

Chris Cooper Travel Booking Conditions & Fair Trading Charter

1. A deposit of £30.00 per person (non refundable) plus insurance if required at the time of booking. The balance becomes due 6 weeks prior to departure. A booking form must be completed and signed accepting the booking conditions for all persons included on the form. Cheques should be made payable to **Chris Cooper Travel**.
2. A holiday can be put "on option" but is **not confirmed** until a deposit is received. This will be held for 4 weeks, and if no deposit is received within this period the option will be removed and the holiday re-let.
3. On receipt of your deposit a **booking confirmation** (invoice) will be issued which is the "**contract**" with us, and insurance documents, if required.
4. If you change your booking details after your invoice is issued, you will incur an administration fee of £10.00.
5. Travel insurance is strongly recommended and can be arranged, but only at the time of booking. If you have alternative travel insurance arrangements, details must be given on your booking form. Passengers travelling without insurance will be asked to sign a form to indemnify Chris Cooper Travel against any expense which may be incurred as a result of having inadequate protection. Insurance documents are important and must be **read carefully** and then kept in a safe place.
6. Balances of holidays are due 6 weeks prior to departure. If balances are not received by 5 weeks of departure, we reserve the right to offer places to others requesting the respective tour. Please send your invoice when paying your balance. This will be receipted and returned to you along with your luggage labels.
7. Special requests must be notified at the time of booking. Every effort will be made to fulfill these requests but no guarantees can be made.
8. We do not specifically cater for disabled clients but will try to provide a holiday for all passengers if possible. Clients with WHEELCHAIRS and WALKERS must tell us at the time of booking, as the space in the luggage hold is limited. Sorry no scooters.
9. In the event of cancellation you must inform us in writing. Charges will be as follows

Prior to 42 days before departure	Deposit only
28 to 42 days before departure	30% of holiday cost
14 to 27 days before departure	45% of holiday cost
7 to 13 days before departure	60% of holiday cost
0 to 6 days before departure	100% of holiday cost

If we are forced to cancel due to lack of numbers or circumstances beyond our control at any time up to 6 weeks before departure date, all monies will be refunded. Within 6 weeks we will refund all monies and compensation will be as follows:-

	8 Days or more	Short breaks
29 to 42 days	£15.00	Nil
15 to 28 days	£20.00	£10.00
0 to 14 days	£25.00	£15.00

10. Passengers are allowed to take one medium suitcase each (max weight 15Kg or 33 Lbs) plus one item of hand luggage. We reserve the right to refuse luggage that is too heavy for us to handle. Hand luggage should be stored under your seat. Overhead racks for coats and hats only. Any damages or loss must be reported immediately.
11. Single rooms get booked very quickly and it is advisable to book early if you are travelling alone. **Most hotels offer a limited number of single rooms and we would respectfully request that friends travelling together show consideration for the single traveler and share twin rooms.**
12. Pick up points times will be notified by telephone within the week of departure.
13. We will endeavour to pick up passengers at a point convenient within **our** local area, which is Winlaton, Blaydon, Swalwell, Whickham, Lobley Hill, Dunston, Teams, Bensham, Gateshead, Low Fell, Felling, Leam Lane, Wrekenton & Springwell Village. For those outside the local area pick up points are **Washington Galleries, Heworth Metro, Gateshead Metro, Newcastle Central Station, Blaydon Bus Station, Whickham Council Offices and Gosforth Regent Centre**. If you live in outlying areas of the Gateshead Borough such as Chopwell, High Spenn, Rowlands Gill, Greenside, Crawcrook or Ryton and want a feeder service provided there will be a £5.00 per person out of area pick up charge.
14. We reserve the right to alter hotel rooms, coach seats or the hotel itself if circumstances make this necessary.
15. All excursions and ferry fares are included in the cost of the holiday excluding entrance fees to venues etc. unless stated on the individual tour. Evening entertainment is arranged by the individual hotels. All tours are half board, unless otherwise stated. Any and all hotel facilities are subject to breakdown, servicing and weather conditions.
16. We aim to provide the best possible service, but in the event of a problem arising please consult your driver or hotelier so that it can be resolved without delay.
17. Our prices have been calculated on the price of fuel @ September 2009. In the event of a significant rise in the price of fuel we may have to charge a fuel supplement.
18. Should there be an increase in VAT by government order the price of your holiday will increase accordingly.

igi FINANCIAL FAILURE INSURANCE

In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with CHRIS COOPER TRAVEL are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of CHRIS COOPER TRAVEL.

A certificate detailing this cover will be given to each and every passenger as evidence of cover. **Please ensure that you have been given the appropriate certificate(s) at the time of booking.**

This insurance has been arranged by **Towergate Chapman Stevens** through
igi Insurance Company Limited