

PASSENGER DETAILS

Carefully read all the booking conditions and insurance details, complete and sign the booking form, send it with the correct remittance or credit/debit card number to Mountain Beach at the address on page 3. A detailed summary of the insurance cover will be included with our confirmation booking.

Persons Travelling (please bracket together those sharing)

Title	Name	Age if under 18	Bikes your height	full susp	Willing to share	Resort

Date of departure

1 week	2 weeks	3 weeks	Preferred Airport

Address for correspondence

Address

Telephone/Contact No. E-mail address

Deposit

Declaration: I agree on behalf of all persons named on this booking form to accept the booking and insurance conditions which I have read and understood.

Signature Date

If under 18 a parent or guardian to sign here

I wish to pay by CHEQUE/CASH/CREDIT/DEBIT CARD (delete as required).

We make a charge of 1.5% to process credit cards. Debit cards free of charge.

(No.) Deposit £120 per person £

(No.) Deposit £80 per person (Scotland C2C & Hebrides) £

(No.) Deposit £30 per person (Weekend Breaks) £

TOTAL £

Credit/Debit card payments

I wish to pay the deposit and insurance premiums by CREDIT/DEBIT CARD and authorise you to debit my account with the relevant payments detailed.

CARD NUMBER

EXPIRY DATE SWITCH ISSUE NUMBER

* If the address for all correspondence is NOT the address where the card holder receives their monthly statement, please supply name and address of card holder.

Signature Name

Address

The quickest and easiest way to book is to telephone Mountain Beach Mountain Biking on 0115 921 5065. We can give you more details about the holiday and the centres and discuss bike models and sizes. We will then check availability. Fill in the booking form with your chosen method of payment for the deposit and insurance premium (or full payment plus insurance premium within 8 weeks of departure) and send it to Mountain Beach at the address on page 3. Cheques should be payable to Mountain Beach. Confirmation of booking along with what to bring, will be forwarded to you. When we are booking flight seats for you with an ATOL holder it may be necessary in order to secure the flight to pay the deposit or full balance of the flight over the phone using a credit/debit card. NB. Bookings may be made over the phone with a credit/debit card (a charge of 1.5% will be made to process credit cards). Always ensure you have carefully read the booking insurance and conditions.

Superior travel insurance available to clients of Mountain Beach

Trip Travel

This insurance policy covers single trips up to 93 days in duration, ideal for holidays and vacations, weekend breaks, cruises, coach tours, camping trips or business travel and business trips.

Long Stay

This policy will cover you for longer periods of stay - starting from 3 months up to 18 months. This policy is ideal if you spend long periods of the year outside the country of issue.

Year Round

Covers more than one trip per year, provided that the total duration of the trip does not exceed 183 days. Ideal if you want to travel frequently, or if you take more than one vacation per holiday year.

for great cover at great prices, please quote ref MBO4 when contacting:

www.citybond.co.uk tel: 0870 460 8949

citybond house, 190 Elmers Road, Beckenham, Kent BR3 4SY

Booking Conditions

1. Mountain Beach will organise all the ground arrangement, accommodation, transfer, mountain bike activities and you will receive an invoice from us detailing this information. Flight seats are booked through an ATOL holder for whom we act as agents and flight bookings are subject to their booking conditions.

2. Making your booking. To make your booking you must complete our booking form. This must be signed by the first named client (who must be at least 18 years of age) on behalf of all persons named on the booking form confirming your acceptance of these booking conditions. The first named client will be responsible for all payments due in respect of the arrangements purchased. The booking term must then be forwarded to us together with a deposit of £120 per person (unless booking 8 weeks or less before departure in which case full payment must be made at the time of the booking). In addition it is essential you take out appropriate insurance cover at the time of booking. Once we have received your booking form and all appropriate payments, we will, subject to availability, confirm your holiday by issuing a booking confirmation/invoice. This confirmation/invoice will be sent to you. Please check this confirmation/invoice carefully as soon as you receive it and raise any queries immediately.

3. Your contract. A binding contract between us comes into existence when we despatch our confirmation/invoice to you. This contract and all matters arising out of it are governed by English law. In the unlikely event of any dispute between us, we both agree this will be dealt with by the courts in England and Wales.

4. Payment. As mentioned above, a deposit of £120 per person must be paid before we confirm your holiday. For bookings made 8 weeks or less before departure, full payment is required at the time of booking. The balance of the holiday price must be received by us not less than 8 weeks prior to departure. After we have dispatched our confirmation/invoice no further reminders will be sent. If payment is not received in full and on time, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause 8 below will be payable. You may pay by cheque (UK bank or building society), sterling bankers draft, Eurocheque or by credit/debit card (a charge of 1.5% will be made to process credit cards), cash (sterling). If any cheque is dishonoured, we reserve the right to charge £15 to cover our administration costs.

