



# Booking Form - Summer 2008

## Party Leader's Details

Name.....  
 Address.....  
 .....  
 .....  
 .....  
 Postcode.....  
 Telephone (office).....  
 Telephone (home).....  
 (please include STD code)  
 Mobile Telephone.....  
 Email:.....  
 .....

## Holiday Details

Arrival Date.....  
 Duration.....  
 Property.....  
 No. of bedrooms.....  
 Adults..... Children..... Infants.....  
 (under 16 on dep. date) (under 2 on dep. date)  
 How many times have you visited Formentera with us?

## Car Hire

Group  No. of days.....  
 Start date..... Finish date.....  
 Total Price £   
 Collection Point: Port  Property   
**Note: We recommend car hire is booked in advance to ensure availability and to benefit from our special rates.**

## Party Members (including party leader)

Mr/Mrs/Miss/Mstr	First Name	Surname	Date of Birth	Insurance*
1.....	.....	.....	.....	YES
2.....	.....	.....	.....	YES
3.....	.....	.....	.....	YES
4.....	.....	.....	.....	YES
5.....	.....	.....	.....	YES
6.....	.....	.....	.....	YES

\*The applicable premium per-person must be included with the deposit and made payable to Village Travel. It is a condition of booking that you are covered by a policy offering cancellation, curtailment and medical cover, including 24 hour emergency repatriation service.

### Insurance Premiums:

19 to 64 yrs 1 week £27, 2 weeks £30  
 65 to 74 yrs 1 week £ 39, 2 weeks £43  
 75 to 80 yrs 1 week £53, 2 weeks £59  
 Extra week for above age groups + £10  
 2 to 18 yrs 1 week £13, 2 weeks £15  
 Extra week for 2 to 18 yrs group + £5.  
 Under 2 yrs free.

Complete the following if you have arranged your own insurance

Name of insurance company:.....

Policy No:.....

## Accommodation Payment

Accommodation Deposit £100 per person (payable to Astbury Formentera).

Enclose cheque or complete the Debit / Credit Card Authority on the reverse of this form.

**If your departure date is within 8 weeks of your booking the full amount is payable.**

DEPOSIT  BALANCE  (Please tick one)

TOTAL £

## Flight Booking

I wish to book a flight with Village Travel (tick)   
 From airport:..... (first choice)  
 ..... (second choice)

## Acceptable days of Flight

Friday  Saturday  Sunday  Wednesday   
 (Tick one or more boxes)

**Important Note:** If you have booked your own flights please provide full details separately.

## Flight Deposit

Flight deposit/balance  £  
 (notified at time of booking)  
 Insurance Premium  £  
 TOTAL  £

Cheque payable to **Village Travel** or complete the Debit/ Credit Card Authority (see reverse).

I have interest in **Airport Parking** (tick)

I have read and agree with the booking conditions

**Signature of Party Leader**..... **Date**.....

# Debit / Credit Card Payment Authority

## Accommodation Payment Debit / Credit Card Payment (to Astbury Formentera)

Name on Card: .....

Type of Card: Mastercard / Visa / Maestro (delete as applicable)      Debit or Credit (delete as applicable)

Card Number: .....

Valid From Date: .....      Expiry Date: .....

Issue No (if appl.): .....      Security Number (last 3 digits on signature strip): .....

Address of card holder: .....

.....

House number where card is registered: .....

Postcode where card is registered: .....

Signature: .....

**Amount to be Charged** £

Please Note: If your departure date is within 8 weeks of your booking the full amount is payable.  
**Credit card payments for balances (not deposits) incur a bank transaction fee of 2%.**

## Flight Payment and Insurance Premium Debit / Credit Card Payment (to Village Travel)

Name on Card: .....

Type of Card: Mastercard / Visa / Maestro (delete as applicable)      Debit or Credit (delete as applicable)

Card Number: .....

