

# Tours Booking form



## Please complete form in BLOCK CAPITALS

If you would like to join one of our tours, please complete this booking form in full and send it to Citibond by email or at the address below. Once your booking has been approved by Citibond Tours Department, a deposit will be invoiced to you and a reservation will be made. Places are available on a first come first served basis. Confirmation of your booking will be sent to you. Terms & Conditions of your booking are overleaf.

|                                |  |                 |
|--------------------------------|--|-----------------|
| <b>Name of person booking:</b> |  | <b>Address:</b> |
| <b>Daytime phone number:</b>   |  |                 |
| <b>Mobile phone number:</b>    |  |                 |
| <b>Email address:</b>          |  |                 |

### Details of all passengers travelling (please include details of the person booking if they are travelling):

| passenger | First name<br>(as on passport) | Surname<br>(as on passport) | Title | Date of Birth<br>(DD/MM/YY) | Room Type:<br>(Double,<br>Twin, Triple,<br>Single) |
|-----------|--------------------------------|-----------------------------|-------|-----------------------------|--|
| 1         |                                |                             |       |                             |  |
| 2         |                                |                             |       |                             |  |
| 3         |                                |                             |       |                             |  |
| 4         |                                |                             |       |                             |  |

### Please complete this section (Continuation)

| passenger | Passport number | Date of Issue | Expiry Date | Nationality | Birthplace | Dietary Requirements |
|-----------|-----------------|---------------|-------------|-------------|------------|----------------------|
| 1         |                 |               |             |             |            |                      |
| 2         |                 |               |             |             |            |                      |
| 3         |                 |               |             |             |            |                      |
| 4         |                 |               |             |             |            |                      |

### TRAVEL INSURANCE - It is a condition of travel that you have fully comprehensive travel insurance.

|  |  |
|--|--|
| Would you like a travel Insurance quote from Citibond Travel? <input type="checkbox"/> Yes <input type="checkbox"/> No | Please complete this section if you already have travel insurance. |
|  | Company insured with:  |
|  | Policy number:   |

### Escorted Tour

| REF | Tour Name | Departure Date | Adult (sharing) | Single | No. of Adult | No. of Single | Total Price |
|-----|-----------|----------------|-----------------|--------|--------------|---------------|-------------|
|     | _____     |                | £               | £      |              |               |             |

**Key:** AI = All Inclusive / BB = Bed & Breakfast / HB = Half Board / FB = Full Board / RO = Room only  
 Prices are subject to availability and minimum numbers required. \*Please check itinerary for your meal plan.

|                        |   |
|------------------------|---|
| <b>Total Tour Cost</b> | £ |
|------------------------|---|

I authorise Citibond tours to invoice me with a non-refundable £500 deposit per person for the tour outlined above.

|               |                          |
|---------------|--------------------------|
| Signed: _____ | Date of signature: _____ |
|---------------|--------------------------|

Please return your completed form by email to: [tours@citibond.co.uk](mailto:tours@citibond.co.uk)

# Booking Conditions Terms & Conditions

## 1. Our Agreement with You

The following terms and conditions form the basis of your contract with Citibond Travel (London) Ltd. The holidays booked with us are ATOL Protected, since we hold an Air Travel Organizer's License granted by the Civil Aviation Authority. Our ATOL number is ATOL 3432. 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](http://www.atol.org.uk). All travel arrangements are sold subject to the following booking conditions.

## 2. Your Financial Protection

When you buy an ATOL protected flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through 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 a 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.

## 3. Booking

When you wish to confirm a booking, you acknowledge your understanding and acceptance of our terms and conditions on behalf of everyone in your group.

