

TOUR DESTINATION .....DEPARTURE DATE .....

PASSENGER DETAILS – All correspondence will be sent to the first-named passenger.

PLEASE ENTER EMAIL ADDRESS:					
Mr Mrs Miss	Surname	First names (as printed on your passport)	Address	Phone No.	Seat

PICK-UP POINT.....

It is essential for all travellers to nominate someone whom we may contact in the event of an accident or illness during your holiday.

NAME .....TELEPHONE NO. ....

TYPE OF ROOM(S) REQUIRED (i.e. Single, Double, Twin, 3-bedded)

Room	Name(s) of Occupant(s)
_____	_____
_____	_____
_____	_____

Please note that some types of room may be limited on certain tours.  
Every effort will be made to comply with your requests although they cannot be guaranteed.

SPECIAL REQUESTS (e.g. special diet, access problems, etc) .....

I/We enclose a deposit of £50.00 per person for coach holidays (full payment if booking is made within 8 weeks of departure).  
For air tours the deposit amount required will be £100 per person.

I/We enclose insurance premium/s of £.....per person. Total amount enclosed £.....

**Please make all cheques payable to Fenn Holidays Ltd**

**Holiday Insurance:** It is now necessary to be covered by holiday insurance for continental travel. If you are not taking the insurance offered by Fenn Holidays, you will need to make alternative arrangements and complete the section below. Your holiday confirmation / invoice cannot be issued without this information.

Name of Insurer .....Insurance Company Tel. No.....

Policy Number.....

Please debit my VISA/MASTERCARD account for the amount shown.		Amount .....
CARD No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Expiry Date .....
Name on Card (please print)		Security Code ..... (last three digits on signature strip)

**IT IS A CONDITION OF TRAVEL THAT YOU COMPLETE AND SIGN THIS BOOKING FORM.**

**I have read and understand and accept for myself and on behalf of all others named the terms and conditions printed in the brochure.**

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

We look forward to the pleasure of your company on our holidays.

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# OUR TRADING CHARTER AND BOOKING CONDITIONS

**1. Your contract is with Fenn Holidays Ltd, Whittlesey Road, March, Cambridgeshire, PE15 0AG.** Our Trading Charter and Booking Conditions set out clearly and simply the responsibility we have to you and in turn, you have with us, when a contract is made. When you book a holiday with us, which doesn't include a flight, the money you pay us for the booking will be protected by the Bonded Coach Holidays Group of the Confederation of Passenger Transport UK Ltd, this is a Government approved consumer protection scheme. Please see the BCH Consumer Guarantee at [www.bch-uk.org](http://www.bch-uk.org) (or call us on 0207 240 3131) We are also proud members of the Consortium of Independent Tour Operators (CITO) and if you select one of their superb Air or Cruise Holidays from us, your money will be protected through either their ATOL 6218 (see [www.atol.org.uk](http://www.atol.org.uk) for more information) or, for non-flight holidays, ABTOT 5266 protection (see [www.abtot.com](http://www.abtot.com) for more information). Finally, we may sometimes act as an Agent for Premier Holidays Ltd, but your money will be protected by their ATOL 2713 (again see the ATOL website above or call us for more information).

## 2. Booking and Payment

When a booking is made, the 'lead name' on the booking guarantees that he or she is 18 and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit indicated in the brochure. After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will send you or your booking agent a confirmation invoice within 14 days. All monies paid to your booking agent are held by them on your behalf until we issue our confirmation invoice, thereafter your booking agent holds the money on our behalf. A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name' or your booking agent. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by English Law, and the jurisdiction of the English Courts **Single occupancy of rooms**, when available, may be subject to a supplementary charge and these will be shown in the brochure. You can book by paying a deposit for each person named on the booking but our commitment is always conditional upon the balance being paid as below;  
Deposit £50.00 per person

The balance of the price of your holiday must be paid at least 8 weeks before your departure. If you book within our balance due period, you will need to pay the total holiday cost at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out in the paragraph below. The date of cancellation will normally be the date we receive your written confirmation that you intend to cancel. Where optional items are purchased as part of the holiday, these are payable on the balance due date except where items, such as theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and will not normally be refunded unless we obtain a refund from the supplier we use.

## 3. Brochure Accuracy

Although Fenn Holidays make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

## 4. Our Pricing Policy

Fenn Holidays endeavour to ensure that the most up to date and correct prices are shown in our brochure. Occasionally, an incorrect price may be shown, due to an error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Local Authorities in many towns and cities throughout Europe have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. These taxes are not included in our prices but we will notify you when applicable.

