

Payment	Deposit	£150 per person x = £
	£50 extra required for booking from outside UK (£50 per booking form)	
	Total	£

If your reservation is made less than 8 weeks prior to departure, the full amount is payable.

Payment by credit card (please tick) Visa Mastercard Delta

Card no. | | | | | | | | | | | | | | | | | | | | | |

Start date _____ Expiry date _____

3-digit security code _____ Issue number (debit cards only) _____

Card holder's name _____

Please charge £ _____ to my card account to cover
 Deposit Full amount Insurance premium

Signature _____ *Note: A processing fee of 1.65% will apply to Visa and Mastercard*

A Carbon Offset Fee of £15 per person will automatically be added to your invoice. If, however, you would like to opt-out of this contribution, please tick here

Cheques should be made payable to CTS Horizons. Payment from overseas should be made by telegraphic transfer to:
 HSBC
 17 Gerrard Street, London W1V 8HB
 Sterling Account No. 50019364, Sort code: 40-03-40
 Swift code: MIDLGB22 **(2% bank charge should be added to the total amount)**

On behalf of the above-named persons, I accept the Booking Conditions as set out in this leaflet.

*Must be signed by person travelling (18 years plus).

Signed* _____ Name _____ Date _____

Booking history with CTS Horizons

I/we have travelled with you on the following group tours in the past:

Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____
Tour name _____	Year _____

Insurance

All participants of our tours must have adequate holiday insurance. Please provide us with the fullest details of your policy so that we can assist you more easily should the need arise, and sign the Indemnity section below.

Indemnity

I hereby confirm on behalf of myself and all members of my party that we have arranged holiday insurance, details as follows:

Insurance company: _____

Policy number _____

Insurer's emergency contact number _____

Signed _____ Name _____ Date _____

Kindly advise us where you heard about us: _____

not reached, we may have to cancel or recast the tour price and pass any extra costs on to you. However, we will not cancel your travel arrangements less than 8 weeks before your departure date, 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 comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause. In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used on each tour itinerary. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. If we make a major change to your holiday, or we need to increase your tour price because of low numbers, we will inform you as soon as possible. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

Notification before scheduled departure	Compensation per person
More than 56 days	Nil
42-56 days	£20
28-41 days	£30
7-27 days	£40
Less than 7 days	£50

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Force Majeure. This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.

If you have a complaint

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

Our liability to you

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to you; or a third party unconnected with the

provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices (see below). Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 5. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk

Prompt assistance in resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

Passport, visa and immigration requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.



Booking Conditions

Your holiday contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made under the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us or to your travel agent, within 7 days of receiving these booking conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 10 weeks of travel.

Your financial protection

We provide full protection through ATOL and ABTA. When you buy an ATOL protected air package holiday or flights from us you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence, number 2947. 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 to us for an advance booking. If you book arrangements other than an air package holiday or flights from this brochure your monies are protected by way of our ABTA bond. For further information visit www.atol.org.uk and www.abta.com.

ABTA

We are a Member of ABTA, membership number Y1580. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details of the above on request or from www.abta.com.

How to book

First, please check availability with our Reservations Department. Please note that fixed departure group tours should be booked with us direct. Any other arrangements may be booked via your travel agent. Monies held by your travel agent are held on our behalf at all times. You must then complete the booking form, confirming on behalf of all members of your party, that you understand and accept the terms of these booking conditions. When you make your booking, you must pay a deposit, as detailed on the booking form. If you are making a reservation within 8 weeks of departure we will require the full payment of the holiday cost at the time of booking.

Balance of payment

Balance of payment is due 8 weeks before departure. Please note that the balance due date will appear on your invoice and NO REMINDER for settlement of this will be sent. Receipts for payment of balance are only issued upon request.

Failure to comply with the payment schedule may result not only in automatic cancellation of your reservation but will also render you liable to forfeiture of deposit.

Insurance

All participants on our tours must have adequate travel insurance. On your booking form please give us full details of your insurance company, policy number and emergency contact number. We will not accept your booking without this information.

Price policy and no surcharge guarantee

Tours are planned many months in advance. It is inevitable that some prices in this brochure may change, and we reserve the right to alter the prices of any of the holidays as necessary. However we guarantee that the price of your holiday, including any increases or reductions and as confirmed to you at the time of booking and shown on your confirmation invoice, is fully guaranteed and is not subject to any surcharges.

If you change your booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Likewise if you or another member of your party is prevented from travelling, we will endeavour to transfer the booking to another person at your request provided that reasonable notice is given. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £50 per person and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: Certain travel arrangements (e.g. airline tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below.

Days before charge scheduled departure notification received	Cancellation (amounts listed below or full deposit whichever is the greater)
More than 56 days	Full deposit
42-56 days	40 % of the total tour cost
28-41 days	70 % of the total tour cost
7-27 days	90 % of the total tour cost
less than 7 days	100 % of the total tour cost

NB: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges

If we change or cancel your holiday We plan travel arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is



CTS Horizons

CTS House
7 Upper St Martin's Lane
London WC2H 9DL
Group tours 020 7836 9911
Tailor-made 020 7836 4338
Fax: 020 7836 3121

email: cts@ctsuk.com
www.ctshorizons.com
Weekdays 8.30am - 6pm
Saturdays 9am - 3pm
Closed on Sundays & Public holidays



Booking Form 2010/11

Before completing this form, please study the Booking Conditions carefully, complete details in BLOCK LETTERS and return to us together with your deposit.

These tours cannot be booked via travel agents.

Tour Code/Name	Departure Date	
CTS Booking Ref	Media Ref	CTS Advisor
Room type <input type="checkbox"/> Single <input type="checkbox"/> Twin <input type="checkbox"/> Double	Smoker <input type="checkbox"/> Yes <input type="checkbox"/> No	

Title	Surname	Forename (s) as in passport	Date of birth
1			
2			
3			
4			
5			

Passport no.	Expiry date	Nationality	Occupation
1			
2			
3			
4			
5			

Address _____
Postcode _____

Billing Address (if different from above) _____
Postcode _____

Day Time Telephone Code No. _____

Evening Telephone Code No. _____

Emergency Contact Name Telephone _____

Extensions

National Express Coach Vouchers Please send me _____ Vouchers

UK Regional Flights

Please book _____ return tickets from _____ Airport

VIP Lounge Pass Please send me _____ pass(es) at _____ Airport

Your Occupation(s)

Other requirements Any special requests will be noted but cannot be guaranteed