

Booking Information

How to Book

1. If you are interested in bringing a group on a Casterbridge Tour, you can immediately contact Casterbridge Tours on our Toll Free number **1-800-522-2398** (From anywhere in the USA and Canada).

We will immediately provide you with a written itinerary and Quick Quote for your proposed tour, together with any additional information that you require. Our quotation will be based on the most competitive scheduled air fare currently available from the departure city of your choice. We will always quote in US Dollars for American groups, Canadian Dollars for Canadian groups, Australian Dollars for Australian groups and Pounds Sterling for British groups.

2. Our Quick Quote will be accompanied by a copy of our Group Leader's Handbook which will contain many invaluable tips in regard to publicising your proposed tour and recruiting a group. We will also forward you several posters to help publicize your tour, together with individual enrollment forms that will provide participants with full details of Casterbridge Tours.

3. To secure your booking you should send us a SINGLE CHECK representing US\$500/CAN\$500 per student as deposit and a completed Group Booking Form giving us full details of your group.

4. After receiving your deposit, we will send you a statement confirming your booking and notification of the date when your final payment is due. Our statement will be accompanied by our Travel Information Pack which many Group Leaders have found particularly useful in the planning of their trip.

5. As we have many commitments that have to be prepaid, your final payment must be received in England 90 days before your departure. After your final payment has been received we will send you your final receipt.

6. You will see from details of our Price Guarantee Plan below that no price increases will be made under any circumstances once your final payment has been acknowledged and airline tickets have been issued.

Our Price Guarantee

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). Final Payment must be made by Wire Transfer or Certified Check.

Once full payment has been acknowledged and the group's airline tickets have been issued, **there will be no price increase for any reason whatsoever.**

Furthermore, we can offer you a better guarantee at the time of receiving your deposit than most other Operators offer after you have made full payment. Providing your deposit is received three months prior to your tour commencement date, once your booking has been acknowledged, your costs are guaranteed against everything except a fall in the value of the US or Canadian dollar beyond the level that is clearly stated on your personal proposal or any airline or government imposed increases in taxes or fuel surcharges. For those groups who make a late booking within the three months prior to their tour dates, we reserve the right to charge up to an additional US\$12/CAN\$12 per person per night. This charge will only be levied for those nights when it is necessary to pay a premium to secure hotel space if our normal hotel accommodations are no longer available.

Most other Operators will add a surcharge if they do not recruit additional students to join your group. With Casterbridge Tours you will always travel as an independent group so this does not apply. Even with partial payment, Casterbridge Tours offers you a better guarantee than other Tour Operators.

Cancellations and Refunds

Most tour operators do not offer any refund to participants who cancel in the weeks immediately prior to their departure date. Casterbridge Tours appreciates that on certain occasions unforeseen circumstances may conspire to prevent a participant from travelling and our cancellation policy is as follows:

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. For cancellations between 90 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.

The amount withheld for a cancellation can be covered by our Travel Insurance subject to qualified injury, illness, circumstances, etc. In such instances, an insured group member should receive a full refund between Casterbridge Tours and your Insurers. Consequently, we strongly advise each group to take out our Travel Insurance Option.

Please note that we must be notified of all cancellations by telephone and a written confirmation received by our tour operations department from your group leader within the above timeframe to qualify for any refund. Verbal cancellations alone are not acceptable.

Marketing Materials

Casterbridge Tours has 4 Divisions:

- * Special Interest Tours for Adult groups, Clubs & Associations
- * Educational Tours for Schools, Colleges and Universities
- * Concert Tours for Choirs, Bands & Orchestras
- * Church Tours for Churches, Choirs & Congregations

We have different Promotional Materials for each category:

Adult Special Interest

Information & Enrollment Guides

Discovery Guides to Britain, France, Italy & Spain

Student Educational Tours

Dedicated 48 page Schools Catalog

Color posters featuring Britain & Europe

Information & Enrollment Guides

Teacher Handbook on how to recruit student groups

Discovery Guides to Britain, France, Italy & Spain

Concert Tours for Choirs and Bands

Dedicated Concert Tours catalog

Information & Enrollment Guides

Music Director Handbook on how to organise an overseas tour

If any of these materials might help you to recruit a group, do not hesitate to call our Sales Office on 800-522-2398.

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 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 by the Head Office of the Company, in England, 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 your balance is received and the exchange rate is higher than the stated rate, a currency surcharge will apply. If applicable, an invoice will be provided to the group leader indicating the currency surcharge owed. Once 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 any and each 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 and are subject to the approval of our Head Office.
8. If any member is added to the group (or substituted for another group member) in the period between 90 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 60 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. 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 plus any insurance premium paid at the time of booking. For cancellations between 90 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.
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

90 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.

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 on 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 medical health and travel cover. 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, Brents Coaches, COSEA, 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.

CASTERBRIDGE TOURS

AGENCY, ASSOCIATION AND INSTITUTION BOOKING FORM

To secure your booking, please complete this form (using BLOCK CAPITALS and clearly indicating all adults) and forward it together with a single check (made out to 'CASTERBRIDGE TOURS') representing the sum of US\$500/CAN\$500 and please indicate insurance requirements for each paying member.

