

Booking Form

How to book To make a booking or to check availability, please contact your preferred travel agent or our sales team by telephoning the number in the brochure. We can, if required, hold an option on your reservation for up to 24 hours. To confirm your booking, please complete this Booking Form and send it to us by email, post or facsimile with the required payment, which can be made by cheque, credit*/charge*/ debit card, by bank transfer (details on request) or by Direct Debit (please ask for details). Final payment is due 8 weeks (56 days) prior to departure, unless otherwise stated. Bookings made within 8 weeks of departure (or 10 weeks for all bookings departing in December) will require the full payment. If you book with a Travel Agency, they will be responsible for communication with us on your behalf. We are open from Monday to Friday 9am to 6pm and on Saturday 9am to 3pm.



Please complete using block capitals.

Name and full address of person making booking (Essential in case of emergency)

Name		Tel (Day)	
Address		Tel (Eve)	
		Tel (Mob)	
	Postcode	Email	

For office use only

Travel Agent's ref:

Complete Caribbean booking/recommendation ref:

Other:

Names of all persons travelling (Passport names only please)

No.	Title	First Name	Surname	Date of Birth	Citizenship	Passport Number	Expiry Date	Country of issue
1								
2								
3								
4								
5								
6								

Flight details Please indicate the airline and the class in which you wish to travel in each direction.

Outbound	Airline	Class (Economy, Business, First)	Inbound	Airline	Class (Economy, Business, First)
Departure Date	Number of Nights	Departure Airport	U.K. connecting flight (if required) from	Date	

Accommodation details

	Destination	Number of Rooms	Category of room required	Meal Plan (Please Tick)
1		Single <input type="checkbox"/> Twin <input type="checkbox"/>		No Meals <input type="checkbox"/> Full Board <input type="checkbox"/>
	Name of Hotel	Triple <input type="checkbox"/> Double <input type="checkbox"/>		Bed & Breakfast <input type="checkbox"/> All-Inclusive <input type="checkbox"/>
		Other <input type="checkbox"/>		Half Board <input type="checkbox"/> Special Plan <input type="checkbox"/>
2		Single <input type="checkbox"/> Twin <input type="checkbox"/>		No Meals <input type="checkbox"/> Full Board <input type="checkbox"/>
	Name of Hotel	Triple <input type="checkbox"/> Double <input type="checkbox"/>		Bed & Breakfast <input type="checkbox"/> All-Inclusive <input type="checkbox"/>
		Other <input type="checkbox"/>		Half Board <input type="checkbox"/> Special Plan <input type="checkbox"/>
3		Single <input type="checkbox"/> Twin <input type="checkbox"/>		No Meals <input type="checkbox"/> Full Board <input type="checkbox"/>
	Name of Hotel	Triple <input type="checkbox"/> Double <input type="checkbox"/>		Bed & Breakfast <input type="checkbox"/> All-Inclusive <input type="checkbox"/>
		Other <input type="checkbox"/>		Half Board <input type="checkbox"/> Special Plan <input type="checkbox"/>

Special Requests
E.g. Wheelchair at airport/cot/high chair/special diet etc.

These cannot be guaranteed.

Special Offers
Please specify

Payment by credit card please tick as appropriate

VISA
 MasterCard
 American Express
 Discover
 Diners Club
 JCB
 Other

Please charge £ to my Credit* Card Account

Card Number

Name on Card

Valid From Expires On Issue No.

Telephone number to verify security code

Other Credit Cards may be accepted on request only.

*Payments of £1k or more made using a credit or charge card (Switch and Delta excluded) will incur an additional 2% charge.

Travel Agent's Stamp and ABTA number.

Car hire requirements

NB. Drivers must be over 21 (25 in some destinations) and possess a clean full driving licence.

Deposits

These are payable at the time of booking and are generally as follows:

- a) Hotels 10%
- b) Certain hotels, cruises, yacht charters & villas will be advised at time of booking.
- c) Certain airfares, which have to be ticketed at the time of booking and are non-refundable, will be advised at the time of booking

Exceptions: Bookings made within 8 weeks prior to departure will require full payment as quoted at the time of booking. For all bookings departing in December, full payment will be required 10 weeks prior to departure.

Holiday insurance

It is imperative that you have adequate holiday insurance. It is strongly recommended that you advise us of your insurance details in order to assist you in case of an emergency. Please state these details below or advise us as soon as you have obtained cover.

