

# Booking Form

| 1. YOUR NAME AND ADDRESS          |  |
|-----------------------------------|--|
|                                   |  |
|                                   |  |
| Postcode                          |  |
| Home telephone number: (        ) |  |
| Work telephone number: (        ) |  |
| Email address:                    |  |
| Date of birth:                    |  |

| 2. YOUR HOLIDAY CHOICE |  |
|------------------------|--|
| Location:              |  |
| Date:                  |  |

| 3. ACCOMMODATION              |                   |
|-------------------------------|-------------------|
|                               | Quantity Required |
| Single room                   |                   |
| Double/twin ( please specify) |                   |
| Family room                   |                   |

| 4. YOUR HOLIDAY PARTY  |          |         |                |
|--|----------|---------|----------------|
| Please complete the names of each member of your party and give age on arrival, it is necessary to complete this section in order to ensure all members in your party are covered if you request holiday insurance. Please attach an additional sheet if all names do not fit on this sheet. |          |         |                |
| Mr/Mrs or Miss   | Forename | Surname | Age on arrival |
| 1.   |          |         |                |
| 2.   |          |         |                |
| 3.   |          |         |                |
| 4.   |          |         |                |

| 5. PRICES AND YOUR HOLIDAY PAYMENT |         |
|------------------------------------|---------|
| Total holiday cost                 | £ _____ |
|                                    |         |

| 6. TRAVEL INSURANCE (optional - please tick if required) |  |
|--|--|
|  |  |

| 7. SPECIAL REQUESTS / DIETARY NEEDS (please specify) |  |
|--|--|
|  |  |

| 8. DEPOSIT  |  |
|---|--|
| A deposit of £50 per person is required when booking. Please make cheques payable to 'Grace Holidays' |  |

| 9. YOUR SIGNATURE  |       |
|--|-------|
| I have read and understood the booking form, agree to be bound by the applicable Booking Conditions, and agree to pay the balance due for my holiday no less than 8 weeks before the holiday start date. |       |
| Signature:   | Date: |

| 10. FURTHER INFORMATION   |           |            |
|---|-----------|------------|
| I would like to receive details of our holiday offers from time to time | Via Post? | Via Email? |



## TERMS & CONDITIONS (please retain for your records)

Please read these terms and conditions carefully. Please do not hesitate to contact us on 01492 531779 or by email at [info@graceholidays.co.uk](mailto:info@graceholidays.co.uk) if you have any queries with the booking conditions or other aspects of your holidays.

### THE CONTRACT

The following terms and conditions will apply to your booking. The person who signs the booking form will be accepting the booking conditions on behalf of and with the consent of all members of the holiday party. A contract between you and Grace Holidays will come into existence when we accept your booking form and deposit payment by issuing written confirmation of your booking.

The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in the terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

### PAYMENT & CANCELLATION PLAN

Payment can be made in full or by deposit to secure your holiday booking. The deposit required to reserve your booking is £50 per person which must be paid at the time of booking your holiday. In the event of cancellation the deposit is non-refundable. If you have paid your total holiday price, in the event of a cancellation, the remuneration is as follows:

|                 |                             |
|-----------------|-----------------------------|
| 30 days or more | > full refund minus deposit |
| 15-29 days      | > 75% holiday cost          |
| 8-14 days       | > 50% holiday cost          |
| 7 days or less  | > no refund given           |

### CHANGES TO YOUR BOOKING

If you wish to make a change to your confirmed booking, you can do so by telephone or by email. We will try to meet your new requirements but this will be subject to the availability of your chosen accommodation. There is a minimum of 14 days notice required prior to your holiday start date.

### LIMITATIONS OF LIABILITY

We accept responsibility for those arrangements of your holiday which are within our control, but we cannot accept liability for any injury, loss or damage suffered by you or any other member of your party.

### SPECIAL REQUESTS

We will endeavour to meet any special requests, but we are very sorry that these cannot be guaranteed.

### DOGS, CATS AND OTHER PETS

In certain circumstances, it may be possible to bring a well behaved dog with you on your holiday. Please check before booking. However, we regret that are unable to accommodate other pets.

### CHILDREN

Please note that children will remain the responsibility of their parents/guardians at all times. In addition, due to the nature of the holidays, we are unable to accept bookings from young people under the age of 18 years unless accompanied by an adult.

### TRANSPORT

Grace Holidays is not responsible for transport to and from your holiday destination, unless it is part of your package deal.

### HOLIDAY PRICES

The prices in our brochures are inclusive of VAT (where applicable). We guarantee that once you have made your booking and paid a deposit we will not increase your holiday price unless you make a change to your booking, although we reserve the right to amend the VAT element of prices in the event of a change in the rate of VAT.

### COMMENTS & COMPLAINTS

If you feel that you have any comments or complaints whilst on holiday, you should contact any member of the team during your stay so that we can try to resolve any problems as soon as possible. All team members will aim to be available to you for any assistance you may require. If your complaint is not resolved whilst on holiday, please write to Grace Holidays, The Haven, 14 Canning Road, Colwyn Bay, LL29 8EB within 28 days of returning from your holiday, stating your holiday code.

### GENERAL

Please take care. Please treat the property, facilities and accommodation provided for you with respect and care so that other guests may continue to enjoy them. In the event that you notice any damage to any facility please report it immediately so that the appropriate action can be taken.

Grace Holidays reserves the right to refuse service to any individual at their discretion, if at any stage during the tour/holiday that individual is deemed unfit to travel or participate in the tour/holiday. This includes but is not limited to dismissal