NORTH AMERICAN BOOKINGS - Casterbridge Tours, Casterbridge House, 32 North Augusta Street, Staunton, VA 24401, USA
 Telephone: 1-800-522-2398 (From anywhere in the USA and Canada). Fax: (540) 885-0566

GROUP AND TOUR DETAILS

GROUP/AGENCY/INSTITUTION NAME _____ GROUP LEADER _____

ADDRESS _____

TELEPHONE NUMBER _____

(Please provide a Home, Business or Fax Bureau number and an e-mail address where we can forward information to you as necessary)

E-MAIL ADDRESS _____ FAX _____

GROUP LEADER'S HOME ADDRESS _____

HOME PHONE NUMBER _____ EMERGENCY CELL PHONE NUMBER _____

TOUR _____ PRICE QUOTED AND REFERENCE NUMBER _____

DEPARTURE AIRPORT _____ DATE _____

TOUR ARRIVAL AIRPORT _____ DATE _____

GROUP MEMBERS (PLEASE COMPLETE USING BLOCK CAPITALS.)

NOTE: If you already have names stored on computer, you may attach a print out. Groups larger than 30 should add names on an additional sheet or advise all names on a separate sheet. However, please specify information requested and show if insurance is required.

NAME (first & last)	Date of Birth (if over 26)	M/F	INSURANCE REQUIRED	NAME (first & last)	Date of Birth (if over 26)	M/F	INSURANCE REQUIRED
1. _____			YES/NO	16. _____			YES/NO
2. _____			YES/NO	17. _____			YES/NO
3. _____			YES/NO	18. _____			YES/NO
4. _____			YES/NO	19. _____			YES/NO
5. _____			YES/NO	20. _____			YES/NO
6. _____			YES/NO	21. _____			YES/NO
7. _____			YES/NO	22. _____			YES/NO
8. _____			YES/NO	23. _____			YES/NO
9. _____			YES/NO	24. _____			YES/NO
10. _____			YES/NO	25. _____			YES/NO
11. _____			YES/NO	26. _____			YES/NO
12. _____			YES/NO	27. _____			YES/NO
13. _____			YES/NO	28. _____			YES/NO
14. _____			YES/NO	29. _____			YES/NO
15. _____			YES/NO	30. _____			YES/NO

GROUP LEADERS

ACCOMMODATION REQUIRED Please mark A, B, C, or D

1. _____
2. _____
3. _____
4. _____
5. _____

A -- Double
 B -- Will share twin with another group leader
 C -- Will share twin with a group member
 D -- Single (supplement -- US\$35/CAN\$35 nightly in hotels)

Double -- 2 adults in a double bed
 Twin -- 2 single beds in one room
 Single -- sole occupant of room. Single rooms may be small and not necessarily provided in a twin room.

FREE PLACES OR STIPEND PAYMENT

Please indicate whether you wish to take advantage of additional free places available to your group or prefer to receive a stipend payment. It is essential you register your full name below to receive your stipend payment. Please indicate on page 1 of this Booking Form with an (FP) those Group Leaders nominated for a Free Place. If no indication is made, it will be presumed to be those Group Leaders first named.

COURTESY DISCOUNT

Each Group Leader is allowed one courtesy discount for a spouse or immediate descendant (maximum of three per group, 20%, 15% and 10%). Please indicate below if any of the group members qualify for a courtesy discount, but please note that any courtesy discounts cannot count toward your group size in terms of tour price or free place entitlements.

FLIGHT DEVIATIONS

If Casterbridge Tours is arranging the flights: 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 proposed flight details. An administration charge of US\$75/CAN\$75 will apply for requests made now or no later than 120 days prior to your group's departure. We cannot process deviations after this period. These fees do not include any additional ticket costs that may be imposed by the airline. Please note any travellers requiring a land-only package.

SPECIAL REQUIREMENTS OR ADDITIONAL INFORMATION

Is there any additional information concerning your group that we should be aware of? If any of your group has special dietary requests (e.g. vegetarian) and/or medication requirements (e.g. suffers from any allergies), please indicate this below (or on your adjoining sheet). Hotels and airlines cannot cater for special diets without receiving advance notification.

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 - \$69 for those age 30 or younger (\$99 for tours of 11 or more days) and \$109 for those age 31 or older (\$129 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.

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 _____

(i) This represents \$ _____ for Deposits and \$ _____ for insurance premiums (authorizing pre-existing condition waiver)

or

(ii) This represents \$ _____ for a Preliminary Deposit and \$ _____ for insurance premiums (authorizing pre-existing condition waiver)

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 _____

Please return as follows:

Casterbridge Tours
Casterbridge House
32 North Augusta Street
Staunton, VA 24401, USA

Telephone: 1-800-522-2398 (From anywhere in the USA and Canada). Fax: (540) 885-0566
E-mail: traveltolearn@casterbridgetours.com

CST # 2056887-40

09/08