

Booking form 2014

(please use block capitals)



Further bookings -
Please complete details on a separate
photocopy of this form.

Please reserve me place(s) Trip name

Departure date

I/we would like to take an extension I/we would like to take your Land Only option

If you would like to fly from a regional airport, please state your preferred departure point and we will contact you to discuss possibilities.

You

Title

Surname (AS PER PASSPORT)

Forenames (AS PER PASSPORT)

Male/Female

M F

Date of birth

Occupation

Passport no.

Nationality

Place of issue

Date of issue

Date of expiry

Vegetarian or
special dietary
requirements

Our insurance policy required Yes No

Single room
supplement
required

Single tent
supplement
required

Your contact details

Address for correspondence:

Postcode:

Tel (H)

(W)

Email

I/we would like to receive the Mountain Kingdoms email Newsletter

Your travelling companion

Title

Surname (AS PER PASSPORT)

Forenames (AS PER PASSPORT)

Male/Female

M F

Date of birth

/ /

Occupation

Passport no.

Nationality

Place of issue

Date of issue

Date of expiry

Our insurance policy required Yes No

Single room
supplement
required

Single tent
supplement
required

Do you want your companion's dossier/invoice/bag/ticket sent to your address?

Yes No

If No, please supply companion's address:

Postcode:

Have you or your companion ever travelled with Mountain Kingdoms/Himalayan Kingdoms before? Yes No

Please see page 98 of our brochure
for details of our loyalty discount

Payment details Please make cheques payable to Mountain Kingdoms Ltd or provide card payment details below

I enclose a deposit (£300 per person) of: £ for person(s)

Plus insurance premium of: £ for person(s)

Total

£

If our insurance is not required, we will require you to complete our Travel Insurance Form (enclosed in your Holiday Dossier), to provide us with details of your own policy.

Please tick if you have already paid your deposit.		<input checked="" type="checkbox"/>	or debit my card number	<input type="text"/>
Is this a debit card		<input type="checkbox"/>	or a credit card	<input type="checkbox"/>
Valid from		Expiry date	Security code - on receipt of your booking form we will contact you to confirm your security code	
Full name on card				
Billing address				
Cardholder's signature				

Declaration and signature

On behalf of the person(s) included on this form I am authorised to make this booking and have read and agree to the Booking Conditions. To the best of my knowledge all persons taking out Mountain Kingdoms insurance, and any person on whom the travel plans depend, are in good physical and mental health, know of no circumstances why the holiday is likely to be cancelled or curtailed, and are not travelling against the advice of a medical practitioner or for the purpose of obtaining medical treatment.

Sign here: Date:

How did you hear about Mountain Kingdoms?

Why have you chosen to travel with
Mountain Kingdoms?

Booking Conditions 2014 (please read carefully)

The following booking conditions, together with the information set out in the "Essential Information", (pages 98 and 99 of this brochure), form the basis of your contract with Mountain Kingdoms Ltd, (Registered Company, Number 2118433, Registered Office: 20 Long Street, Wotton-under-Edge, Gloucestershire, GL12 7BT, United Kingdom.) These booking conditions apply to all holidays offered in this brochure and all Tailor Made itineraries. Separate booking conditions apply to our Discovery Expeditions and our Antarctic & Arctic Expeditions; these are available to download from our website and on request.

Booking Procedure and Payment

1/1 To book you can either a) post a completed Booking Form and your deposit, b) submit a booking online for brochure holidays (note that Tailor Made holidays cannot be booked online), c) telephone us and use a debit/credit card, d) send your deposit by bank transfer. Our standard booking deposit is £300 per person but higher deposits are occasionally required, as detailed in 1/2 and 1/7. Subject to availability, we will then

send confirmation and a Dossier for your holiday. It is at the point we issue our confirmation and that a contract comes into existence between us. We reserve the right to decline any booking application at our discretion.

1/2 If your booking necessitates an immediate purchase of an air ticket and/or other services, we will contact you, as a higher deposit may be necessary. This higher amount will be treated as the deposit for the purpose of calculating any cancellation charges.

1/3 In exceptional cases we may require an interim payment in order to secure flights, hotels or cabins. Should this be necessary, we will inform you as soon as possible in writing.

