

Bolero Holidays Booking Form

1 Party Leader (to whom all correspondence will be sent)	
Name:	
Address:	
	Postcode:
Tel :	Mobile:
Email:	

2 Accommodation	
<input type="checkbox"/> Mobile Home	<input type="checkbox"/> Caravan

3 Reservation Period	
Arrival Date:	Day:
Departure Date:	Day:

4 Arrival / Departure Type		
<input type="checkbox"/> Flight	<input type="checkbox"/> Car	<input type="checkbox"/> Train

4a Flight Arrival	Flight Departure
Airline:	Airline:
Depart Airport:	Depart Airport:
Arrival Airport:	Flight No:
Flight No:	CHECK IN time:
Arrival Time:	Depart time:
Transfer to Union Lido? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not known yet(I will inform office later if required)	Transfer to airport? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not known yet (I will inform office later if required)

4b Train Arrival	Train Departure
Expected arrival time at Mestre Station:	Departure time from Mestre Station:
Transfer to Union Lido? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not known yet (I will inform office later if required)	Transfer to station? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not known yet(I will inform office later if required)

4c Car	
Make:	Model:
Registration No:	Arrival Time:

5 All persons travelling (inc Party Leader)			
Title:	First Name	Surname	Date of Birth

5a Correspondence
Please send my booking confirmation to the Party Leader by:
<input type="checkbox"/> Email
<input type="checkbox"/> Post

6 Deposits & Insurance	
<input type="checkbox"/> I enclose £..... deposit @ £120 per accommodation	
<input type="checkbox"/> I enclose £15 damage waiver per accommodation (see below)	
<input type="checkbox"/> Cheque. Please make all cheques payable to "Bolero Holidays"	
<input type="checkbox"/> I will contact the office to pay my deposit by card (within 5 days of posting this form). For security reasons please telephone our office with details of credit/debit cards. Due to bank charges we will impose a 2% surcharge on credit card payments. Debit cards are exempt from surcharges.	
<input type="checkbox"/> I have arranged my own insurance and understand that it is my responsibility to ensure that adequate cover is in place before I travel. Insurance Company Name: Policy Number:	
<input type="checkbox"/> I have NOT arranged my own insurance yet, but I will inform the Bolero office with my insurance details once confirmed.	
Damage Waiver is non-refundable at £15 per accommodation. This exempts you from a breakages deposit of £150 on arrival to cover the cost of any accidental damage to accommodation / equipment.	
TOTAL ENCLOSED:	

7 Optional Extras	
<input type="checkbox"/> Double Linen Set (£16 per set) Please indicate how many required:	<input type="checkbox"/> Number of Men / Ladies Sports Bikes
<input type="checkbox"/> Single Linen Set (£10 per set) Please indicate how many required:	<input type="checkbox"/> Number of Ladies City Bikes
<input type="checkbox"/> Cot (£5 per week)	<input type="checkbox"/> High Chair (£5 per week)

8 Medical Conditions / Special Requirements
If you have any medical conditions or disability that may affect you or any member of your party's accommodation requirements, you must tick this box and give details on a separate sheet. <input type="checkbox"/>

9 Special Requests
Use this space for any requests e.g. if you are holidaying with another family and would like adjacent accommodation, please let us know and we will do our best to help you. Please note that whilst we will do everything to comply with your requests sometimes it may not be possible and we therefore cannot guarantee this service.

10 Final Declaration	
I agree on behalf of all the persons hereon to accept the booking conditions (which I have read) overleaf and that to the best of my knowledge and belief, no circumstances exist which may cause this holiday to be cancelled, and I/we agree to pay the balance of our holiday not later than 8 weeks prior to arrival.	
Signature.....	Date.....

