

**Retreat to Iona**  
**led by The Revd. Dr Rob Marshall**  
**25 - 29 September, 2017**

**TOUR REF:**  
**MARS7IONA**

**PASSENGER DETAILS**

Title (Mr/Mrs/Miss)	First Name	Surname	Date of Birth
Lead Passenger			

**LEAD PASSENGER DETAILS** (All correspondence is sent to lead passenger)

Address: \_\_\_\_\_  
 \_\_\_\_\_ Post Code: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Tel: (day) \_\_\_\_\_ Tel: (eve) \_\_\_\_\_ Tel: (Mobile) \_\_\_\_\_

(Please tick box) I have read and agree to the booking conditions and Insurance conditions on behalf of all the travellers that are named above. And at the time of booking no circumstances and known which are likely to lead to cancellation or the curtailment of the pilgrimage by any person. I would like all correspondence to be sent to my address.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**ACCOMMODATION ( Please tick appropriate boxes)**

- Twin / Double Bed Room
- Shared Twin Room
- Single Room (Incurs a supplementary cost)
- 4 Dinner Supplement (recommended - £94)

**SENIOR RAILCARD HOLDER**

Yes, I am a holder of a Senior Railcard (please tick box)

**REMARKS / SPECIAL DIET / ETC.**

**TOUR PAYMENT**

Deposit (per person)  @ £ 100 = £

Please make cheques payable to: **"Lightline Pilgrimages Ltd"** Total Enclosed = £

Please send the completed booking form together with your cheque to:

**LIGHTLINE PILGRIMAGES LTD**  
**Unit 10, Coopersale Hall Farm,**  
**Fluxs Lane, Epping,**  
**CM16 7PE**

**Tel: 01992 576065      E-mail: info@livingthegospel.co.uk**

**Credit Card Payments**

Please note there is a 2.5% charge on all credit card payments. There is no charge for debit cards.



# Booking Conditions

Please make time to read both sides of these conditions



## For Your Protection

When you buy a Lightline Pilgrimages Ltd - *Living the Gospel* holiday/pilgrimage package you will receive a Confirmation Invoice from us confirming your arrangements and your protection under our ABTOT policy. Living the Gospel is a trading name of Lightline Pilgrimages Ltd.

All Customers' prepayments are protected by this policy. As a member of the Association of Bonded Travel Organisers Trust Limited. The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for Lightline Pilgrimages Ltd, and in the event of their insolvency, protection is provided for the following:

1. non-flight packages commencing in and returning to the UK;
2. non-flight packages commencing and returning to a country other than the UK; and
3. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK.

1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that packages booked outside the UK are only protected when purchased directly with Lightline Pilgrimages Ltd.

These conditions are construed in accordance with English Law and are subject to the sole jurisdiction of the Courts of England and Wales.

### 1. Making a Booking and Payments

When you make your booking you must complete a booking form accepting the booking conditions on behalf of yourself and all of your party, and pay a non-refundable deposit of **£100** per person. If a booking is made within 12 weeks of departure the full amount of the tour must be sent with the completed form. A contract will exist only when we issue our confirmation invoice. The balance of the amount is payable **12 weeks** before the specified departure date.

The booking is not accepted until the confirmation invoice is sent to you. If the booking is not accepted the deposit will be refunded. Travel insurance is not included in the price but is recommended.

### 2. Our Responsibility to You

Every effort will be made to operate all tours as advertised, but the Company reserves the right at its discretion to modify or cancel any coach, flight, train, ferry, schedule, accommodation or arrangement. It is unlikely that we will have to make any changes to your tour, but we do plan the arrangements many months or years, in advance. Sometimes we may need to make changes, which we reserve the right to do at any time. We cannot guarantee that every part of the itinerary advertised in the brochure will be followed or that the duration of each visit along the route will be as advised. Lightline Pilgrimages Ltd reserves the right to decide whether to omit any such visits or parts of the itinerary, where to include additional visits, whether

to deviate from the advertised itinerary without notice. Provided such decision is reasonably taken, Lightline Pilgrimages Ltd shall be under no obligation or liability to the client. Most changes are very minor, but where they are significant, we will inform you when you book, or, if you have already booked, as soon as is reasonably possible if there is time before your departure.

A major change is one that we make to your holiday arrangements before departure, that involves changing your UK airport, (although please note a change from Heathrow to Gatwick/Stansted/Luton or vice versa is not classified as a major change) or time of departure or return by more than twelve hours, or offering accommodation of a lower category. You then have the choice of either:

- a. accepting the changed arrangements as notified to you.
- b. purchasing another available tour from us.
- c. cancelling your tour.

If in these particular circumstances, you cancel, all monies paid to us will be refunded to you. We also reserve the right in any circumstances to cancel your tour and, in this event, we will return to you all monies you have paid us or will offer you an alternative available tour to purchase of a comparable standard. Please note that we are not liable for any consequential financial loss or incidental expenditure other than the tour price stated in the confirmation invoice.

