



acting as retail agent for  
Colletts Travel Limited  
79 Brent Street  
Hendon  
London NW4 2EA

# Booking Form

**020 8202 2233**

contact: **Debbi Arnold**

JEWISH JOURNEY TOUR DETAILS		PERSONAL DETAILS	
Journey Name:		Lead Passenger Name:	
Journey Date of Departure:		Telephone:	Mobile:
Journey Price*:		Email:	
* For meals and hotel inclusions please refer to your Tour Itinerary. Tours are based on minimum number of 15 participants. Should we not reach the minimum tour participant numbers 40 days before departure (see paragraph 2 of our Terms & Conditions), we reserve the right to cancel the tour. We reserve the right to add a surcharge if there is a significant devaluation of the pound against the destination currency.	Address:		
			Postcode:
	Synagogue:		
Room Type:	Double <input type="checkbox"/> Single <input type="checkbox"/> Twin Share <input type="checkbox"/> (willing to share a room)	Emergency Contact:	

PARTICIPANT/S NAME AND PASSPORT DETAILS					
Status	First Name	Middle Name	Surname	Country of Citizenship	Insurance (tick if required)
<b>Participant 1:</b>					<input type="checkbox"/>
Passport No:		Issue Date:	Expiry Date:	Place of Issue:	
<b>Participant 2:</b>					<input type="checkbox"/>
Passport No:		Issue Date:	Expiry Date:	Place of Issue:	
<b>Participant 3:</b>					<input type="checkbox"/>
Passport No:		Issue Date:	Expiry Date:	Place of Issue:	
<b>Participant 4:</b>					<input type="checkbox"/>
Passport No:		Issue Date:	Expiry Date:	Place of Issue:	

**PAYMENTS**  
Please make cheques payable to: Colletts Travel Ltd  
All credit card payments will be subject to a 2% surcharge  
No surcharge will be levied for payments by debit card  
I wish to pay by VISA/MASTERCARD/AMEX  

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Security Code (3 digits)    Expiry date  /   
Issue Number (some debit cards)   
Please debit the amount of £   
Cardholder's signature \_\_\_\_\_ Date \_\_\_\_\_

**MONIES ENCLOSED**  
Deposit: 10% of total cost £ \_\_\_\_\_  
(plus any required prepayments - see paragraph 4 in our Terms & Conditions)

**TOTAL ENCLOSED** £

**SPECIAL REQUESTS** (not guaranteed)  
including dietary requirements

**FLIGHT REQUIREMENTS** (or other travel services)  
Please advise us of your flight, additional hotel or other travel requirements on the attached form

**IMPORTANT:**  
Please read booking conditions before signing. I agree to accept the booking conditions on behalf of myself and all others mentioned on this booking form.

I confirm that I have **declined** the Colletts Travel Insurance offered in the Jewish Journeys tour leaflet. I have insured myself and the party for whom I have signed below on an alternative bonafide Travel Insurance policy which provides at least equal cover to that of the Colletts Travel policy available on request.

My Insurers are: \_\_\_\_\_ Policy Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(over 18 years of age)

**Office Use:**



**Please return this Booking Form to:**  
Jewish Journeys c/o Miss K Pegg,  
Colletts Travel, 79 Brent Street, Hendon, London NW4 2EA  
Tel: 020 8202 2233  
Fax: 020 8202 0993  
Email: [kirsty@collettstravel.co.uk](mailto:kirsty@collettstravel.co.uk)

# Terms & Conditions - Jewish Journeys

We want you to enjoy your holiday and would suggest you read carefully all the information supplied. When you book a holiday you enter into a legally binding contract with the organiser of your travel arrangements with obligations on both parts. The conditions set out below define these obligations.

## 1) YOUR SECURITY WITH COLLETTS TRAVEL

Collets Travel Ltd (hereafter referred to as "The Company") are members of ABTA (The Association of British Travel Agents with membership number 19401 (or V0368 when we act as the organiser). ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 68-71 Newman Street London W1T 3AH Tel: 020 7637 2444 or [www.abta.com](http://www.abta.com). The Company is also fully bonded under the Civil Aviation (Air Travel Organisers Licensing) Regulations 1972 (a) (ATOL 2996). As organiser of your travel arrangements our ATOL licence will provide for full security of monies paid over by our Clients and for the repatriation of our Clients in the unlikely event of our insolvency.

