

Please complete this form and return it to:
Pax Travel Ltd
 2nd Floor,
 102 Blundell Street,
 LONDON, N7 9BL.



Tel: 020 7485 3003
 Email: info@paxtravel.co.uk
 Website: www.paxtravel.co.uk

BOOKING FORM AND CONDITIONS. PLEASE COMPLETE ALL SECTIONS CLEARLY IN BLOCK CAPITALS. PLEASE READ CAREFULLY. ALL THE INFORMATION WE ASK FOR IS ESSENTIAL.

PERSON MAKING BOOKING: (NB: By law we can correspond with this person <u>ONLY</u>). Title _____ Forename _____ Surname _____ Address _____ _____ Postcode _____ Tel. & mobile _____ E-mail _____	DESTINATION OF TOUR <hr/> DATES _____ NAME OF GROUP OR GROUP LEADER (if applicable) _____
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Only those persons that are resident at the above address should be entered in the PERSONS TRAVELLING section. If you or another person at your address have agreed to share a room with someone on the tour who is resident elsewhere please write the name of that person in the space provided here:
Do not write that name in the PERSONS TRAVELLING section below.

<i>I wish to share a room with:</i> _____ _____

* = DELETE AS APPLICABLE, THROUGHOUT THIS PAGE. Ref. 27/09/2018

PERSONS TRAVELLING VERY IMPORTANT - NAMES MUST BE AS SHOWN IN THE PASSPORTS			Date of Birth	Room Required: (twin share, single, triple share)
Surname	First and Middle Names	Title		
1)				
1) Passport details: Number	Expires dd/mm/yy	Nationality		
2)				
2) Passport details: Number	Expires dd/mm/yy	Nationality		

TRAVEL INSURANCE: We do insist that you have comprehensive travel insurance. You **must** provide the following details (**You must not travel against medical advice**):
 Company(ies): _____ Policy no(s): _____

SPECIAL REQUESTS (in respect of diet, disability, etc.) Please attach a note with the appropriate details.
Wheelchairs. You must advise us if you are taking any sort of wheelchair. If you are and it is non-motorised, you must name the able-bodied person who is to accompany you and push the wheelchair throughout the tour. You must supply details of motorised wheelchairs.
Special diets. We cannot guarantee your specific food requirements will be met. You should take your own supplies as back-up.

THE RELEVANT DEPOSIT (See our brochure) per person or full payment if you are booking on or within the 'BALANCE PAYABLE BY' date must be submitted with this form for the booking to be confirmed by us and are subject to cancellation charges if you decide to cancel. Payments should be in a single cheque (or credit card for the deposit, debit card for full payment) payable to **Pax Travel Ltd**.

IF YOU WOULD LIKE TO RECEIVE FUTURE MARKETING MATERIAL FROM US PLEASE TICK THIS BOX. **YOU MAY INSTRUCT US IN WRITING TO REMOVE YOUR DETAILS FROM OUR MARKETING LIST AT ANY TIME.**
I am over 18 years old and have read and understood Pax Travel's Privacy Policy and Pax Travel's Booking Conditions and am authorised to accept them on behalf of those persons named above.
 We cannot process your booking form unless it is signed here.

X Signature of the person making the booking: _____ Print name: _____ Date: _____

THIS GRID IS FOR PAX TRAVEL USE ONLY	<i>Amount</i>	<i>Form of Payment / Auth. No.</i>	<i>Date Received</i>
	£	Chq / BACS / Card:	
	£	Chq / BACS / Card:	
	£	Chq / BACS / Card:	

TO PAY YOUR DEPOSIT BY CREDIT OR DEBIT CARD, COMPLETE THIS SECTION. DO NOT COMPLETE IF EMAILING THIS FORM.

I wish to make my deposit payment by Visa credit/Visa Debit card*/Mastercard*/American Express* and authorise Pax Travel Ltd to debit my account for the amount shown below.*

Card Holder: _____ Card No: _____
 Security No: _____ Expiry Date: _____

PLEASE NOTE THAT THE ONLY CARDS WE ACCEPT FOR FULL AND BALANCE PAYMENTS ARE DEBIT CARDS.

X Cardholder's signature: _____ Amount to be debited now: £ _____

PAX TRAVEL LTD'S DATA PROTECTION PRIVACY POLICY

(please contact us if you require a large print version)

Pax Travel Ltd (hereafter referred to as 'we', 'us' or 'our') is committed to protecting the privacy of its customers and takes its responsibility regarding the security of customer personal data very seriously. We will be clear about the personal data we are collecting and what we will do with it. From 25 May 2018 onwards, you and your personal data will be protected by the EU General Data Protection Regulation (which is otherwise known as GDPR) and a new UK Data Protection Act.

Data Controller Pax Travel Ltd, 102 Blundell Street, London, N7 9BL, is the data controller of your personal data you submit to us.

What Personal Data Do We Collect? Your name, your address, your phone numbers, your email addresses, your passport details, and in the case of 'Special Requests' your medical conditions and/or dietary requirements. We also collect your credit card details, and where a cheque is sent to us we save your bank details in case we need to make a refund to you.