Valid From Date: .....      Expiry Date: .....

Issue No (if appl.): .....      Security Number (last 3 digits on signature strip): .....

Address of card holder: .....

.....

House number where card is registered: .....

Postcode where card is registered: .....

Signature: .....

### Amount to be Charged

Deposit / balance (delete as applicable)  
Flight deposit / balance per person notified at time of booking: £

**Insurance Premiums** (see Booking Form): £

**TOTAL** £

**Please Note:** If your departure date is within 8 weeks of your booking the full amount is payable.  
**Credit card payments for balances (not deposits) incur a bank transaction fee of 2%.**  
**American Express cards are not accepted**

## Important Note:

If you are relying on your credit card company to provide your holiday insurance, please check very carefully that they provide the full cover necessary - especially with regard to cancellation, curtailment and medical cover.

It is vital that any pre-existing medical conditions are disclosed to the Insurance Company.



# Booking Conditions

## 1. Reservations.

Confirmation of a reservation is subject to availability at the time a signed Booking Form and appropriate payment are received and in all cases is subject to acceptance of the following Terms and Conditions. A signature or that of an authorised agent, on a Booking Form will be taken as acceptance on behalf of all members of the party. Should it be impractical for a written booking to arrive at our office prior to departure (e.g. in the case of last minute bookings made by telephone or email), receipt of payment by credit card, direct bank transfer or any other arrangement mutually agreed constitutes acceptance of our booking conditions. No booking can be regarded as confirmed until the required payment is received.

On receipt of your booking form and deposits you will receive two booking confirmations either by email or by post. The first confirms your contract with Astbury Formentera for your accommodation. The second from Village Travel, includes your flight company ATOL confirmation document for your flight booking if you have booked your flight through Village Travel. It is your responsibility to check all your confirmation details carefully and notify us immediately if these are not correct.

The person making the booking must be 18 years of age or over and in the event that all members of the party travelling are under 18 it is necessary to seek prior acceptance of the booking from Astbury Formentera.

We reserve the right to alter prices but the cost of your accommodation will be confirmed at the time of booking.

## 2. Your Security.

Unless otherwise notified, your accommodation is contracted by us directly with the owners. We have full control over the letting of this accommodation. If you book your flight through Village Travel your contract will be directly with Village Travel and the flight company. Their confirmation documents will be passed on to you, confirming their ATOL number which affords you protection for your flights.

## 3. Insurance.

As a condition of booking it is required that clients take out recommended holiday insurance or arrange a policy themselves providing comparable or greater cover under all sections. Recommended insurance is considered to provide adequate cover for normal requirements and it is a client's responsibility to arrange any additional cover that may be required. It is strongly recommended that insurance is taken out at the time of booking. The policy must offer cancellation, curtailment and medical cover, including 24 hour emergency repatriation service.

## 4. Payment.

When making a booking less than 8 weeks prior to the departure full payment is required at the time of booking. When making a booking more than 8 weeks prior to departure a deposit of £100 per person is payable to 'Astbury Formentera'. The appropriate flight deposit notified at time of booking is payable to 'Village Travel' if flights are booked through them.

Your final invoices will be sent to you 10 weeks before departure. When the final balance has been paid, you will be sent by email or by post a Final Balance Receipt from us and Village Travel (if flights are booked through them). The balance in full must be paid no later than 6 weeks before departure. In the event of payment not being received in full by the due date we reserve the right to cancel arrangements made and levy charges as in Booking Condition 7 below.

All credit card payments have the 2 % charge added unless otherwise specifically stated.

## 5. If You Wish To Alter a Booking.

We will do our best to help. An administration fee may be levied for each alteration made. This will be notified to you at the time of alteration. If you wish to alter a booking within 6 weeks of departure, cancellation charges could apply.