### 3. Changes to your Tour

If war, terrorist activities either threatened or actual, industrial action either threatened or actual, civil unrest, closure of airports or any other event outside the control of the Company, either delays or extends the tour or compels a change in the tour arrangements, the Company cannot accept liability for any resulting loss, damage or expense and any refund will be subject to the deduction of reasonable expenses.

### 4. Cancellation and Charges

If you do not pay the balance of the tour price at the prescribed time, the Company reserves the right to cancel the booking. In this event or if you cancel after the booking is accepted, the deposit will be forfeited. Any cancellation by you of a definite reservation must be notified to us in writing and will take effect on the day this is received by us. If cancellation occurs 72 days or less before the departure, the following cancellation charges will be payable by you:

PERIOD	CHARGE
<b>Over 72 days</b>	<b>Deposit</b>
<b>71 to 45 days</b>	<b>50%</b>
<b>44 to 14 days</b>	<b>75%</b>
<b>Less than 14 days of departure or later</b>	<b>100%</b>

No refund will be made after tour commences.

NOTE: If the reason for cancellation is covered under the terms of your insurance policy, you will be able to reclaim these charges, less excesses and insurance premiums.

# Booking conditions continued

Please make time to read both sides of these conditions

## 5. Operational Numbers

Unless specified otherwise the minimum number of persons required for most tours to take place is 15 persons. If this is not achieved, we reserve the right to continue to operate (with Driver/Guide), or to cancel the tour no later than 4 weeks prior to departure in which case all monies paid to us for the tour will be refunded.

## 6. Extending Your Stay

In most cases it is possible to extend your return flight date. This should be done at initial booking stage, as availability of seats is not guaranteed. The amendment fee is £35. We can also arrange additional accommodation and transfers as required - The amendment fee will be added to the cost of these extra services.

## 7. Conditions Of Carriage

Any flight scheduled or otherwise forming part of the arrangements will be subject to the Conditions of Carriage of that Airline or Cruise Line. Some of these will limit or even exclude liability. These conditions are the subject of International Agreements between countries.

## 8. Coach/Flight/Train Delay

All timings are local and provided by the transport companies. They are subject to air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that the flights will depart at the time shown either in the brochure or on the tickets. The Company does not have any liability to you for any delay which may arise. In the event of a flight being delayed, be it outward, onward or homeward, the relevant airline will make arrangements, depending on the time of day and duration of the delay. We strongly urge you to ensure that flight delay cover is included in your insurance.

## 9. Loss or Damage to Baggage

The Company is only liable for loss of or damage to baggage caused directly by its negligence. Valuable items are at the customers risk at all times and should be insured accordingly.

## 10. Dissatisfaction

In the event of any dissatisfaction with the accommodation or any other service provided by the Company, the matter must be reported immediately to either your Tour Leader, Guide, local representative or agent so that action can be taken to remedy the problem. Unless the Company is given such notice it can accept no responsibility. The Company expressly disclaims any liability for loss, damage or inconvenience arising out of the act or failure or neglect of any third party including (but not limited to) airlines and ground handlers.

## 11. Tour Pricing

Some of our International Tours are based on known costs and exchange rates when tours are planned. Prices for tours in this brochure are based on tariffs and exchange rates on 27th May 2016. The value of One Pound Sterling

£ 1.00 = US Dollar US \$ 1.46

£ 1.00 = Euro € 1.31

The Company reserves the right to levy a surcharge in the event of any material variation in such costs and rates such as transportation costs and fuel; dues, taxes or fees or exchange rates applied to particular purchases. Even in such cases, we will absorb an amount equivalent to 2% of the tour price (excluding government taxes, and any fuel surcharges and amendment charges). Only amounts in excess of this 2% will be surcharged. If this means paying more than 10% on the tour price you will be entitled to cancel the tour with a full refund of all monies paid.

Should you decide to cancel because of this, you must do so within 14 days from the issue date printed on the surcharge invoice. Since we have to absorb increased costs equivalent to 2% of the tour price, there will be no reduction in the price of the tour in the event of a favourable variation in costs or exchange rates. Prices will not be increased within 20 days of departure.

## 12. Room sharing Arrangements

All prices are quoted on the basis of two persons to a room/cabin. Single room/cabin accommodation is limited and may not always be available. If you are travelling alone but wish to share, we shall endeavor to find a suitable travelling companion but if this is not possible we will allocate you a single room and charge you only half the applicable single room supplement stated in the brochure. In this instance, a separate Invoice will be issued 14 days before departure.

## 13. Health and Fitness

At the time of printing there are no compulsory vaccination requirements for the tour featured in this brochure.

However we advise you to contact your doctor for advice.

**Fitness:** Most of Lightline Pilgrimages Ltd tours involve walking on most days around sites. The majority of our Pilgrims are aged between 40 and 75 years, but at Lightline Pilgrimages Ltd we welcome people in their 80s on many of our tours. If you are fit and healthy and enjoy being part of a group of like-minded people, your age should not be a barrier to joining a tour.

We do however ask **pilgrims over the age of 80 to obtain a medical certificate from their Doctor stating that they are fit to travel.**