



Walk the Landscape

Walking Holidays and Day Walks in the Cotswolds and the Heart of England

Booking Form

Type of holiday:

Guided walking holiday or day walk

Self-guided walking holiday or hiking tour

Long distance walking trail

Customised walking holiday

Name of the holiday:

Dates: Start:

End:

Do you require luggage transfer?

Name and Address:

Full Name:

Daytime Phone:

Address:

Evening Phone:

Mobile:

Email:

Post/Zip Code:

Emergency name and phone no:

Accommodation:

No. of Adults: No of Children & Ages:

Number of Rooms: Double: Twin: Single:

If you travelling on your own would you like to share a room?

Age Group: up to 25: 26 to 45: 46 to 65: over 65:

Special Diets (including vegetarian):

Smoker or Non-Smoker:

Special Requirements:

Names of all members of the group:

Walkers:

Non-walkers:

Getting there:

How do you intend to travel?

Medical conditions *(please answer for all of the group):*

Are you all able to walk without difficulty? **Yes / No.** If Yes, how far:

Does anyone suffer from any medical condition that may affect their health and safety during the holiday? **Yes / No.** If Yes, please give details:

Does anyone have current or previous injury that may affect their health and safety during the holiday? **Yes / No.** If Yes, please give details:

Payment:

Total Cost for the Full Party (as agreed by phone or email):

Deposit to be sent with this form (not applicable to day walks):

(Deposit of £50/person for 1 to 3 night breaks and £100/person for longer holidays)

Balance – to be sent 42 days (6 weeks) before the weekend break:

Payment Method

Bank Transfer (BACS) - Account: Walk the Landscape / Sort Code: 09-01-27 / Acc No: 88467995 / Reference: Your Name

Cheque - Please make your cheque/s payable to: Walk the Landscape and send to 6 Windsor Close, King's Sutton, Banbury, OX17 3QT.

Paypal - We will send you an email invoice and all you need to do is click the link in the email to pay by credit or debit card or through your Paypal account.

Marketing and Publicity

Please check if you do not want us to use photographs taken during the event in our documents and on our website

Please check if you do not want us to use your testimonials in our documents and on our website

Please check if you do not want to receive our Newsletter

Please check if you do not want to marketing communications from other companies about related products such as outdoor clothing, travel insurance.

Terms and Conditions:

Please check to confirm that you have read, understood and agree to be bound by our terms and conditions. They are included in the booking form and available on the website.

Important Health and Safety Declaration:

Please check to confirm that each of the members of your group will be responsible for themselves and will not put other walkers at risk.

Signature:..... Date:

Signature of Parent/Guardian:..... Date:

UNDER 18 YEARS OLD - A parent or guardian must counter sign this form on behalf of any participant under 18.

Please return this form to us if you are paying by cheque or by BACS to: Walk the Landscape, 6 Windsor Close, King's Sutton, Banbury, OX17 3QT.

If accepted a confirmation receipt will be forwarded to you on receipt of your signed Booking Form with payment due. The contract is made between us when we send this confirmation and we guarantee that the price of your event will not be subject to alterations or surcharges once the booking has been confirmed.

If you have any questions please call us on 01295 811003 or 07718 660070 or email anne.m@walkthelandscape.co.uk

Terms and Conditions for Walking Events

In these Terms and Conditions, 'the Company' refers to Walk the Landscape and 'the Event' to the guided or self-guided Week Holiday, Weekend Break, Day Walk or Customised Tour.

1 Booking and Your Contract with the Company

All bookings on our events are subject to the following terms and conditions and your acceptance of them constitutes a legally binding contract under English law. You will be deemed to have accepted the terms and conditions unless we hear from you within seven days of you receiving the confirmation (assuming a normal postal period).

1.1 Week and Weekend Events

To make a booking, please telephone or email us to check availability and we will hold your places for 7 days. To confirm your places, please either complete the Booking Form and pay your deposit through our website, or return the Booking Form and cheque to us by post. However, if 42 days (6 weeks) or less before your event starts full payment must be made at the time of booking.

The deposit paid in respect of each event is accepted as a first instalment of the full charge. A verbal reservation or the receipt of a deposit do not imply final acceptance of the booking, neither does a verbal quotation confirm the final cost. If a booking cannot be accepted, notification with a refund of any deposit will be sent as soon as possible.

If accepted a confirmation invoice will be forwarded to you normally within 2 weeks of receipt of your signed booking form. The contract is made between us when we send this confirmation and we guarantee that the price of your event will not be subject to alterations or surcharges once the booking has been confirmed.

1.2 Day Walks

To make a booking, please telephone or email us to check availability. To confirm your places, please complete and return the Booking Form and pay the full amount, via the website or through the post, at least 7 days before the event.