5. Insurance. The company requires that all clients are adequately covered by holiday and travel insurance. We have arranged an inclusive Activity Holiday Insurance which specifically covers mountain biking and the terms and conditions are outlined below. If you wish to purchase a different policy it must offer at least the same level of cover including 24 hours emergency medical and repatriation assistance and Legal Expenses cover

6. The cost of your travel arrangements. We reserve the right to increase or decrease the prices of unsold arrangements at any time before your booking is confirmed. You will be given the correct current price of your chosen arrangements at the time of booking. Once your booking has been confirmed, we will only increase the price if we are forced to do so as a result of increases in transportation costs (including the cost of fuel) or in dues, taxes (e.g. VAT) or other fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports or if the exchange rates used in calculating the cost of your package fluctuates. Even in this case however, we will absorb an amount equivalent to 2% of the total price excluding insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged. If this means paying a surcharge of more than 10% of the original price, you will be entitled to cancel your booking and receive a full refund of all monies paid to us except for insurance premiums and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days of the issue date printed on the surcharge invoice. Any surcharge is payable with the balance of the cost of your holiday or by the date specified on the surcharge invoice whichever is the latter. No surcharge will be levied less than 8 weeks before departure. We regret that no refunds can be made in the event of favourable exchange rate fluctuations or any decrease in costs.

7. Changes by you. Should you wish to make any changes to your arrangements after they have been confirmed, you must advise us in writing. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Where we can the following administration charges will apply. Change of outward and/or return date of holiday - treated as cancellation and rebooking - cancellation charges as set out in clause 8 apply.

Name change - (ferry/driver)	- £5 per name plus new insurance.
Name change - fly	- Charges imposed by airline/flight provider plus new insurance.
Any other flight changes (including airport)	- Charges imposed by airline/flight provider plus £10 per name.
Any other ferry changes	- charges imposed by ferry company plus £10 per name.
All other changes	- £10 amendment plus any charges imposed by any supplier.

If you are prevented from travelling, you may be able to transfer your place to someone else (introduced by you) providing you notify us not less than two weeks before departure. You will not, however, be able to do so if there is a waiting list for places in which case the available place must be offered to the next person on the list. Where you are able to transfer your place to a person of your choice, the above charges must be paid before the transfer can be effected.

8. Cancellation by you. All cancellations by a client should be confirmed in writing to The Company and sent by Recorded Delivery. If the client cancels, the deposit and insurance premium is forfeited unless for reasons of illness etc., when the deposit may be recoverable from the Insurance Company subject to the conditions of the policy. In the event of a cancellation of the booking by a client within 8 weeks of the departure date the client will remain liable to pay the company the following sums.

The period before departure will be determined by the day the WRITTEN cancellation is received by The Company. Cancellation charge as % of total price: 56-43 days 50%, 42-29 days 60%, 28 to 15 days 70%, 14-1 days 100%.

9. Changes by us. Our holidays are planned months in advance. It is therefore sometimes unfortunately necessary to make alterations to the brochure and other details both before and after bookings have been confirmed. We reserve the right in our absolute discretion to do so. Most changes will be minor ones. Very occasionally, it may be necessary to make a significant change. A significant change is one made before departing involving a change of your departure or return time of more than 12 hours, of your departure point (except as between Gatwick and Heathrow) to one which is more inconvenient to you, a change of accommodation to that of a lower category or a standard for the whole or a significant part of your holiday, a change of accommodation area for the whole or significant part of your holiday or the withdrawal of a significant number of our advertised activities for the whole or a significant part of your holiday. All other changes are treated as 'minor' changes. If it is necessary to make a significant change before departure, we will advise you as soon as is practicable. We will then offer you the choice of:-

a) accepting the changed arrangements notified to you or
b) purchasing an alternative holiday, of a comparable standard if available (if the holiday is less expensive than the original one, we will refund the difference, if it is more expensive, you will have to pay the difference) or
c) cancelling your holiday and receiving a full and prompt refund of all monies paid to us.
If it is necessary to notify you of a significant change 8 weeks or less before departure, we will in addition pay you compensation as set out in the scale appearing below except when the change is made as a result of unusual and unforeseeable circumstances beyond our control, the consequence of which we could not of avoided even with all due care. For significant changes, any liability we have is limited to offering the above choices and the compensation payments (where applicable) set out below. No compensation is payable if we notify you of any change more than 8 weeks before departure. We cannot be responsible for any costs or expenses you may incur as a result of any change.

No compensation is payable for minor changes. Minor changes do not entitle you to cancel or change to

another holiday without paying the normal charges.

Period before departure a significant change or cancellation is notified to you compensation per person	More than 56 days	0
	56 - 29 days	£15
	28 - 14 days	£25
	13 - 7 days	£35
	less than 7 days	£45

