



**WINDMILL TOURS LIMITED**

**NORFOLK AT CHRISTMAS TIME  
WT2410**

**Wednesday 4<sup>th</sup> – Friday 6<sup>th</sup> December 2024  
£385 SRS: £54**

**Rebate for Windmill Tours Club members £5  
See Website for details**

Lead passenger's Full Name		Second guest's Name	
Address including postcode		Guest 2 address (if different to opposite)	
Phone number		Phone number	
Mobile phone number		Mobile phone number	
Email Address			
Date of birth		Date of birth	
National Trust Member?		National Trust Member?	
Windmill Tours Travel Club Member?		Windmill Tours Travel Club Member?	
Type of room required?	Twin/Double/Single		

\*I/We enclose a cheque for the deposit of £50 per person - Total: £

\*I/We will pay deposit by BACS on confirmation

(Cheques will not be banked until we confirm the holiday will go ahead.)

I/We would prefer to sit in the \*front / middle / rear section of the coach

\*please delete as appropriate, however we cannot guarantee specific coach seats.

Balance for the holiday will be required by 25<sup>th</sup> October 2024. All confirmations will be by email unless SAE enclosed.

There is no insurance offered with this holiday, please ensure you hold your own travel insurance.

Please state if you have any mobility / dietary requirements or special requests to inform the coach company and/or hotel.

**I confirm I have read the terms and conditions and sign for my whole party \_\_\_\_\_**

Return form and deposit to: Windmill Tours, 26 Wilding Road, Ipswich, IP8 3SG or email to info@windmilltours.co.uk

## **Windmill Tours Limited**

### **Holiday booking terms and conditions / Fair Trading Agreement**

#### **1. You pay a Deposit**

When you make your booking you are accepting our terms and conditions on behalf of all your party and pay a deposit of £50.00 per person on all United Kingdom Coach Holidays or short breaks and £100.00 per person on all Ireland and Continental Holidays.

#### **2. You pay the Balance**

The balance of the cost must be paid by the stated date on confirmation which is usually six weeks before your holiday for coach tours and ten weeks for air holidays. If you book within six (coach holidays) or ten weeks (air holidays) of departure, you must pay the full cost at the time of booking.

#### **3. If you cancel your Holiday**

Once your deposit has been accepted, this becomes non-refundable should you have to cancel your booking. We will do our best to reduce the liability on you should you have to cancel, but any costs we have incurred (ie flights etc) will have to be covered by you.

**Note:** The reason for your cancellation may be covered under the terms of your own travel insurance policy, in which case you may be able to reclaim these charges. We suggest that cancellation insurance is taken out as a matter of course.

#### **4. If you have a Complaint**

If you have a complaint during your holiday you **MUST** at the first opportunity inform our tour leader, coach driver or hotel reception if applicable, who will do their utmost to resolve the problem immediately.

#### **5. Conditions of Carriage**

When you travel on an aircraft, train or ship, the conditions of carriage of that carrier apply and are subject to National and International conditions which may limit or exclude liability. Windmill Tours Limited may at its discretion for reasons of access, expediency, capacity, emergency or bad weather vary the selection of ferries or tunnels to ensure that it can deliver its customers to their intended destination/itinerary.

#### **6. Other Terms**

Pets or animals are not permitted on any Windmill Tours Limited holidays. Guide dogs may be considered but must be agreed in writing at booking stage.

Windmill Tours Limited reserves the unconditional right to refuse a booking or terminate a client's holiday in the event of unreasonable conduct which in Windmill Tours' opinion is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your holiday by such a termination, Windmill Tours' responsibility for your holiday ceases thereupon. Full cancellation charges will apply and Windmill Tours Limited will be under no obligation for any refund, compensation or loss which you may incur.

You are responsible for ensuring that you are at the correct departure point at the correct time. We cannot be liable for any loss or expense resulting from late arrival at any departure point. Excursions are included in the price of most holidays and refunds cannot be made for passengers not wishing to go on these excursions. Admission fees to buildings, grounds etc. are where possible included in the price of the holiday unless otherwise stated in the advertising and adjustments will be made for National Trust, English Heritage etc membership where appropriate.

#### **7. Holiday Insurance**

It is a condition of your contract with Windmill Tours Limited that you must take out insurance to cover you in the event of illness, personal injury or death during the course of any holiday that takes you off the UK mainland. We also strongly recommend you take insurance cover for mainland UK holidays.

