

CASTERBRIDGE TOURS GROUP BOOKING FORM

To secure your group booking, please complete this Group Booking Form (sections 1-9) and send it together with the initial deposit representing the sum of **US\$500/CAN\$500 per paying participant**. All deposit checks should be made out to **Casterbridge Tours**.

Please also indicate insurance requirements for each paying member and **be sure to include any travel insurance premiums in addition to the deposit amount.**

Please mail this booking form and your deposit for the group to:

**Casterbridge House
32 North Augusta Street
Staunton, VA 24401**

1. GROUP AND GROUP LEADER INFORMATION

GROUP NAME: _____

GROUP LEADER: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE (W): _____ FAX: _____

E-MAIL ADDRESS: _____

HOME ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE (H): _____ EMERGENCY CELL: _____

2. TOUR DETAILS

TOUR TITLE: _____

GROUP REFERENCE NUMBER & LETTER: _____

TOUR PRICE QUOTED: _____

TOUR DEPARTURE DATE: _____ TOUR RETURN DATE: _____

DOMESTIC DEPARTURE AIRPORT: _____

ARRIVAL AIRPORT: _____ DEPARTURE AIRPORT: _____

PAYING TOUR PARTICIPANTS (CONTINUED)

#	First Name	Middle Name	Last Name	Date of Birth	Gender	Travel Insurance
26.	_____	_____	_____	_____	_____	YES or NO
27.	_____	_____	_____	_____	_____	YES or NO
28.	_____	_____	_____	_____	_____	YES or NO
29.	_____	_____	_____	_____	_____	YES or NO
30.	_____	_____	_____	_____	_____	YES or NO
31.	_____	_____	_____	_____	_____	YES or NO
32.	_____	_____	_____	_____	_____	YES or NO
33.	_____	_____	_____	_____	_____	YES or NO
34.	_____	_____	_____	_____	_____	YES or NO
35.	_____	_____	_____	_____	_____	YES or NO
36.	_____	_____	_____	_____	_____	YES or NO
37.	_____	_____	_____	_____	_____	YES or NO
38.	_____	_____	_____	_____	_____	YES or NO
39.	_____	_____	_____	_____	_____	YES or NO
40.	_____	_____	_____	_____	_____	YES or NO
41.	_____	_____	_____	_____	_____	YES or NO
42.	_____	_____	_____	_____	_____	YES or NO
43.	_____	_____	_____	_____	_____	YES or NO
44.	_____	_____	_____	_____	_____	YES or NO
45.	_____	_____	_____	_____	_____	YES or NO

4. Free Place Group Leaders

#	First Name	Middle Name	Last Name	Date of Birth	Gender	Room Type
1.	_____	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____	_____
5.	_____	_____	_____	_____	_____	_____

A - Double (2 adults in a double bed)

B - Will Share twin with another group leader

C - Will share twin with another paying participant

D - Single Rooms (minimum supplement of \$35 per night)

ADDITIONAL BOOKING INFORMATION

5. COURTESY or FACULTY DISCOUNTS

Each Group Leader is allowed one **Courtesy Discount** for a spouse or immediate descendant (maximum of three per group, 20%, 15% and 10%.) There are also three **Faculty Discounts** of 15% each available to each group. Please indicate below if any of the group members qualify for a courtesy or faculty discount, but please note that any discounted participants **cannot count toward your group size** in terms of tour price or free place entitlements.

Name of Discounted Participant	Discount Type	%
_____	_____	_____
_____	_____	_____
_____	_____	_____

6. FLIGHT DEVIATIONS

If Casterbridge Tours is arranging the flights, and, if any of your group members wish to return on a different date, but from the same gateway as the group, please advise us **now** of their names and preferred return date. An administration charge of **US\$75/CAN\$75**, plus any fees imposed by the airline, will be charged to each participant requiring a flight deviation. Requests must be made in writing, and no later than 120 days prior to your group's departure. We cannot process deviations after this period. Please also note any participants requiring a land-only package.

Participant Name	Preferred Return Date
_____	_____
_____	_____
_____	_____

7. TRAVEL INSURANCE

Travel insurance - Each passenger must be covered by Health Insurance while on a Casterbridge tour (insurance coverage is gratis for all free group leaders). Casterbridge offers a comprehensive Travel Insurance Policy, which includes full Health, Cancellation and Property coverage and costs: for trips of 1 to 10 days - **\$71** for those age 30 or younger (**\$102** for tours of 11 or more days) and **\$112** for those age 31 or older (**\$133** for tours of 11 or more days). A policy document and full details of the policy schedule and contents will be forwarded to you by our US liaison Office. Please be aware that once the insurance policy has been purchased, it is non-refundable and non-transferable. (The insurance premium will be based on the age of each participant at the time of travel)

8. DEPOSIT AND FINAL PAYMENT

I understand that our booking can only be confirmed after Casterbridge Tours' receipt of our deposit. I am aware that the outstanding balance must be received by Casterbridge Tours in Virginia at least 90 days prior to our departure in order to maintain the free places allocated to our group.