Insurer	Policy Number	Date of issue
<input type="text"/>	<input type="text"/>	<input type="text"/>

Declaration

I am over 18 and on behalf of the persons listed above by whom I am authorised to make this booking, that I/we have agreed and understood the **Booking Conditions, Data Protection and Privacy Legislation and Important Information** including Insurance coverage. Complete Caribbean will send me confirmation of this booking. Any changes/amendments to this booking will be subject to amendment/cancellation charges as outlined in the Booking Conditions.

Cheques are to be made payable to:

'International Travel Connections Ltd' or your travel agent.

Please send this form together with the applicable payment to our office in Harrogate.

Data Protection and Privacy Legislation (To comply with Data Protection Act 1998 and ABTA Code of Conduct 2000)

We will use the information you have given to us to give you the products and services you have asked for. When we give you these products and services, we will pass your details to other organisations. We may also have to send your details to countries that may not have an equal level of data protection legislation. When you ask us to give you these products and services, you agree that we can pass your details to other organisations, some of which are in other countries. We may also use your details to give you offers, products and services that are available from us, associated companies and our network partners. If you do not wish to receive this information, please tick this box

Please be aware that some airlines are required by new laws introduced in the US and other countries to give border control agencies access to passenger data. Accordingly, any information that we hold about you and your travel arrangements may be disclosed to the Customs and Immigration authorities of any country in your itinerary.

Complete Caribbean, 17 West Park, Harrogate, HG1 1BJ

General Enquires: 01423 531031 Fax: 01423 536004 Email: reservations@completecaribbean.co.uk Web: www.completecaribbean.co.uk

Your call may be recorded for training purposes. Member of the Association of British Travel Agents. Complete Caribbean is a registered trading name of International Travel Connections Ltd. Registered in England 1030986. VAT No. GB 421 9230 80.



Booking Conditions

Important

These Booking Conditions set out the terms on which you contract with International Travel Connections Limited of Concorde House, Canal Street, Chester, UK. CH1 4EJ company registration number 01030986 trading as Complete Caribbean ("the Company").

Please note that the booking of villas, cruises and yachts are governed by separate booking conditions and will be supplied at the time of booking or on request. They describe your obligations to the Company and the obligations of the Company to you. Please read them carefully.

1. Your Reservation

To make your reservation, please call us and one of our sales team will provide you with first hand information on your chosen destination. You must then confirm your booking, either:

• By telephone - your sales advisor will re-iterate all aspects of your itinerary, ask you to provide details* from the passports of each person travelling and confirm that you have read and agreed to our Booking Conditions. You will then be asked for payment of the required deposit. You can pay by cheque, debit/credit card** or by bank transfer (details on request). In certain circumstances we can accept payment by instalments. The facility to pay for your holiday by Direct Debit is now available with Complete Caribbean. You can secure your holiday with a low deposit and easy monthly payments, as long as your departure date is more than four clear calendar months away from your confirmation date, you can set up a Direct Debit mandate and be safe in the knowledge that your payments will automatically come out on the agreed dates. Direct Debit mandate forms are available via your sales advisor. For further information contact your Sales Advisor.

You will be required to complete our Booking Form, email, fax or post it to us, so that we can check that all of your details and requirements are accurate. Incorrect information supplied will be subject to amendment charges as stated in Clause 6 (1).

• By post, facsimile or e-mail - complete and sign the enclosed Booking Form and send it to us with the appropriate payment. We will send you a Confirmation Invoice and a contract will exist between us once this has been issued. The remaining balance due date is eight weeks prior to departure (10 weeks for December departures), unless otherwise stated. Alternatively, please refer to Clause 2 for Price Guarantee. Non-payment or late payment of your outstanding balance may result in your booking being treated as cancelled by you, in which case, the cancellation charges set out in Clause 6 will be incurred.

When you seek to make a booking within eight weeks or less of your intended departure date, your contractual position with the Company is still as set out above; and full payment of your holiday will be required by the quickest method of clearance. The lead passenger name should be the person who has confirmed the booking/signed the Booking Form. We treat the lead passenger as having the authority to book the holiday on behalf of all passengers.

If you book through one of our authorised travel agents, please note that all monies paid to your travel agent are at all times held by the travel agent on behalf of the Company.

*Information required prior to flight check-in for some destinations

**Full payment, deposits over £1k and balances made with a credit or charge card (Switch and Delta excluded) will automatically incur an additional 2% charge.

2. Price policy

A) Price Guarantee - The price of your holiday will be guaranteed if you pay in full at the time of booking. When full payment is received by Complete Caribbean within seven days of the date shown on your Confirmation Invoice, we will guarantee that the price of your holiday will not change. All prices are applicable for travel in 2010 until further notice, or when superseded by a further edition. Please check when booking.

B) Payment of Deposit only - Changes in transportation costs including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes, embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked.

