

# BOOKING FORM

This form is designed to be simple & fast. Photocopies are accepted.  
**WE MUST HAVE FULL CONTACT DETAILS FOR EACH PERSON TRAVELLING.**

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## 1. PASSENGER NAME

Mr/Mrs/Ms/Miss Christian Name Surname

Address:

Post Code: Home Tel No:

Work Tel No: Fax:

Email: DOB: H'cap:

## 2. HOLIDAY DETAILS

Departure date:

No Nights:

## 3. ACCOMMODATION DETAILS

- Twin share / Double Room  
 Single Room (subject to supplement)  
 Vegetarian meals required

## 4. GETTING THERE

Do you want us to find & book your flight on your behalf? **Yes / No**  
If you would like us to source / book your flight we will need credit card details.

## 5. TRAVEL INSURANCE DETAILS

Insurance is compulsory! Do you want us to book you our comprehensive insurance £19.99 for up to 9 days? **Yes / No**

If yes please enclose payment with your deposit

How many policies are needed?

If not please can you provide details of your own insurance policy that is of equal or better cover then ours for each person booking.

Please supply: Company, Policy No and date of cover:

## 8. DEPOSIT PAYMENT

A deposit & Travel Insurance (if applicable) is payable at the time of booking £300 + (£19.99 Travel Insurance) per person

**Total amount paid £**

N.B. Full payment is due no later then 8 weeks before your departure date. If you are booking less then 8 weeks before departure please enclose full payment per person including insurance  
**(late payment will incur administration costs)**

## 9. METHOD OF PAYMENT

You may pay by cash, cheque (made payable to UKSG Ltd) debit card i.e. Switch, Delta, Connect or by credit card, we accept Mastercard and Visa N.B. If you pay your balance by credit card we levy a 2% transaction charge.

Card Number

Card Holder

Switch Card Issue No.

Expiry Date

Card Type

Signature

Date

## 10. FREE BROCHURE FOR FRIENDS & FAMILY

If you have any friends or family who would be interested in our golf holidays and would like to receive a free brochure, please give us there mailing details on a separate piece of paper and we will add them to our mailing list.

We will also give them a free bonus bottle of wine to enjoy on there holiday and send you a free cotton tee shirt worth £29.99 (by way of a thank you) if they book with us.

## 11. DECLARATION

As party leader, I agree on behalf of all persons booking on the booking forms which I have submitted, to accept the unaltered Booking Conditions and the Insurance conditions and warrant that I have the authority of all persons named to make the booking subject to these conditions. I am over 18 years of age. I also agree that where applicable I authorise my agent to make this booking on my behalf.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please make sure you have answered every question - thank you.

## THANK YOU

May we take this opportunity in thanking you for your valued custom. We trust that you will have a most enjoyable holiday and if there is absolutely anything more we can do for you, please do not hesitate to ask. That's what we are here for, to assist **YOU**.

Have a safe journey and a lovely holiday

From all at UKSG

## BOOKING CONDITIONS

**1. Your contract with UKSG Holidays** When you make your bookings you must fill in a booking form. By signing the booking form you are accepting the terms of these booking conditions for everyone who is travelling with you. We are responsible for monies you pay from the time a reservation is made. However, your contract with us and our responsibility for your travel arrangements only start when we send our confirmation invoice although if you book within 14 days before going on holiday, the contract will start when we confirm the booking.

**2. Insurance** We consider it essential that you take out suitable insurance cover before you travel. If you choose to arrange your own insurance, your policy must provide at least the same benefits as our scheme. Credit card holiday insurance is not accepted as adequate.

**3. Paying for your holiday** If you book your holiday more than eight weeks before your departure date, you will have to pay a deposit of £100 for each person, plus any insurance premium, when you book. You must then pay for the rest of your holiday at least eight weeks before your scheduled departure date. If you do not, we have the right to treat your holiday as if you had cancelled it and apply the cancellation charges set out in paragraph 5 below. If you book your holiday within eight weeks of your departure date, you must pay the whole cost when you book. Late payments will incur administration costs.

**4. Changing your booking** We will do our best to help you if you want to change your departure date, hotel or anything else about your holiday after we have sent your confirmation invoice however we are not bound to comply with such requests. We must receive a letter setting out these changes from the person who signed the booking form. This letter must reach us at least six weeks before your scheduled departure date. You should also send us a payment of £25 for each person on the booking to cover our administration costs. If you want to change your booking within the last six weeks before your scheduled departure date, we may charge you anything between £25 and the total holiday cost, depending on the circumstances at the time of your request. This request must also be made in writing. We reserve the right to substitute the details of your booking in the event those circumstances beyond our control.

**5. Cancelling your holiday** To cancel your holiday the person who signed the booking form must write to us. We will cancel your holiday on the day we receive your letter. To cover our administration costs in cancelling the holiday, we will ask you to pay cancellation charges as set out below. We do not refund insurance premiums.

**6. Our responsibilities** We are responsible for making sure the holiday which you book with us supplied as described and that the services offered reach a reasonable standard. We are also responsible for the actions and failures of our employees, agents, suppliers and subcontractors as long as they are working for us at the time. If any part of your holiday is not as promised, and this stops you enjoying your holiday, we will pay you appropriate compensation subject to Section 8 and the Important Notice under Section 6. However, we will not pay more than the cost of your holiday (not including insurance premiums). We are responsible if you are killed, fall ill or are injured because one of our employees, agents, suppliers or subcontractors negligently fails to perform their duties. This does not apply to death; injury or illness caused by an event, which is brought about by someone not working for us, or is unpredictable or unavoidable.

