

# PANORAMIC JOURNEYS



## BOOKING PROCESS & CONDITIONS



- 1. CHECK THE AVAILABILITY** of your chosen holiday and reserve a place. We can hold you a provisional place for seven days, while you make your final decision. For most of our journeys it is our guests' responsibility to book their own international flights, as they are not included in the cost of all of our advertised journeys. We can however help out with flight research and advice, and if necessary can book flights on guests' behalf, the cost of which will be added to the price of your trip.
- 2. BOOK YOUR HOLIDAY** – Complete and sign our booking form and send it to us, along with your deposit payment of £400, plus any applicable flight or additional costs as per your itinerary. We accept cheques, bank transfers, and debit/credit cards. We shall then send you a receipt and written confirmation of your booking, together with an invoice for the full payment of your holiday which is due 8 weeks before your departure date.
- 3. PAY FOR YOUR HOLIDAY** – The payment of the balance for your holiday is due 8 weeks before your departure. Please see the final page of this document for methods of payment.

Panoramic Journeys accepts bookings subject to the following conditions. Please read them carefully and retain them for your records.

**The Contract:** The contract is between Panoramic Journeys Ltd. and you, the Client. "The Client" means every person whose name appears on the booking form. The person signing the booking form warrants that he or she has the authority of all the other named persons to contract on their behalf. It is agreed that the contract between Panoramic Journeys Ltd. and the client shall be governed by and subject to the conditions. No person other than a Director of Panoramic Journeys Ltd. has the authority to waiver, vary or modify these conditions.

**To secure your booking:** We require a completed booking form with the necessary deposit before we can proceed. No contract shall exist until Panoramic Journeys Ltd. has issued a written confirmation of the booking to you, the Client.

**Payment for your holiday:** We hold a deposit of £400 per person, towards the full cost of your holiday with Panoramic Journeys. We must receive the full cost not less than 56 days (eight weeks) before the departure date. In the case of holidays booked within 56 days of the departure date, we must receive the full cost within seven working days of our sending written confirmation and invoice, or such shorter time as we may specify. In the case of non-payment of the balance by the due date, we reserve the right to cancel your booking and retain your deposit. We accept payment by cheques (payable to Panoramic Journeys Ltd), by bank transfers, and by debit and credit cards. Please note that a charge of 2%, made by the bank, is applicable on any credit card payment.

| Number of days before departure when we receive your cancellation | Cancellation charge as percentage of your holiday price. |
|---|--|
| Between time of booking and 56 days before departure              | Loss of deposit  |
| Between 56 days and 43 before departure                           | 40 % of invoice  |
| Between 43 and 14 days before departure                           | 85% of invoice   |
| Less than 14 days   | 100% of invoice  |

**Insurance:** It is your responsibility to ensure that you and all members of your party are in possession of appropriate insurance (covering medical treatment and repatriation, emergency rescue, cancellation and or curtailment of the holiday and legal expenses).

**Passports and Visas:** We can offer assistance and advice in obtaining visas, but we cannot be responsible if you or members of your party are not granted a visa or are refused entry into any country. We will not accept responsibility or refund money in cases where you are unable to travel because of an invalid or mislaid visa or passport.

**Your financial protection:** Protected by Total Payment Protection Policy (topp) under policy no **PJLI/topp/08/03**. In the unlikely event of financial failure, subject to the terms and conditions of the Policy, UK customers' prepayments for non-flight inclusive packages will be reimbursed. Where return travel to the UK is included in the package purchased, customers will be repatriated to the UK. Topp is underwritten by Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority.

# PANORAMIC JOURNEYS

**Accommodation:** Our prices are advertised on the basis of **twin** accommodation. In some instances rooms with double beds may be available although as these are 'deluxe rooms', a supplement may be charged. Please inform us if you would like us to arrange this for you.

**Health and Safety:** You should familiarise yourself before departure with the precautions recommended by your health authority. Full information about health precautions is available from MASTA (Medical Advisory Service for Travellers Abroad) [www.masta.org](http://www.masta.org)

**Riding:** There are inherent risks involved with riding horses (and/or camels, yaks etc). We recommend for your own safety that you bring your own riding hat if you intend to ride. We will require you to sign a separate form accepting personal liability for recreational activities.

**Fitness, Illness or disability:** If you have any medical condition or disability which may affect your holiday, you must advise us in writing at the time of booking giving full details. Persons over sixty years of age may be asked to provide medical evidence of fitness to travel on certain itineraries. If we feel unable to properly accommodate your needs, we must reserve the right to decline/cancel your booking.

**Force Majeure:** We regret we cannot accept any liability, or pay any compensation, where the performance or prompt performance of our contractual obligations is prevented, or affected, by "force majeure". In these booking conditions "force majeure" means any event which we or our agents overseas could not, even with all due care, foresee or avoid. Such circumstances may include war, threat of war, civil strife, industrial dispute, flight cancellations, terrorist activity, natural or nuclear disaster, fire, sickness, quarantine, adverse weather conditions and all similar events outside our control.