1/4 The surnames and forenames you provide to us must be spelt as on the passport to be used for travel by each individual client. Neither we nor our suppliers accept responsibility and resulting costs involved if, on the basis of incorrect information received, air tickets or other essential documents, e.g. trekking permits, are issued with clients' names that do not match their passport names.

1/5 Your personal safety is of paramount importance to us and it is therefore imperative that you advise us at the time of booking of any medical condition, physical or mental, that could reasonably be considered to affect your or other clients' enjoyment of the holiday.

1/6 When submitting your Booking application by telephone, fax, email, letter or online, it is implied and accepted that the 'lead name' on the booking guarantees that he or she has the authority to accept, and does accept, on behalf of the party, the terms of these booking conditions.

1/7 The final balance payment is due no later than 60 days prior to commencement of our booked services. Bookings accepted less than 60 days prior to this require a £750 deposit per person and full payment must reach us within the following 7 days. This payment must be made by bank transfer or UK debit card.

1/8 If your final balance is not received by the specified date, as detailed in 1/7, we reserve the right to cancel your booking without refund.

1/9 The additional cost of delivering kit bags outside the UK or Channel Islands will be added to your confirmation invoice.

1/10 We accept payment of deposits and insurance by debit card, credit card, bank transfer or cheques free of charge. Your final balance can be paid by bank transfer, debit card, cheque or credit card. We only apply a 2% surcharge to final balance payments made by credit card. See 1/7 for bookings made within 60 days of departure.

1/11 If you have booked your holiday with a Travel Agent, all holiday monies paid will be held by the Travel Agent on your behalf until they are paid to us.

1/12 The information contained in our brochure, on our website and in our other promotional material is believed to be correct to the best of our knowledge at the time of printing or publication. However, errors may occasionally occur, information may subsequently change and we reserve the right to make amendments. You must therefore ensure you check all details of your chosen holiday with us, including the price, before making your booking.

Bonding and your Financial Protection

2/1 We are bonded in accordance with the Package Travel and Package Holidays Regulations 1992. We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 2973).

When you buy an ATOL protected flight or flight inclusive holiday* from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit, you assign absolutely to those Trustees any claims which you have, or may have, arising out of or relating to the non-provision of the services, including any claim against us, the travel agent or your credit card issuer where applicable. You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme. *The flights and flight-inclusive holidays we arrange are ATOL protected providing they are made available in the UK. For further information visit the ATOL website at www.atol.org.uk.

2/2 As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), Mountain Kingdoms has provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992. In the event of insolvency, protection is provided for non-flight packages commencing in and returning to the UK and other non-flight packages excluding prearranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with Mountain Kingdoms. In the above circumstances, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your non-flight package.

Airlines

3/1 We use a variety of airlines to supply flights for our holidays. The actual or likely airline to be used for your holiday will be shown on the

information we send you upon booking. For operational reasons we

reserve the right to change the airline for any particular holiday and all flight timings are subject to change by the airline. Any significant change to your flight arrangements will be notified to you as soon as possible.

3/2 Any air travel that is part of your holiday is subject to the conditions as stipulated by the airline concerned and liability is limited in accordance with International Convention.

3/3 If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004- the Denied Boarding Regulations 2004. Where applicable, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements.

The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding, as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, we make any payment to you or a third party which the airline is responsible for in accordance with the Denied Boarding Regulations, you must, when requested, assign to us the rights you have, or had, to claim the payment in question from the airline. If your airline does not comply with these rules you may complain to the Civil Aviation Authority on 020 7453 6888 or by e-mail to passengercomplaints@caa.co.uk or see www.caa.co.uk - Referring Your Complaint to the CAA.

3/4 In accordance with EU Directive (EC) No. 2111/2005 Article 9, we are required to bring to your attention the existence of a 'Community list' which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at <http://ec.europa.eu/transport/air-ban/>.

3/5 Cancellation received more than 60 days before departure loss of deposit only

Cancellation received 29 days to 60 days before departure 30% of total holiday cost

Cancellation received 16 to 28 days before departure 60% of total holiday cost

Cancellation received 15 days or less before departure 100% of total holiday cost

Such terms are adopted in a similar form throughout the travel industry.