Holiday prices include all travel, hotel accommodation and meals as specified in the holiday description and VAT payable in the UK where applicable. The price of the holiday will not be subjected to any surcharges except those arising from exchange rate changes, transportation including the price of fuel, air & ferry operator fares and tolls, embarkation or disembarkation fees at terminals, duties and taxes (including the rate of VAT). Even in these cases we will absorb the cost equivalent to the cost of first 2% of the holiday price. Amounts more than this plus £1 administration fee and Travel Agents commission will be surcharged to you. If this means the total cost of the holiday increases by more than 10% then you are entitled to cancel your holiday and receive a full refund of all monies paid except any insurance premium and amendment charges. If you exercise the right to cancel we must receive written notice within 14 days of the date of the surcharge invoice.

We calculate the price of your package using the exchange rates quoted in the Financial Times Guide to World Currencies on 17th October 2017 using the following currency: **Euro 1.12 = £1**

## 5. If you change your booking

If, after our confirmation has been issued, you wish to change to another of our holidays or change departure date, we will do our utmost to make the changes, but we cannot guarantee to do so. However, notification must be received in writing at our offices from the person who signed the booking form, at least 4 weeks before departures. This must be accompanied by a payment of £20 to cover our administrative costs, plus costs we incur in making the amendment. Alterations cannot be made within 4 weeks of departure and any such request for an alteration will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in paragraph below. Some arrangements cannot be changed without paying a cancellation charge of up to 100% of the ticket cost.

## 6. Transferring your booking

You can transfer your booking to somebody else but the person must satisfy all the conditions of the holiday and this change cannot be made within 7 days of departure. This transfer will cost £20 plus reasonable costs to make the transfer. You will remain responsible for ensuring payment before the balance due date. This is in addition to (and does not affect) the separate liability of the transferee to us.

## 7. If you need to cancel your holiday

You or any member of your party, may cancel your holiday at any time provided the cancellation is made by the person signing the booking form and is communicated to us in writing via the office who made your original booking. You must pay cancellation charges to cover our administration costs and to

compensate for the risk of us not reselling the holiday. Your cancellation will take effect from the date on which we or our agent receive your written confirmation of your cancellation. You must also return any tickets or vouchers you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Where bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder:

Period before departure within which written cancellation of package price is received	Amount of cancellation Charge as a % of total package cost
More than 56 days	Deposit only
55 - 49 days	30% or Deposit, if greater
48 - 22 days	50%
21 - 8 days	70%
7 - 1 days	90%
Departure day or later including voluntary termination during the package	Total package cost

## 8. Alterations to your holiday by us

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes. We reserve the right to do this at any time. We will let you or your booking agent know about any important changes as soon as possible. If after booking, and before departure, we make a major change to your holiday, you will have the option of withdrawing from the holiday without penalty or transferring to another holiday without any charge. In either case, we will pay you compensation, according to the scale set below. A major change includes the time of your departure or return time by more than 12 hours, a change in departure point, location of resort or type of hotel, a change in cross channel travel. If we tell you about any of these changes after we have confirmed your holiday booking (other than force majeure), you may either:

- accept the new arrangements offered by us; or
- accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we can offer you one; or
- cancel your holiday with us and receive a full refund of all monies

Either way, we will pay you compensation, using the Compensation table shown below:

Period before departure in which significant change is notified to you or your agent:	Amount per person for tours of	
	6 days or more	less than 6 days
More than 56 days	Nil	Nil
28 to 56 days	£10	£5
15 to 27 days	£15	£10
8 to 14 days	£20	£10
0 to 7 days	£25	£15

**IMPORTANT NOTE:** Compensation will not be payable if the holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions, and any other similar events. You are also advised to check with The Foreign and Commonwealth Office Advice Unit regularly at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) prior to travel. All holidays operate if the minimum number of participants is met. However, in no case will we cancel your holiday less than 6 weeks before the scheduled departure date, except where you have failed to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control).

## 9. Our responsibility to you

We accept responsibility for ensuring the holiday which you book with us is supplied as described in our publicity material and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you appropriate compensation if this has affected your enjoyment of your holiday.

We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost (not including insurance premiums and amendment charges). We 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 within the scope of, or during their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law. In respect of carriage by air, sea, tunnel and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention.