Only children aged 16 years or over can provide their own consent. For children under 16 years, consent of the children's' parents or legal guardians is required. We will not retain your data for longer than is necessary to fulfil the purpose it is being processed for. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process it and whether we can achieve those purposes through other means. We must also consider periods for which we might need to retain personal data in order to meet our legal obligations or to deal with complaints and queries. When we no longer need your personal data, we will securely delete or destroy it. We will not sell, rent or trade your personal information to third parties for marketing purposes without your express written consent.

How Do We Collect Your Personal Data? We will collect your name and contact details when you phone, email or write to us to request information from us. We also collect your personal data when we receive a completed booking form from you in the post, by email or through our website booking request service. Notification of booking requests made through our website are sent to us via the server of our website host Wix.com We will not use your details for future marketing purposes unless you expressly ask us in writing to do so. After opting in to our marketing you may write to us to opt out at any time.

Personal Data You Provide About Other People We use personal data about other individuals provided by you, such as those people on your booking. By providing other people's personal data, you must be sure that they agree to this and you have their permission to provide it. You should also ensure that, where appropriate, they are shown a copy of our Privacy Policy so that they understand how their personal data may be used by us.

Does Our Website Use Cookies? We may use cookies to remember personal settings you have chosen at our website. We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.

Our website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which used cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Links To Other Websites Our website may contain links to websites operated by other organisations that have their own Privacy Policy. Please make sure you read the terms and conditions and Privacy Policy carefully before providing any personal data on another organisation's website as we do not accept any responsibility or liability for websites of other organisations.

Social Media Features Our website contains social media features such as Facebook and Twitter that have their own privacy notices. Please make sure you read their terms and conditions and privacy notice carefully before providing any personal data as we do not accept any responsibility or liability for these features.

Why We Collect And Process Your Personal Data We give you our assurance that we will only use your data as specified in this Privacy Policy for our legitimate interests, which means:

- Providing services you request: we use the information you give us to perform the services you have asked for as part of our legitimate interests;
- Contacting you in relation to the services you have requested: these communications are not made for marketing purposes and cannot be opted-out of;
- Credit or other payment card verification/screening: we use your payment information for accounting and billing purposes.

Storing And Protecting Your Personal Data All emails and back up services are hosted in the cloud within the UK by Create IT Solutions. Pax Travel Ltd takes the appropriate measures to protect your data from unauthorised or unlawful processing.

Sharing Your Personal Data We will share part or all of your personal data with third parties involved in your travel arrangements, namely travel insurance companies, airlines, rail companies, ferry companies, coach companies and hotels. We do so in order to facilitate the needs, some of which are legal requirements, of the suppliers to ensure the smooth running of your travel arrangements. We may pass your information to government authorities or enforcement bodies.

Sending Your Data To Other Countries Some countries outside the European Economic Area (EEA) have a level of data protection which may not be as strong as the legal requirements in the UK. If you book on a tour for which the destination is outside of the EEA we will relay relevant parts of your personal data to parties responsible for their part of your travel arrangements for the necessary performance of our legitimate interests. The information we pass on is usually no more than name and passport number, but can include sensitive personal information in the case of medical and dietary issues.

Your Data Protection Rights You have the right to:

Request information about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it.

Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where doing so does not conflict with the services you have requested and wish to have fulfilled.

Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object if we are processing your personal information for direct marketing purposes.

Request restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request transfer of your personal information in an electronic and structured form to you or to another party (commonly known as a right to "data portability"). This enables you to take your data from us in an electronically useable format and to be able to transfer your data to another party in an electronically useable format.

Withdraw consent Where you have provided your consent to the collection, processing and sharing of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received written notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so.

Changes To Privacy Policy Our Privacy Policy may change from time to time to keep it up to date and in line with current data protection regulations. Any changes to the statement will be published on our website.

Contact If you have any questions or concerns about the information we hold about you, you may email us at info@paxtravel.co.uk

If You Have A Complaint Concerning The Misuse Of Your Personal Data In the first instance, please, let us know in writing by either posting a letter to us or by e-mail to info@paxtravel.co.uk We will investigate your complaint and respond to you as soon as is reasonably possible. If you remain dissatisfied, you have the right to complain to the supervisory authority which is usually, for people born, working or living in the UK, the Information Commissioner's Office, www.ico.org.uk

PACKAGE HOLIDAY BOOKING CONDITIONS

(please contact us if you require a large print version)

YOUR CONTRACT IS WITH THE TOUR OPERATOR, Pax Travel Ltd, 2nd Floor, 102 Blundell Street LONDON, N7 9BL, a member of ABTA.

1) Your Holiday Contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

2) Your Financial Protection

i). When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

ii). When you buy a package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA.