**Liability:** Panoramic Journeys Ltd. promises to ensure that all parts of the holiday agreed within the contract are provided at a high standard and in accordance with the contract. Please understand that there are certain hazards involved when travelling, which you must accept at your own risk. The company will not be liable for any illness, injury or death sustained whilst travelling with Panoramic Journeys, except due to our negligence, nor will it be liable for any uninsured losses of your property.

**Price and Brochure Accuracy:** Please note that our itineraries and prices are open to change. Whilst every effort is taken to ensure the accuracy of published materials, changes may be necessary. Even with detailed plans, a degree of patience and flexibility is required in order to deal with the unexpected. The itineraries that we put forward are statements of intent rather than contractual obligations. We cannot be held responsible for the results of changes or delays. These booking conditions are also subject to change. You must therefore ensure that you check all details of your chosen holiday with us at the time of booking and ask for the most recent booking conditions.

**Group size:** Unless otherwise stated our group journeys are based on a minimum of 3 clients and a maximum of 12. In the event that we are unable to operate the journey on this basis, you will be advised at the earliest opportunity and always no less than 1 month before departure. At that time you will be offered one of the following options:

- Travel as planned, but at an additional supplement, payable per person. The cost of this supplement will vary depending on the itinerary and number of confirmed clients.
- The same or different journey, for similar or different dates.
- A full refund of all monies paid to Panoramic Journeys

**Our surcharge policy:** Due to the volatility of prices in the commodities and services market, there may be rare occasions where Panoramic Journeys need to pass on extra costs to clients. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements. You will only be charged for any amount over and above that. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another journey if we are able to offer one, or cancelling and receiving a full refund of all monies paid.

**If we cancel your holiday:** We have never cancelled a holiday – but for the purposes of this document we may have to cancel a booking. If we cancel, we will offer an alternative holiday or refund all monies paid by you, but we shall be under no further obligation.

**If we change your holiday:** Panoramic Journeys Ltd. reserves the right at any time to make changes to your holiday arrangements (including accommodation, transport or services.) Such changes are often minor, but if not, we will advise you as soon as possible.

**Baggage:** We cannot be responsible for loss of or damage to baggage, personal effects, money or documents, except in so far as such liability may arise under our duty as carriers.

# PANORAMIC JOURNEYS

**Special Requests:** At the time of booking, please let us know if you would prefer single accommodation or if you have any dietary or health requirements. We will let you know if there is a surcharge. We endeavour to meet all individual's specific needs but we can only accept bookings on the understanding that there will be occasions when single accommodation is unavailable. Smoking is not permitted in the vehicles or in shared accommodation.

**Restrictions on Participation:** We reserve the right to remove from the tour any person unable or unwilling to conduct themselves in a manner compatible with the satisfactory operation of the holiday. In this event we will make no refund, nor be liable to pay any compensation, and any additional travel costs involved in returning home are your own responsibility.

**Complaints and Feedback:** It is of the utmost importance to us, that you have a very enjoyable holiday. We are very keen to receive feedback from our clients both during and after the journeys. If you have a complaint about any part of your holiday arrangements, please let us know at the first opportunity, so that immediate amendments can be put into place. All complaints received will be taken very seriously. Written notifications of complaints need to be received within 28 days of the end of the tour.

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## PAYMENT METHODS

Please note that due to our expenditure being in US Dollars, we have had to quote in this currency. Whatever payment method you chose and whichever currency you chose to pay in – please calculate the sum due using the exchange rate of the day. We use [www.xe.com](http://www.xe.com) for exchange rates. If you would like to pay your balance before it is due, so as to avoid risking the pound being weaker, please feel free to do so.

• **BANK TRANSFERS:** Please put your surname as your reference.

**POUND STIRLING ACCOUNT**

**Sort Code:** 40:27:06,

**Account number:** 11791451

**IBAN:**GB37MIDL40270611791451

**BIC:** MIDLGB2105A

**AMERICAN DOLLAR ACCOUNT**

**Account No:** 60326711

**IBAN:** GB86 MIDL 4005 1560 3267 11

**BIC:** MIDLGB22

**EURO ACCOUNT**

**Account No:** 68343136

**IBAN:** GB83 MIDL 4005 1568 3431 36

**BIC:** MIDLGB22

• **DEBIT or CREDIT CARD:** Please give us a call with the information below or fax this to +44(0)1608811251. Do not email these details.

|   |  |
|---|--|
| Type of card                                  |  |
| Name as it appears on the card                |  |
| Billing address including postcode            |  |
| Sum to be taken (add 2% if credit card)       |  |
| Telephone no. (in case it doesn't go through) |  |
| The long no. on the card                      |  |
| Start date (if applicable) and Expiry date    |  |
| Verification no. (3 digits)                   |  |
| Issue no. (if applicable)                     |  |

• **CHEQUES** – Please make cheques payable to Panoramic Journeys Ltd and post to the address below.

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