## 2) GROUP REQUIREMENTS

Group numbers are based on Jewish Journeys reaching a minimum of 15 participants per tour. Should this number not be reached by forty days prior to departure, the tour could be cancelled. In this case you would receive a full refund of all monies paid for the tour element of your trip. We will advise you forty days before departure if your tour is not operating. With this in mind, and in order to avoid financial risk to yourself when booking your transportation/flights, we will offer you four choices when booking your transportation/flights to your tour destination: (a) The cheapest INSTANT PURCHASE NON REFUNDABLE FARE, or (b) The cheapest CHANGEABLE FARE, or (c) The cheapest REFUNDABLE FARE or (d) You may choose to wait to purchase your transportation/flight. However this could mean the cost could be higher nearer the time, or the flight not available at all. In this instance you would still be liable to cancellation fees, should you not be able to travel. We do not recommend this option. You must decide at the time of booking which of the four options you choose. By accepting and signing the Jewish Journeys booking form you are deemed to have understood our working practices.

## 3) CONFIRMATION OF YOUR HOLIDAY

When we act as the organiser of your travel arrangements, a contract will only come into existence when we have issued our Booking Confirmation and received either a non-refundable deposit or the full amount (dependent on when the booking is made), plus the applicable insurance premium. The Booking Confirmation will contain the names of all passengers, the dates and time of travel, departure and arrival cities and other relevant information. All names MUST be correctly spelt and identical to the names shown in the passport including the initial or first name. As a condition of this contract, you are required to carefully check this written confirmation to ensure that all names and travel details are correct and exactly match what you have booked. If they are not, you are required to contact us within 24 hours of receiving your confirmation to inform us of any inaccuracy and allow us the opportunity of taking prompt corrective action. If you do not do so any consequential problems, including the potential scenario of being denied boarding by an airline, shall be your sole responsibility and not that of the Company.

## 4) PAYMENT

A non-refundable deposit of £150 per person plus any required prepayments plus any applicable insurance premium is payable at the time of booking. Such prepayments may include higher deposits on certain cruise, train or coach holidays, components that require advance deposits, or domestic and internal flights that require immediate ticket issue. These amounts will be identified to you at the time. The Company will then issue its Confirmation detailing the 'Balance Due By Date' and as no reminder will be sent if it is most important that this date is noted and adhered to. Failure to do so could result in the cancellation of your holiday and the relevant cancellation charges as detailed in section 9 would then apply. If a booking is made within 10 weeks of departure date then the full amount must be paid at the time of booking.

## 5) DOCUMENTATION

It is the Client's responsibility to obtain all necessary passports, visas, health certificates, driving licences and other documents required for travelling on holiday. The Company will provide guidance in this area but the Client MUST make appropriate enquiries with the relevant authorities, (see items 18) and 19).

## 6) UNUSED SERVICES/LOST DOCUMENTS

No refunds will be made in respect of services included in the holiday price which are unused by Clients after departure. We are unable to assume liability in respect of any lost or mislaid travel tickets or accompanying documents.

## 7) CHECK-INS

The Company will advise the Client of necessary check-in times and of the need to reconfirm onward travel details whilst on holiday when amended check-in times may then be given. However, it is the Client's responsibility to reconfirm all flights and check in on time and The Company will accept no responsibility if Clients miss or are refused boarding to flights due to late check-ins unless resulting from an act or omission of The Company, its agents or suppliers.

## 8) IF YOU CHANGE YOUR BOOKING

If you decide to change your booking after it has been confirmed an amendment fee of £20 per person will be charged to cover our costs. Any amendment will also be subject to any additional costs incurred through increases in flights, hotels and other holiday costs the amendment may entail. Any change in departure date will be construed as a cancellation of the original booking and cancellation charges as laid out in section 9 will be applied. If you change your booking within 8 weeks of departure this will be treated as a cancellation and cancellation charges as laid out in section 9 will be applied. All amendment advice must be made in writing and signed by the signatory on the Booking Form. If you change your booking by transferring it to another person we will only be obliged to carry out such a request where:

(a) you are prevented from travelling for reasons of personal illness or serious illness of a close family relative, jury service or unavoidable requirements of an employer. In any of these events you will be asked to provide documentary evidence of the circumstances; and (b) the transferee meets all requirements of the holiday booked; and (c) you, or the transferee, pays any balance due and an amendment fee of £20 per person plus any charges which any of our suppliers may impose because of the transfer. For example, airlines will not allow the transfer of an Apex ticket and they will regard such a transfer as a cancellation and new booking and will therefore only make the booking if cancellation charges and replacement ticket costs are met; and (d) you have notified us in writing with all supporting details as outlined above and with full details of the transferee at least 28 days before your departure date.