## 6. If We Wish to Alter a Booking.

Every effort is made to maintain arrangements as confirmed but changes may occur for reasons which are totally beyond our control. We reserve the right to substitute alternative accommodation of the same or superior standard should this become unavoidable. Occasionally it may only be possible to offer alternatives of a lower standard in which case compensation may be offered. You have the choice of accepting the change and any compensation offered or cancelling the accommodation booking and receiving a full refund in respect of accommodation unoccupied without incurring any cancellation charges. We do not accept liability for any consequential losses relating to travel or other services provided by other suppliers.

## 7. Cancellation.

If a booking or part thereof is cancelled, we must receive written advice of the cancellation signed, wherever possible, by the person who signed the booking form and the following charges will then apply to the accommodation cost. Flight cancellation charges are as specified by the flight company.

	Deposit
More than 42 days prior to departure	
42 – 29 days prior to departure	60%
28 – 15 days prior to departure	80%
14 to departure day or after	100%
Cancellation charges shown as a % of total accommodation cost	

It may be possible to make a claim under any insurance policy arranged as in Booking Condition 3 above, subject to the terms of the policy.

## 8. Special Requirements.

We will endeavour wherever possible to meet any requests made in writing but no guarantee can be given. If a special request can only be met at additional cost you will be either invoiced for the amount prior to departure or advised of the procedure for payment in Formentera. Unless specifically agreed by us in writing we cannot accept any booking which is conditional on the satisfaction of a Special Request.

## 9. Car Hire.

We act only as introductory agents and shall not be held liable for any loss, damage or injury howsoever caused. The contract is with the hire company operator whose terms and conditions are detailed on the contract signed on collection of the vehicle.

## 10. Accommodation.

The accommodation is reserved exclusively for the persons named or numbered on the booking form. Unauthorised occupancy can lead to the whole party being forced to leave the accommodation immediately. In these circumstances re-accommodation is at the additional expense of the client.

Certain standards of behaviour are expected by the various local communities and clients are requested to observe them. We reserve the right to terminate without compensation the holiday tenancy of any client(s) whose behaviour is causing annoyance or damage to property or persons whether employees, other clients or apartment owners.



### **11. Transfers.**

Transfers from the Airport to Ibiza harbour, the ferry crossing, and from the Formentera harbour to the accommodation (as well as the return journey) are provided free with your accommodation booking only if your flights are booked with Village Travel as this is the only way we can guarantee you can be met at the airport.

The cost of overnighting in Ibiza for whatever reason is the responsibility of the client. We can not guarantee hotel accommodation in Ibiza. If our transfers are used, clients will not be met at the airport by our representative, but by a representative of our Transfer company Dipesa. The Dipesa representative will supervise the journey from Ibiza airport to Ibiza harbour. All details of transfers from Ibiza airport to Ibiza harbour are provided beforehand. Clients using this service will find a representative waiting to meet them on arrival in Formentera port where the onward journey to your accommodation will be supervised. During your stay you will need to co-ordinate with the holiday representative to arrange your return transfers. It is the clients responsibility to ensure that they meet with the representative at the time specified in the information provided at their accommodation. The company accepts no liability or consequential claim for delays in clients departures that have resulted due to the client failing to adhere to the pre-specified transfer arrangements.

### **12. Elderly and Disabled Clients.**

We do not specialise in holidays for the disabled but we are happy to provide an opinion about the suitability of particular accommodation for the elderly & disabled. Any advice given in this respect must be confirmed in writing if special requirements are a material part of the booking.

### **13. Problems and Complaints.**

In the rare event of a problem or complaint, this should be brought to the immediate notice of our Island Holiday Representative. This gives us the opportunity to resolve any problems as quickly as possible and minimise any inconvenience. It also enables us to monitor our service and accommodation standards to identify and avoid possible future problems.

