

Booking Conditions

Your holiday reservation explained



Before completing your booking, please read the booking conditions, which are straightforward and confirm what we commit to you, as well as what you commit to us. Your statutory rights are not affected by these conditions.

Your holiday contract is with Kenman Holdings Limited.

When you make a booking with us, you guarantee that you have the authority to accept, and do accept, on behalf of your party, the terms of these booking conditions. A contract will exist as soon as we issue either our letter of confirmation (for holidays using car/ferry travel only), or our confirmation invoice (for holidays including air travel). This contract is made on the terms of the following booking conditions, which are governed by Scottish Law, and the jurisdiction of the Scottish Courts.

All travel arrangements made on your behalf and all tickets issued, are subject to the terms and conditions of the relevant travel operators, CalMac Ferries Limited, Loganair Ltd and Flybe. Copies of these conditions can be obtained either from ourselves or direct from the travel operators or on our website.

Your financial protection - holidays using car/ferry travel only

For holidays using car/ferry travel only- In accordance with the Package Travel, Package Tours Regulations 1992 all passengers booking with Kenman Holdings Ltd/Hebridean Hopscotch Holidays are fully protected against the loss of all monies paid to us for the holiday (and repatriation if required) due to insolvency, by way of an Insurance Policy with IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham NG1 6FG. The cover excludes money paid for flights, which are protected separately under our ATOL licence. In the event of a claim, you should contact the administrators of the scheme. They are Status Insurance Management Ltd, PO Box 2256, Billericay, Essex CM12 0DH.

Email: info@statusinsurance.com Telephone: 01277 367580

Status Insurance Management Ltd and IGI Insurance Company Limited are authorised and regulated by the Financial Services Authority.

Your financial protection - air holidays

When you buy an ATOL protected air holiday package and/or flights - from Hebridean Hopscotch Holidays you will receive a Confirmation Invoice from us confirming your arrangements and your protection under our Air Travel

Organiser's Licence number [6349].

In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk

Your holiday price

When you make your booking, you must pay a deposit of £75.00 per person. The balance of the holiday price must be paid at least six weeks before your holiday departure date. If the balance is not paid on time, we shall cancel your holiday arrangements and refund to you any balance left after settling any cancellation charges. The price of your travel arrangements may require to be varied due to changes in transportation costs, such as fuel surcharges or airport taxes, changes in VAT etc. If any surcharge totals over 10% of your agreed holiday price, you shall be entitled to cancel the holiday and receive full refund of all monies paid.

If you change your booking

If, after your holiday confirmation has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for change should be made to us in writing by the person who made the original booking. Whilst we will be happy to make any accommodation changes free of charge, there can be cost implications in changing ferry and/or air travel arrangements. We shall advise you of any charges should this situation arise.

If you cancel your holiday

You may cancel your holiday at any time. If you wish to cancel your holiday booking, please arrange for us to be notified, in writing, by the person who made the original booking. We recommend that you take out insurance against cancellation charges, which are as follows:
Between confirmation of booking and 43 days prior to arrival - administration fee of £25 per person, 42 to 15 days prior to arrival - 50% of the full holiday cost, 14 days or under - 100% of the full holiday cost.

Please see the remainder of this section, continued on the back page.

Booking Request / Enquiry Form

When completed, please send this form to Hebridean Hopscotch, 11 James Street, Stornoway, Isle of Lewis HS1 2QN

| | | | |
|---|-------------------------------------|---|---|
| Your details | Title <input type="text"/> | Telephone No (Day) | <input type="text"/> |
| Full Name | <input type="text"/> | Telephone No (evening) | <input type="text"/> |
| Address | <input type="text"/> | Email address | <input type="text"/> |
| | <input type="text"/> | How did you find out about Hebridean Hopscotch Holidays? | <input type="text"/> |
| | <input type="text"/> | | <input type="text"/> |
| Postcode | <input type="text"/> | My party includes: | Adults <input type="text"/> Under 5s <input type="text"/> 5 to 15 inc. <input type="text"/> |
| Total holiday cost | (A) £ <input type="text"/> : | Their names are: (please give ages only where under 16) | <input type="text"/> |
| Western Isles Guide by Charles Tait | | Ages | <input type="text"/> |
| Please send me <input type="text"/> copies @ £9.95 each | (B) £ <input type="text"/> : | <input type="text"/> | <input type="text"/> |
| Official Tourist Map | | <input type="text"/> | <input type="text"/> |
| Please send me <input type="text"/> copies @ £4.50 each | (C) £ <input type="text"/> : | <input type="text"/> | <input type="text"/> |
| Deposit for <input type="text"/> persons @ £75 each | (D) £ <input type="text"/> : | <input type="text"/> | <input type="text"/> |
| Total now payable with this reservation | (B+C+D) £ <input type="text"/> : | I require | Single(s) <input type="text"/> Double(s) <input type="text"/> Twin(s) <input type="text"/> |
| Balance remaining | (A-D) £ <input type="text"/> : | Family Room with <input type="text"/> Double Bed(s) <input type="text"/> Single Bed(s) <input type="text"/> Cot(s) | |
| Or, if holiday start date is within 6 weeks of booking, full amount now payable is | (A+B+C) £ <input type="text"/> : | <input checked="" type="checkbox"/> I enclose a cheque payable to Kenman Holdings Ltd. | |
| I have read, understood and accepted the terms and conditions as printed in this brochure, both for myself and for all named members of my party. | | <input checked="" type="checkbox"/> I wish to charge the amount due now to my credit or debit card, please phone me on <input type="text"/> | |
| Signed <input type="text"/> | Date <input type="text"/> | to obtain my card details and process the amount now payable. | |
| | | Signed <input type="text"/> | |
| Please do not send me any further information or offers via third parties | <input checked="" type="checkbox"/> | (1% surcharge is levied on credit cards. (Not on debit cards or cheques.) | |