1. Should the price of your holiday go down due to the changes mentioned above by more than 2% of your holiday price, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

2. Should your holiday price increase, we will absorb the increase and you will not be charged for any increase equivalent to 2% of the price of your holiday. You would only have to pay the amount over and above the 2% of your holiday price up to a maximum of 10%. If there is an increase of more than 10% of the price of your holiday, you will have the option of accepting a change to another holiday if we are able to offer one or cancelling and receiving a full refund of all monies paid excluding any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or re-use your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your cancellation invoice.

PLEASE NOTE that under paragraph B) above, no change in price will occur within 30 days of your departure.

The prices shown in our brochure are calculated on the basis of Currency exchange rates as shown in the Financial Times Guide to World Currencies table on 09 June 2009 (GB Pound to US\$1.6275, Euro 1.1619 and known costs at that date).

PLEASE NOTE: We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

3. Insurance

We believe that it is essential to take out insurance when you go on holiday and we strongly recommend that to do so is in your interest and that of your family. You must read your policy carefully as it is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs and taking into account any pre-existing medical condition. We do not check alternative insurance policies.

We also ask that you provide us with the details of your insurer and the policy number to assist you in the event of an accident or emergency abroad. It will be necessary for you to comply with the requirements of the policy in the event of a potential claim; eg reporting a theft to the local police.

4. Brochure Descriptions

The descriptions in this brochure are based on inspections made by representatives on the Company's behalf and on information passed to the Company. Please note that inspections could have taken place several months before the publication of this brochure. Accordingly, the descriptions are of what existed at the time of inspection. The availability of facilities and amenities may be affected by local conditions, such as inclement weather or the season. Suppliers of accommodation, transport and recreational facilities can make changes with no advance notice to us. When we become aware of any significant changes, we will advise you or your travel agent at the time of booking or, if after booking, as soon as possible before departure. The provisions of Clause 7 will apply when a significant change is notified after booking.

5. Provision of Transport & Accommodation

The various carriers who provide transport as described in this brochure have their own terms and conditions. These terms and conditions may limit and/or exclude the supplier's liability to you, usually in accordance with applicable international conventions such as the Warsaw Convention 1929. Air travel is also subject to the operational decisions of air carriers and of airports, which may result in delays, aircraft being diverted or schedule changes over which the Company has no control. The Company can provide you with copies of all relevant conventions and conditions upon request. It is our responsibility to notify clients of the name of the airline operator and the destination airport. Due to the flexible itineraries that we offer, we are not in a position to state these facts in this brochure.

Due to the nature of the airline business, on rare occasions flight delays regrettably do happen. In such cases, the airline is responsible for meals, accommodation and compensation. When necessary, depending on the length and cause of the delay, delays of at least 8 hours extending beyond midnight, overnight accommodation will be provided wherever possible by the airline. However, this will depend on such factors as the expected length of delay, local availability of accommodation and immigration rulings. This brochure details our sole responsibility. It is not issued on behalf of and does not commit any independent organisations/carriers whose services are featured in it.

6. Alterations and Cancellations by you

(i) You may make changes to your booking, provided that notification of the change is received in writing at our offices from the lead person who made the booking and/or signed the Booking Form, or from your travel agent, at least 46 days before departure. An amendment charge of £50 to cover administration costs for each change will be added to the price of your holiday if the amendment is made over 46 days before departure. An amendment charge of £100 to cover administration costs for each change will be added to the price of your holiday if the amendment is made less than 46 days before departure. Any substantial changes to your holiday requirements could invoke a possible cancellation of your holiday and the Cancellation Charges below could apply. You must also pay any costs and charges incurred or imposed by any of our suppliers in making the change requested. Please note that airlines will normally refuse amendments to your flights except upon payment of a fee, which varies from airline to airline up to, and including, the full fare. Any additional cost resulting from an earlier or later return flight other than the one scheduled, will be your own responsibility. If you make any alteration to your accommodation during your holiday, a cancellation charge will be applied.

(ii) Should you or any member of your party need to cancel your holiday, the lead person who made the booking and/or signed the Booking Form must immediately advise us in writing. Your notice of cancellation will only be effective when it is received in writing. As we incur costs from the time we accept your booking the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total invoice cost payable excluding amendment charges, which are not refundable. Please note that when cancellations occur, the amount payable by the rest of the party may increase.

Period before departure	Cancellation fee per person
Over 45 days	loss of deposit***
33 - 45 Days	40% of holiday price
15 - 32 Days	60% of holiday price
1 - 14 Days	100% of holiday price
Departure date and thereafter	100% of holiday price

*** Bookings on some airlines and hotels during the peak season will have varying cancellation charges and, therefore, the fees shown above will not apply. The charges will be calculated and advised to you at the time of cancellation.

