

# PACKHORSE BOOKING FORM

## Accommodation Packages - Self Guided Cycling Holiday

FORM 1: Packages inclusive of Services



### Part A: Your Details

Your Name & Address for Correspondence:-

☎ Home...	_____
Work...	_____
Mobile...	_____
✉ E.Mail...	_____

Names of your party members (append list if not sufficient space) :-

\_\_\_\_\_

### Part B: Your Package Requirements


First Night Date			Alternative Start Date(s) ?		
First Night Location <input checked="" type="checkbox"/>	St Bees <input type="checkbox"/>	Kirkby Stephen <input type="checkbox"/>	Other (specify) _____		
Number of Nights - Package	<input type="text"/>	Number Extra Nights (Rest Days)	<input type="text"/>		
Room Requirements (number of rooms)	Double <input type="text"/>	Twin <input type="text"/>	Single <input type="text"/>		
Passenger / Bike Transport <input checked="" type="checkbox"/> Kirkby Stephen to St Bees	<input type="text"/>	No. Passengers <input type="text"/>	No. Bikes <input type="text"/>	<i>Please append to your booking form a note of your preferred route (On road or Off) / overnight locations. (We will be happy to discuss this with you)</i>	
Passenger / Bike Transport <input checked="" type="checkbox"/> Robin Hood's Bay to Kirkby Stephen	<input type="text"/>	No. Passengers <input type="text"/>	No. Bikes <input type="text"/>		
Number of bags for daily baggage transfer					
Car Parking at Kirkby Stephen	Number Vehicles				
Guide Books	Price	No. Req.	Maps	Price	No. Req.
Woodcock M.B. Route Cards	@ £7.99		Maps (specify)	@ £___ ea	
Packhorse Road Route Cards	@ £4.85		Maps (specify)	@ £___ ea	
Package Cost (Refer attached info.)	£	<b>25% with Booking</b>		<b>Balance Due 6 weeks prior to departure</b>	
Single Supplement	£				
Extra Nights (Rest Days) @ £39.50	£				
Guide Books & Maps	£				
Grand Total	£	£	£		

I enclose a deposit of 25% of the total cost of services booked. I agree on behalf of persons booked to be responsible for all the balance of payments in respect of the booking. I have read and accept the booking conditions and will pay the balance when due.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## Please indicate your preferred biking schedule:

If you need any help with planning your schedule – please don't hesitate to call us. There is no 'one size fits all schedule'... it really is down to your own fitness, stamina and just what sort of pace you want to take things. For most it's a 'holiday' but for some it's an endurance test & challenge (the mountain bike route has unbelievably been done in 3(!) days – but certainly not recommended unless you are willing to remain welded to your bike frantically pedalling, pushing & carrying all day and half the night!)

	Accum. Mileage	Example Schedules OFF ROAD			YOUR CHOICE OFF ROAD (✓)	Example Schedules ON ROAD			YOUR CHOICE ON ROAD (✓)
		A	B	C Easier Lakes Crossing		D Sustrans to Troutbeck Turn	E Via Grasmere	F Via Hard Knott Pass	
<b>Kirkby Stephen</b> <i>(Overnight before start)</i>		1		1		1	1	1	
<b>St Bees</b> <i>(Overnight before start)</i>			1						
<b>Eskdale*</b>		2							
<b>Rosthwaite</b>							2		
<b>Ambleside</b>		3	2					2	
<b>Braithwaite (Keswick)</b>						2			
<b>Patterdale</b>							3		
<b>Pooley Bridge</b>				2					
<b>Bampton</b>						3			
<b>Kirkby Stephen **</b>		4	3	3	✓	4	4	3	✓
<b>Low Row / Reeth</b>				4		5			
<b>Richmond</b>							5		
<b>Danby Wiske</b>		5	4						
<b>Ingleby Cross / Osmotherley</b>				5		6		4	
<b>Gt. Broughton</b>							6		
<b>Blakey</b>		6	5						
<b>Glaisdale</b>				6		7			
<b>Littlebeck</b>									
<b>Robin Hood's Bay</b> <i>Depart on Arrival</i>		(✓)	(✓)	(✓)		(✓)	(✓)	(✓)	
<b>Robin Hood's Bay</b> <i>Overnight on completion</i>		(7)	(6)	(7)		(8)	(7)	(5)	
<b>Kirkby Stephen</b> <i>Overnight on completion</i>									
<b>Extra Night (specify Loc.)</b> -----									
<b>Extra Night (specify Loc.)</b> -----									

\* **Eskdale** is unfortunately too far off route for the minibuses to service with baggage transfer. If you'd like to stay in Eskdale for the night – you are welcome to do so but you will need to carry overnight kit with you just for that night.