I am enclosing a check made out to 'CASTERBRIDGE TOURS' for _____

This represents \$_____ for **Deposits** and \$_____ for **Insurance Premiums** (authorizing pre-existing condition waiver)

9. BOOKING CONDITIONS

I have read and am in full agreement with the Booking Conditions supplied on this Booking Form and accept them on behalf of the group members.

SIGNATURE _____ DATE _____

Casterbridge

ASPIRE • EXPLORE • ACHIEVE

Casterbridge Tours, 32 N. Augusta St, Staunton VA, 24401
P-1-800-522-2398 F-1-540-885-0566



Accredited Agent



CST # 2056887-40

www.casterbridgetours.com 10/09

Group Leader Information

THE BEST PROMOTIONAL ASSISTANCE

We take great pride in our efforts to give our very best personal service and attention to all of our group leaders. Most importantly, this includes the crucial period of your tour's planning, promotion and recruitment. In order to make this process as easy as possible for group leaders, we can provide you with the following:

- A. Promotional Packs** - Our promotional packets are an ideal handout once the tour promotion and recruitment have begun. They include a detailed copy of the group's specific itinerary, an information and enrollment guide, and a travel insurance brochure. (Let us know how many you will require.)
- B. Promotional Posters** - We have a large selection of posters we can provide that are ideal to promote the touring program.
- C. Formal Evening Presentation** - If you believe that your participants would benefit from a *PowerPoint* slide presentation about us and your specific itinerary, we will be delighted to check our presentation schedule. Often a presentation by Casterbridge can make the difference as to whether a tour proceeds as planned.
- D. Promotional Web Page** - We can provide a web page exclusively for your group that will include a copy of the group's itinerary, contact information for those wishing to join the group, and links to our website.

HOW TO BOOK YOUR GROUP TOUR

After promoting your tour, it will be very important and beneficial to establish a **Deposit Deadline**, normally 3-4 weeks after first announcing the trip, to collect deposits from your participants.

In general, the earlier you plan your trip and the earlier you can book your group, the easier the entire process will be. Booking early can also qualify you for one of our **Early Booking Bonuses**. This is a cash bonus paid to you as the group leader to use as you see fit.

In order to book your private group tour with Casterbridge Tours, you will need to provide two things:

1. **A completed, signed, and dated Group Booking Form**
2. **The minimum deposit required**

Once we are in receipt of these two items, your group is booked and Casterbridge will begin securing arrangements for the tour. After you have sent in your booking, you can expect:

- A.** To receive a **Confirmation of Booking Letter**, which will explain the next steps in the process in great detail, as well as a Confirmed itinerary and quotation.
- B.** To receive a copy of **all appropriate forms** that you or your participants will need to complete, including the **Personal Profile Form**, which should be completed by all participants and returned by the group leader within 30 days of your booking.
- C.** To be contacted by your **Operations Coordinator** from our Head Office, who will be assisting you with all of the operational and financial aspects of your touring program.

It is important for you to note, that **additional participants** may join your group after your initial deposit. Please review booking conditions 3 – 8 on the back of this page for exact details.

Should you have any questions about how to book your group tour with Casterbridge, or about any of our booking conditions, please do not hesitate to contact your Tour Coordinator directly.

ADDITIONS, SUBSTITUTIONS & CANCELLATIONS

For complete and official details on our addition, substitution, and cancellation policies, **be sure to carefully read booking conditions 8, 11, 12, 13, and 14** on the back of this sheet. The following is a general summary of our policies.

1. **Additional participants** may join your group after your initial deposit. You can add participants, without penalty, to your group up to **90 days** prior to your departure date. Often, group leaders will book early with a minimum of 10 paying participants, only to add additional participants later in the process. You can add participants to your group up to **120 days** before your departure date and the participants will count toward determining the final tour price, the final number of free places, and total amount of bonus money earned (if applicable).
2. Participants that have officially joined your tour, and need to cancel and no longer go on the tour, can attempt to find a **Substitute Participant**. Participants can substitute without administrative penalty up to the final payment deadline, which is **90 days** before your departure date. However, Casterbridge must be informed in writing of the new participant that will be joining the tour to replace the cancelled participant within 14 days of the related cancellation. Any insurance premium purchased by any participant is non-refundable and non-transferable.
3. If a participant needs to **cancel and cannot travel with your group**, and is unable to find a substitute participant prior to the final payment deadline, the penalty is **loss of the \$500 deposit**, plus any insurance premiums paid. If a participant has paid the final balance, and they decide to cancel, the **penalties** are as follows: **between 89 and 76 days** before departure, a **refund of 50%** of the tour cost, **between 75 and 61 days** before departure, a **refund of 40%** of the tour cost, **between 60 and 15 days** before departure, a **refund of 25%** of the tour cost, **within 14 days** of departure, **no refund** will be made. Any insurance premiums or fees incurred when paying by credit card are in all cases non-refundable.