If we make any payment to you or any member of your party for death or personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to act against the person or organisation responsible for causing the death, personal injury or illness. This clause does not apply to any separate contracts that you may enter for excursions or activities during or outside of your holiday. If you or any member of your party suffer death, illness or injury whilst overseas arising out of an activity which does NOT form part of your holiday, we may offer guidance and where legal action is contemplated and you want our assistance, you must obtain our written consent prior to any proceedings (We limit the cost of our assistance to you or your party to £5000 per party).

## 10. If you have a complaint

If you have a problem during your holiday, please inform your Tour Manager, your driver or the relevant supplier/resort representative immediately who will endeavour to put things right. If you remain dissatisfied please follow this up within 14 days of your return home by writing to The Managing Director, Fenn Holidays, Whittlesey Road, March, Cambs PE15 0AG giving your original booking reference number and all other relevant information. It is therefore a

condition of this contract that you communicate any problem to the supplier of the services in question AND to our representative whilst in resort and obtain a written report form. If you fail to follow this simple procedure, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. Should you wish to pursue the complaint further, the BCH/CPT have an Alternative Dispute Resolution scheme and full details are available from them. Please contact them at, the Confederation of Passenger Transport, Drury House, 34 – 43 Russell Street, London WC2B 5HA.

## 11. Our Coaches

We will always use our reasonable endeavours to provide a coach to the specification in our brochure or advert, but reserve the right to substitute an alternative vehicle should there be unforeseen circumstances. There is a seating plan but in some cases, operational reasons may require a coach with a different configuration. We reserve the right to alter a coach seating plan and allocate seats other than those booked. Single passengers will usually be required to share a double seat with other single passengers. When your booking is confirmed, you will be offered the next seats that are available at that time. Specific seats will not be allocated on coaches operating a feeder service between joining points and main holiday departure points or on coaches that carry out transfers between airports, seaports etc.

## 12. Hotel facilities

Some hotel facilities and entertainment may be withdrawn for routine maintenance or be subject to seasonal availability and provision of the facilities cannot be guaranteed. **Single occupancy of rooms may be subject to a supplementary charge.**

## 13. Health and Safety

In some foreign countries, standards of infrastructure, safety and hygiene may be lower than those to which we are accustomed in the UK. You should therefore exercise greater care for your own protection. There may be countries that we visit that have special medical requirements for tourists. These regulations are subject to change and our clients are responsible for complying with entry and current health requirements. If you are not sure of the health requirements for the country you are visiting, you are advised to check with your own GP before travelling. You are also advised to refer to the Department of Health leaflet "Health Advice for Travellers"

Some people may be at risk from discomfort or deep vein thrombosis (DVT) if they remain immobile on a journey for a long period. If you are planning to undertake a journey of more than three hours, you should consult your doctor, if you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer or treatment for cancer, stroke, and heart or lung disease or if you have had major surgery in the past three months.

We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces any discomfort, which may be caused by periods of immobility.

NO SMOKING is allowed on our coaches (including E-Cigarettes) and we do not allow pets or any other animals, although we accommodate registered assistance dogs, but not on overseas holidays.

## 14. Travel documents, itineraries, pick-up points & passports

For all Continental holidays, you will require a full 10-year British Passport (machine readable) valid for a further 3 months after your holiday. If you do not hold a full British Passport or you have any doubts about your status as a resident British subject, you must check with the Embassies or Consulates of the Countries to be visited to confirm the Passport or visa requirements when you book. We cannot accept responsibility if passengers are not in possession of the correct travel documents. For full details on passport requirements, please contact 'the identity and passport service' on 0300 222 0000 ([www.direct.gov.uk](http://www.direct.gov.uk))" You are responsible for ensuring you are at the correct departure point, at the correct time and with the correct documents. Fenn Holidays reserve the right to modify itineraries to conform with requests from competent authorities both within the UK and abroad. Excursions which are included in the cost of your booking are detailed on the brochure page and refunds will not be made for excursions not taken. Optional excursions booked and paid for in resort do not form part of your booking. Admission fees to buildings may not be included in the price of the holiday, please check.

## 15. Special Requests

All special needs and requests should be entered on the booking form. These cannot be guaranteed except where confirmed as part of our holiday commitment to you and are detailed on your holiday booking confirmation. We are keen to ensure that we plan the arrangements for your holiday so that special needs and requests can be accommodated as far as possible. If you will need assistance, or may be unable to fully enjoy all aspects of your holiday you must tell us in advance so that we can maximise your enjoyment of the holiday. We will need to know if you will need special facilities in the hotel, taking part in the excursions or have difficulty boarding and travelling on the coach or other means of transport. Before booking your holiday, you should be sure that you and your party are both physically and mentally capable of completing the itinerary. If you need advice or further information either you or your booking agent should contact Fenn Holidays. If you will require a special diet please tell us at the time of booking, or as soon as you are medically advised, together with a copy of the diet.