4/3 Provided the reason for cancellation falls within the terms of your policy, cancellation charges less any policy excess are usually covered by your holiday insurance. Any claim must be made directly with the insurance company concerned.

4/4 Our holidays require a minimum number of participants to enable us to operate them. Should the required minimum number of bookings for a holiday not be received we are entitled to cancel it. We would inform you of any cancellation for this reason no later than 6 weeks prior to the start of the holiday.

4/5 If we have to cancel your holiday before the date of departure, you will have the choice of taking an alternative holiday (and where this is of a lower price we will refund the difference, but where this is of a higher price, you will be expected to pay the difference) or accepting a full refund of the holiday monies you have paid to us. In addition, in appropriate cases, (assuming full balance has been paid) and where such cancellation is not due to under-booking or force majeure (as defined in 5/3), we will pay you compensation which is reasonable given the circumstances.

Changes to Your Itinerary

5/1 In booking with us you accept that by its very nature adventure travel carries its own inherent risks and difficulties. Very often our holidays take place in remote and/or underdeveloped locations. Whilst this adds to the uniqueness of our holidays it also means that it is not always possible to anticipate every eventuality that may disrupt travel plans and/or alternative arrangements should things not go according to plan. Alternative arrangements may simply not be available. Whilst we always endeavour to avoid making changes and cancellations, both before and after bookings have been confirmed, we must reserve the right to do so. 5/2 Most changes are minor. Occasionally we may have to make a significant change before the start of your holiday, e.g. a change of outward flight times of 12 or more hours (where you have booked your flights with us) or a change to an itinerary which results in one or more major destinations being substantially or completely missed out. Should a significant change arise prior to the start of the holiday arrangements you have booked with us, we will inform you of the alternative arrangements, any associated costs or refunds that might apply and the options that are open to you.

5/3 We cannot be held liable or responsible for the consequences of "force majeure" which we define as any event which we or our suppliers could not, even with all due care, foresee or avoid. Such events may include actual or threatened war, quarantine, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, volcanic ash, fire and all similar events outside our control. Very rarely, force majeure may lead us to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we will provide assistance in accordance with the Package Travel and Package Holiday Regulations 1992. However, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers) or pay you any compensation. Any additional costs or expenses that result, such as extra hotel accommodation/flights, will be your responsibility and must be paid for directly by you at the time. 5/4 Please note that should you wish to change your itinerary in any way, after your booking is confirmed, you will be required to pay any costs that might be incurred or imposed by our suppliers. If you request such a change within 60 days of the start of the holiday arrangements you have booked with us, an additional fee of £50 per person will be levied.

Disputes and Refunds

6/1 If you have a complaint on your holiday, you are required to inform your Leader immediately, or our local agent, or the hotel owner, and then notify the UK office of Mountain Kingdoms Limited in writing at the earliest possibility, and no later than 28 days after the end of the services you have booked with us.

6/2 Any request for refunds on any given holiday must be addressed to our office in the UK. Our agents and representatives are not entitled to meet clients' claims for refunds for whatever reason. Similarly, a client leaving a holiday en route will not be entitled to any refund unless agreed by the Mountain Kingdoms Company Director.

6/3 If you have a dispute with us that you are unable to resolve, you may be able to call upon the low-cost ATTO Independent Dispute Settlement Service (details on request). Claims which exceed £2,500 per person, or £10,000 per booking form, or claims which apply principally or exclusively in respect of (or as a consequence of) illness or physical injury are not admissible for settlement under the service.

Insurance

7/1 You must be adequately insured for your holiday with us. We offer a very extensive insurance policy (see page 98). If you prefer not to take this, we need you to complete and return our Travel Insurance Form, sent to you upon booking. Your policy must include as a minimum satisfactory cover for helicopter medical rescue (treks only), repatriation and cancellation. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

7/2 It is your responsibility to inform your insurers of any known medical conditions. This may also extend to include known medical conditions of people not necessarily travelling with you but upon whom your ability to travel may depend, such as a relative. Failure to notify your insurers of any material facts may result in a claim being denied.

7/3 In the event of a situation where you may have to claim on your travel insurance policy it is your responsibility to follow procedures as stated in your insurance policy document, and to notify your insurers as required.

