

Invoice No.
VALUE



Co Registered in England No. 4755235
VAT Reg. No. 827 5628 03

BOOKING FORM

NAME & ADDRESS to which all correspondence should be sent

Post code:	
Tel. Work:	Tel. Home:
Tel. Mobile:	

Flight Reference No.

Tick here to receive periodic emails of Holidays from us. Your email will never be passed to third parties.

PASSENGER DETAILS (PARTY LEADER FIRST)

Full name (as on passport – used for airline ticketing**)			Confirm child ages on departure date				Nationality	Travel Insurance	
Title	First Name	Surname	Adult	Child	Age	D.O.B.		Required	if yes: Age
								YES / NO	
								YES / NO	
								YES / NO	
								YES / NO	
								YES / NO	
								YES / NO	

** We will use the names written here to issue your airline tickets; please make sure they are correct as on your passport. Alterations to this at a later stage may incur charges.

HOLIDAY DETAILS

Departure Airport: London LHR <input type="checkbox"/> GTW <input type="checkbox"/> Glasgow GLA <input type="checkbox"/> Manchester MAN <input type="checkbox"/>
Flight Details: Out Date & Time: _____ In Date & Time: _____
Holiday _____ Quotation Ref. _____
Room Types: Single <input type="checkbox"/> Double <input type="checkbox"/> Triple <input type="checkbox"/> Family <input type="checkbox"/> Cabin/Chalet <input type="checkbox"/>
Board Basis: Room only <input type="checkbox"/> SC <input type="checkbox"/> BB <input type="checkbox"/> HB <input type="checkbox"/>
Car Rental: Car group: _____ Duration: _____ Days _____
Pick up at: _____ on (date): _____ Drop off at: _____ on (date): _____
Airport Transfer: FlyBus tickets No. _____ One Way <input type="checkbox"/> Return <input type="checkbox"/>

HOW DID YOU HEAR ABOUT US?

Travelled with us before <input type="checkbox"/>	Tourist Office <input type="checkbox"/>
Travel Agents' recommendation <input type="checkbox"/>	Guidebook <input type="checkbox"/>
Personal recommendation <input type="checkbox"/>	Google <input type="checkbox"/>
Internet other: _____	
Advertisement in: _____	
Article in: _____	
Other: _____	

TRAVEL INSURANCE

Arranged own insurance
If travel insurance required state No. of persons/ages above:

PAYMENT

If booking less than 12 weeks before the departure date the full cost of the trip is required when booking. If the booking is made more than 12 weeks before the departure date a deposit of 30% of the invoice value is required. The balance is then required 12 weeks prior. When taking out our insurance this amount must be paid in full at the time of booking. Please advise us how you wish to pay.

I wish to pay for the trip entirely by cheque, and have enclosed (a) cheque(s) for _____ payable to **Iceland Holidays**

I wish to pay by credit, debit or charge card. As we are charged for this service by the credit card companies we must levy a 2% administration fee applicable for all types of credit card, on top of the quoted cost of the trip.

I authorise you to charge £ _____ to my _____ Cardholder's Name & Address _____

MASTERCARD VISA AMEX Security code _____

Expiry date _____ Signature _____

If you would like us to automatically take your final balance when due on the credit card please sign here: _____

SPECIAL REQUESTS

Although we will do our best to assist, special requests cannot be guaranteed unless a supplement is charged, nor can they be actioned after your booking has been processed. Please state any dietary requirements, or preferences for twin/double beds.

SIGNATURE (PARTY LEADER)

Please read our booking conditions and general information before signing. If under 18 years of age, this should be signed by a parent or guardian.

On behalf of the above named persons, I accept the booking conditions detailed in this brochure which form part of this contract.

Date _____

Signed _____

ICELAND HOLIDAYS TERMS AND CONDITIONS

1 Booking and documentation

1.1 Deposits

The following deposits are required (unless booking occurs within balance payment period – see 1.3):

30% Deposit

Deposits are non refundable.

1.2 Confirmation of Booking

Upon receipt of your completed booking form and deposit we will send you a confirmation invoice, together with any other information applicable at this stage.

1.3 Payment of Balance

The full payment is due 12 weeks before travel commences. The balance payment date will be notified on the confirmation invoice and no reminder will be sent.

1.4 Travel Documents

Itinerary and other background information will be sent to you in good time before commencement of the holiday.

NB it is imperative for flight and other overseas travel that personal information provided is per the traveller's passport. You must check official documentation and report inaccuracies immediately. Failure to do so may result in a financial penalty.

2 Changes to itinerary

2.1 Changes by Iceland Holidays

At the time of publication all information in our brochure/website has been checked and is, to the best of our knowledge, correct. However, for reasons beyond our control, changes may need to be made to flight times, hotels, programs and tour personal. We cannot therefore guarantee that itineraries and programmes will be followed as published, and we reserve the right to make alterations. Significant alterations will be advised as soon as practical, and if alternative arrangements are unsuitable you may cancel and receive a full refund.