7. Alterations & Cancellations by the Company

Occasionally, we have to make changes to and correct any errors published by us, both before and after bookings have been confirmed and cancel confirmed bookings. We must reserve the right to do so. However, we will not cancel your holiday unless you fail to make full payment on time or we are forced to do so as a result of circumstances outside our control. Most changes are minor. Sometimes, we have to make a 'significant change'. When we refer to a 'significant change' in these Booking Conditions, we mean one or more of the following changes when made before departure:

- A change of accommodation to that of a lower price or standard for the whole or a major part of the time you are away
- A change of accommodation area for the whole or a major part of the time you are away
- A change of departure time of any transport which forms part of your holiday arrangements by more than 12 hours
- A change of the overall length of the holiday by more than 12 hours
- A change of the UK departure airport to one that is inconvenient for you.

If we become aware of a significant change or we have to cancel the booking before departure, you or your travel agent will be notified as soon as is practically possible. You will then be offered the following options of:

- Accepting the changed arrangements as notified to you, or
- Purchasing another holiday from us. If the chosen alternative is less expensive than your original holiday, we will refund the difference but if it is more expensive, we will ask you to pay the difference or,
- Cancelling your holiday and receiving a full refund of all monies you have paid to us.

In addition, if we have to cancel or make a significant change eight weeks or less before departure, we will pay you reasonable compensation subject to evidence of provable loss/losses if appropriate, subject to the following exceptions. Compensation will not be payable and no liability, beyond offering the above mentioned choices, can be accepted where we are forced to cancel or make a change as a result of unusual, unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation is payable for minor changes.

EVENT CANCELLATION: Occasionally, advertised events are cancelled by the organisers and often at short notice. Such cancellation will not constitute a significant change, or the cancellation of your holiday arrangements even though we have pre-booked tickets for you.

8. Force Majeure

The Company regrets that it cannot accept any liability or pay any compensation where the performance or prompt performance of its contractual obligations is prevented or affected by "force majeure". In these Booking Conditions, "force majeure" means any event that we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil disobedience or strike, terrorist activity, industrial dispute, airline scheduling changes, natural disaster, adverse weather conditions, adverse flooding, fire and all similar events outside our control. Advice from the Foreign Office not to enter or remain in a particular country or area will generally be regarded as 'force majeure' this will be stated on their website. www.fco.gov.uk. The Company will act on such advice.

9. Overbooking

The Company cannot guarantee that the providers of accommodation and flights will not overbook. Should this happen, the Company will take all reasonable steps to prevent your holiday arrangements from being altered but, if such steps are unsuccessful, we will:

(i) Advise you before your departure if such overbooking is known beforehand and offer you, if available, an alternative holiday of comparable standard. If this is not acceptable, we will refund all monies paid to the Company (the provisions of Clause 7 will apply). Or, (ii) if such an overbooking is not known before your departure, we will endeavour to offer alternative accommodation together with compensation, being the difference between the price of the accommodation originally booked and the price of the alternative accommodation. Where you do not wish to accept such alternative accommodation with good reason, the company will take reasonable steps to repatriate you to the U.K. as soon as possible. In which event, the Company will, where appropriate, provide reasonable compensation to you. Other than as set out above, the Company has no liability or obligation to you where overbooking occurs for reasons beyond the control of the Company.

10. Liability

- You to the Company:
 - It is your responsibility to arrive at places stated at the correct times and to reconfirm your return flight and departure times. The Company has no liability whatsoever to you for your failure to do so.
 - You must act and behave in a reasonable and responsible manner toward any other person you meet in the course of your travel arrangements.

The Company reserves the right to cancel forthwith your holiday arrangements in the event that you fail to act and behave in any reasonable manner and any compensation or loss of damage that you suffer lies with you. The Company has no liability whatsoever to you in such event.

(ii) The Company to You:

a) We make every effort to ensure that all arrangements are made correctly and efficiently. We further accept responsibility for the acts and/or omissions of our employees, agents, suppliers and subcontractors (providing they were at the time carrying out duties, work or activities authorised or on our behalf) except where these result in death, personal injury or illness (dealt with separately below). We also accept responsibility if the services which we are contractually obliged to provide prove deficient or not of a reasonable standard. This acceptance of liability is subject to the provisions on "force majeure" and the other terms of these Booking Conditions.

(b) Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury or illness as a result of any negligence by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us), except in the following situations:

- the act(s) and/or omission(s) of the person(s) affected, or
- (ii) those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable, or
- (iii) an event which either us or the supplier(s) agents and subcontractors of the service(s) in question could not have foreseen or avoided even with all due care.

