for a quote.

Please note: The cancellation and curtailment cover can be increase from £5,000 to cover up to £10,000 per person. Please contact us for details.

SUMMARY OF COVER This is only an outline of cover. Please see Schedule of Cover and Limits of Indemnity in your policy wording for full details.	PREMIER COVER Up to Limit of (£) per Insured Person	EXCESS
Cancellation or Curtailment	£5,000	£80-£25 (loss of deposit)
Emergency Medical and other Expenses	£7,000,000	£80
Hospital Benefit	£25 per day up to £200	
Personal Possessions (unless excluded) Single Article/Pair/Set Limit Valuables limit in total Delayed Baggage (excess of 12hrs)	Up to £1,500 £250 £250 Up to £250 (£50 per day)	£50 Nil
Personal Money (unless excluded) Cash Limit Cash (aged under 18)	Up to £500 £250 £100	£50
Travel Delay	£25 first 12 hours £25 each subsequent 12 hour period up to £400	N/A
Holiday Abandonment after 48 hours	Up to £5,000	£80
Hijack	£100 per day up to £1,000	Nil
Missed Departure	Up to £1,000	£50
Personal Accident Death Loss of Limb(s) or Sight Permanent Total Disablement Death Benefit (over 18 and under age 66) Death Benefit (under 18 and over age 65) All benefits (66 years and over)	£20,000 £20,000 £20,000 £10,000 £10,000 £5,000 £5,000	Nil
Personal Liability Including Rented Accommodation Limit	£2,000,000 £100,00	£200
Legal Expenses	Up to £20,000	£200
Catastrophe Cover	£Up to £1,000	£50
Scheduled Airline Failure and Dynamic Packaging Protection	£Up to £2,000	Nil
Travel Disruption Cover: now covers volcanic ash, tsunامي, earthquake, hurricane and terrorism. Please see policy for full details.		

It is the responsibility of passengers to ensure that their travel insurance is valid and that all conditions have been met. We strongly urge you to ensure that you declare any pre-existing medical conditions; failure to do so may cause problems when making a claim. Health Line (for pre-existing medical screening) Tel. 0844 826 2700.

If you are not satisfied with your insurance policy, you will have 14 days from the date of issue of the insurance to obtain a full refund, provided you have not commenced your trip.

Should you wish to take travel insurance, please complete the following application form:

Trip Duration: _____

Name and age of all persons to be insured:

1. _____ 2. _____

TRAVEL INSURANCE INDEMNITY

On behalf of the following persons, I/we hereby advise that I/we do not wish to take out the holiday insurance offered by The Cricket Tour Company and will not hold The Cricket Tour Company responsible for any losses which would have been covered by the insurance offered.

Name(s): 1. _____ 2. _____

Signature: _____ Date: _____

Please return booking form and payment to: The Cricket Tour Co. Ltd, Wellington House, Lower Icknield Way, Longwick, Bucks HP27 9RZ