

FYLDE DECORATIVE AND FINE ARTS SOCIETY.

BOOKING CONDITIONS

1. YOU PAY A DEPOSIT

When you make your booking you must pay a deposit of £40 plus £10.80 if you are not a member of the National Trust.

2. YOU PAY THE BALANCE

The balance is due on 17th August 2012, as shown on your holiday confirmation and invoice. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges as set out in paragraph 3. If you book within six (6) weeks of the departure date the full holiday cost must be made at the time of booking.

3. IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your holiday at any time provided that the cancellation is made by the person who made the booking, wherever possible and is communicated to us in writing. As this incurs administrative costs we will apply cancellation charges up to the maximum shown below:

More than 42 days before departure – deposit only

29 – 42 days before departure	30% of holiday costs
15 – 28 days before departure	50% of holiday costs
0 – 14 days before departure	100% of holiday costs

4. IF YOU HAVE A COMPLAINT

If you have a complaint during your holiday, please inform the Fylde DFAS Tour Co-ordinator, who will do his / her best to resolve the problem there and then. If the matter cannot be put right on the spot you must notify G-Line in writing within 12 days of the completion of your holiday. This must be sent to G-Line Holidays Ltd., 54 St. David's Rd. South, St Annes, FY8 1TS with a copy to Fylde DFAS.

5. SPECIAL DIETS OR REQUESTS

If you require a special diet (breakfast) you must notify the Fylde DFAS Tour Co-ordinator, at the time of booking with a copy of the diet. This will be sent to the hotel.

6. ITINERARIES AND EXCURSIONS

Every effort will be made to adhere to the itinerary or excursion advertised in the brochure but they could be subject to change. We may need to make minor alternations and if we do you will be informed as soon as possible.

7. LOST OR DAMAGED PROPERTY

Please remember to check your bedrooms before leaving to make sure you have not left anything behind. It is difficult to retrieve lost property. Passengers are responsible for ensuring that their luggage is loaded onto the coach. The driver is there to assist only. If the luggage is left behind, under no circumstances is it the responsibility of G-Line or Fylde DFAS. Any damage to suitcases during transit in the locker / boot of G-Line coaches is not the responsibility of G-Line or Fylde DFAS as long as reasonable care has been taken in loading / unloading.

8. WE RESERVE YOUR HOLIDAY

When you have ascertained that we have available space on this tour a deposit will be required from you. A confirmation invoice will be forwarded to you within 14 days of receipt of your deposit and the contract is made between us when you receive this confirmation.

9. YOUR HOLIDAY PRICE

The price of your holiday is not guaranteed and may be subject to surcharges which may include higher than inflation fuel increases and those resulting from government action, including additional bonding or licensing requirements and increases in VAT. In these cases we reserve the right to pass these amounts in full. The holiday price includes all coach travel, hotel accommodation and meals as specified in the holiday description and VAT at the current rate where applicable. Morning coffee, afternoon tea and other refreshments are not included unless otherwise stated.

10. IF WE CANCEL YOUR HOLIDAY

It is necessary for there to be a minimum number of passengers in order to operate this tour. If this minimum number is not achieved before the balance due date, the tour could be cancelled. In certain circumstances therefore, we may have to cancel your holiday and if this should occur we will return to you all the money you have paid. However, we will not cancel your holiday, immediately prior to the departure date unless you have not paid for your holiday in full. If we have to cancel your holiday at any time Fylde DFAS is liable only for any money you have paid to Fylde DFAS at the time of cancellation.

11. TRAVEL INSURANCE

It is the passenger's responsibility to arrange their own travel insurance.