Booking Conditions - continued

If we change your holiday

If required, we reserve the right to change your holiday arrangements. In the very unlikely event of us having to do so, we shall contact you as soon as possible with details of any changes. If we need to make a major change to your holiday, you shall have the choice of accepting the change or cancelling your booked holiday and receiving a full refund of all monies paid. Timings of ferry and air schedules can be subject to change because of timetable changes, weather conditions or technical problems. We shall not be liable for any loss arising out of delays on scheduled timings on any modes of transportation.

Force majeure

This means we shall not be liable for any loss, inconvenience, expense or injury if you have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, natural disaster, fire or adverse weather conditions.

If you have a complaint

All descriptions of accommodation and travel services are published in good faith and are accurate at time of brochure publication. If you have any complaint or criticism of any aspect of your accommodation during your holiday, please take it up immediately with the accommodation management or owner. Likewise, if you are dissatisfied with any aspect of the service provided by the travel operators, please advise the appropriate member of supervisory staff. We too would appreciate knowing the detail of any such occurrence, together with your view as to whether the problem was remedied to your full satisfaction. If you still feel dis-satisfied we shall make all reasonable endeavours to investigate your complaint and report back to you with our findings. We may, at that stage, offer you a sum of compensation that, at our sole discretion, we feel to be reasonable under the circumstances.

Data protection

The personal information you supply to us will only be used for the purpose of arranging your holiday, updating our customer records, or contacting you for marketing or research purposes. Some relevant information will be passed on to accommodation providers and travel operators in connection

with your holiday arrangements. We also occasionally make some names available to other Hebridean businesses whose products we think may interest you. If you do not wish to receive this information, please tick the box on the booking form.

How to make your booking

1. Ideally, discuss your holiday by telephone with one of our holiday advisors – otherwise, complete and post or fax the booking / enquiry form below. Within one working day of receiving your booking request/enquiry, we will contact you with a quotation for your holiday itinerary and cost.
2. If you accept our quotation, within 1 working day we will send you our Letter of Booking Confirmation and Confirmation Invoice, specifying the details of your booking and the agreed holiday price.
3. Seven weeks prior to your holiday start date; we will send you our Sales Invoice for the agreed sum. This invoice will be payable within seven days, either by cheque, debit or credit card, thereby allowing us six weeks to process your ferry tickets, itinerary etc. and to send these items to you by recorded delivery post. Payments by credit card will be surcharged 1%, to cover bank processing charges. Payments by debit card or cheque will not be surcharged.

Book early – and avoid disappointment

Hotel, ferry and flight availability is limited, particularly during the summer months. We strongly recommend that you book as early as possible to give us the best chance of booking the most suitable ferry sailing times and your preferred accommodation.

Late booking – No problem (Subject to availability)

We can usually arrange a holiday with as little as 5 days notice, subject to availability. Just telephone our bookings hotline to arrange your Hebridean adventure. Bookings made within six weeks of your holiday start date must be accompanied by payment in full.

Special reductions for children

Accommodation: Children under 2 – pay only for meals as taken by arrangement with individual hotels. Children 2 – 15 – Up to 50% reduction - please ask for a quotation.

Price Promise Guarantee

See page 11 of this brochure for full details.

Your Holiday Itinerary

| DAY | DATE | FLIGHT/ FERRY FROM | DEPARTURE TIME | FLIGHT/ FERRY TO | STAYING AT |
|-----|------|-----------------------|-------------------|---------------------|------------|
| 1 | | | : HRS | | |
| 2 | | | : HRS | | |
| 3 | | | : HRS | | |
| 4 | | | : HRS | | |
| 5 | | | : HRS | | |
| 6 | | | : HRS | | |
| 7 | | | : HRS | | |
| 8 | | | : HRS | | |
| 9 | | | : HRS | | |
| 10 | | | : HRS | | |

Your Car

THE CAR I/WE EXPECT TO TRAVEL IN IS MAKE MODEL REG. NO.

MY RESERVATION IS TO INCLUDE A HIRE CAR OR INCLUSIVE FLYDRIVE CAR. DRIVER'S DATE OF BIRTH REQUIRED IF OVER 70 / /19

NO OPTIONS AVAILABLE ON FLYDRIVE CARS. HIRE CAR OPTIONS: ECONOMY MEDIUM LUXURY AUTO PREFERRED YES NO

RENTAL TO START ON / / PICK-UP LOCATION PICK-UP TIME : HRS

RENTAL TO END ON / / DROP-OFF LOCATION DROP-OFF TIME : HRS

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