If accepted a confirmation receipt will be forwarded to you normally within 2 days of receipt of your signed booking form. The contract is made between us when we send this confirmation and we guarantee that the price of your event will not be subject to alterations or surcharges once the booking has been confirmed.

2 Payment Terms and Methods of Payment

2.1 Week, Weekend Events and Customised Holidays

Following receipt of your deposit, we will send you an invoice for the balance of your event, due 42 days (6 weeks) before the event starts. Should the balance not be received by the due date, your place on the event and/or at the accommodation may be released, and our cancellation policy will apply.

2.2 Day Walks

Payment is due in full 7 days before the event starts. Should the balance not be received by the due date, your place may be released, and our cancellation policy will apply.

Unless otherwise stated on the booking form, payment for all types of event must be made in pounds sterling. The company accepts payments in the form of bank transfer (BACS), PayPal Email Payments, or personal cheque.

- Bank account details for BACS transfer payments may be requested at the time of booking.

- PayPal email payments require you to submit your email billing address with your Booking Form. An invoice will be emailed to you with a link to PayPal to enable you to make your payment online.
- Cheque payments may incur a handling charge per cheque. If for any reason a payment by cheque is returned unpaid by the issuing bank or has to be re-presented a charge of £15.00 will be levied to cover bank and administration charges incurred. Your booking will only be confirmed when payment has been cleared through the company's bank account. We reserve the right to refuse participation on an event if payment is not received on time.

3 Discount Policy

We may offer discounts from time to time and unless otherwise stated, any discount available on an event may not be used in conjunction with any other special discount or offer.

4 Changes to your Booking Form

Please check the details of your original booking carefully against your confirmation as there is a minimum administration charge of £15.00 for subsequent changes. Any administration costs incurred above this amount will be detailed to you before we make the changes on your behalf.

5 Transfers and Substitutions

5.1 Week and Weekend Events

If you wish to transfer to another event, we must receive your written request at least 42 calendar days before the start date of the event that you originally booked. You need to tell us the date and name of the event to which you wish to transfer and the alternative event must take place within 6 months of the event for which you originally booked. We will only accept transfers where the original booking has already been paid for in full. However, if it has not, you will need to settle the invoice before we can arrange the transfer. A transfer fee of £15.00 will be charged plus any additional fee which is due for the alternative event (if it is applicable).

Transfers made within the balance due period (less than 42 days) will be regarded as a cancellation by you of the original event.

The cancellation charges set out below will apply and a new booking will be made for a different event.

Although you cannot transfer less than 42 days before an event, you can name a substitute client at any time before it begins. A transfer fee of £15.00 plus any other additional costs due to changed requirements of the substitute client will apply.

5.2 Day Walks

If you wish to transfer to another event, we must receive your written request at least 3 calendar days before the start date of the event that you originally booked. You need to tell us the date and name of the event to which you wish to transfer and the alternative event must take place within 3 months of the event for which you originally booked. We will only accept transfers where the original booking has already been paid for in full. A transfer fee of £15.00 will be charged plus any additional fee which is due for the alternative event (if it is applicable).

Transfers made within 3 days will be regarded as a cancellation by you of the original event. The cancellation charges set out below will apply and a new booking will be made for a different event. Although you cannot transfer less than 3 days before an event, you can name a substitute client at any time before it begins. A transfer fee of £15.00 plus any other additional costs due to changed requirements of the substitute client will apply.

6 Cancellations and Refunds

6.1 Week and Weekend Breaks

Because we are a small company, any cancellation affects us significantly and we adhere to a strict cancellation policy. Please notify us about your cancellation in writing and if you cannot find a substitute client (which incurs a £15.00 admin fee plus any other additional costs), from the date when we receive written cancellation from you the following policy will apply;

More than 42 days We will retain the deposit

42 - 29 days We will retain 50% of the cost of the event

28 - 15 days We will retain 75% of the cost of the event

14 or less days We will retain 100% of the cost of the event

If the event takes place but you are unable to attend at the beginning, whether for reasons within or beyond your control, your non-attendance will be taken as a cancellation on the day of the event and will attract a 100% cancellation fee.

6.2 Day Walks

Please notify us about your cancellation in writing and if you cannot find a substitute client (which incurs a £15.00 admin fee plus any other additional costs), from the date when we receive written cancellation from you the following policy will apply;

3 or less days We will retain 100% of the cost of the event

If the event takes place but you are unable to attend at the beginning, whether for reasons within or beyond your control, your non-attendance will be taken as a cancellation on the day of the event and will attract a 100% cancellation fee.