\*\* **Kirkby Stephen** is a required stop on route – whatever your schedule – as this is the start/finish point for the minibuses each day (ie the Minibus on the West finishes it's day at Kirkby Stephen and the Minibus on the East starts it's day picking up bags from Kirkby Stephen in the morning).

**The Coast to Coast Packhorse Tel/Fax: 017683 71777**

# Booking Conditions - Accommodation Packages

All bookings are made and accepted subject to the terms set out in these conditions.

## I BOOKING

1. We reserve the right to decline any booking.
2. We are under no obligation to furnish documents to you until full payment for the booking is received.
3. A signed booking form plus a non-refundable deposit of 25% of the holiday cost is required when booking.
- 4.1. The full cost of a booking shall be paid so as to be received by us no later than 6 weeks prior to the commencement date of the holiday. Please note that you will not receive a reminder that final payment is due. You should post your payment at least 8 weeks before commencement date to allow cheques to clear.
- 4.2. If the balance is not received by the date specified we shall be entitled to treat the booking as having been cancelled by you.
- 5.1. Any person or other representative who makes a booking in accordance with 3 above and in whose name the booking is invoiced even though acting on behalf of other persons named on the booking form that person is primarily responsible to us for all payments in respect of the booking.
- 5.2. It is a condition of booking that you are personally responsible for ensuring that you are adequately insured for all aspects of the holiday other than those for which we are liable in accordance with Condition VII.
- 6.1. In the event of cancellation - whether as a result of your express written cancellation or by virtue of 4.2. above - a cancellation fee shall become payable.
- 6.2. The cancellation fee shall be calculated in the following way:-

### NOTIFICATION OF CANCELLATION

More than 40 days before commencement date of holiday  
 30 - 39 days before commencement date of holiday  
 15 - 29 days before commencement date of holiday  
 Less than 14 days before commencement date of holiday

### AMOUNT PAYABLE

Deposit  
 70% of total price  
 90% of total price  
 100% of total price

7. Late booking within 6 weeks of commencement date may be accepted upon payment of an extra administration cost. In such circumstances the full value of the holiday, shall become payable at the moment the booking is accepted. A late booking is only accepted when you confirm the booking to us by letter or fax. If you subsequently cancel your booking, the cancellation fee as outlined in 6 above will become payable.

## ACCOMMODATION BOOKING SERVICE

1.1 The Firm does not own or manage those hotels guest houses or bed & breakfast establishments which are used in its accommodation booking service.  
 1.2 The premises chosen for Customers have been inspected by the Firm and on that basis are considered to possess suitable facilities for them.

2. If, after accommodation has been arranged, the Customer or his representative wishes to change his date of departure or alter the arrangement already made, such fee as may be properly demanded by the establishment booked will be charged to the customer.

8. All payments to us are to be made in pounds sterling, traveller's cheques or bankers drafts. Payment may also be made by electronic transfer to our bank account. We regret that Eurocheques are not acceptable.

## II. FAILURE TO MAKE USE OF OUR SERVICES

No refund or compensation shall be made by us to you for any part of our service not made use of by you once your holiday has commenced, unless your failure to do so is the result of negligence, neglect or other wrong doing on our part.

## III. CONDUCT

We reserve the right to ask you to discontinue your holiday if your behaviour causes persistent concern or nuisance to other customers or is otherwise incompatible with other customers use of our services. We must remain the sole judge of this condition.

## IV. TRUST FUND

To comply with E C Legislation a Trust Fund operates with the purpose of serving the business.