#### **8. Passport**

For all holidays that take you outside the British Isles you will require a full 10-year passport. In most cases your passport must be valid for six months from your return date home. For internal flights within the UK, photographic identification is required.

#### **9. Carriage of Wheelchairs and Electric Scooters**

Our policy is to be as inclusive as we can be for those with mobility needs. Depending on the mode of transport and storage capacity lightweight foldable wheelchairs should be no problem. Electric wheelchairs and scooters may be considered (on consultation with the coach company) providing they are lightweight and collapsible. Any passengers wishing to take wheelchairs should advise us prior to booking to check the suitability of the holiday. Passengers taking wheelchairs must be able to assemble/disassemble their own wheelchair.

#### **10. Transfer of booking**

Should you not be able to participate in the booked holiday, any transfer to another person must be authorised by Windmill Tours Limited in advance. Any additional charges relating to the transfer (eg flight changes) must be borne by the customer.

## **OUR PROMISE TO YOU**

### **1. We reserve your Holiday**

When we have confirmed that the holiday is going ahead and we have banked your deposit a balance invoice will be sent by email or post. This will give the due date for the balance.

### **2. Your holiday Price**

The price of your holiday is guaranteed and will not be subject to any surcharges except for those resulting from fuel, government action (including additional bonding or licensing requirements) and VAT. In such cases, Windmill Tours Limited will absorb increases up to 2% and reserves the right to pass on increases above that level.

In the event of our designated hotel rooming allocation being fully booked, we reserve the right to pass on any increase in price or surcharge imposed for obtaining additional rooming or for passengers using twin/double rooms for sole occupancy.

Holiday prices include 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 specified in the holiday itinerary. Some hotels may make a small additional charge for tea or coffee served after dinner. Gratuities to the hotel staff and driver/tour guide are discretionary.

### **3. If we change your Holiday**

The holidays we organise are arranged many months in advance and changes are sometimes unavoidable. Most of these changes will be minor, however, a significant change would be a new departure date, change of hotel or a revised itinerary that omits any promised destination. In the event of a significant change you may decide to:

- a) Continue with the holiday as amended
- c) Cancel the booking with full refund of deposit.

### **4. If we cancel your Holiday**

We need a minimum number of passengers to operate a tour. It is our policy not to bank deposits until we have a viable holiday. At which point we will be in touch with the balance payment details.

If we have to cancel your holiday at any time after your deposit has been banked, Windmill Tours Limited is liable only for any money you may have paid to Windmill Tours at the time of cancellation.

### **5. Our responsibility to You**

We are responsible for ensuring that all component parts of your holiday as described in the advertising are supplied to a reasonable standard and this includes optional excursions purchased through our employees or agents.

- a) Please remember that some amenities (e.g. hotel lifts, swimming pools etc.) require servicing and cleaning and therefore may not be available at all times. Some services may be affected by weather conditions and their availability is entirely at the discretion of the provider of the service. Entertainment (particularly live entertainment) provided by hotels is frequently subject to demand and its nature and/or frequency may be varied.
- b) Some excursion itineraries include the use of ferries and other forms of transport which can be affected by inclement weather and may have to be cancelled or rearranged. Where possible, suitable alternatives will be offered.

### **6. Personal Injury**

(Whilst participating in arrangements made by us)

Windmill Tours Limited has taken all reasonable and proper steps to ensure that proper arrangements have been made for all holidays which are advertised, including optional excursions offered by our employees, and that the suppliers of all the services are efficient, safe and reputable and that they comply with the local and national laws and regulations of the country in which they provide those services.

Windmill Tours Limited holds public liability insurance.

### **7. Personal Injury**

(Unconnected with arrangements made by us)

Where appropriate, and subject to our reasonable discretion, we will afford general assistance to clients who, through misadventure, suffer illness, personal injury or death whilst travelling on a Windmill Tours holiday, arising out of an activity which does not form part of the advertised itinerary, nor part of an excursion offered through the Company and which is the responsibility of a third party.

### **8. Passenger protection Scheme**

In accordance with "The Package Travel Package Tours Regulations 1992" all passengers booking with Windmill Tours Limited are fully protected for the initial deposit and subsequently the balance of all money paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Windmill Tours Limited.

### **9. Data Protection**

We need to use the information you provide, such as name, address and any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security arrangements are in place to protect your information, although we are obviously obliged to pass the information on to the relevant suppliers of your travel arrangements such as airlines, transport companies and hotels etc. We assume, although cannot guarantee that these suppliers are as secure and Windmill Tours Limited cannot take responsibility for their security systems.