## 16. Passengers with disabilities

We want everyone to enjoy our travel arrangements. We are happy to advise and assist you in choosing a suitable holiday. But, as some of the accommodation and resorts featured may not cater for even the simplest facilities, it is important that, when booking, you advise us of any disability, specific need or complex need you may have and any special requirements that will make sure the holiday is suitable. If a passenger requires personal assistance (for example, assistance with feeding, dressing, toileting, mobilising) then this passenger must travel with an able-bodied companion or carer and written confirmation that such assistance will be provided for the entirety of the holiday is required at the time of booking. Coach drivers/Tour Managers are unable to provide such assistance.

# OUR TRADING CHARTER AND BOOKING CONDITIONS

**Important:** You must tell us if you have an existing medical condition, disability or complex need that may affect your holiday or other group members' enjoyment of it, before you book your holiday. We reserve the right to request a doctor's certificate confirming the passenger is fit to travel. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability, we reserve the right to refuse your booking. You are responsible for bringing with you the proper clothing and equipment, which we advise you about in our printed holiday information. We want you to enjoy your holiday and will help you select an appropriate tour.

## 17. Passenger Behaviour

We want all our customers to have a happy and carefree holiday. You are responsible for your behaviour and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaves in a way that could cause damage or injury to others or affect their enjoyment of their holiday or which could damage property, we have the right to terminate your contract with us and we will have no further liability or obligation to you. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply

cancellation charges. If on your return journey, we have the right to terminate the contract with you. We also request that mobile telephones are not used on the coach.

## 18. Travel Insurance

We strongly advise that you take out personal travel insurance. We have arranged comprehensive travel insurance with Travel and General Insurance Services Ltd, which is outlined below. You may use an alternative insurer but you must advise us. The insurance should cover medical and repatriation costs, personal injury, loss of baggage and cancellation charges. If you do not have adequate insurance and require our assistance during your holiday, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers. You must advise us if you use an alternative insurer, the policy number and 24 hour contact number.

## 19. Luggage

Please restrict your luggage to a suitcase weighing no more than 20kgs per person. We cannot accept responsibility for loss or damage to luggage unless through our negligence. All baggage and personal

items are carried at the owners risk and your luggage and personal belongings remain your personal responsibility at all times, including when it is loaded on and off taxis and coaches. Please do not leave valuable items in your suitcase when left on the coach. Please contact us for our policy on mobility scooters.

## 20. Data Protection Act

We retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone or electronic means. If you do not wish to receive further information about products and services from ourselves, please contact us. We must pass your information on to the relevant suppliers of your travel arrangements and we take full responsibility for ensuring that proper measures are in place to protect your information. In making this booking, you consent to this information being passed on to the relevant persons. Your data controller is our Office Administrator.

PUBLICATION DATE: This brochure was printed in the UK by Fenn Holidays Ltd in October 2017

## HOLIDAY TRAVEL INSURANCE

Choosing the right travel insurance is an essential part of your holiday plans. That is why we have arranged a comprehensive travel insurance policy at a great price with the travel insurance specialists Travel & General Insurance Services Limited. Your premiums should be added to your deposit when booking your holiday.

The schedule of the cover below sets out a summary of the cover provided by our tailored insurance. Fenn Holidays Limited is an appointed representative of Travel & General Insurance Services Limited. All companies are authorised and regulated by the Financial Conduct Authority, full details can be found at [www.fca.org.uk](http://www.fca.org.uk).

### IMPORTANT DECLARATION

An insurance policy provides cover in respect of an event/occurrence which is sudden, unforeseen and beyond your reasonable control. Any facts known to you, which could possibly result in a claim, must be disclosed otherwise you may not be covered. In addition, anyone named under this policy must answer the following questions:

### FOR TRIPS TO THE UK, ISLE OF MAN, REPUBLIC OF IRELAND OR CHANNEL ISLANDS

You do not need to complete a medical screening unless:

- You or a Close Relative has received a terminal diagnosis
- You or a Close Relative has a Medical Condition but as yet no formal diagnosis
- You or a Close Relative is on a waiting list or has the knowledge of the need for surgery

If you are travelling to Europe, you do not have to complete a medical screening unless:

- You or a Close Relative has a pre-existing medical condition
- You or a Close Relative has received a terminal diagnosis
- You are travelling against medical advice
- You or a Close Relative is aware of a medical condition but has not received a formal diagnosis
- You or a Close Relative is on a waiting list or has knowledge of the need for surgery in a hospital

If you have answered yes to any of these questions, you must contact Healthcheck on 0344 8921698. Healthcheck will confirm whether or not cover is available for the pre-existing condition. An additional premium may be payable.

