

WEST CRETE HOLIDAYS

Booking Form

First of all, please contact our agent Lynne Wood to register your interest in a holiday: tel 01332 833417 or email bookingwch@hotmail.co.uk

Lynne keeps your name while you get a flight. See **Useful information** overleaf about booking flights.

When you have a flight please complete and send this form to Lynne with your cheque: You can pay £100 deposit or get an Early Birds discount of £15 off the holiday price by paying at least 8 weeks in advance and paying in full with one cheque.

The **Booking Procedure** overleaf gives more details of the steps you take and Lynne takes right up to your holiday -its easy, but it helps to know what you both do.

If you want to keep a copy of the Booking Conditions you can print it from www.westcreteholidays.com

Name of Holiday (incl. teacher name) or Simply Accommodation

Date of holiday: From:
To:

Your details, lead person first, please continue on a separate sheet if more than 3 people are booking

Title forename

family name

Participant/non-participant

Nationality of any non British born people in the party:

Your address (lead person only) incl. post code:

telephone:

home no.

mobile no.

work no.

email address

Past participant yes/no

In case of an emergency please give us a contact name & phone no:

Flight details/travel by ferry

Outward:

Flight no.

Airport of departure

Airport of arrival
Chania/Heraklion

date

departure time

arrival time

Return:

Flight no.

Airport of departure
Chania/Heraklion

date

departure time

Please indicate any other flights which might precede your last flight or your ferry here:

Transfer arrangements are the same for both venues, these prices only apply for taxis we organise:

Taxi transfers both ways 60 euro each way Chania Airport shared by up to 4 people: *yes / no*

Taxi transfers both ways 180 euro each way Heraklion Airport shared by up to 3 people: *yes / no*

Taxi transfer on arrival only: *yes / no*

Bus transfers for flights arriving before 6pm, bus times and info will be sent to you: *yes / no*

When you know what bus you will catch - most services are approx hourly then we know when to expect you.

Journey time is approx 5hrs from Heraklion Airport and 3hrs from Chania Airport. Buses stop 15mins walk from both Mithimna Beach/ Old Olive Mill. We can meet you at the stop or at Chania bus station:

Taxi from Chania bus station: 40 euro *yes / no*

Insurance: you must have full travel insurance to participate in a holiday with West Crete Holidays

My insurance *is / will be* with (company name):

The policy number is:

Please tell us if you have need any special arrangements/diet (all our food is suitable for vegetarians)

I have read and agree with the Booking Conditions (overleaf). I am authorised by all those named to sign this agreement. I understand full payment is due 8 weeks before the holiday commences.

Name

Signature

Date

Please send this form with your cheque made out to 'WCH Holding Account' to Lynne Wood, 11 Lime Ave, Breadsall, Derby DE21 4GD

Useful information

Flight info Most charter flights are on Tuesdays, but easyjet and ryanair fly on other days. You can come for more than the duration of the holiday listed and pay for extra days - tell Lynne what you wish to do.

Find a flight Some websites we have found useful: travelrepublic.co.uk, flightline.co.uk, easyjet.com, torair.com, ryanair.com, flights.thomson.co.uk, plus your travel agent may have some good offers too.

Booking Procedure. A booking is made after you have checked the price and availability with our agent, Lynne Wood and then sent a signed booking form with a deposit of £100 or full amount to her. The cheque is made out to 'WCH Holding Account', this is our (West Crete Holidays) account held at the Royal Bank of Scotland. Lynne will send you a confirmatory email. A reminder will be sent to you, by email to pay the full amount and the balance of your holiday payment which must be received by our agent, Lynne 8 weeks before the start of your holiday. If you book 8 weeks or less before the holiday full payment is required immediately. If there are any changes to your flight times or travel arrangements please ensure that you tell Lynne so we can amend your transfer arrangements.

Walking If you wish to walk while on your holiday please bring shoes with heel support and thick soles. Flip-flops are not adequate footwear.

West Crete Holidays Booking Conditions

Booking Contract You (the person signing the booking form) must be at least 18 years of age and must have the capacity and authority to make the booking for yourself and any other named parties. Your contract is between you and us (West Crete Holidays), who provide services for your holiday. The booking procedure laid out above is a guideline of the process and if the balance of the holiday is not paid by the specified date we reserve the right to cancel the booking.

Price. The price includes the services specified for that holiday by our brochure/website: www.westcreteholidays.com. It does not include flights, transfers, passport charges, airport taxes, insurance, emergency costs or excess baggage costs.

Your Safeguard. All payments you make will be held in our 'WCH Holding Account' which we cannot access until your holiday is over, thus ensuring that your money cannot be withdrawn by us until the date your holiday is completed.

Sharing a room. If you wish to share a room and we are unable find a sharer, the cost of a single room will apply. To help room sharers: if both parties wish they can email each other beforehand.

Insurance. In order to participate in a holiday provided by us, you must have travel insurance.

Price changes. We have the right to increase the holiday price in the event of a change in exchange rates. The price is currently based on an exchange rate of £1= 1.1 euro for 2012. We will make no change if the exchange rate fluctuates by less than 5%. You have the right to withdraw from the booking prior to the 8 week stage if the increase is more than 10% and you don't accept the price revision.

Alterations by you. Any special requirements should be noted at the time of booking. Alterations after booking which we can assist you with will incur a fee of £20.

Cancellation by you. Cancellation must be made in writing. The following charges will apply:

42 days or more before departure, loss of deposit.

41-28 days before departure, 50% of total holiday price.

27-14 days before departure, 75% of total holiday price.

13 or less days before departure, 100% of total holiday price.

Changes by us. At the time of advertising all courses listed in our website or brochure have been confirmed by the respective course teachers. If, for any reason at all, a teacher becomes unavailable we will do our very best to replace them with a teacher of similar qualities and advise you of this.

Deviations. We will advise you before the holiday of any other deviation from what we had advertised, for example due to maintenance work, weather conditions, sickness or any other reason we could not have forecast.

Liability. We accept no liability for: cancellations, delays or changes that are beyond our control or ability to deal with, such as strikes, air transport problems or strife. We accept no liability for your medical or psychiatric condition whenever it may have developed. We accept no liability for loss of or damage to your personal property unless we were the direct cause of it.

Health. If you or your party have had any major physical or emotional illness within the last 5 years or are under medical or psychiatric supervision, you must notify us of the details at the time of booking. Persons attending yoga holidays do so at their own risk. If you are in any doubt about the suitability of a particular holiday with regard to your experience or abilities, please get in touch with us before the holiday and we will do our best to advise you. Non-disclosure of relevant information can invalidate your insurance and cancel our contractual obligations to you.

Complaints. If you are dissatisfied with any aspect of your holiday, you should raise it immediately with us. We wish to provide a quality holiday for you and matters can usually be put right on the spot. We will accept no liability for any matter that is not raised with us during your holiday on Crete. In the event of your continuing dissatisfaction on a matter that you did raise with us, you should tell us in writing within 14 days of your return. We will respond within 7 days thereafter. We agree to independent arbitration should this become necessary.

We hope you have a lovely holiday with us and we will do our best to ensure that.

David Lister & Juliet Green, West Crete Holidays, The Old Olive Mill, Potamida 137, Kissamos, Crete, Greece 73400. **tel/fax:** 0030 28220 31726, **skype:** westcreteholidays, **email:** for Lynne and booking: bookingwch@hotmail.co.uk

email: for contacting David and Juliet: enquiries@westcreteholidays.com **website:** www.westcreteholidays.com