## 9) IF YOU CANCEL YOUR BOOKING

Should you or any member of your party wish to cancel your booking once it has been confirmed then you will be liable to pay cancellation fees as set out below. In certain cases the price of your holiday is calculated by reference to the number of occupants in a room. If one of these occupants cancels, not only will there be a cancellation charge, but also the remaining members of your party may have to pay an additional sum. All cancellation advice must be made in writing and charges below are based on how many days before your departure we receive your written cancellation notice, and not when your correspondence was sent to us. Please note that day one of your cancellation will be taken as the day before your actual date of departure.

Period before departure in which cancellation notice rec'd	More than 56 days	28 - 29 days	14 - 15 days	07 - 08 days	07 to day of dep.
Cancellation charge	Loss of deposit	50%	60%	90%	100%

If your booking includes a flight based on a restricted fare (eg. Advance Purchase, Special Offer, Published or Charter ticket or similar) airline cancellation charges may be higher, in some cases up to the full amount of the booking, and we reserve the right to pass these on to you. In addition cancellation charges made by certain other of our suppliers may also be higher than the schedule of costs shown above and again we reserve the right to pass such fees on to you. We will always advise you of such fees before cancellation.

Insurance premiums will NOT be refundable. However if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Please note that in the case of a cancellation made after receipt of the travel documents, no refund can be made unless all unused airline tickets and other documents are returned to The Company.

## 10) IF YOU CHANGE YOUR BOOKING WHILST AWAY

The Company will not be liable for any alterations to the booked holiday arrangements made by you whilst away. Should you wish to make alterations you must obtain written consent from The Company, either directly or through the local representatives. Failure to obtain such consent will absolve The Company of all liability concerning any resultant additional costs, cancellation charges or the reimbursement of any unused accommodation. In all cases, The Company is only able to issue a refund for unused services should such refund be forthcoming to The Company from the suppliers involved (see section 6).

## 11) IF WE CHANGE YOUR BOOKING

On occasion it may be necessary to change the arrangements you have selected and we reserve the right to do so at any time. Most of these changes are minor, such as flight route changes, change in aircraft type etc and we undertake to inform you as soon as is reasonably possible. A major change is a change to your UK airport (except between Heathrow and Gatwick), a difference of more than 12 hours in your departure time, a change to your resort area or a move to a lower category hotel. When we are obliged to make a major change to your holiday arrangements, you will have the following options:

(a) accepting the changed arrangements as notified to you; or (b) purchasing another available holiday from The Company. If it is more expensive you will have to pay the difference but if it is cheaper, we will refund the difference; or (c) cancelling your holiday.

If such a major change is notified to you within 56 days of departure then in all above cases (a), (b) and (c) we will pay you compensation on the scale set out below and should you choose option (c) we will also refund in full all monies received.

Period before departure within which a major change is notified to you	56 - 43 days	42 - 29 days	28 - 15 days	14 - to day of dep.
Compensation per person	£20	£30	£40	£50

However, in no case will we pay compensation if change is due to Force Majeure (see section 22).

## 12) IF WE CANCEL YOUR BOOKING

We reserve the right in any circumstances to cancel your tour. All tours operate subject to a minimum number of participants in accordance with clause 2; however in no case will we cancel your tour less than 40 days before the scheduled departure date, except for reasons of force majeure as defined below, or the failure on your part to pay the final balance in accordance with clause 4.

## 13) COMPLAINTS AND DISPUTES

In spite of the many months of planning, problems do occasionally occur. Should you have a complaint whilst away then you MUST report it immediately to your Local Representative, Agent or The Company directly in order that the matter may be rectified during your holiday. In the unlikely event that your problem is not resolved on the spot then your complaint should be notified in writing to The Company within 30 days of your return. Failure to notify The Company, its Agents or Representatives of any grievance at the time will absolve The Company of all responsibility in the settlement of any subsequent related claim once you have returned. Disputes arising out of or in connection with this contract which cannot be settled amicably may (if the Client so desires) be referred to arbitration under a special Scheme which, though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The Scheme does not apply to claims for an amount greater than £1,500 per person or £7,500 per Booking. Neither does it apply to claims which are solely or mainly in respect of physical injury or illness or the consequence of such injury or illness. The application for arbitration must be made within nine months of return from the holiday, although in special circumstances, this period may be extended.

