



# Bolero Holidays Booking Form

Please complete one form for each accommodation

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

2 Accommodation		
<input type="checkbox"/> 2 Bed Murano	<input type="checkbox"/> 3 Bed Venezia	<input type="checkbox"/> 3 Bed Torcello

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

4 Arrival / Departure Type		
<input type="checkbox"/> Flight	<input type="checkbox"/> Car	<input type="checkbox"/> Other (Please Specify)

5a Outward Flight Details				
Airline:	Arrival Airport:	Arrival Time:	Taxi / Public Transport? <input type="checkbox"/> Taxi <input type="checkbox"/> Public <input type="checkbox"/> TBC	

5b Return Flight Details				
Airline:	Departure Airport:	Departure Time:	Taxi / Public Transport? <input type="checkbox"/> Taxi <input type="checkbox"/> Public <input type="checkbox"/> TBC	

6 Car			
Make:	Model:	Registration No:	Approximate Arrival Time:

7 All persons travelling (inc Party Leader)				
Title	First Name	Surname	Male / Female	Date of Birth

8 Optional Extras - Please indicate quantity required in boxes				
<input type="checkbox"/> Double Linen Set (£19 per set)	<input type="checkbox"/> Single Linen Set (£13 per set)	<input type="checkbox"/> Beach Towel Set (£8 for two)	<input type="checkbox"/> High Chair (£1 per night)	<input type="checkbox"/> Cot (£1.50 per night)

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.	

10 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"/>	

11 Insurance Confirmation	
<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.	

12 Deposits & Payments	
<input type="checkbox"/> I enclose my deposit of £120 or <input type="checkbox"/> I enclose my full holiday payment of £..... (All cheques are made payable to 'Bolero Holidays')	
<input type="checkbox"/> I will telephone the office within 5 days of completing this form to pay my deposit or full holiday payment by valid credit or debit card. <small>(All credit card transactions incur a 2% surcharge, debit cards carry no surcharge)</small>	
£.....Total Amount Enclosed (All cheques are made payable to 'Bolero Holidays')	

13 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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E-mail: info@boleroholidays.com

Website: www.boleroholidays.com | .dk | .de | .it | .nl

# Terms & Conditions 2015

To book via our online reservation system, please visit: [www.bolero holidays.com](http://www.bolero holidays.com)

## 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 a holiday confirmation 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. (See Cancellation section below)

Bookings made less than 8 weeks before departure are to 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 approximately 4 weeks before you depart for Italy, we will send you 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 entry 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 amend 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 2015 brochure & website 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 at the Union Lido park between the approximate hours of 16.00 - 21.00. If you arrive before 16.00 hours please report to our Bolero site manager at the Bolero reception. We cannot guarantee that your accommodation will be ready, however we will do our utmost to prepare your accommodation as soon as possible. To help with our planning, it is necessary for you to advise us of your expected arrival time and if you experience any delays. 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 at the entrance to Union Lido. If you fail to arrive on the day specified on your Bolero holiday confirmation you should inform us of your new arrival day & time as soon as possible. If you do not do this we reserve the right to treat the booking as cancelled. No arrivals will be accepted after 23:00 hours. On your day of departure you should vacate your accommodation between 07.00 - 10.00 hours and leave the park before 13.00. If you remain on the park after 13.00 you may be charged directly by Union Lido unless you are leaving by taxi or public transport. We reserve the right to enter and clear the accommodation from 10.00 hours in order to prepare for the next guests.

\* Arrivals after 21.00 must be pre-authorized with the UK office.

\*\* A compulsory early departure cleaning charge of £30 / €30 will be applied to all check-outs before 07.00.

## 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 or cleanliness of your accommodation you should report this to our Bolero site manager as soon as possible. It is your responsibility to look after your accommodation and equipment during your holiday. You will be liable for any damage that you or your party cause to your accommodation or equipment. Our mobile homes are prepared prior to your arrival, and on arrival, you are required to pay £100 / €100 cleaning and breakages deposit during check-in. The deposit will be returned at the end of your holiday provided you have left your mobile home in a clean and tidy condition and no intentional damage has occurred to the mobile home or equipment when inspected by our on-site staff. If you do not clean or tidy your accommodation, we will deduct £30 / €30 of the deposit to clean your accommodation. If required, cleaning products are available free from the Bolero reception office. Any damage that has occurred to the accommodation will be assessed and charged accordingly. All accommodation is non smoking and if there is any evidence that any member of your party has smoked in the mobile home, we will automatically charge £30 / €30 for cleaning it.

## 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 site management reserve the right to ask your party to leave the park. In these circumstances Bolero Holidays will give no refunds. The park charges for certain sports. At all times, you are responsible for supervising any of your party members under the age of 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 1st October 2014. 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.

Our prices do not include the local tourist tax which is payable direct to Union Lido on your check-out. The exact cost will be confirmed by Union Lido by the end of April 2015 (2014 price was €0.40 per person per night).

## Travel Documents

It is your responsibility to be in possession of all necessary travel / health / insurance documents. All British citizens require a full valid passport and we advise you to carry a current and valid EHIC card which provides reciprocal health care within the EU. On arrival at Union Lido you will be asked to hand in your passport(s) 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 you collect your passport on your departure day as you are leaving, from the Union Lido departure office.

## If You Have a Problem

We do our best to give you a successful and enjoyable holiday but even the best laid plans can sometimes go wrong. If you have a complaint it must be reported to the Bolero site 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 Bolero site 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 complaints received outside this period.