



# BOOKING FORM

**Aldor Holidays** 1-6 St Helen's Business Park, 130-134 High Street,  
 Hollywood, Co. Down BT18 9HQ Tel: 028 9022 2240 Email: joyce@orrstravel.co.uk

Name (person booking) ..... Holiday .....

Address ..... Departure date .....

..... Room Type .....

County ..... Postcode ..... Special Requirements .....

Telephone .....

Email .....

**NAMES MUST BE AS SHOWN ON VALID PASSPORT • VALIDITY AT LEAST SIX MONTHS**

Title .....

Forenames (in full) .....

Surname .....

Date of Birth ..... / ..... / .....

Passport Number .....

Nationality .....

Place of Birth .....

Issue Date ..... / ..... / .....

Expiry Date ..... / ..... / .....

**DEPOSIT PER PERSON**

|  |          |                                |          |
|--|----------|--------------------------------|----------|
| Holidays to Ireland, UK, Channel Islands | Stg £100 | Holidays to Canada and America | Stg £400 |
| Holidays to Europe                       | Stg £200 | Cruise Holidays                | Stg £400 |

DEPOSIT DUE: £ ..... INSURANCE DUE: £ ..... DEPOSIT TOTAL £ .....

**If you do not purchase insurance from Aldor Holidays, you must advise the following:**

Insurance Company ..... Policy Number ..... 24 hr emergency tel no .....

**IF PAYING BY CHEQUE PLEASE CROSS AND MAKE PAYABLE TO ORR'S TRAVEL LTD**

I accept the Aldor Holidays Booking Conditions on behalf of all persons named above. YES  NO

Signed ..... Date .....

The person signing the Booking Form does so on his/her own behalf and on behalf of the other persons named on the Booking Form. In signing, he/she warrants that he/she is authorised to do so by everyone on the Booking Form and that each and every person accepts the terms and conditions.

**PAYMENT BY CREDIT CARD**

Name of cardholder ..... Type of card .....

Credit card number ..... Expiry date .....

Security number (last 3 digits on the signature strip) ..... Switch issue number .....

Total amount enclosed £ ..... Valid from .....

**SEE BOOKING CONDITIONS OVERLEAF**

# YOUR HOLIDAY CONTRACT

Your contract is with ORRS TRAVEL LIMITED, a member of ABTA. Our registered office is 1-6 St Helen's Business Park, High Street, Holywood, Co. Down, Northern Ireland BT 18 9HQ. When you make a booking you guarantee that you have the authority to accept on behalf of your party, the terms of these booking conditions. No employee or representative of the Company has the authority to vary these terms and conditions. The contract is made on the terms of these booking conditions, which are governed by the law of Northern Ireland, and under the jurisdiction of the Northern Ireland Courts.

**YOUR FINANCIAL PROTECTION** The air holidays and flights in this brochure are ATOL protected by the Civil Aviation Authority (CAA). Our ATOL number is 4500. Your holiday price includes the amount of £2.50 per person as part of the ATOL protection contribution (APC) we pay to the CAA. Package Holidays are bonded with ABTA and the ATOL licence of the tour operator. When you buy an ATOL protected air package flight from us, you receive a confirmation invoice from us confirming your arrangements and your protection under our Air Travel Organiser's Licence number 4500. In the unlikely event of insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed or a suitable alternative, though an alternative ATOL holder or otherwise for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

**BOOKING AND PAYMENTS** We will forward a confirmation invoice within 14 days of receiving your signed booking form, deposit (as shown on the booking form) and insurance (if appropriate). At that time the booking is confirmed and a contract exists between us and all conditions become binding for both of us. The person making the booking and signing the booking form guarantees payment to us of the total cost of the holiday booked, and also does so on behalf of and with the consent of all others for whom the booking is completed. If you book a "package" holiday with us your contract is with the Tour Operator and we act as "agent" and will pass all relevant information to you. The balance of the holiday cost must be paid no later than 10 weeks before departure. If the deposit or balance is not received by the due date we reserve the right to cancel the booking and your deposit plus insurance will be forfeited. We do not usually send reminders of monies owing.