IMPORTANT PRICING POLICIES

For complete and official details on our pricing policies, be sure to carefully read **booking conditions 4, 5, 6, and 7** on the back of this sheet. The following is a general summary of our policies.

It has been a long-standing Casterbridge point of principle to try to **minimize, by all means possible, any potential changes to tour pricing after time of booking**. As you will see on any proposal that we have forwarded, there are only two elements that could have an impact on the tour cost after receipt of your booking, namely: **(A)** an airline or government-imposed fuel surcharge or increase in taxes; and **(B)** a decline in the level of the dollar below that which has been stated on your proposal. On every proposal, we clearly state the currency guarantee level and the **taxes and fuel surcharges** that have been included in your proposal.

Currency - Once your final payment has been received, and then formally acknowledged by our Finance Office, your group tour prices cannot be increased as a result of any currency decline.

Airline Fuel/Taxes - Once your group's airline tickets have been issued, which is normally 45 days prior to your specific departure date, there will be no price increases whatsoever.

In summary, once final payment has been received and formally acknowledged by our Finance Office, and your airline tickets have been issued by our Flights Department, there can be no increases in your tour price whatsoever.

BOOKING CONDITIONS

Booking acceptance and payment terms

1. A booking will be considered binding on both sides upon receipt of a signed Group Booking Form and an initial deposit for each initial paying group member.
2. In accepting your booking, Casterbridge Tours Ltd. (the Company) agrees to carry out our obligations to you the Group Leader as described in our brochure and other documents supplied to your group. The Group Leader is our client and responsible for the booking and acts on behalf of all party members in his/her dealings with us.
3. The number of full paying participants at the time of the final payment due date shall determine the final tour price, number of free places and any bonus (unless any additional participants have joined the tour after time of your 120 day final invoice in which case this final invoice group rate would still apply).
4. The balance of the payment must be received at least 90 days prior to the tour commencement date. Late payment will incur a penalty of US\$150/CAN\$150 per person plus interest at 4% above the UK base rate for the overdue period. Please note that qualification for any stipends, loyalty payments, discounts, repeat booking payments, etc. is strictly conditional on adherence to our Booking Conditions. Late payment will invalidate such stipends or discounts.
5. Your group quote and invoice will show the exchange rate guarantee applicable to your tour. If the balance is received, and the actual exchange rate is higher than the stated guarantee rate, then a currency surcharge will apply. If applicable, an invoice will be provided to the Group Leader indicating the currency surcharge owed. Once receipt of the surcharge has been acknowledged, this will be deemed as your final payment for the land portion of the tour.
6. Your group quote and invoice will also show the amount that has been included in the tour prices at the time of booking for airline taxes and fuel charges. Any additional government-imposed taxes or airline-imposed fuel surcharges that are levied subsequent to final payment, but before time of ticketing, will be invoiced to the group. Once your group has been ticketed, there can be no increase in government taxes or fuel surcharges.
7. There is a US\$150/CAN\$150 administration charge, plus any additional fees and price differences for each and any subsequent change requested to an itinerary or tour content after the Booking has been accepted. Such changes will only be accepted in writing from the Group Leader subject to the approval of our Head Office.
8. Casterbridge can accept participant substitutions without penalty up until 90 days before your departure date. However, Casterbridge must be advised in writing of the new participant within 14 days of the related cancellation. Any participant cancelling would lose their insurance premium, if this had already been requested and paid, and the new participant (substitute) would need to provide funds for their insurance premium, should they require our travel insurance. If any member is added to the group (or substituted for another group member) in the period between 89 and 60 days prior to the departure, a Late Booking Fee of US\$150/CAN\$150 will apply. However, you should be aware that closer to departure, availability may be reduced or non-existent, and flight prices may well increase. For this reason, we cannot guarantee the existing price for late sign-ups, and will quote a revised price. No participants can be added or substituted in the final 59 days prior to departure.

Flights

9. Flight-inclusive costings are based on group net fares which require a group to travel together. However, we will be pleased to try to arrange alternative return dates from the same gateway cities for individuals for an administration fee of US\$75/CAN\$75, plus any supplement imposed by the airline. Such requests must be made in writing from the Group Leader. The Company will provide a land-only quotation for any individual wishing to make their own alternative flight arrangements, no later than 120 days prior to your group's departure.
10. In rare instances when an airfare has not been contracted with the airline prior to the time of booking, or there are any airline or government imposed increases in taxes or fuel surcharges after time of booking, the Group Leader would be notified of the circumstances and any increase in the air portion would be added to the tour cost upon confirmation of the airline contract.