## 14) BUILDING WORK AND NOISE

Many cities and hotels change and develop constantly. From time to time hotels have to undertake maintenance and restoration. This may mean there will be noise from building equipment and work may be visible from your room. We cannot predict when building work is likely to happen. When we do know, we will try to inform you prior to your departure. Please note building work could affect more than one hotel on your itinerary. There is bound to be some traffic noise if your hotel is located close to a road and the sound of aircraft if your hotel is in close proximity to an airport.

## 15) HOTEL CHECK INS

The standard international practice is to let rooms from midday to midday. However times do vary. Check-in times are usually between 2pm and 3pm, check-out times between 11am and 12 noon on the day of departure. Therefore, if you check in immediately after a night flight this would normally count as one night's accommodation. Similarly if your return flight is at night you will normally be required to vacate your room at 12 noon prior to leaving for the airport. Day rooms are subject to availability/cost and should be arranged locally with the accommodation management.

## 16) THE COMPANY'S RESPONSIBILITY

a) The Company has taken all reasonable steps to ensure the suppliers with whom we do business are reputable and efficient and that they comply with the laws of the country in which they operate. The Company has also taken reasonable care in making the holiday arrangements offered and accepts responsibility for ensuring that there are no deficiencies in the services we are contractually obliged to provide and that they are provided to a reasonable standard. Should deficiencies occur then The Company will pay reasonable compensation to a maximum of twice the total cost of the holiday. This maximum amount will only be awarded in extreme cases and when you have thus obtained no enjoyment whatsoever from the holiday. In all other cases, The Company will pay an amount it considers reasonable for the inconvenience suffered. Please note that The Company will not accept responsibility for disappointment suffered as a result of unrealistic expectations. The Company does not accept responsibility where there has been no fault on our part or that of our suppliers or the cause was your own fault or the actions of a third party unconnected with the holiday arrangements, or could not have been foreseen or avoided by us or our suppliers even if all due care had been exercised. The Company has no liability for changes to or cancellation of schedules by scheduled airlines and also has no liability if you or any member of your party is prevented from travelling on an aircraft or vessel by any person in authority at the airport or port or is denied access to accommodation or services by any person in authority because you or the party member appears unfit to travel or is likely to cause disturbance or discomfort to any other travellers. In this latter instance full cancellation charges will also apply.

b) In the unfortunate event that you suffer death or personal injury as a result of an activity forming part of your Holiday Arrangements we accept responsibility except where there has been no fault on our part or that of our suppliers, the cause was your own fault, the actions of a third party unconnected with the Holiday Arrangements or could not have been foreseen or avoided by us or our suppliers even if all due care had been exercised.

c) In the case of air travel, rail travel, sea travel or hotel accommodation we limit our liability to compensate you under clauses 16 (a) and (b) in accordance with the provisions of the Warsaw Convention as amended by the Hague Protocol 1955, the 1961 Berne Convention, the 1974 Athens Convention and the 1962 Paris Convention respectively.

d) Where we accept responsibility under 16 (a) and (b) above it is a requirement that you: (i) assign to us your rights against the person or persons responsible so that we may be subrogated to those rights and claim in your place (ii) co-operate fully (at The Company's expense) should we or our insurers wish to enforce those rights. e) Should you or any member of your party through misadventure suffer death, personal injury or illness during the holiday arising out of an activity unconnected with the holiday arrangements, The Company may, where appropriate and at its discretion, provide general advice and assistance in connection with any claims you may have against third parties. The Company may agree to assist with initial legal costs up to a maximum of £5,000 per Booking and provided the Client notifies us of any intention to bring legal action within 90 days of the misadventure. Any costs incurred by The Company shall in any event be repaid to us by the Client where any claim is successful or the Client has the benefit of applicable insurance cover.