Bolero Holidays
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 Stokesley • TS9 5JZ • United Kingdom
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 Fax: +44 (0)1642 714000
 E-mail: info@boleroholidays.co.uk
 Website: www.boleroholidays.co.uk

Terms & Conditions

Making a Booking

Once you have made a provisional booking you should pay a deposit of £120 within 7 days and also return to us a completed booking form. You will then be sent an invoice at which stage a contract will exist between you and Bolero Holidays. Your final balance should be received no later than 8 weeks before the start of your holiday. If payment is not received by this time Bolero Holidays reserves the right to cancel the holiday. In this case the normal cancellation charges will apply. Bookings made less than 8 weeks before departure should be paid in full at the time of booking. For last minute bookings we may insist on payment by credit or debit card. On receipt of your full balance we will send you a final confirmation and an accommodation voucher. The party leader is responsible for making all payments on behalf of the other party members. All units of accommodation must be occupied by a legally responsible adult. Union Lido is not suitable for groups of young single people and we will not accept such bookings. If you are in any doubt about this you should tell us at the time of booking about the composition of your party, otherwise you may be refused entrance to the holiday park. Only guests notified to Bolero Holidays will be admitted onto the park. We are not responsible for any loss of enjoyment or disruption to your holiday due to any information that you fail to disclose to us, at the time of booking. We reserve the right to refuse any booking or amendment to a booking for any reason.

Data Protection

In order to provide you with our services it is necessary to collect certain information about you and your party. These details can include the names and ages of party members, a postal and e-mail address, bank or credit card details, special health issues and any other information necessary for the successful completion of your holiday. We take strict measures to protect your personal data and we never pass on such data to any external agencies. When you request a service from us we have to pass on selected items of your personal data to the holiday park. Under the provision of the 1998 Data Protection Act you have the right to receive a copy of the information held about you by Bolero Holidays. You have the right to change that information. We may charge an administration fee for such services. If you no longer wish to remain on our database please inform us in writing.

Cancellation

If you wish to cancel your booking you must notify Bolero Holidays in writing. On the date that written notification is received the following cancellation charges apply, expressed as a percentage of the total holiday cost.

56-29 days before holiday date: 30%

28-15 days before holiday date: 60%

14-1 days before holiday date: 100%

We recommend that you take out travel insurance as most policies cover you for many of the instances where cancellation is necessary.

Changing your Booking

If you have to amend any details of your booking after it has been confirmed you should contact us as soon as possible. We will do our best to accommodate your request but we cannot guarantee this. Our amendment fees are £20 to changes notified to us over 8 weeks prior to the holiday date and £30 within 8 weeks of the holiday date or during your holiday. You will also be charged for any increased costs arising from the changes that you make to your accommodation booking e.g. upgrades. If you reduce the number of nights on the original booking or change to a lower grade of accommodation you will still be liable to pay for the whole holiday as booked. If you move your departure date by more than 7 days we will treat the original booking as cancelled with the appropriate cancellation charges applicable. If we cannot make your requested change and you do not wish to continue with your holiday then your booking will be deemed as cancelled with effect from the date that the change was requested and the normal cancellation charge will be levied.

Changes by Us

In the unlikely event of unforeseen circumstances causing Bolero Holidays to alter your holiday details, we will inform you as soon as possible. If this results in a major change to your holiday we will offer you a suitable alternative if available or, if this is not acceptable, offer you a full refund.

Our Responsibilities

At Bolero Holidays we have done our utmost to ensure that the contents of the 2010 brochure are correct at the time of going to print. We accept liability for those parts of the holiday arrangements which are under our direct control except where any damage, loss of enjoyment or expense caused to you is from circumstances of 'force majeure', your actions or any third party not under the control of Bolero Holidays. We do not accept liability for any event beyond the control of Bolero Holidays such as war, riots, adverse weather and other Acts of God or similar events.