Cancellation terms

11. If a group member withdraws from the tour in the period from the date of booking until 90 days prior to departure, the cancellation fee is equal to the deposit paid and any insurance premium paid at the time of booking. For cancellations between 89 and 76 days before departure, a refund of 50% of the full tour cost, less any insurance premiums, will be made. For cancellations between 75 and 61 days before departure, a refund of 40% of the full tour cost, less any insurance premiums, will be made. For cancellations between 60 and 15 days before departure, a refund of 25% of the full tour cost, less any insurance premiums, will be made. For cancellations from 14 days before departure, no refund will be made. Any fees incurred for paying by credit cards (if applicable) will also be forfeited in the case of any cancellation, and are irrecoverable regardless of when a participant cancels.

12. To cancel a group tour, the group leader must request a full cancellation in writing. No tour will be deemed cancelled until the Company has given the group leader written confirmation of cancellation. For cancellations between 89 and 76 days before departure, a refund of 50% of the full tour cost, less any insurance premiums, will be made. For cancellations between 75 and 61 days before departure, a refund of 40% of the full tour cost, less any insurance premiums, will be made. For cancellations between 60 and 15 days before departure, a refund of 25% of the full tour cost, less any insurance premiums, will be made. For cancellations from 14 days before departure, no refund will be made. Any fees incurred for paying by credit cards (if applicable) will also be forfeited in the case of any cancellation, and are irrecoverable regardless of when a participant cancels.

13. If sufficient individual cancellations cause the total number remaining in the group to fall below the minimum number the Company requires to operate the tour, the Company reserves the right either to amend the itinerary and/or tour content, or to apply Group Cancellation terms as above.

14. To qualify for a cancellation refund, our Head Office must be notified in writing within the above time periods.

Free Places

15. Group Leaders travelling as a Free Place should note that this covers the standard package only and does not include any Single Room or other supplement for additional services.
16. The Company reserves the right not to allow the substitution of a person on a Free Place. The group will be responsible for any expenses incurred if such a substitution is allowed. The substitution of a previously paying group member to take a Free Place will not be allowed.

Accommodation

17. If your group has booked at least 90 days prior to travel and if for any reason we are unable to provide the agreed level of accommodation, we will reimburse all paying group members the sum of US\$6/CAN\$6 per night.
18. If your group has booked within 90 days of travel, we reserve the right to add a premium to the tour cost of US\$12/CAN\$12 per person per night for those nights when our normal accommodation is not available.

Insurance

19. It is the Group Leader's responsibility to ensure that all group members are properly informed of the consequences of not having adequate travel insurance cover for items such as cancellation, trip delay, accidents, illness, theft and loss or damage to their property. In instances where Casterbridge travel insurance has been declined, we would then require details of the participants alternative health coverage while overseas. Should group members request Casterbridge travel insurance, the insurance premium should be made payable with the deposit for the tour and policy is non-refundable and non-transferable.

Waivers

20. The Company will not be liable for any damage, loss, injury, delay or inconvenience caused by any company, organization, agent, person or persons providing facilities or services in connection with its tours, including without limitation, airlines, bus companies, ferry operators, railways, tour operators, hotels and schools.

21. The Company will not be liable for loss, damage or injury to persons or property, including without limitation, baggage, personal effects, money, passports, tickets or travel documents, nor for events beyond its control, including without limitation Acts of God, war, weather, strikes or government restrictions.

22. In providing ground services for your tour, the Company acts as an Agent for Eagle Coaches, TRAPSA, Cityrama and Hoverspeed. However, we reserve the right to use other agents or any other non-agency carrier as appropriate.

23. Although we will make all efforts to ensure that this is not necessary, Casterbridge Tours reserves the right to make alterations to our itineraries and tours for reasons which we believe to be sufficient and proper.

24. No refunds are made for unused land services such as meals, accommodations, theater visits, transportation, etc., missed by group members through absence or any other reason once the tour has started.

Student Groups

25. Damage caused deliberately or by carelessness to Casterbridge Tours property, hotels we use and their property and/or property of staff and other visitors must be paid for by the person responsible for such damage.

26. The Group Leader is responsible for the behavior and discipline of the group and for any damage caused by a member of that group.

27. Casterbridge Tours reserves the right to remove a student from a tour if their behavior is prejudicial to our standards and reputation.

Miscellaneous

28. Casterbridge Tours is the trading name of Casterbridge Tours Ltd. registered in England No. 2613749, Registered address: Salcombe House, Long Street, Sherborne, Dorset, England DT9 3BU.

29. Any booking by whomsoever it is made is only accepted by Casterbridge Tours on the condition that it is subject to English Law and must be interpreted and enforced in an English Court of Law.