## 17) INFORMATION ACCURACY

All conditions, hotel descriptions and flight details advised are correct to the best of our knowledge. Once your holiday has been confirmed certain alterations may still occur and we shall endeavour to notify you immediately (see section 11). In particular, you should note that the applicable Condition of Carriage of the Airline or Airlines onto which you are booked will apply. All Carriers reserve the right to change flight timings and re-route their flights and any details relating to aircraft type that may have been proffered at the time of booking cannot be guaranteed. Likewise, certain facilities at the hotels may be unavailable at given times of the year (e.g. swimming pool closed for cleaning, restaurant undergoing refurbishment or given over temporarily to a specific function). In such instances, our liability shall be limited to advising you, wherever possible, of any significant changes and to offer every assistance to ensure that your travel plans are not inconvenienced or disrupted.

## 18) PASSPORT & VISA INFORMATION

All travellers must be in possession of a passport with recommended 6 months unexpired validity. Visa requirements vary from country to country and we suggest you contact the appropriate embassy for current visa information. British passport holders travelling from the UK to the USA are required to obtain a visa from the US Embassy or may be eligible to travel on the Visa Waiver Program. All eligible travellers wishing to travel to the USA under the Visa Waiver Program are required to enhanced security requirements and must apply for authorisation via the US Department of Homeland Security website <http://esta.dhs.gov>. Please allow sufficient time for your visa waiver application to be processed before your departure date. US Customs will not allow entry to anyone with incorrect documentation. There are certain exceptions where British passport holders will NOT qualify for the Visa Waiver Program and will require a visa for entering the USA, which must be obtained prior to travel. Non-eligible travellers include anyone holding a non-machine readable passport ie an old blue passport or anyone with a criminal conviction or record (other than minor road traffic offences in the UK). Entry requirements to the USA are subject to change and you are strongly advised to check current details on the US Embassy website [www.usembassy.org.uk](http://www.usembassy.org.uk) or tel 0905 444546.

NB Some passports issued by British Consular groups abroad may not be machine readable - please check with the UK Passport Service on 0870 521 0410 or [www.passport.gov.uk](http://www.passport.gov.uk) for further information.

## 19) HEALTH MATTERS & TRAVEL ABROAD

Health matters and vaccination requirements vary from country to country. We suggest that Clients check recommended practice with their GP, practice nurse or travel health clinic. The Foreign & Commonwealth Office produces up-to-date travel information to help British travelers make informed decisions about travelling abroad, visit [www.fcdo.gov.uk/knowbeforeyougo](http://www.fcdo.gov.uk/knowbeforeyougo).

## 20) SPECIAL REQUESTS

If you have a special request for a facility or service not advertised (ie. adjoining room or airline seat requests), we shall pass it on to the relevant supplier. We cannot guarantee that it will be met and have no liability to you if it is not. We cannot accept any booking that is conditional upon special requests being met.

## 21) DATA PROTECTION STATEMENT

In order to process your booking and to ensure that your travel arrangements run smoothly, we need to use the information you provide such as name, address etc. We take full responsibility for ensuring that proper security measures are in place to protect your information and you have the right to see any information details that we hold on you. This information must be passed on to relevant suppliers such as airlines, hotels, etc and to public authorities such as customs/immigration if required by them, or as required by law. Additionally controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however pass any information on to any person not responsible for your travel arrangements. This applies to any sensitive information provided such as details of any disabilities or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking you consent to this data being provided to the relevant partners.

## 22) DEFINITIONS

a) 'The Company' means Collets Travel Ltd, trading name 'The Collets Collection'.  
b) 'Client' means any person detailed on the Booking Confirmation  
c) 'Force Majeure' shall include but not be limited to, acts of God, acts of government, war (whether declared or not), threat of war, other hostilities, terrorist activity, civil strife, strikes, riots, fire, thefts, epidemics, quarantine or medical regulations, natural and nuclear disaster, medical or customs regulations, technical or administrative problems with any means of transport, closure of airports, breakdown in machinery, or equipment or similar events beyond the control of The Company.  
d) 'Holiday Arrangements' means all hotel or other accommodation, transportation by bus or other vehicle, rail, ship or air, tours and other services included (without limitation) insurance.  
e) 'CAA' means the Civil Aviation Authority. f) 'ABTA' means the Association of British Travel Agents.  
g) 'ATOL' means Air Travel Organiser's Licence.

## 23) GOVERNING LAW

All matters concerning the booking and in particular but without limitation in respect of questions of liability and quantum of damages under Clause 16 above shall be governed by English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.