**PRICE POLICY** We reserve the right to increase or decrease brochure prices at any time before you book and to publish further brochure editions. After booking, changes in transportation costs, including the cost of fuel, duties, taxes or fees chargeable for services such as landing taxes or embarkation/disembarkation fees at ports and airports or exchange rates and government (UK & foreign) action such as changes in VAT or any other Government imposed charges mean that the price of your travel arrangement may change after you have booked. However, there will be no change within 30 days of your departure. We will absorb, and you will not be charged for any increase equivalent to 2% of the price of your holiday, which excludes insurance premiums. You will be charged for the amount (if any) over and above that. If this means that you have to pay an increase of more than 10% of the price of your holiday, you will have the option of accepting a change to another holiday (subject to availability) or cancelling and receiving a full refund of monies paid, except insurance costs. We will confirm the up-to-date price of your chosen holiday advertised in our brochure before confirming your booking. The price of your holiday was calculated using exchange rates as stated in the Financial Times on 17 October 2017.

**DISABILITIES AND MEDICAL CONDITIONS** Many of our holidays require a fair degree of physical fitness and regrettably may not be suitable for the physically challenged. You must let us know if you or anyone in your party suffers from any medical condition or disability before a booking is made. Ors Travel Ltd (incorporating Aldor Holidays) cannot provide individual assistance with boarding coaches or other forms of transport, baggage handling, walking or other personal requirements. Clients should be confident that they can do these tasks unaided. We are happy to give advice and assistance with the choice of your holiday, which will be dependent upon the nature of the disability. In order to ensure your enjoyment of the holiday, we ask all clients to provide full details of any disability or special requirements at the time of booking. We may request certification from your GP to confirm that you are fit to travel.

Regrettably we may not be able to accept motorised wheelchairs or mobility aids. Rail Travel: Please note that our holidays featuring rail travel may not be suitable for wheelchair users and may be difficult for those with walking difficulties or significant health problems. Walking: Due to the historic nature and layout of some towns, access to places visited and hotels by coach may be limited. Clients are therefore advised that a significant amount of walking may be involved. Many of the places have uneven steps and terraces. We will, however, make every effort to accommodate anyone with a disability or hindrance, where possible.

You are urged to contact our travel consultants for further information if you have any difficulty in walking or mobility problems and they will be pleased to advise you on the suitability of any particular holiday. Should your medical condition change from the time of making your booking you must advise us as soon as possible.

If we have not been informed about an individual's disability or hindrance before check-in at the airport or coach departure point we may be forced to refuse travel. No refund will be given in this instance.

**CHANGES OR CANCELLATIONS BY YOU** Requests to change your booking after confirmation may be made in writing, but we are not bound to comply with such requests, unless it is to substitute a party member where that person is prevented from travelling. If additional people are added to your booking, they are added on the understanding that they have also accepted these booking conditions. Where we can meet a request for a change to your holiday, we will issue a revised holiday invoice to confirm this. Substantial amendment/re-ticketing charges in respect of name changes, misspellings, incorrect initials etc. may be incurred once the booking has been confirmed. It is therefore important to ensure that the correct information is passed to us when the booking is confirmed.

All changes requested within 8 weeks of departure will incur cancellation charges. The only exception is where the change is to substitute a party member where that person is prevented from taking their holiday. In this situation, that person may transfer their booking to someone else provided we are notified not less than 7 days prior to the scheduled departure date. An amendment fee of £25 per person will be charged, as well as any costs imposed by the airline, hotel, cruise or coach company. Please note that airlines may not permit name changes. Should the number of persons travelling change, the price may change on the basis of the new party size, especially in the case of single rooms. A revised invoice will be re-issued confirming the new price of the holiday.

**COST OF CANCELLATIONS** Cancellations can only be accepted in writing by letter or email. We would ask you to phone and cancel the holiday followed by a letter. A cancellation/confirmation invoice will be sent to you within 7 days. If you do not receive this you should contact our office. The cancellation charges will depend on when we receive your written notification. You may make a claim against your insurers if your cancellation falls within the terms of the policy.