Land Only Bookings

8/1 If you are taking a 'LAND ONLY' option with us we advise you to check with us whether your chosen holiday's 'up and running' before booking your international flight/s. Please note we will not be held responsible for any cancellation charges you may incur as a result directly or indirectly of us cancelling your holiday, for whatever reason (see also Conditions 4/4, 5/1 & 5/3).

Price Supplements and Surcharges

9/1 Prices in this brochure are based on costs and exchange rates as at 09/09/2013. Prices of Tailor Made itineraries are based upon costs and exchange rates as at time of quotation. We reserve the right to increase/decrease and correct advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

9/2 We will try not to apply surcharges except in the most unusual circumstances but we must reserve the right to do so. Once your booking is confirmed, the price of your holiday is only subject to change in the event of changes to our transportation costs, or the taxes or fees payable for the services making up your holiday, or the exchange rates which have been used to calculate the cost of your holiday. If surcharges become necessary we will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your holiday (excluding insurance premiums or amendment fees). You will be charged for any amount over the 2% we absorb. If any surcharge is greater than 10% of the cost of your holiday (excluding insurance premiums or amendment fees) you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us. We will not impose any surcharge less than 30 days before departure.

Transferring from One Holiday to Another

10/1 If you wish to transfer from one holiday to another you will be required to pay any difference in cost and a charge of £50 per person will be made to cover office administration. We are happy to accept transfers up to 2 months prior to departure of your original holiday, providing this does not result in that holiday falling below its minimum number of participants. Additionally you will be required to pay any costs incurred from our airlines and suppliers relating to your original date of departure. In special circumstances we will transfer your booking to a holiday in 2015 under the same provisos. We do not make transfers within 2 months of travel.

Leaders and Hazards

11/1 Our leaders will do their utmost to ensure that any problems are solved for the benefit of the group as a whole. Signing the booking form, or ticking to accept our booking conditions, when booking online, signifies your acceptance of the leader's authority to make decisions affecting the group or individuals. For instance, he/she may require an individual to leave the group if he/she believes that a person's health is at risk, if an illegal act is committed, or their behaviour becomes detrimental to the safety, enjoyment and wellbeing of the group. Should the leader take such action, that person would not be entitled to any refund and our liability and booking contract would cease with immediate effect.

11/2 We do not provide or arrange excursions other than those forming part of the arrangements booked and paid for in the UK. Our leaders or local agents may put you in touch with local organisers of excursions if you request but we can have no liability for such excursions, as your contract for such excursions will be with a local company providing the services and not with us.

11/3 Please understand there are certain hazards involved in adventure holidays, which you must accept at your own risk. Mountain Kingdoms Limited will not be liable for any illness, injury or death sustained during a holiday, except due to negligence on our part or that of our suppliers.

General

12/1 The terms and conditions of all agreements made with Mountain Kingdoms Limited shall be subject to, and governed by, English law and the courts of England and Wales shall have exclusive jurisdiction over any dispute.

12/2 If you are 70 and over at the time of booking, we will require a letter from your GP stating that they have seen the detailed itinerary of your holiday and confirming that you are in suitable health to undertake it as planned.

12/3 Information on passport, visa and health requirements will be provided in the Dossier we send you when you make a booking. It is your responsibility to ensure that you fulfil all of the necessary requirements. We regret we cannot accept any liability if you are refused entry onto any transport or into any country.

12/4 We reserve the right to exceed the maximum group size by one person in cases where there is only one place left on a holiday and two people wish to book together.

TRAVEL INSURANCE FORM



Please complete, sign and return this form to us if you do not intend to use our policy. Please ensure details below are valid for your holiday dates. If your policy might change before you travel, please do not return this form until you have your new details.

Your health and safety on holiday are paramount to us, and it is essential that you are adequately covered by a travel insurance policy for your holiday with us.

We strongly recommend obtaining written confirmation from your travel insurance provider that the cover they offer is appropriate. If your insurer is unable or unwilling to provide the necessary confirmation, your insurance policy may not cover you for your holiday with us. If this case we would be happy to arrange cover under the Mountain Kingdoms' scheme, which has been specially arranged to cover all our trips on a single trip basis.

