

BOOKING FORM



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FOR OFFICE USE

Bkg ref
Option.....
CRN.....
Amount
Tour ref.....

Please reserve..... place/s on flight from Airport to Airport
 Departure date..... Alternative departure date if 1st choice not available.....
 Return date if applicable..... Alternative return date if 1st choice not available.....
 Deposit £100 or 120 Euros each. Total payment enclosed or to be paid by credit card = £.....or..... Euros

Title	First Name AS SHOWN ON THE PASSPORT	Surname AS SHOWN ON THE PASSPORT	Date of Birth	Nationality	Passport No.	Issue date	Expiry Date

Address of overseas accommodation.....
 **Contact Tel No.**.....

- This booking form must be signed by one of the passengers named above.
- The following passenger/s named above have a disability or pre-existing medical condition:-
 Condition or disability.....
 Passenger name/s.....
- Do you require our travel insurance? **YES / NO** Passenger name/s
Premiums and policy details available on request. Medical note of fitness to travel required if you have a terminal or psychiatric illness. We can only insure passengers who are permanent UK residents aged 90 years or less and whose travel starts in the UK.
- Passengers with own travel insurance please advise insurer's name, policy n° & telephone n° of emergency service for overseas assistance.
- Will you take or need a wheelchair? **YES / NO** Passenger name/s
If YES, we may ask you to supply us before departure with a medical note of fitness to travel for airline purposes.
- Are there other special needs, eg. diet? **YES / NO** Passenger name/s
 Please indicate diet required **VEGETARIAN VEGAN GLUTEN FREE** or other
- Do you require coach transfers from/to Tarbes Airport? **YES / NO** £10.00 per person 1-way; drop-off/pick-up at a Mancunia hotel in Lourdes.
- Where did you find out about our Company?.....

I have read & accept on behalf of the person/s named above the terms & conditions published overleaf.

Signed [BY A PERSON NAMED ABOVE] Date.....
 Address of signatory [BLOCK LETTERS PLEASE]
 Postcode Home tel Daytime tel
 Mobile E-mail

CREDIT & DEBIT CARD PAYMENTS



Please charge £ or Euros to my account [state card type, eg. Visa]
CREDIT CARD PAYMENTS ONLY: A 2% handling charge will be debited in addition to above amount.

Card number..... Expiry date Last 3 digits on signature strip
 Cardholder's signature [Office use]
 Cardholder's name & address [BLOCK LETTERS PLEASE]
 PostCode

BOOKING CONDITIONS

Please read these conditions carefully **BEFORE SIGNING THE BOOKING FORM**, as your contract with Mancunia Travel Ltd trading as *Pyrénées Direct* (hereinafter called 'the Company') will become legally binding upon our receiving your signed booking form.

1 All brochures, price lists, booking forms, acceptance forms & any other documents issued by or on behalf of the Company are subject to these booking conditions. Any terms which are at variance with these booking conditions shall be considered invalid with regard to any contract to which these booking conditions shall apply. No agents or representatives are authorised to commit the Company to refund any monies or agree to any variation of any terms contained in these booking conditions.

The Company's commitment to you

2 Your travel arrangements

We accept responsibility for ensuring that all component parts of the travel you book with us are supplied to you as described in our publications and to a reasonable standard.

3 Price guarantee

Prices in our publications are valid at time of going to press. In the event of government levies and/or substantial variation to exchange rates and/or fuel costs on the basis of which your travel arrangements are costed, the actual price may be increased or decreased from that published by us, which we reserve the right to do. In this case we will advise you at the time of booking (or as soon as possible thereafter if the change occurs after your booking has been confirmed). We guarantee that our price will not be subject to fuel or currency surcharges within 21 days of your departure date and that even where fuel or currency surcharges are unavoidable we will absorb the first 2%. However your price is subject to increase at any time before departure in the event of a government levy on passengers to support the Air Travel Trust (a fund set up to protect holiday-makers).

4 Confirming your reservation

On receipt of your signed booking form and deposit, we will confirm your reservation subject to availability* and forward our confirmation, which is also our invoice detailing the total price and balance due. (*If your chosen travel arrangements or any part of them is not available, we will offer the nearest alternative.) We reserve the right to refuse to accept any booking form or other application we receive.

5 If we change your booking

We plan the arrangements for our flights, etc. many months in advance and, although it is unlikely we shall make any changes, we nevertheless reserve the right to do so. Most changes are of a minor nature and we will inform you as soon as possible before your departure. However major changes may occasionally be necessary altering, for example, your UK departure airport or your flight time by more than 12 hours. In all cases of change you have a choice to either:-

- accept the changed arrangements as notified to you; or
- purchase other available arrangements at brochure price (see note 3); or
- cancel your reservation and receive a full refund.

If a major change is made within 8 weeks of departure and after you have paid the full cost of your booking, we will also pay you compensation per person as follows, based on the date on which we notify you of the change:-

Over 62 days before scheduled departure date.....	Nil
32-62 days.....	£10
15-31 days.....	£20
0-14 days.....	£30

Compensation will not be paid where the change is either:-

- caused by force majeure (see note 9); or
- because the minimum number of persons, on the basis of whom your travel arrangements are costed, fail to make bookings and the Company notifies you in writing 31 days before your intended date of departure.

6 If we cancel your booking

We reserve the right in any circumstances to cancel your booking, but if this happens, we will notify you as early as possible. UNLESS the cancellation is caused by force majeure (see note 9), you will be entitled to either receive a full refund of all monies paid by you or book any other travel arrangements we have available (where the cost is less you will be credited with the difference, but where the cost is more you will be expected to pay the additional cost). In addition, in both cases you will be entitled to receive compensation in accordance with the scale shown in note 5, EXCEPT where the cancellation is due to either of the reasons indicated in notes 5 (i) and 5 (ii).