The terms and conditions vary depending on whether you purchase a Tour holiday consisting of transport and accommodation booked at the same time and invoiced as a fully inclusive cost or 'Other Travel Arrangements' such as the purchase of a single item of accommodation or transport, but quoted separately and subsequently itemized on your invoice. Please note that where a supplier's services form part of your booking, the supplier's standard terms and conditions will also apply. These are important in the case of 'Other Travel Arrangements' where Citibond Travel (London) Ltd acts only as an agent between you and our suppliers. All travel arrangements that include flights are based on scheduled IATA airlines and are subject to their conditions of carriage. Copies of these conditions may be requested in writing.

## 4. Payment

(a) A minimum deposit of £300 per person must be paid at the time of booking or full payment if booking is made within 60 days before the departure. For some tours, a higher deposit will be payable, or it may be necessary to make full payment at the time of booking.

(b) Any booking made over the telephone or through email will be confirmed only upon receipt of signed booking form.

(c) Balance payment is to be paid 60 days before the departure.

(d) If all payments are not received on time, it will be presumed that you wish to cancel. Cancellation charges will apply in accordance with clause 5.

(e) Tour Price include all government taxes in the amount applicable at the time of booking that do not have to be paid locally. Those that have to be paid locally by you are extra and are your responsibility (such as international airport departure tax or local resort taxes).

## 5. Cancellation by You

(a) Tour - If you need to cancel a confirmed booking you must contact us in writing. To cover the cost of administration and cancellation charges imposed by suppliers and for the possibility that we will not be able to resell the holiday we have to make a cancellation charge. If you have purchased our recommended insurance, you may be able to claim for the charges we impose. Should you cancel your confirmed booking or part of your booking, then the following cancellation charges will apply:

More than 60 days prior to departure: Deposit only  
 60 - 45 days: 50% of total cost  
 Less than 45 days: 100% total cost

Note: These cancellation charges apply to all bookings, except in circumstances where a booking includes items or services where our supplier's own cancellation charges exceed those shown above. In these circumstances any additional cancellation charges will be advised at the time of booking.

(b) Other Travel Arrangements - If you need to cancel you must advise us in writing immediately. Cancellation charges vary depending on the services booked and will be clearly stated at the time of booking. In all cases a minimum cancellation fee of £300 will apply regardless of the value of the service cancelled. In some cases, it may not be possible to offer any refunds for certain services such as air tickets once a booking has been made.

## 6. Alteration by You

If you wish to make a change to a confirmed booking, please contact us in writing. Any changes made up to 60 days before departure will incur a minimum charge of £200 per change. In some cases, airlines require tickets to be issued on booking and where tickets have been issued changes may be treated as a cancellation and will be subject to the charges shown in section 5. However, after that date any changes may be treated

as a cancellation and may be subject to the charges shown in section 5.

Please Note: A change to the travel departure date once confirmed, is regarded as a cancellation and rebooking, not an alteration to the booking. Some suppliers, particularly airlines, whose special fares in some cases are non-refundable, may consider a name or other change to an existing booking, as a cancellation and rebooking, with up to 100% cancellation charges. It is your obligation to book under the correct names for yourself and your party as they appear in the relevant passport/s.

If the services booked are dependent on a minimum number of people using the service, we will have to recalculate the total cost based on the new number of passengers travelling. The cost may therefore increase but as this is not a cancellation charge, it may not be covered by your insurance. No refunds will be given for unused services unless an amendment or cancellation has been made in which case the charges shown above will apply.

## 7. Cancellation by Us

(a) Tour - We aim to provide the travel arrangements you have booked without any changes; however, it is possible that cancellations may be necessary due to changes made beyond our control by airlines, hotels or other suppliers. For some Tours to operate a minimum number of people may be required. If sufficient bookings are not received, we reserve the right to cancel the holiday, but will do so at least four weeks before departure.

In the unlikely event that your travel arrangements must be cancelled we will advise you as soon as is reasonably possible, and you will be offered an alternative or a full refund.

If we have to cancel the Tour as a result of any other circumstances, we may offer you additional compensation where deemed appropriate.

Note: Compensation will not be payable when the cancellation is due to events beyond our control, such as war, threat of war, riots or disturbances, terrorist activities, industrial disputes, fire, nuclear or natural disasters, health risks, problems with transport, severe weather conditions or any other similar events.