If, after reading the policy, it does not meet your requirements, please return it within 14 days of issue and your premium will be fully refunded, provided you have not travelled or made a claim.

## RECIPROCAL HEALTH AGREEMENT

Although it is not a condition precedent to liability for clients travelling to European Common Market countries, we strongly advise you to obtain a European Health Card replacing the E111 Form and which will entitle you to certain free health arrangements in Common Market countries. For full details, visit your local post office.

## SINGLE TRIP POLICY - SCHEDULE OF COVER

SECTION	SUM INSURED PER PERSON	EXCESS PER PERSON
Cancellation or curtailment	£1,500	£50**
Emergency medical expenses	£5,000,000	£50
Hospital benefit (Not UK)	£20 for each 24 hour period to a maximum of £600	Nil
Personal accident	£10,000	Nil
Travel delay	£60	Nil
Cancellation due to travel delay	£1,500	£50
Missed departure (not UK)	£400	£50
Missed departure (UK)	£100	£50
Personal effects:	£1,000	£50
Single item limit	£200	
Valuables limit	£200	
Money	£250	£50
Tickets	£100	£50
Passport or visas	£100	£50
Delay baggage (after 12 hours)	£100	Nil
Personal liability	£1,000,000	£50
Legal expenses	£5,000	Nil

\*\* Loss of Deposit excess £12.50 UK, £20 Europe

## HOLIDAY INSURANCE PREMIUMS

### UK

Up to 3 days	£18.00	Up to 5 days	£25.00
Up to 4 days	£21.00	Up to 8 days	£30.00

United Kingdom: includes England, Scotland, Wales and Northern Ireland

### EUROPE/EIRE

Up to 4 days	£32.00	Up to 10 days	£50.00
Up to 5 days	£40.00	Up to 17 days	£59.00
Up to 8 days	£45.50		

Europe: Includes the Republic of Ireland, Channel Islands, Isle of Man and Countries bordering the Mediterranean

**THE ABOVE PREMIUMS ARE INCLUSIVE OF INSURANCE PREMIUM TAX FOR AIR TOURS, PLEASE CALL FOR PRICES.**

The above premiums are inclusive of Insurance Premium Tax and are subject to change from 1st January 2018. If you are making a booking after this date, please call to check the premium.



**HOW TO BOOK**

**Simply telephone March 01354 653329 or King's Lynn 01553 691970**

or call in at our March office to confirm availability on the holiday of your choice. Our computerised booking system is able to check tour dates and seat availability immediately. We will hold your telephone reservation for 7 days whilst you complete and return a booking form to us together with your deposit (plus insurance premiums where required) for the tour. Should you require any additional information relevant to your individual needs please give us a call or drop in and see us.

NOTE: Please be sure to read the conditions of booking before completing the booking form.

**Our office is open from 9am - 5pm Monday to Friday**

**DOOR-TO-DOOR SERVICE - LIST OF APPLICABLE AREAS**

- CAMBRIDGE                      • HUNTINGDON                      • SPALDING
- CHATTERIS                      • KING'S LYNN                      • ST. IVES
- DERSINGHAM                      • LONG SUTTON                      • ST. NEOTS
- DOWNHAM                      • MARCH                      • SUTTON BRIDGE
- MARKET                      • NEWMARKET                      • SWAFFHAM
- ELY                      • OUNDLE                      • WHITTLESEY
- GUYHIRN                      • PETERBOROUGH                      • WISBECH
- HEACHAM                      • RAMSEY
- HUNSTANTON                      • SOMERSHAM

**IMPORTANT NOTE**

Our door-to-door service applies automatically to your booking provided that your home address lies in one of the towns or villages listed. If you live outside any of these areas we can still offer a service, but a charge will be levied. If in doubt please contact us for further details.