Please complete the following information and sign below. We will keep this information on file so that we can assist you should an incident occur for which you may require medical emergency assistance:-

Holiday Name & departure date.....	Gentle Walking in Bhutan	
	23/12/14	
Names of Person/s covered by this policy:.....	D. M. BERRY	
Name of Insurance Company/Insurer:	American Express	
Policy Certificate number:	ATI 30304614	
Validity dates: From.....	24/02/14	to 23/02/15
24 Hour medical emergency assistance provider's telephone number:	+44 (0) 845 456 6355	

1. Any 'hazardous activities' that I will be pursuing as part of my holiday. For example rafting, hot air ballooning, dog sledding, climbing using of ropes and crampons,etc

(Yes, I have checked)

(not applicable to my holiday)

2. Trekking (to the appropriate height - details can be found on your itinerary)

(Yes, I have checked)

(not applicable to my holiday)

3. Trekking/Trekking Peaks ONLY (Not applicable to Tours)

In a medical emergency, the Mountain Kingdoms trek leader/guide must be able to arrange relevant transportation (including helicopter evacuation where available) to the nearest in-country medical facility, in the event that prior authorisation from the insurer's emergency assistance company cannot be obtained. Contact WILL be made with the insurers as soon as possible.

(Yes, I have checked)

(not applicable to my holiday)

Signed..... D. M. Berry..... Name..... D. M. BERRY.....

Date..... 14 March 2014



General Questionnaire

All the information given will be regarded as *strictly confidential* and is intended only for the use of Mountain Kingdoms' staff and your trek leader/guide

Name: D M BERRY
Trek: gentle Walking Bhutan.

Please outline your previous hill walking and/or trekking experience.

European Alps, Scotland, N Wales, Lake District
(Day walks)
Long distance walking E1, E2, E3, E4
Ascent of Kilimanjaro.

Next of Kin
(Other than your travelling companion)

Name: John Brook

Address: 9 Shortsill Lane,
Coneythorpe, Knaresborough

Telephone Number: + 44 (0) 1423 862577

Relationship to you: Cousin.
(E.g. friend/ daughter)

(Please note this information will not be added to our mailing list or used by us
for marketing purposes)

PLEASE TURN OVER

NAME: J M BERRY

Confidential Medical Questionnaire

- | | Yes | No |
|---|-------------------------------------|-------------------------------------|
| 1. During the last <u>five</u> years have you suffered any significant illness or injury requiring more than two visits to the doctor, or been in hospital or required regular care by a doctor ? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2. Have you ever had any of the following: | | |
| Asthma, tuberculosis, chronic bronchitis, emphysema or any other lung complaints? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| High or low blood pressure, rheumatic fever or any heart complaints? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Gout or arthritis or any back, leg or foot trouble? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Gastric or duodenal ulcer, colitis or intestinal trouble? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Epilepsy or fits of any kind? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Depression, anxiety state or mental disorder? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Kidney or bladder disease of any kind? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Diabetes, cancer or tumour of any type? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

If the answer to any of the questions in 1 and 2 is yes, please give details:

Depression - mild 10 years ago. Arthritis - mild in neck.

3. Have you had any other illness, injury, operation or treatment likely to affect your ability to successfully complete your trek ?
4. Have you ever had any allergies or reactions to stings, drugs or foods?

If the answer to questions 3 or 4 is yes, please give details?

5. Do you take any prescription drugs regularly? If so, please record them here:

Naproxen

6. Have you previously been at altitudes above 10 000ft. / 3 000m. ?
- What symptoms of altitude sickness did you experience, if any?
-
-

None

- I declare that the answers to the above are true and complete. I agree to this information being available to the leader of the group.
- I confirm that, if necessary, I will declare any pre-existing medical conditions directly to my insurers. Information on this form will not be passed to my insurers by Mountain Kingdoms.
- In the event of a situation occurring whilst abroad where further details of my previous and current medical history are required, I hereby give authority to you to release medical information to my insurance company and/or its agents.
- Please note we may in confidence, show the form to a doctor who advises us with regard to medical issues related to trekking.

Signed: John Berry Age: 65 Date: 14 March 2014
Doctor's name and address: Rntry Surgery, High Wycombe