## (b) Other Travel Arrangements

In the unlikely event that a booking has to be cancelled, for any other reason than non-payment, then a full refund will be made of all monies paid, less any amendment fees or insurance premiums.

## 8. Alteration by Us

(a) Tour - Although it is unlikely, we may unfortunately have to make changes to your travel arrangements, and we must reserve the right to do so. We will inform you of any major changes at the time of booking, or as soon as possible afterwards if you have already booked. If a major change is necessary, such as an alteration of your outward/return flights by more than 12 hours, change of resort, or reduction in standard of your accommodation, you will be offered the choice of:

(i) Accepting the change

(ii) Accepting an alternative

(iii) Receiving a full refund of all monies paid.

If the alteration results in a reduction in the total cost of your travel arrangements, we will make an appropriate refund. We will offer appropriate compensation for the charge imposed providing that it does not arise from circumstances outside our control.

## 9. Lost Travel Documents

If your travel documents have not been received by you, or you have mislaid your travel documents, you must inform us at least 10 days prior to departure. Failure to do so may result in additional charges as special arrangements will have to be made.

## 10. Changes in Price

(a) Tours - The prices shown are correct at the time of booking. We reserve the right to increase the price after booking if any increase in price occurs in respect of:

(i) Air fares or other transport costs,

(ii) Taxes or duties payable, including new taxes introduced by any government

(iii) Adverse changes to currency exchange rates

In all cases we will pay any increase which is less than 2% of your Tour cost, not including insurance premiums or amendment fees but increases in excess of 2% will be payable by you. If you want to cancel you must tell us within 14 days of being advised of the increase. In return we will not change the cost of your holiday within 60 days of departure. The only exception to this offer is in respect of any government-imposed charge that may be introduced to provide consumer financial protection which we may be required to collect on behalf of the government.

## (b) Other Travel Arrangements

If you pay in full by the due date, we guarantee there will be no change to the price you have paid after full payment is received. If you prefer to wait you may pay the balance of your booking 60 days before departure, however in such cases the prices may be subject to change and we reserve the right to pass on any increase resulting from surcharges imposed by suppliers or exchange rate fluctuations. At present airlines, airports and government bodies are introducing new taxes and fees to pay for additional security. Again, we reserve the right to pass these charges on in full should they apply to your purchase up to 60 days before departure.

## 11. Our Liability

(a) Tour - Should you or any member of your party suffer illness, personal injury or death, through any misadventure out of any activity which does not form part of our Tour, nor part of an excursion sold through us, we shall offer you every assistance we can. Assistance is given at our reasonable discretion. We are responsible for ensuring that your Tour is of a reasonable standard and as described to you. If any part fails to reach this standard and affects the enjoyment of your Tour, we will offer reasonable compensation providing it is not due to events outside our control. Our liability in all these cases is limited to a maximum of twice the value of the services affected.

Citibond Travel (London) Ltd accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents, together with our suppliers and sub-contractors, servants and/or agents of the same, whilst acting in the course of their employment in the provision of your Tour. We will pay compensation equivalent to that which would be awarded in an English Court, but will not offer compensation if the injury, illness or death is caused by your own fault or the fault of someone unconnected with the Tour, or an event that could not have been expected or avoided even with all

due care. In respect of international carriage by air or sea our liability in all cases will be limited in the manner permitted by international conventions. You may ask for copies of these from our offices.

(b) Other Travel Arrangements - When acting only as a booking agent, Citibond Travel (London) Ltd has no liability whatsoever for any aspect of the travel arrangements and accepts no liability for any loss, personal injury or death however incurred, except where caused by our own proven negligence.

## 12. Your Responsibilities

(a) Passports: You must hold a passport valid for at least six months beyond the end of your tour. Requirements may change and you must check the up-to-date requirements in good time before departure.