Our own minibuses and local taxi firms usually provide our door to door service. Vehicles used include people carriers, London style cab taxis, saloon cars and of course mini buses. You will usually share your transport with other passengers on your tour. We cannot guarantee the type of vehicle that will be used and if you wish to request a particular type of transport, we will offer you the choice of either paying the additional costs that we incur in meeting your request, or by making your own arrangements to meet the coach at our premises. Any of these arrangements will need to be advised to us no later than one month prior to travel.

DOOR		DRIVER	
4	3	2	1
8	7	6	5
12	11	10	9
16	15	14	13
20	19	18	17
22	21	TOILET & EXIT	
24	23		
28	27	26	25
32	31	30	29
36	35	34	33
40	39	38	37
44	43	42	41
48	47	46	45

**CHOOSING YOUR SEAT**

At the time of making your reservation we ask you to select your preferred seats. Many passengers wish to take front seats in which case early booking is essential. Bookings by post are allocated the first seats available nearest the front of the coach unless otherwise requested. Those seats are kept throughout the tour.

**SPECIAL CARE FOR DISABLED CUSTOMERS**

Some of our holidays involve long journeys and/or lengthy walks on some of the excursions and some hotels have no lifts or unavoidable steps. We like to make a special effort to help disabled customers to travel on our holidays, so please ask if you would like advice about the suitability of any tour. Our drivers are happy to provide general help to our clients but are unable to provide assistance that extends to the bodily lifting and carrying of any passengers, nor to act as carers for any client during the tour. We can accommodate a maximum of two foldable wheelchairs on any one holiday. Alternatively, one motorised wheelchair or scooter may be carried (at your own risk) subject to our agreement and available space. The scooter user must be accompanied by an able bodied person who is able to dismantle and re-assemble the scooter, disconnect the batteries and load it into the luggage area of the coach. Each piece must weigh less than 33lb (15kg). Schedule 3 scooters are not permitted under any circumstances.

**SINGLE ROOMS**

The number of single rooms available for each holiday is limited and supplements may be payable, these are clearly marked in the brochure. **Early booking for single rooms is essential.** Once the allocation of single rooms for each holiday has been used, it may be possible for us to obtain further singles or a double or twin room for single occupancy, in this instance a supplement will almost certainly apply and may differ from the single room supplement advertised in our brochure. Please Note: the cost of double or twin rooms for single occupancy and increased single supplements are completely at the discretion of the hotel.



Gift Vouchers are available from £5.  
Valid for 1 year and redeemable against  
all holidays and day excursions.  
Please call for details on

**01354 653329**

or

**01553 691970**

TOUR DESTINATION .....DEPARTURE DATE .....

PASSENGER DETAILS – All correspondence will be sent to the first-named passenger.

PLEASE ENTER EMAIL ADDRESS:					
Mr Mrs Miss	Surname	First names (as printed on your passport)	Address	Phone No.	Seat

PICK-UP POINT.....

It is essential for all travellers to nominate someone whom we may contact in the event of an accident or illness during your holiday.

NAME .....TELEPHONE NO. ....

TYPE OF ROOM(S) REQUIRED (i.e. Single, Double, Twin, 3-bedded)

Room	Name(s) of Occupant(s)
_____	_____
_____	_____
_____	_____

Please note that some types of room may be limited on certain tours.  
Every effort will be made to comply with your requests although they cannot be guaranteed.

SPECIAL REQUESTS (e.g. special diet, access problems, etc) .....

I/We enclose a deposit of £50.00 per person for coach holidays (full payment if booking is made within 8 weeks of departure).  
For air tours the deposit amount required will be £100 per person.

I/We enclose insurance premium/s of £.....per person. Total amount enclosed £.....

**Please make all cheques payable to Fenn Holidays Ltd**

**Holiday Insurance:** It is now necessary to be covered by holiday insurance for continental travel. If you are not taking the insurance offered by Fenn Holidays, you will need to make alternative arrangements and complete the section below. Your holiday confirmation / invoice cannot be issued without this information.

Name of Insurer .....Insurance Company Tel. No.....

Policy Number.....

Please debit my VISA/MASTERCARD account for the amount shown.		Amount .....
CARD No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Expiry Date .....
Name on Card (please print)		Security Code ..... (last three digits on signature strip)

**IT IS A CONDITION OF TRAVEL THAT YOU COMPLETE AND SIGN THIS BOOKING FORM.**

**I have read and understand and accept for myself and on behalf of all others named the terms and conditions printed in the brochure.**

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

We look forward to the pleasure of your company on our holidays.

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