7 If we receive a written complaint from you after you have travelled with us

We give due and careful consideration to any complaints we receive and try to reach a settlement which is fair to both you and the Company.

The Company will only accept liability if you can prove that the breach of contract or damage was caused by the omission/s or negligence (ie. failure to perform or improper performance of the service/s in question) of the Company, its employees, agents, suppliers or contractors.

Liability in respect of service/s governed by international convention, eg. air or sea carriers, is limited in accordance with the applicable international convention/s.

Liability will not be accepted for breach of contract or damage caused by your own fault; by a third party unconnected with the provision of the flights you book with us; or by force majeure or any other event or unforeseeable and unusual circumstance beyond the control of the Company, its employees, agents, suppliers or contractors, which could not be foreseen or forestalled or have been avoided, even with the exercise of all due care and diligence.

In return for our acceptance of liability as stated here, as a condition of our contract you must comply with the procedure described in note 15.

In the unlikely event that a claim cannot be resolved amicably between us, the matter can, if you so wish, be referred to arbitration.

8 Consumer protection

The flights we operate are ATOL-Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 0138. 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. For further information, visit the ATOL website at www.atol.org.uk.

9 Force majeure

The circumstances known as force majeure are unforeseeable and unusual circumstances beyond the control of the Company or its employees, agents, suppliers or contractors, the consequences of which could not have been avoided, even with the exercise of all due care. Force majeure will include technical or maintenance problems with transport, changes imposed by re-scheduling or cancellation of flights by an airline, closure or congestion of airports or ports, war or threat of war, terrorist activity, riots, civil strife, industrial disputes, natural and nuclear disasters, fire, epidemic or health risk, bad weather and similar events beyond our control. We will not pay compensation for any changes, damage or breach of contract which arise as a result of force majeure.

Your commitment to the Company

10 Your reservation

In order to make a firm booking you must sign a *Pyrénées Direct* booking form, thereby accepting these booking conditions, and forward it to the Company with the appropriate payment (see note 12).

11 Your contract

Your contract with the Company becomes legally binding upon our receiving your signed booking form. The contract is governed by English Law and both you and the Company submit to the exclusive jurisdiction of the English Courts. (Claims for which the Company is not liable - see note 7 - are governed by the Law of and subject to the jurisdiction of the Courts of the host country concerned.)

12 Paying for your reservation

The appropriate *deposit and insurance premium per person must be forwarded to the Company with your signed booking form. (*If you make a firm booking within 8 weeks of departure, you must pay in full at this time.) Payment of the balance will be due by the date shown on our invoice. If you do not pay in full 8 weeks before departure, we reserve the right to cancel your booking and cancellation fees as per note 14 will apply. PAYMENTS BY CREDIT CARD ARE SUBJECT TO A 2% HANDLING CHARGE.

13 If you change your booking

You may lose any concessions originally allowed.

If you wish to change the name of any passengers, this constitutes a cancellation and replacement booking. Cancellation fees as per note 14 will apply to the person/s no longer travelling and the new passenger/s must pay the requisite deposit, insurance premium and (if within 8 weeks of departure) the balance of the booking cost.

If you wish at any time to change any other detail of the travel arrangements booked (eg. departure date, duration, etc), we will make every effort to comply and, if successful, will charge an administration fee of £5 per person plus any applicable costs levied by our suppliers. If you wish to make any such changes 62 or less days before your original departure date, we reserve the right, under certain circumstances, to levy cancellation fees as per note 14. If the change alters the dates of outward and/or homeward travel, a new insurance premium is required for all persons to whom the change applies. If we are unable to effect the changes you request and you cancel the booking, cancellation fees as per note 14 will apply.

14 If you cancel your booking

If you or any member of your party wish to cancel your booking or part of it after it has been confirmed, you must notify us at once in writing. We will ONLY effect cancellation on receipt of written notice. A cancellation fee, payable by the signatory of your booking form immediately and without further demand, will be levied with effect from the date we receive written notice, in accordance with the scale below, as a percentage of the total price excluding insurance premium and Insurance Premium Tax, plus (if applicable) any additional costs levied by our suppliers:-

Over 70 days before departure date.....	Deposit
32-70 day	Deposit or 25% - whichever is the greater
15-31 days.....	50%
8-14 days.....	90%
0-7 days.....	100%

We strongly recommend our full insurance protection which will, in most cases, under certain circumstances, cover against loss of deposit or cancellation fees.

15 If you have a complaint

We try our utmost to ensure that your travel arrangements are as enjoyable and stress-free as possible, but if you should have cause for complaint, this must be brought IMMEDIATELY to the attention of our representative or agent and IN WRITING to the supplier (eg. airline, etc), as most matters of this kind can usually be amicably settled on the spot. Every effort will be made to resolve the matter at once, but if this proves impossible, a formal written complaint must be sent to the Company to arrive within 14 days of the date of your return flight. We may require a form to be completed outlining your complaint. We cannot accept liability in either or both the following cases for any complaint or claim:-

- which we receive after the date specified above;
- which has not been reported AT ONCE during your period of travel with us, both to our representative or agent and IN WRITING to the supplier.

Claims for compensation under EU Regulation 261/2004 in the event of long delay or cancellation of flights or denied boarding must be submitted in writing by the passenger direct to the airline. If the matter is not resolved to the passenger's satisfaction, he/she may pursue it with the Air Transport Users' Council.