

A Quick Release – Booking Form



Guests

| Holiday (date & location) | No. of Weeks | Name | Sex | Age (if under 18) | Level (beginner / intermediate / expert) | Bike hire?* | Height |
|---------------------------|--------------|------|-----|-------------------|--|-------------|--------|
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* please indicate whether you would like to hire a hardtail (cotic soul or similar) or full suspension

Contact details

Name: Address: Home:
 Work:
 Email: Mobile:

Other information / requests

E.g. dietary requirements

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Deposit

I would like to pay by Paypal (www.paypal.com) / cheque payable to A Quick Release (delete as applicable).

| <i>Holiday</i> | <i>Deposit</i> | <i>No.</i> | <i>£</i> |
|----------------|-----------------|------------|----------|
| UK weekends | £40 per person | | |
| Luchon weeks | £100 per person | | |
| TOTAL | | | |

Declaration: I have read and understood the booking conditions overleaf and agree to them on behalf of all persons on this booking form. I understand that for overseas trips each person must have travel insurance or a valid European Health Insurance card (EHIC).

Signature: Date:

By default we send e-invoices via email, but please tick here if you would prefer a paper invoice

BOOKING CONDITIONS

1. A Quick Release will organise all the ground arrangements, accommodation, transfers, mountain bike activities and you will receive an invoice/booking confirmation from us detailing this information.
 2. Making your booking. To make your booking you must complete our booking form. This must be signed by the first named client (who must be at least 18 years of age) on behalf of all persons named on the booking form confirming your acceptance of these booking conditions. The first named client will be responsible for all payments due in respect of the arrangements purchased. The booking form must then be forwarded to us together with a deposit of £100 per person (unless booking 8 weeks or less before departure in which case full payment must be made at the time of booking). In addition it is essential you take out appropriate insurance cover at the time of booking. Once we have received your booking form and all appropriate payments, we will, subject to availability, confirm your holiday by issuing a booking confirmation/invoice. This confirmation/invoice will be sent to you. Please check this confirmation/invoice carefully as soon as you receive it and raise any queries immediately.
 3. Your contract. Binding contract between us comes into existence when the confirmation/invoice is despatched to you. This contract & all matters arising out of this contract, is governed by English law. The unlikely event of a dispute between us, we both agree it will be dealt with by the courts in England and Wales.
 4. Payment. As mentioned above, a deposit of £100 per person must be paid before we confirm your holiday. For bookings 6 weeks or less before departure, full payment is required when the booking is made. The balance of the holiday price must be received by us not less than 6 weeks prior to departure. No further reminders will be sent after we have sent your confirmation/invoice. If full payment is not received on time, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause 8 below will be payable. You can pay by cheque (UK bank or building society), sterling bankers draft, Euro cheque or by credit/debit card (a charge of 1.5% will be made to process credit cards), cash (sterling). If any cheque is dishonoured, we reserve the right to charge £20 to cover our administration costs.
 5. Insurance. The company requires that all clients are adequately covered by holiday & travel insurance. Your insurance policy must offer at least, 24 hours emergency medical and repatriation assistance and Legal Expenses cover.
 6. Cost of your travel arrangements. AQR reserve the right to decrease or increase prices of unsold arrangements at any time before your booking is confirmed. The correct current price for your arrangements will be given to you at the time of booking.
 7. Changes made by the customer. If you wish to change any of your arrangements after confirmation of booking, you must inform us in writing. While we will attempt to assist, we cannot guarantee that we will be able to meet the requests. Where we can the following administration charges will apply. Change of outward and/or return date of holiday – treated as cancellation and rebooking – cancellation charges as set out in clause 8 apply & £10 amendment plus charges imposed by any supplier. If you cannot travel, your place can be transferred to another person (introduced you) providing you confirm this no less than 1 week before departure. If are you able to transfer your place to another person of your choice, the charges above must be paid, before the transfer can be completed.