7 Changes to the Programme and Itinerary

The Company programme is put forward as a statement of our intention only, and is not a representation or undertaking that it will be carried out. If it is necessary for reasons beyond our control to change the content, the accommodation, the date or the venue, we undertake to keep you informed of these changes as soon as is practicable.

Where an alteration is minor, we will, if practicable, advise you before departure, but we are not obliged to do so or to pay you compensation. When an alteration is a major (and a major alteration involves for instance changing the date or venue of your accommodation) we will advise you as soon as is reasonably possible. You will then have the choice of accepting the alteration, taking an alternative event (and where this is of a lower price, we will refund the difference), or withdrawing from the contract and accepting a full refund of all monies paid.

8 Cancellation Due to Lack of Demand or Circumstances Beyond our Control

If we have to cancel your event before the date of departure, due to lack of demand or circumstances beyond our control, you will have the choice of taking an alternative event (and where this is of a lower price we will refund the difference) or withdrawing from the contract and accepting a full refund of all monies paid.

On very rare occasions we may have to cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid. This specifically relates to the illness or injury of our key staff but also includes war or threat of war, riots, civil strife, terrorist activities, industrial disputes, natural or nuclear disaster, fire or adverse weather conditions, level of water in rivers or other similar events beyond our control.

9 Itinerary and Start Times

You are responsible for ensuring that you follow instructions provided by the Company in respect of arrival times for an event and the start times for walks. The company cannot be liable for any loss or expense suffered by participants because of their late arrival or failure to follow the instructions provided.

10 Your Health & Safety

Walk the Landscape considers the health, safety and wellbeing of its clients to be of prime importance.

As part of our Health & Safety procedure we require all clients to complete a medical declaration as to their fitness as part of the Booking Form and advise us if you have any medical condition or are taking medication that may affect your walking ability. We reserve the right to ask you for a medical certificate to confirm that you are physically able to cope with the event before accepting the booking and at any time before the start of the event. It is your responsibility to notify us of any change to your health between completing the form and attending the event and we also reserve the right to refuse your participation if we believe your health is at risk.

Our events are graded to their difficulty and you should be confident that you are fit enough to complete before booking.

However, all outdoor activities carry some element of personal risk and you need to accept that accidents and injuries can sometimes happen. In the interest of safety you must undertake to follow the instructions or guidance of your walk leader, follow the advice or warning or advisory notices encountered on your walk, follow the countryside code, and act sensibly and prudently at all times.

It is also important for the client to understand that he/she is expected to be responsible for him/herself and that he/she should not put other walkers at risk.

11 Responsibility for Loss

The Company accepts no responsibility for loss of personal belongings during any of its events.

12 Insurance

Our public liability insurance covers you for injury due to our negligence during an event, it does not cover you for injury from other causes or for loss or damage of your property. We therefore strongly advise you to arrange insurance to cover personal accident, cancellation of the event by yourselves or The Company, loss of personal effects and personal liability. The company cannot accept responsibility for illness, injury or loss, other than that caused by our proven negligence.

13 Your Financial Protection

In accordance with the EC Directive on Package Tours and the Package Tour Regulations 1992, all bookings for events which include overnight accommodation and/or transport in addition to the walking event element are fully protected. Your monies are held in a Trust Account until after the event has taken place. Details will be sent with your Confirmation Invoice.

14 Descriptions / Information Pages

All information displayed on the Company documentation and website is provided in good faith and we cannot be held responsible for any inaccuracies. If you do find errors we would be grateful if you would please let us know.

15 Parental Responsibility

If young people under 18 years of age join a day walk or walking event, parents or guardians undertake to accept full responsibility and supervision of and for their children at all times.

16 Dogs

We do not normally allow dogs on our walks (except Guide Dogs) unless agreed in advance. When present, dogs must be kept under control at all times and on a leash when near to farm animals, other dogs and wildlife. They must not enter premises unless the proprietor gives permission for them to do so.

17 Photographs

The Company reserves the right to use photographs taken of you by the leaders during events on its documentation and website if the customer has agreed to this on the booking form. The copyright for all such photographs belongs to the Company.

18 Testimonials

The Company reserves the right to use customer testimonials on its documentation and website if the customer has agreed to this on the booking form.

19 Newsletters

The Company reserves the right to send Newsletters and other marketing material to the customer, if the customer has agreed to this on the booking form.

20 Complaints

Should you feel that you need to make a complaint, please contact us right away, through our leader or to our office, and we will do our utmost to address and resolve your issue immediately so that your time with us is as enjoyable as possible. If we cannot resolve the issue on the spot, please ensure that you make your complaint within 14 days of attending one of our events providing as much supporting information as possible. We will do our best to resolve the issue amicably. In the rare event of us not being able to resolving the matter, you can follow up through the small claims court.