Should a problem persist or it is felt necessary to pursue the matter further, then it is essential that full are notified to us in writing. In the unusual event of a problem remaining unresolved on return to the UK and providing that the correct procedures have been followed, full details together with a written complaint to should be received at our UK Office not later than 28 days after the date of return to the UK. We will make the necessary enquiries and, whenever possible, respond fully within 28 days. The address of our Office is:- 31 Baker St, Middlesbrough, Teesside, TS1 2LF Great Britain.

The Company does not accept any liability where our complaint procedures have not been observed or full written details are not received at our UK office within the 28 day period.

### **14. Disputes and Limits of Our Liability.**

In the event of any dispute concerning standards of accommodation or services provided by employees of Astbury Formentera, our liability shall not exceed 150% of the cost of the accommodation and/or services provided. (Personal injury and death excluded). We accept no liability for consequential losses relating to travel or other arrangements made with other parties.

Please note that if any part of these booking conditions is found to be invalid or unenforceable, then all disputes will be governed by English Law and are subject to the exclusive jurisdiction of the English Courts.

### **15. Number of weeks in accommodation.**

Unless otherwise stated, your holiday duration is for multiples of a week and your accommodation is reserved for you from after 1pm on your arrival day, access before 1pm is subject to the satisfactory completion of the changeover servicing of your accommodation. The hour of departure from your accommodation will depend on your transfer details, but you must leave your accommodation no later than 10am, unless this is otherwise pre-agreed with the Island Representative.

### **16. Quality of Accommodation.**

All our accommodation on the island is of the highest standard. Our properties are selected after careful inspection and are contracted by us directly with the owners. We check all our properties regularly and ensure that they are maintained to these high standards. All the details of our properties are kept reliably up to date in both our brochure and our website. Brochures are available on request and our website address is [www.formentera.co.uk](http://www.formentera.co.uk). Maximum occupancy for our properties is shown in the price panel.

Maid service varies from weekly, where an apartment is cleaned prior to arrival and at weekly intervals thereafter, to daily. Maids carry out general cleaning, which normally includes sweeping floors, dusting, cleaning bathrooms, and replacing towels and linen. They do not wash dishes. Hand towels, bath towels and linen are supplied. Beach towels are not supplied.

### **17. Damage and Breakages.**

Clients are responsible for the costs of rectifying any damage or deficiency arising from their occupancy. It is important therefore, that any damage or deficiency noted on arrival is brought to the attention of our representative as soon as possible.

### **18. Safety Standards.**

Standards of safety and hygiene are those of the host country and the monitoring and enforcement of local regulations is the responsibility of overseas authorities and suppliers. It is important that clients take all reasonable precautions to protect themselves whilst abroad. Clients are strongly advised to locate fire exits, check the depth of swimming pools where not indicated, if this could cause problems and satisfy themselves of the suitability of items such as high chairs and cots before use.

### **19. Building Works & Development.**

Although building work and development is minimal on the Island during the season, normal life continues which may include the noise and inconvenience of traffic, building or roadworks. Where we are aware of any such work which could seriously affect the enjoyment of a holiday, we will notify this as soon as possible. However, this is extremely rare, as building work is curtailed in the holiday season by law.

### **20. Island Representative.**

Our representative is available to advise and assist on request. She will be available throughout your stay to provide you with general island information (restaurants, transport, beaches, shopping etc) and to help with any situations that arise during your holiday where you require assistance. Her name, telephone number, and office hours are shown in the travel documentation and in many cases on notice boards in or near the accommodation. In the event of any difficulty contacting our representative, our office in the UK is open 5 days per week. Our contact details can be found on our invoices, document wallets, website and travel documents.

Currency advice. It is not wise to carry large amounts of cash. Sufficient foreign currency to cover the outward journey and the first day, some Sterling for the return journey and the remainder in travellers cheques is our suggestion. Travellers Cheques are easily exchanged at banks and exchange bureaux's. Should travellers cheques be lost, or stolen, redress can be obtained as long as a note of the cheque numbers has been retained. Major credit cards are widely accepted on the island.