Arrival & Departure

You should aim to arrive between 16.00 hours and 21.00 hours. If you arrive before 16.00 hours please contact our campsite representative but we cannot guarantee that your accommodation will be ready. For arrivals after 21.00 hours it will be necessary for us to charge £20 per unit of accommodation. It is necessary for you to advise us of your expected arrival time. Please note that Union Lido is closed to vehicular traffic between the hours of 13.00 and 15.00 hours and 23.00 and 07.00 hours. If you arrive within these times, it will be necessary to leave your car in the perimeter parking area. If you fail to arrive on the day specified on your invoice you should inform us of your new arrival time, if you do not do this we reserve the right to treat the booking as cancelled.

On your day of departure you should vacate your accommodation by 10.00 hours and leave the park before 13.00 (if you remain on the park after 13.00 you will be charged directly by Union Lido). We reserve the right to enter the accommodation from 10.00 hours in order to prepare for the next guests. If you have not paid the Damage Waiver you will have to arrange for our representative to inspect your accommodation in order to return your damage deposit to you.

Your Accommodation

On booking you agree to accept the accommodation allocated to you, irrespective of any special requests notified to Bolero Holidays at the time of booking. Special requests will be noted by Bolero Holidays but can never be guaranteed. If you are not happy with the condition of cleanliness of your accommodation you should report this to our campsite representative as soon as possible.

It is your responsibility to look after your accommodation and equipment during your holiday. You will be liable for any non-accidental damage that you or your party cause to your accommodation or equipment. If you pay the £15 Damage Waiver you will be covered for any accidental damage that you or your party cause to your accommodation or equipment. Please leave your accommodation and equipment in a clean and satisfactory condition. Mobile homes are for up to a maximum of 6 persons. Caravans are for up to a maximum of 4 persons, with an extra bed in the caravan awning being charged at £4 per person per night. All items and belongings owned, borrowed or rented by you or other members of your party must be kept within the confines of your accommodation.

All accommodation is non smoking.

Union Lido

Bolero Holidays has no control over the running of the park. Whilst great care has been taken to ensure the accuracy of descriptions, Union Lido may change or withdraw facilities at its own discretion. You and your party must obey the rules and regulations of Union Lido. You are also expected to show consideration to other guests. If you or any members of your party act in a manner that causes danger or annoyance to other people we, or the resort management, reserve the right to ask your party to leave the park. In these circumstances Bolero Holidays will give no refunds. The park makes charges for certain sports and the park insists that you wear swimming hats in all pool areas. At all times, you are responsible for supervising any of your party members under 21. Unless your child is partaking in a supervised event such as Kids Club, you are responsible for making sure they are present and safe at all times especially in children's play areas, licensed areas, pool complexes and any on-site facilities. When children are being supervised during activities, it is important to remember to collect children at the appointed finishing time. If you or one of your party have an infectious disease you may be asked to leave the park. Pets are not allowed at Union Lido.

Prices

Prices in this brochure have been calculated at the current rate of exchange at 10th October 2009. We reserve the right to increase the holiday cost should the rate of exchange vary. We guarantee that this will not be more than 10% of your holiday cost and we also guarantee that this surcharge will only be applied if absolutely necessary.

Travel Documents

It is your responsibility to be in possession of all necessary travel or health documents. All British citizens require a full valid passport and we advise you to carry the EHIC card which provides reciprocal health care within the EU. On arrival at Union Lido you will be asked to hand in your passport to the main reception and you will be given site passes for all of your party. If required you can ask for the return of your passport at any time. Normally your passport will be returned to you on your departure day.

If You Have a Problem

We do our best to give you a successful and enjoyable holiday but even the best laid plans can go wrong. If you have a complaint it must be reported to the campsite manager as soon as possible so that steps can be taken to resolve the matter. If the complaint cannot be resolved a Client Complaint Record Form is available from the campsite manager and this must be completed before your return to the UK. Please follow this up within seven days of your arrival home by writing to us at the UK office, clearly stating your invoice number and enclosing a copy of the Client Complaint Record Form. We will not consider any claims received outside this period.