

London Tennis Booking Form

Escorted Tennis Week, Aphrodite Hills, Cyprus

October 2nd 2010 – October 9th 2010



Personal Information

Name			
Address			
Postcode	Email	Phone	

All Names

Title	Firstname	Surname	Age (if under 18)	Playing Standard (Beginner/Intermediate/Advanced, or LTA rating)

Insurance

You are required to take out insurance for the period of your holiday.

Insurance Company	
Policy Number	

Emergency Contact Details

Please provide the contact details of someone we can contact in the event of an emergency

Name	
Phone	

Flight Details	Flight No	Airport	Departure	Arrival
Outbound				
Inbound				

To find out which flight our tour leader is on please email holidays@londontennis.co.uk - if you prefer to fly with another company you will just need to pay a small transfer fee from the airport to the resort.

Payment

Minimum deposit of £100 deposit per person. The outstanding balance is payable eight weeks before departure. Please see <http://www.londontennis.co.uk/holiday> for price details.

Payment by Cheque	Please make cheques payable to London Tennis Limited	Amount Enlosed:	£
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Payment by Credit/Debit Card	Please tick this box if you wish to pay by credit or debit card. We will then send you an online invoice which can be paid through the PayPal website.	
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Please see the following pages for Terms and Conditions

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Terms and Conditions

Making A Booking Complete and sign the Booking Form accepting the conditions of London Tennis Ltd, 13 King Charles Walk, London, SW19 6JA. These booking conditions form the basis of your contract, our invoice will act as our confirmation of your booking. The lead traveller must be at least 18 years old, and a deposit of £100 per person is required at time of booking. Full payment is due 8 weeks prior to departure. A reminder is not sent to you, it is your responsibility to forward balance on the due date, shown on your invoice. The right is reserved to cancel any bookings not paid by the due date.

On Receipt Of Your Deposit We make the necessary reservation and your deposit is accepted in part payment of the agreed cost of the booking and is credited to your account. The contract exists between us after you have received a confirmation invoice, normally within 7 days, which should be checked and queried if not in order. We shall not be liable if any of the information is incorrect if you have not notified us within 7 days of receipt.

Cancellation Great care has been taken to ensure that the holiday promoted is of good quality, however if any changes to your holiday are necessary, due to circumstances beyond our control, we would advise you prior to departure. Where major changes are necessary, we would offer a full refund. (A major change would constitute change of accommodation to a lower grade)

If We Change Your Holiday We plan the arrangements for holidays many months in advance and although it is unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen. We reserve the right to make such changes at any time. Most changes are of a minor nature and we will advise you as soon as possible before your departure. Sometimes major changes are necessary to your accommodation. Major changes include change of accommodation to that of a cheaper price (see **Cancellation**)

If we have to make a major change to your holiday you may either:

- (a) Accept the changed arrangements
- (b) Cancel your holiday.

If you choose either (a) you will also be offered a credit towards the costs of your holiday as shown below:

- (i) Changes more than 56 days before departure - NIL
- (ii) Changes between 55 – 29 days before departure - £10 per person (iii) changes between 28 –15 days - £20 per person
- (iv) Changes between 14 – 8 days before departure - £30 per person (v) changes less than 7 days before departure £40 per person

If you choose (b) we will refund all monies paid.

In the unlikely event of insufficient numbers which, in our opinion, make the holiday non-viable, we reserve the right to cancel your booking, subject to us reimbursing all deposits paid.

Could I Be Refused Entry? There are a number of reasons for which you could be refused entry:

- (a) If you do not hold a valid passport and/or visa required for entry into or exit from the country of origin or destination.
- (b) If in the opinion of a person in authority you appear to be unfit to travel or likely to cause discomfort or disturbance to other passenger our responsibility for your holiday will immediately cease. We will not be responsible for any costs you may incur or make refunds to you.