## V. GUARANTEE OF COST OF HOLIDAY

The price of your holiday is fully guaranteed. Whilst we reserve the right to change our prices at any time, before you book, the price of your holiday as shown on your Holiday Invoice will not be increased unless you amend the booking after it is issued.

## VI.1. CHANGE OF HOLIDAY ARRANGEMENTS BY US

We plan your holiday arrangements many months in advance, and though it is unlikely that we will have to make any changes to confirmed arrangements it does occasionally happen. Most changes are of a minor nature and we will advise you at the earliest possible date, if there is time before the commencement of the holiday. When any major change occurs, provided it does not arise from events beyond our control, you will have the choice of (a) accepting the changed arrangements, (b) purchasing another available Packhorse Package from us at its advertised price, or (c) cancelling your holiday. If you choose (a), (b) or (c) we shall pay compensation on the scale shown below. In addition, if you choose (c) we shall refund all monies you have paid us. However, please see IMPORTANT NOTE below. We consider a major change to be any of the following changes made before the day of departure: change of date of commencement or completion, withdrawal of shuttle service, substitution of the accommodation you have booked with one of a significantly lower price or official classification.

### PERIOD BEFORE SCHEDULED DEPARTURE

#### WITHIN WHICH A MAJOR CHANGE IS NOTIFIED

More than 56 days  
 56 - 43 days  
 42 - 29 days  
 28 - 15 days  
 14 - 0 days

### COMPENSATION PER

#### FULL PAYING CUSTOMER

Nil  
 £25  
 £40  
 £60  
 £75

## IMPORTANT NOTE

Compensation will not be payable if we are forced to cancel or in any way change your holiday due to war, or threat of war, riots, civil commotion, industrial disputes, disaster, terrorist activities or alteration or cancellation of scheduled services or other events outside our control.

## 2. UPON CANCELLATION OF HOLIDAY BY US

We reserve the right, in any circumstances, to cancel your holiday. However, in no case will we cancel your holiday less than 8 weeks before the scheduled commencement date, except for the reasons detailed in VI.1. If, due to events beyond our control, we are no longer able to provide the holiday booked, we will return to you all monies paid.

## VII. OUR LIABILITY TO YOU

We accept responsibility for the acts and/or omissions of our employees, agents and suppliers while acting within the scope of or in the course of their employment, agency or contract of supply and we also accept responsibility for any deficiencies in the services we are contractually obliged to provide, or in the failure of such services to reach a reasonable standard.

However, we do not accept responsibility in respect of death, bodily injury or illness of or to the signatory to the contract and/or any other named person on the booking form, except when caused by the negligent acts and/or omissions of our employees, agents suppliers or sub-contractors while acting within the scope of or in the course of their employment, agency, contract of supply or sub-contract.

We shall afford every assistance to a client who through mishap suffers illness, personal injury or death during the period of the holiday arising out of an activity which neither forms part of the inclusive holiday arrangement nor forms part of an excursion offered through us.

Please note that the proprietors of the accommodation establishments are not employees, agents suppliers or sub-contractors of ours. We do not accept any responsibility for any of their acts and/or omissions.

## 3. CUSTOMERS USING THE DOOR TO DOOR BAGGAGE SERVICE

For customers NOT on an accommodation package, ie, booking their own accommodation .

Where the door to door service is being used customers must ensure that the proprietors of the B & B are available to receive baggage. In the event of there being no one to receive the baggage personally then the baggage will be left at a convenient pick up point for your own collection later in the day. It is also the responsibility of the customer to ensure that provisions are made the following morning for the Packhorse to be able to collect the baggage.

**CONTRACT JURISDICTION: Your contract made under this agreement is subject to English Law & Jurisdiction. We make every effort to ensure that proper arrangements have been made for all Packhorse holidays & services and that other suppliers of any services (including accommodation providers) are efficient & reputable. However we do not have direct control over the provision of such services by those suppliers / accommodation providers and so cannot accept liability for any loss arising from actions or omissions of such suppliers / accommodation providers who are not our servants or agents.**



### The Coast to Coast Packhorse Limited

Registered Office:-  
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 Crosby Garrett  
 Kirkby Stephen

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