(c) We limit the maximum amount that we may have to pay you for any and all claims or parts of claims that do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or if a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non-personal injury claims, if we are found liable to you on any basis, is twice the price (excluding amendment charges) paid by or on behalf of the person(s) affected, in total. This maximum amount will only be payable where you have not received any benefit at all from your holiday. Where we are found directly liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay is £250 per person affected, as it will be assumed that you have taken out adequate insurance at the time of booking. Please also see Clause (d) below.

(d) In all cases, our liabilities in respect of air, sea, rail, road carriers and hotels are limited as if we were carriers or hotels within the applicable international conventions (e.g. Warsaw Convention for air travel etc). For all claims arising from international carriage, compensation can only be paid in those situations where the carrier concerned would be obliged to pay compensation under the relevant international convention, were a claim made against that carrier in that particular situation.

(e) It is a condition of the acceptance of liability set out in this Clause that you notify us of any claim you and/or any member(s) of your party has in accordance with Clause 12 "Complaints". Any person(s) to whom any payment is made (and their parent or guardian, if that person is under 18 years of age) must also assign to us or our insurers any rights they may have to pursue any third party in connection with the claim. You must provide us and our insurers with all the assistance that we may reasonably require.

(f) Should you be unfortunate enough to suffer personal injury, illness or death by misadventure as a result of an activity which does not form part of your booked arrangements, or an excursion sold through us, we shall assist you and your party. This assistance may, subject to our prior approval and our reasonable discretion, include financial assistance with initial legal expenses to enable you to take proceedings against the third party responsible. All assistance is provided subject to a maximum total cost to us of £5,000 per Booking Form. In addition, if you should be successful in obtaining a costs order against any third party or if you are able to claim under any insurance policy/ies you may have, we shall be entitled to recoup from you the costs actually incurred by us. All requests for assistance with legal costs must be received by us within 90 days of the date of misadventure.

11. Data Protection

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we (and your travel agent) need to use the information you provide such as name, address, personal information including any special needs/dietary requirements, etc.

We take full responsibility for ensuring that proper security measures are in place to protect your information. We are required to pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies. The information may be required and provided to security or credit checking companies, public authorities such as customs, border control and immigration if required by them, or as required by law. Additionally, as your holiday is outside the European Economic Area (EEA), 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 onto any person who is not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, we cannot confirm your booking. In making this booking, you consent to this information being passed on to the relevant persons. If you have booked using our online system, please ensure that you have read our Privacy Policy

*Please note that where information is also held by your travel agent, this is subject to their own data protection policy. Your data controller is International Travel Connections Limited. You are entitled to a copy of your information held by us. If you would like to see this please contact us. We may make a small charge for providing this to you.

12. Complaints

Whilst we aim to ensure that your holiday runs smoothly, there may be times when it does not. Please follow the complaints procedure below to minimize inconvenience to all parties:

- Any complaint should be reported immediately and directly to the supplier and, as soon as possible, to our local representative (where applicable). If you fail to follow this simple procedure, your right to claim compensation may be affected, as we will have been deprived of the opportunity to investigate and rectify the problem.
- In the unlikely event that neither our representative nor our supplier is able to resolve the matter to your complete satisfaction, please telephone, fax or e-mail the details of your complaint to International Travel Connections in Chester on Tel +44(0)1244 355 400, Fax +44(0)1244 355 419, E-mail Concierge@ITC-UK.com. Any costs incurred in doing so will be fully refunded.
- Once in receipt of a complaint, we will react swiftly to resolve the matter. Our aim is to rectify any shortcomings immediately, so that you can fully enjoy the remainder of your holiday.

If you still have cause for complaint on your return to the UK, you are required to seek satisfaction by writing to the Company within 28 days of the end of your holiday and providing full details of the holiday and the reason for your dissatisfaction. We regret that we cannot accept liability in relation to any complaint or claim which is not notified entirely in accordance with this Clause. Disputes arising out of or in connection with this contract that cannot be amicably settled, may (if the client so wishes) be referred to arbitration under a special scheme, which although 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 £5,000 per person, or £25,000 per Booking Form. The Scheme does not apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. If you elect to seek redress under this scheme, written notice requesting arbitration under this scheme must be made within 9 months after the schedule date of return from the holiday.

13. Law

Your contract is governed by and construed in accordance with English law. Each party submits to the jurisdiction of English Courts to settle any claim or matter arising under the contract, unless you wish to submit the claim or matter to arbitration under the Scheme set out in Clause 12 above. Copyright- International Travel Connections Ltd July 2009