Misbehaviour We reserve the right at our absolute discretion to terminate without notice the holiday arrangements of any customer whose behaviour is such that it is likely in our opinion to cause distress, damage or annoyance to our customers, employees, property or to any third party. Full cancellation charges will apply and we will be under no obligation whatsoever to provide a refund or compensation for costs which may be incurred. London Tennis Ltd has no control over the behaviour of person staying at, or visiting your holiday accommodation and is not responsible for any withdrawal or impairment of facilities or other loss or damage caused by them.

Passports, Visas & Travel Documents Please check that your passport is valid for the entire duration of your holiday with the appropriate Embassy. If you are not a British passport holder you may require a visa, please check before booking your holiday. All passport, visa, travel insurance, health certificate requirements and Foreign Office advice are your responsibility. London Tennis Ltd accept no responsibility for any delay or expense incurred through any irregularity in your documents

Late Bookings For all bookings made within 8 weeks of departure, the full amount of the holiday price is required with the booking form.

Tennis Arrangements Amendments of any tennis schedules may be necessary from time to time due to court unavailability/climatic conditions. Amendments will be advised to you and alternative arrangements made wherever possible. In the unlikely event of rain, no refunds will be given unless more than 4 hours coaching hours are lost. We shall not be responsible should any named host coach not be available as a consequence of injury, illness or other reason beyond our control.

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Terms and Conditions continued

Force Majeur We cannot accept liability in any circumstances where performance and/or prompt performance of the contract is prevented by reasons of war, threat of war, civil strife, riots, terrorist activities, industrial disputes, natural and nuclear disaster, fire or adverse weather conditions.

Accommodation The accommodation booked is reserved exclusively for the persons named on the booking form. Subletting or assignment or sharing is not permitted. All damages and breakages will be charged to the client and must be paid before vacating the property.

Accommodation Rental Period The accommodation rental period commences after 2pm on the day of arrival and ceases at 10am on the day of departure.

Water/Environmental Conditions Limited rainfall and climate fluctuations can often affect the supply of water, which may result in cuts – these are usually of a short duration and you are asked to be tolerant. In hot climates please be prepared to encounter the indigenous environmental conditions e.g. insects. The water supplies are suitable for consumption after boiling but we recommend bottled water for drinking.

Price Guarantee The price of your holiday, once confirmed, is guaranteed. However in the event of substantial changes in local taxes, or exchange rates, these charges would be passed to the client. London Tennis Ltd would absorb the first 2% of any increase where a holiday has been confirmed.

If You Have A Problem In the very unlikely event that you have a problem or complaint during your holiday, please notify a representative of London Tennis Ltd immediately, so that they have an opportunity to rectify the issue. If this is proven unsatisfactory then the client should notify London Tennis Ltd in writing within 28 days of the completion of his/her holiday. No liability can be accepted for complaints not notified within that period or if the complaint was not notified to a London Tennis Ltd representative during the holiday.

Conditions of Carriage If it becomes necessary for you or any member of your party to cancel your booking or part of it, you must inform us in writing immediately. Cancellation charges are calculated from the date we receive written notification in our office. If we receive the written notification within 6 weeks of departure then the cancellation charges below will apply:

More than 56 days before departure Deposit

55 – 29 days	50%
28 – 15 days	70%
14 – 1 day	100%

Data Protection Policy In order to process your booking and to ensure that your travel arrangements run smoothly, LT requires to use the information you provide e.g. name, address and special needs/dietary requirements/medical conditions. We only pass this information to relevant suppliers of your travel arrangements such as the car hire company, tennis centres and the accommodation owners. We will not pass on any information to persons not part of your travel arrangements. We will hold your information where collected by us and may use it to inform you of offers in the future or to send you brochures. You are entitled to a copy of the information held by us.

Insurance It is essential that all clients arrange adequate travel/holiday insurance cover.

Tour Operators Combined Liability Insurance LT is fully covered and operates a holiday trust account.

Exchange Rate To convert payments from Euros to Sterling the rate to be used is that detailed on the Financial Times website <http://mwprices.ft.com/custom/ft-com/currency.asp> on date payment being effected.