

Please complete booking form and send with your deposit to: Hike Pyrenees Ltd, 97 Sylvia Avenue, Pinner, HA5

Contact Details

Title Mr/Mrs/Miss/Ms/Other..... Telephone

Name Email

Address

..... Postcode

Holidays Details

Date of holiday No. of people

Which holiday are you booking?

- Lakes & Valleys
 Discover Ordesa
 Peaks & Passes
 Refugio Week
 Independent Walking
 + transport option
 Learn Spanish
 Activity Week with :
 3 Activities
 5 Activities

Details of all participants:

	Title	Full Name	Date of Birth	Dietary Requirements, Allergies and/or Medical Conditions
1				
2				
3				
4				

Please tell us about any medical conditions, allergies and medicines regularly taken including asthma, diabetes, heart conditions, food allergies and allergies to aspirin, penicillin or other drugs.

Deposit

To secure your booking a deposit of £75 per person is required.

Outstanding balances are due 6 weeks before departure - we will contact you at this time to collect payment.

Cost of holiday:

Holiday £

Single supplement £

Total cost £

Deposit enclosed £

Outstanding balance £

I would like to pay my deposit by:

- Enclosing a cheque made payable to Hike Pyrenees Ltd
 Making an internet bank transfer.
 Please email Hike Pyrenees account details.
 By credit/debit card via PayPal. We will email you our PayPal details. Please note there is a 4% surcharge on credit/debit card payments to cover bank charges.

I have read and understand the booking conditions listed overleaf in 'Our Agreement with You' and confirm that all participants will have adequate insurance cover while on their Hike Pyrenees holiday.

Signed Date

We are Hike Pyrenees Limited, Company Number 06452828, having its Registered Office address at: 97 Sylvia Avenue, Pinner, Middlesex HA5 4QN and this section entitled 'Our Agreement with You' sets out what you are legally entitled to expect from us when you book a holiday with us.

Insurance

It is a condition of your booking with us that you and all other members of your party are adequately insured for all of the activities that they will be undertaking and any person who is under 18 years old is accompanied by an adult. We will ask for details of your insurance prior to departure.

The E111 form has been replaced by the European Health Insurance Card (EHIC). We advise all customers to obtain an EHIC before travelling (this is not a substitute for travel insurance).

Health and fitness

Our holidays are active and customers should have the appropriate level of fitness. If you are pregnant, we advise you to seek the advice of your doctor before booking with us. For your own safety, you must advise us of any health conditions, allergies and regularly taken medicines such as asthma, diabetes, pregnancy, food allergies, allergies to aspirin, penicillin, etc.

Paying for your holiday

A non-refundable deposit of £75 per person is required; when we have received this we will confirm your booking. The balance is due 6 weeks before departure and we will contact you at that time. If you book less than 6 weeks before departure, you will pay for the entire amount at the time of booking. No binding contract is made between Hike Pyrenees Ltd and the persons booking the holiday until the booking has been confirmed in writing by Hike Pyrenees Ltd.

You can make payments by internet bank transfer or by a cheque made payable to 'Hike Pyrenees Ltd'. Credit Card payments can be accepted securely online via PayPal. We have to charge a 4% surcharge for credit or debit card payments to cover bank charges.

Cancellations

If you wish to change or cancel your holiday you must advise us immediately in writing to the Registered Office address or by email to info@hikepyrenees.co.uk. If you want to change any details of your booking (such as changing dates or changing an activity), we will do our best to help, however please be aware that we may not be able to accommodate your change

If you want to cancel all or part of your accommodation booking to cover the cost of processing your cancellation and to compensate us for any other costs we have incurred, we make a cancellation charge dependent on when we receive your cancellation notice as shown on the scale below. The person who made the booking is responsible for paying this charge.

Period before departure written notice of cancellation received	Cancellation charge
22 days or more	Loss of deposit
21 days or less	50% of total booking price

Dietary Requirements

We can cater for vegetarians, vegans and coeliacs but require at least 7 days prior notice. Please notify us of any dietary requirements at the time of booking.

Alterations

All prices that we advertise in our brochure and on our website are accurate at the date published but we reserve the right to change our prices at any time. We will be able to tell you the up-to-date price of your chosen accommodation advertised by us before confirming your booking.

All holidays and holiday activities that we advertise are accurate at the date published in our brochures and on our website, but we reserve the right to make alterations to the itineraries for reasons beyond our reasonable control such as bad weather, or failure by any of our third party suppliers.

Customer conduct

We and our suppliers reserve the right to terminate your participation in any activity if in our opinion or in the opinion of our supplier your behaviour is considered a danger to yourself or others or is threatening or abusive towards other guests or any member of our staff or our supplier's staff. In any of these circumstances you may be evicted from the accommodation and no refunds will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behaviour. Criminal proceedings may also be instigated. Reference to "you" or "your" includes for the purposes of this section the conduct also of any other person in your party.

Complaints

If you have cause for complaint about any service or accommodation, you must immediately notify the supplier of the service in question locally. If they are unable to resolve the problem immediately, and a member of our staff is not available, you should contact us straight away by telephone/email and we will endeavour to assist. If you are still not satisfied, you must write to our Registered Office within 28 days of your leaving the accommodation to allow your complaint to be investigated properly. Please write your booking reference on your letter, and include your daytime and evening telephone numbers. If you do not give us the opportunity to resolve any problem locally by reporting it to the accommodation supplier, then we may not be able to deal positively with any complaint that you make to us in writing.

Travel arrangements

It is not our responsibility to organise transport to and from the meeting point advised to you at the time of your booking. All transport or travel related bookings, expenses, insurance and other requirements in this respect are you and your parties responsibility.

Limitation of liability

(1) This section sets out the entire our financial liability (including any liability for the acts or omissions of our employees and subcontractors) to you and all members of your party in respect of: any breach of contract; any representation, statement or tortious act or omission (including negligence) arising under or in connection with your holiday.

(2) Nothing shall limit or exclude our liability for: death or personal injury resulting from our negligence; or for any damage or liability incurred by you as a result of our fraud or fraudulent misrepresentation; or for any liability incurred by you as a result of any breach by us of the condition as to title or the warranty as to quiet possession implied by section 2 of the Supply of Goods and Services Act 1982.

(3) Subject to paragraph (2) above, we shall not be liable for: any special, indirect, or consequential losses, costs, damages, charges or expenses. Our total liability in contract, tort (including if we have been negligent or are in breach of our statutory duty), or misrepresentation arising in connection with our performance, or contemplated performance under this contract shall be limited to the price paid by you for the services in question.

For the purposes of this paragraph the terms: "our" "we" or "us" shall be deemed to include us and our suppliers; and "you" or "your" shall be deemed to include you and those of your party.

Governing Law

This contract is made in England and if there is any dispute or claim arising out of or in connection with your holiday, such dispute or claim shall be dealt with under English law, in an English court.