2.2 Flight Changes

We always intend using the airline advertised to the destination shown. We hold the right, either for reasons beyond our control or for reasons beneficial to the holiday, to change the airline and / or the destination and this will not constitute material change to the programme. We are not in a position to state the aircraft type for most holidays.

2.3 Hotel Changes

The accommodation / hotel vouchers issued for your holiday are non exchangeable and non refundable. This means you must use the vouchers at the hotel indicated on the dates indicated. If you choose to change your itinerary in terms of hotel during your holiday the new room nights need to be paid in full.

2.4 Special Requests and flight Changes by you

Any special requests made on your booking form will be noted and we will do our best to provide these for you. We cannot, however, guarantee to comply with your request. Once a booking has been confirmed passengers using our flight arrangements must use the flight as the confirmed booking. If you wish to travel on a different date or time this will incur a £30 administration charge and any extra charges the airline involved make.

3 Cancellation

3.1 Cancellation by Iceland Holidays

If cancellation is necessitated through force majeure – e.g. civil strike, industrial dispute, natural or nuclear disaster we shall refund the portion of payment made to us by clients which has not been committed irrecoverably by us to the holiday. However we can be under no other liability to you in such cases.

3.2 Cancellation by you

Should you have to cancel your holiday, you should notify us in writing advising us of the reason for cancellation. The scale of cancellation charges is calculated according to the number of days prior to departure that we receive written notice.

3.3 Cancellation Charges

More than 84 days prior to departure, loss of deposit only 84 - 56 days prior to departure 66% of total fee 55 days or less prior to departure 100% of total fee.

4 Inclusions and exclusions

Iceland Holidays has made every effort to ensure that a full list of inclusions is made prior to commencement of each holiday.

4.1 Principal exclusions

Important exclusions have been highlighted in Iceland Holidays literature. Amongst the principal exclusions not listed elsewhere are cost of visas, personal items, laundry, gratuity for service provided on a personal basis, excess baggage, immigration/port/airport taxes levied locally. Where meals are provided payment for items not included in the set menu are your own responsibilities.

4.2 Government and airline airport tax and security charges

Where possible these taxes are included in the basic price of the holiday. Additional taxes by airlines and governments subsequent to brochure publication will be collected as a surcharge. Where international governments have not made provision for departure taxes to be collected in advance, these will need to be paid in local currency at the point of departure and have not been included in the cost of the tour.

4.3 Surcharges

Our prices are based on the currency exchange rate with the Bank of England on the 23rd November 2005. Surcharges may be imposed if costs increase as a result of government action, currency fluctuation, or increases in over flying charges, airport charges or scheduled airfares. In any event we will absorb an amount equivalent to 2% of the holiday fee.

If the amount of the surcharge exceeds 10% you will be entitled to cancel and receive a full refund of all money paid. This right to cancel must be exercised within 14 days of receiving written notification of the surcharge.

5 Limit of Liability

Iceland Holidays acknowledges responsibility for the correct description of services offered in this brochure and for the preparation of the travel arrangements. Only limited responsibility for the performance of the services provided by airlines, coaches, ferries, hotels, agents and other suppliers can be accepted by Iceland Holidays.

No responsibility is accepted for loss or expenses due to sickness, weather, strikes, war, quarantine, negligence, loss of baggage or other causes, such losses being the responsibility of the traveller and for certain of which insurance is available.

5.1 Travel Insurance

We strongly advise you take out comprehensive travel insurance, including cover for cancellation and repatriation in the event of accident or illness. Iceland Holidays reserve the right to refuse a booking if there is no valid, adequate medical and repatriation insurance.

5.2 Personal effects

You are expected to carry and check your own luggage at all transfer points. You are also responsible for your personal effects throughout the duration of the holiday

5.3 Visa and health

You are responsible for contacting the relevant authorities regarding statutory visa and health requirements appropriate to your destination. You are also responsible for ensuring your passport is valid for the period required for entry into your destination country. Information provided by Iceland Holidays is for guidance only.

5.4 Fitness to travel and special provisions

It is necessary to advice of any special requirements related to diet or mobility in order for us to enquire as to special provisions and reasonable adjustments which can be made to facilitate participation on the holiday.

6 Responsibility, law and jurisdiction

6.1 Tour Operator's Licence

Iceland Holidays is a recognised tour operator and holds an Air Travel Organiser's Licence – ATOL 6190 – issued by the Civil Aviation Authority (CAA).

The air holidays and flights advertised on our website and in our brochure are ATOL protected by the Civil Aviation Authority. In accordance with their requirements we have deposited a travel bond which secures all money paid by you. 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 us for an advance booking.

6.2 Complaints

If you have a complaint, Iceland Holidays must receive notification in writing not later than 10 days after the end of the holiday.