If you are killed, injured or fall ill as a result of an activity which does not form part of the holiday arrangements we have made, we may offer to help you sort out any claim you want to make against the person responsible. We will only do this if you tell us about the incident-giving rise to your claim within 90 days of it happening. We may also help you with the initial costs of taking legal action against the person responsible if you write and ask us within 90 days of the event. We will only pay reasonable costs and will not pay more than £5,000 for the whole booking. Our responsibility for accommodation and transport (where applicable) will be limited in accordance with the international convention, which applies.

**8. Complaints** If you are not satisfied with the accommodation or any services we have agreed to provide, you must tell the owner or manager of the property immediately. If they do not put things right and your enjoyment of your holiday is affected, you must report the matter to us by phone, fax or telex within 48 hours, so we can try to solve the problems whilst you are still in out accommodation. If you do not give us the chance to put right, we will not be responsible for the problems. Our staff will assess how urgent your problem is and take action if they think it is necessary. We will not be responsible for complaints made to us more than one month after the holiday, or if you have not followed the procedure set out above. In legitimate cases of total dissatisfaction we may offer back, part, some or all money that we charge for our services, and where appropriate and possible that of our supplier/s who were responsible for your complaints.

**9. Disputes** If you and we disagree over something, you can take the matter to the Chartered Institute of Arbitrators. This is a cheap and simple way of sorting out disagreements over the contract and there are limits on the costs you might have to pay. The scheme does not apply to claims for more than £1500 for each person, or £7500 for each booking form. It does not cover claims involving physical injury or illness. To qualify for the scheme, you must apply within 9 months of returning from your holiday.

**10. Prices** Before you make your booking, we can increase or decrease brochure prices. There may be extra charges for changes in VAT, Exchange rates, taxes or the cost of transport, including the cost of fuel and other fees at ports. If these costs go up, we will pay them up to an amount, which equals 2% of your holiday price (not including insurance premiums or amendment charges). You will only have to pay the amount, which is more than 2% of the holiday price. If this means you will be paying more than 10% of the holiday price, you will be able to cancel your holiday and claim a full refund except for insurance premiums and amendment charges. If you decide to cancel because of this, you must do so within 14 days of the date printed on the invoice we send you. In future, the Government may introduce charges to provide extra financial protection for holiday bookings from this brochure. If they do they will be shown as a separate item on your invoice and will not be covered by the guarantee set out above.

**11. Transport** UKSG is responsible only for the ground package. All flights, self drive or any other means of travel to your resort is the responsibility of the people booking. Where stated on, and paid for on your invoice.

**12. Car Hire** If you are travelling as part of an escorted group, prices include a Group "A" small car shared between 4 people. Prices quoted allow for one driver per car – additional charges may be levied for extra drivers to be paid locally. Please notify us in advance if you wish to be an additional driver. All cars include unlimited mileage and at least third party insurance. Most have full collision damage waiver insurance. All taxes are included. Personal accident insurance is not included and will be offered to you as an optional extra payable locally. You should check your personal holiday insurance cover to see if this is necessary. Amendments or cancellations to your car hire after confirmation of your booking would normally be subject to charges and no amendments can be accepted within 14 days of departure. A charge will normally be levied for delivery and collection in France. A full EC Driving Licence is required which must have been held for at least 2 years. Minimum drivers age is 25 years. General exclusion of car hire insurance in most cases are: damage to tyres (including punctures), wheels and undercarriage to the car and windscreens, mirrors. Damage to car locks (it is particularly advisable to ensure that no belongings are left in a hire car). Towing charges may be applicable. Clients are responsible for any traffic or parking fines. You are reminded that laws governing drink driving are now stricter in many countries than in the UK. The named driver of the vehicle is in a legal contract with the car rental company and is bound to their booking conditions. All cars must be returned in the condition in which they were collected and with a full tank of petrol, failure to do so will leave you liable to penalty charges. Petrol and tolls are not included in the cost of your holiday. In the event of any damage occurring to your hired car during your holiday for whatever reason please contact the car rental company immediately or as soon as possible. If you are picking the car up out of office hours, your car rental company reserves the right to wait only two hours from the time you were expected to arrive. In the event that no Europcar representative is present please call their emergency 24 hour number on +44 (0) 113 237 6889.

Amount of written notice you give scheduled departure date	Amount of cancellation charge as a % of the total holiday price as per invoice to you (not including insurance premiums)
More than 56 days prior to departure	Loss of deposit
56 – 43 days prior to departure	30 %
42 – 29 days prior to departure	45 %
28 – 15 days prior to departure	60 %
14 – 8 days prior to departure	80 %
7 or less	100 %

**13. Golf** All golf bookings including tee times are subject to change. We act in good faith when booking particular golf courses. However, we reserve the right to change any golf course booking for whatever reason and to substitute another course. Reason will normally include course closure due to weather, competitions or redevelopment. We cannot guarantee tee times or course conditions. Any complaints regarding the golf course on the day should be made to golf course concerned. We cannot be held responsible for the weather and as such cannot make reimbursements for interruptions or alterations to your holiday package.