3) ABTA

We are a Member of ABTA, membership number Y5543. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of this contract. The scheme is arranged by ABTA and administered independently. It is a simple and inexpensive method of arbitration on documents alone with restricted liability on you for costs. The upper limit on claims is £5,000 per person and £25,000 per booking form. The scheme doesn't apply to claims which are solely in respect of physical injury or illness or their consequences. It can however deal with claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

4) Your Holiday Price

i) 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.

ii) When you make your booking you must pay the deposit amount, mentioned in the brochure or tour leaflet, per person. The balance of the price of your travel arrangements must be paid no later than the 'BALANCE PAYABLE DATE' shown on your confirmation. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. Bookings made 2 months, or less, before departure must be paid for in full at the time of booking.

iii) The price of your travel arrangements was calculated using exchange rates quoted by The Royal Bank of Scotland on 22nd June 2016 in relation to the following currencies: £1 x US\$1.40. If the rate falls below £1 x US\$1.30 Pax Travel reserves the right to impose an equivalent surcharge. Tours to the Euro-zone are calculated at an exchange rate of £1 x €1.25. If the rate falls below £1 x €1.20, we will absorb an amount equivalent to 2% of any fall in the exchange rate.

iv) Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or 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. However there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must do so within 14 days from the date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, 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.

v) All monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

vi) Balance payments must be made by bank transfer, cheque, debit card or cash. We do not accept credit cards for balance payments.

5) If You Change Your Booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £90, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

6) If You Cancel Your Holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows:

Period before departure

*in which **written** cancellation is received*

Cancellation charge

More than 65 days	Deposit only
36 - 65 days	50% of holiday cost
14 - 35 days	80% of holiday cost
48 hours - 13 days	95% of holiday cost
Less than 48 hours	100% of holiday cost

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

7) If We Change or Cancel Your Holiday

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time. The itinerary in your brochure is subject to change without prior notice. Flight timings, carriers, aircraft types and airports of destination in the brochure are subject to change as a result of airline procedures and these details are given for guidance only.

Changes If we make a major change to your holiday, we will inform you or your Group Leader or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your holiday and receiving a full refund of all monies paid. In some cases we will also pay compensation (see below). These options don't apply for minor changes. Examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers. Please note that carriers such as airlines used in the brochure may be subject to change. Examples of major changes include alteration of your outward/return flights by more than 12 hours, reduction in the standard of accommodation.

Cancellation We will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of *force majeure* or failure by you to pay the final balance. We may cancel your holiday before this date if, e.g., the minimum number of clients required for a particular travel arrangement is not reached. If your holiday is cancelled you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). In some cases we will pay compensation.

Compensation If we cancel or make a major change we will pay compensation as detailed below except where the major change or cancellation arises due to reasons of *force majeure*. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

IF WE CANCEL OR MAKE A MAJOR CHANGE TO YOUR HOLIDAY

<i>Period before departure in which we notify you, or your Group Leader, or your travel agent</i>	<i>Compensation amount, per person, you will receive from us</i>
22 - 56 days	£20
Under 22 days	£30

Force Majeure We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, volcanic ash clouds, epidemics and pandemics, unavoidable technical problems with transport.

8) If You Have a Complaint

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and Pax Travel Representative (or Group Leader, if there is not a Pax Travel Representative) immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 7 days of your return home by writing to our Customer Services Department at 2nd Floor, 102 Blundell Street LONDON, N7 9BL, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. It is strongly recommended that you communicate any complaint to the supplier of the services as well as to our representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. Please also see clause 3 above on ABTA.

9) Our Liability to You

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 2 times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and
b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices at 2nd Floor, 102 Blundell Street LONDON, N7 9BL. Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 7. If any payments to you are due from us, any payment made to you by the airline will be deducted.

NB this clause does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

If any client suffers death, illness or injury whilst on tour arising out of an activity which does not form part of the inclusive holiday arrangements or excursion arranged through us, we shall, at our discretion offer advice, guidance and assistance to help you in resolving any claim you may have against a third party, provided we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated and Pax Travel Ltd's assistance is required our authority must be obtained prior to commencement of proceedings and be subject to your undertaking to assign any costs recovered or any benefits received under an appropriate insurance policy to ourselves. Our costs in respect of the above on behalf of you and your party shall not exceed £5,000 in total.

10) Prompt Assistance in Resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

11) Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

12) Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us.

13) Special Requests

All special requests must be made to us in writing. Special requests you have made will be passed on by us to the relevant service providers (e.g. airlines, hotels, restaurants). While we will do our utmost to ensure that requests are passed on, we cannot guarantee that the requests will be possible in all cases, and we will not be held responsible for requests which are not carried out, or not fulfilled to your satisfaction. In the case of dietary requests, it will be helpful if you let us know exactly what you are able to eat. Note: Some airlines do not accept dietary requests.

14) Carriers Liability

When you travel with a particular carrier, the conditions of that carrier apply, some of which may limit liability. The tour brochure and this booking form are the responsibility of Pax Travel Ltd and are not issued on behalf of, and do not commit the airlines mentioned therein or any airlines whose services are used in the course of the tour. Please note that in accordance with Air Navigation Order, an infant must be under 2 years of age on the date of their return flight, to qualify for infant status.

Please detach and keep these booking conditions for your own reference. Take them on holiday with you.