(b) Visas: You must check and ensure that you have necessary visa for the country you will be travelling on the tour as per the nature of passport you are holding.

(c) Health: It is your responsibility to ensure that you have taken all recommended and required vaccinations and health precautions in good time before departure.

(d) British Foreign & Commonwealth Travel Advice: The UK government provides advice on safety and security, entry requirements and health for countries around the world, as well as general information, at [www.gov.uk/foreign-traveladvice](http://www.gov.uk/foreign-traveladvice) and <https://travelaware.campaign.gov.uk/>. You are strongly recommended to read the advice about the country you are planning to visit prior to travelling on the tour.

(e) Documents: It is your responsibility to ensure that you are in possession of all necessary travel documents before departure. In the event you are refused permission to enter any country due to incorrect documentation, or health precautions, no liability can be accepted by Citibond Travel and no refunds can be made.

## 13. Pre-existing medical conditions/disabled passengers

It is necessary that you advise us before booking if you have any disability or pre-existing medical condition which may affect your Tour, or any special requirements as a result of any disability or medical condition so that we can assist you in considering the suitability of the arrangements and/or making the booking. It will also enable us to make sure you receive the relevant level of assistance when you fly.

Full details must be confirmed in writing at the time of booking and whenever any change in the existing medical condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your Tour, develops after your booking has been confirmed. The nature of many of our Tours you will travel to means that in the majority of cases they are unsuitable for those who are wheelchairbound or have a lack of mobility. We will be delighted to discuss

the feasibility of creating a tailor-made itinerary for you that takes into consideration your level of mobility.

On our escorted group tours, the Tour Leader is not able to offer additional assistance to passengers with limited mobility and all such assistance will need to be provided by the person accompanied with. We may request that you provide a letter from your doctor confirming your fitness to travel.

## 14. Special requests

In the event of the company making a request on your behalf, e.g. Meals, seats, room requests etc, we will communicate that request to those responsible. A request cannot be guaranteed and therefore we cannot be held responsible if your request is not fulfilled.

## 15. Insurance

It is a condition of booking that you have adequate insurance for your Tour.

## 16. Transportation (including delay)

(a) If your flight is cancelled or delayed or your flight ticket is downgraded or boarding is denied by the airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and / or provide you with accommodation and / or refreshments under EC Regulation No 261/2004 (denied boarding and flight disruption). Any claim must be made directly to the operating carrier but will have no effect on your contract with Citibond Travel whose cancellation charges will still apply.

## 17. Excursions/Sightseeing other than what's included in the tour.

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 its provision by the operator.

## 18. Complaints Procedure

If you have a problem during the course of your holiday, you must inform the supplier of the service, plus a representative whose details we have provided, or telephone our offices immediately, failure to do so may reduce or extinguish any possible claim. We will endeavor to put things right as soon as possible. We will acknowledge all complaints on their receipt and deal with them promptly and efficiently.

## 19. LAW AND JURISDICTION

Your relationship (and any contract you may have) with us and any dispute, claim or other matters of any nature arising from it ('claim') shall be governed by and construed in accordance with English law.

## 20. Consent for Filming & Photography

Citibond Tours team may take photos/videos during your tour. These images/videos will be used by Citibond Tours to share your experiences with others, and to publicise future tours. Images may be used in press releases, printed publicity and published on social media channels and/or on the Citibond tours website, other websites or elsewhere. If you do not wish to have your pictures images/videos to be used in this way, please email [tours@citibond.co.uk](mailto:tours@citibond.co.uk), in which case efforts will be taken to prevent them being used in future digital and offline publications but they may continue to appear in publications already in circulation.

## 21. Privacy Notice

Citibond Travel is committed to protecting and safeguarding your personal data. As part of this commitment, we've updated our Privacy Policy to meet the standards of the General Data Protection Regulation (GDPR). All bookings are subject to our Privacy Notice, please visit [www.citibondtours.co.uk](http://www.citibondtours.co.uk) for full details.