More than 10 weeks **Loss of Deposit** 56 – 42 days **75% cost of holiday** 41 – 16 days **85% cost of holiday** 15 days or fewer **100% cost of holiday**

Over and above these charges, all charges levied by airlines, etc. will be non-refundable.

**CHANGES OR CANCELLATION BY ALDOR HOLIDAYS.** It is unlikely that changes will have to be made to your holiday, but, because arrangements are planned many months in advance, we reserve the right to make changes to brochure and holiday details, both before and after you have booked your holiday. We will notify you of such changes as soon as possible.

Where a significant change to an essential term of the contract becomes necessary, we will inform you as soon as is reasonably possible if there is time before your departure. A significant change is one that we make to your holiday arrangements before departure that involves changing your departure airport, your resort, or your hotel to that of a lower official category, your departure date or time by more than 12 hours. These are only illustrations of significant changes and there may be other changes which constitute significant changes. To enable us to determine whether other changes constitute a significant change, you must advise us in writing at the time of booking of any particular facilities which are fundamental to your holiday.

You will have the choice of either accepting the changed arrangements as notified to you or purchasing another holiday from us and paying or receiving a refund in respect of any price difference or c) cancelling your holiday and receiving a full refund of all monies paid.

We reserve the right in any circumstances to cancel your travel arrangements. It is not our practice to do so except where the minimum number (usually 30) of clients required for a particular travel arrangement is not reached. However, we will not cancel your travel arrangements less than 8 weeks before your departure, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of a comparable standard of hotel from us, we will refund any price difference if the alternative is of a lower value.

**FORCE MAJEURE** Compensation payments do not apply to changes, cancellations or curtailment caused by reason of war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural and nuclear disaster, fire, World Health Organisation or Foreign Office advice, adverse weather conditions, technical problems to aircraft, closure or congestion of airport or ports, cancellation or changes of schedules by airlines, and all similar events beyond our control. We cannot accept responsibility where the performance or prompt performance of our contract with you is prevented or affected as a result of such circumstances beyond our control.

**FLIGHT CHANGES/DELAYS** It may be necessary before departure to alter the airline, aircraft or flight timings (by less than 12 hours) or your airport of destination or departure for operational reasons. Where such changes occur it is not possible to transfer to another holiday or to cancel without incurring normal cancellation charges. Carriers such as airlines used in this brochure may be subject to change. Such a change is deemed to be a minor change.

In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight, where possible. We do this by listing the carriers to be used on our booking confirmation invoice. Any changes will be notified to you as soon as possible.

**COMPLAINTS** If you have cause for complaint whilst on holiday, you must bring it to the attention of the group leader and/or the hotel, who will do their best to rectify the situation. Should a problem remain unresolved you should make a complaint in writing to Aldor Holidays within 14 days of the completion of the holiday. If you have special needs that prevents you from writing to us then, we will accept details of your complaint over the telephone. For complaints arising from airlines, we will act as a liaison between you and the airline. We aim to resolve all complaints ourselves, but if this is not possible your complaint can be considered under a scheme devised by the Association of British Travel Agents and administered by the Chartered Institute of Arbitrators.

**HOLIDAY INSURANCE** We offer holiday insurance through Accident & General and Blue Insurance who are authorised and regulated by the Financial Conduct Authority. **We will not carry a client who does not hold valid travel insurance.** You will be offered insurance at the time of booking and we can assist with contact details of the Medical Screening Department of Accident & General for those who have a medical condition. If you hold your own insurance policy, we will require details of the policy for our records.

**EARLY BOOKING RECOMMENDED** We cannot stress enough the value of booking early. The prices are accurate at the time of printing (17 October 2017). With ever changing air costs and currency fluctuation, however, we cannot guarantee prices. We will confirm the price of the holiday at the time of booking. Therefore those who book early will get the best value and will avoid increases.