10. Cancellation by us. Very occasionally, it may be necessary to cancel a confirmed holiday. We must reserve the right to do so. However, we will not cancel within 8 weeks of departure unless you have failed to make payment in full and on time or we are forced to do so as a result of circumstances outside our control. Where your holiday is cancelled other than due to your default in payment, we will offer you the choice of purchasing an alternative holiday of a comparable standard if available (if the holiday is less expensive than the original one, we will refund the difference, if it is more expensive, you will have to pay the difference) or receive a full and prompt refund of all monies you have paid to us. In addition, if we notify you of cancellation 8 weeks or less before departure, we will pay you compensation as set in clause 9 "changes by us" above, subject to the following exceptions. Compensation will not be payable (1) where we are forced to cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequence of which we could not have avoided even with all due care or (2) where an insufficient number of people book your chosen holiday and we notify you that we are cancelling for this reason not less than 4 weeks before departure. In all cases, our liability is limited to offering the above choices and the compensation payments (where applicable) set out in clause 9. No compensation is payable if we notify you of cancellation more than 8 weeks before departure. We cannot be responsible for any costs or expenses you may have as a result of cancellation. Very rarely, we may be forced to curtail your holiday after the date of departure where circumstances amounting to "force majeure" as described in clause 11 below occur. In this very unusual situation, we regret we cannot make any refunds (except where refunds are obtained from any supplier), meet any costs or expenses you may incur as a result or pay any compensation.

11. Force Majeure. We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason of circumstance amounting to "force majeure". In these booking conditions, "force majeure" means any event which the supplier of service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

12. Our liability to you. We accept responsibility for ensuring that all parts of our contract with you are properly performed except where any failure to perform or improper performance was due to:- your own acts and/or omissions or those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or an event which either ourselves or the supplier of the services in question could not have foreseen or forestalled even with all due care.

In all cases except where personal injury, illness, death, loss and/or damage to and/or of luggage or personal possessions (including money) results or a lower limitation applies, our maximum liability is however limited to twice the price (excluding insurance premiums and amendments charges) paid by the person(s) affected in total. In the case of loss and/or damage to and/or of luggage or personal possessions (including money), our liability is limited to £25 per person as you are assumed to have taken out adequate insurance at the time of booking. Further, so far as air, sea, road and rail carriers and hotel keepers are concerned, our liabilities are in all cases limited as if we were carriers/hotel keepers within the appropriate international conventions. It is however a condition of our acceptance of liability that you notify us of any claim in accordance with clause 13 "complaints". Where any payment is made to you or any member of your party that a person must assign to ourselves or our insurers any rights they may have to pursue any third party. You must also provide ourselves and our insurers with all assistance required.

13. Complaints. In the unlikely event that you have reason to complain whilst away, you must immediately notify our representatives and the supplier of the service(s) in question who will endeavour to assist. If you are still not satisfied on your return home, you must write to us with full details of your complaint within 28 days of the end of your holiday. We regret we cannot accept liability in relation to any claim or complaint which is not notified entirely in accordance with this clause.

14. Conditions of suppliers. Please note that all services are provided subject to the conditions of the relevant supplier. Some of these conditions may limit or exclude the supplier's liability to you, usually in accordance with the appropriate international conventions. Copies of the conditions which affect you are available on request.

15. Flights. You will have a separate contract for the flight element of your holiday. This will usually be with Satellite Travel ATOL 0488. The ATOL will ensure the cost of your flights will be refunded or you will be repatriated in the event of the flights not being provided due to insolvency. You may be asked to sign an additional booking form in respect of the flight element of your holiday. Any monies you pay us for the flight part of a booking will be held on behalf of the flight agent concerned. When flight timings are given on booking, these are for general guidance only and are subject to change. Latest timings will usually be shown on your confirmation/invoice but the actual flight times will be those shown on your tickets which will be dispatched to you approximately 10 days before departure. You must accordingly check your tickets very carefully to ensure you have the correct flight times. We are not always in a position to confirm the airline(s), aircraft type(s), and airport(s) of destination which will be used in connection with any flight you purchase from us. Where this information is provided at the time of booking, or subsequently, it is subject to change. Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges.

16. Special Requests. If you have any special request, please clearly note it on your booking form. Although we will endeavour to pass any such requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. If you have any medical problem or disability which may affect your holiday, you must advise us in writing at the time of booking giving full details. If we feel unable to accommodate your particular needs, we must reserve the right to decline/cancel your booking.

17. Delay. We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned, may, however, provide refreshments etc.

18. Behaviour. When you book a holiday with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be made at the time to ourselves or the third party concerned. If you fail to do so, you must indemnify us against any claims (including legal costs) subsequently made against us as a result of your actions. We expect all clients to have consideration for other people. If in our opinion or in the opinion of any other person in authority you or any member of your party behave in such a way as to cause or to be likely to cause distress, danger or annoyance to any third party or damage to property, we reserve the right to terminate the holiday of the person concerned without notice. In this situation, our responsibilities towards that person (including any return transport arrangements) will immediately cease and we will not be responsible for meeting any costs or expenses they may incur as a result. We will not make any refunds or pay any compensation.

19. Passports, visa and health requirements. It is entirely your responsibility to be in possession of a valid 10 year passport and any necessary visas. There can sometimes be long delays in obtaining passports and visas so make sure you apply in time. Please telephone Mountain Beach if advice is required. At the time of writing no inoculations or vaccinations were needed to enter Greece, Portugal, Canada, New Zealand. However, it is always wise to consult your doctor for the latest information regarding Costa Rica, Brazil, Chile & Argentina.

20. Accommodation occupancy. Only the clients confirmed on the Holiday invoice may stay in accommodation provided by The Company. Sharing or sub-letting without permission from The Company is not allowed



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