 8. Cancellation by you. Cancellations by a customer are to be confirmed in writing to AQR & posted by Recorded Delivery. If the customer cancels, the deposit is forfeited. Your deposit may be refunded from your Insurance Company subject to the conditions of your policy. On cancellation of a booking by a customer, within 6 weeks, of the departure date the customer is liable to pay AQR the following costs. The cancellation date is determined from the day AQR receives written confirmation of the cancellation. Cancellation charge as % of total costs: 42–28 days 50%, 27–14 days 60%, 13 to 7 days 70%, 6–1 days 100%.
 9. Changes by AQR. AQR holidays are planned in advance. Sometimes it is necessary to make alterations to the details before & after booking confirmation. We reserve the right in our absolute discretion to do so. Nearly all changes will be minor. On occasion, it can be necessary to make a significant change. A significant change; accommodation that is of lower category or standard for the whole or larger part of your trip, change of accommodation area for the whole or larger part of your trip or withdrawal of a large number of our advertised activities for the whole or a large part of your trip. Any other changes will be treated as ‘minor’.
- If significant changes happen before departure, AQR will advise you as soon as it is practicable. You then have a choice of :-
- accepting the changed arrangements that AQR has confirmed.
 - purchasing an alternative trip, of the same standard if available (If the original trip costs more, AQR will refund the difference, if it is more expensive, you pay the difference).
 - cancelling your trip & receiving full & prompt refund of all monies paid to AQR.
- In the case of a significant change 6 weeks or less before your departure, AQR will compensate you as in the writing below, except when changes are a result of unforeseeable and unusual circumstances out of our control, that we could not have avoided even with all due care. For significant changes, any liability we have is limited to offering the above choices & the compensation payments (where applicable) set out below. No compensation is payable if we notify you of any change more than 6 weeks before departure. We will not be responsible for any costs or expenses you may incur as a result of changes. Compensation is not given for minor changes & does not entitle you to cancel or change to another holiday without paying normal costs. If before departure a significant change or cancellation is notified to you we shall pay as compensation per person:- More than 42 days=£0, 42 – 21 days=£15, 20 – 7 days=£25, 6 – 1 days=£45.
10. Cancellation by us. It may be necessary to cancel a confirmed trip. AQR reserve the right to do so. A trip will not be cancelled within 6 weeks of departure unless AQR has not received the payment in full, on time, or unless due to circumstances beyond our control. If your trip is cancelled for reasons other than your default in payment, AQR will offer an alternative holiday which you can purchase, if available (if a trip costing less than the original you will receive a refund, if a trip costs more you pay the difference) or a complete refund of the money you have paid AQR. If notified of a cancellation 6 weeks or less before departure, you will receive compensation as in clause 9 “changes by us”, subject to the following exceptions. Compensation will not be given (1) when AQR is forced to cancel as a result of unforeseeable and unusual circumstances out of our control, that we could not avoid even with all due care. (2) When insufficient number of people book your chosen trip & you are notified of the cancellation because of this, not less than 4 weeks before departure. In all cases, AQR liability is limited to the above choices. Compensation payments (where applicable) are set out in clause 9. Compensation is not given when you are notified of the cancellation more than 8 weeks before departure. AQR is not responsible for any costs or expenses you may have because of the cancellation. AQR may be forced to cancel your trip after departure date, when circumstances amounting to ‘force majeure’ (as in clause 11) occur. In this unusual situation, AQR regret no refunds can be made (except where refunds are obtained from any supplier), including costs or expenses you may incur, or any compensation paid.
 11. Force Majeure. AQR cannot accept liability or pay any compensation when the performance or prompt performance of our contractual obligations is prevented or affected by reason of circumstance amounting to ‘force majeure’. In these booking conditions, ‘force majeure’ means any event, which we the supplier of service(s) in question could not, even with all due care, foresee or avoid. These events include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.
 12. Our liability to you. AQR accept responsibility for ensuring that our contract with you is properly performed unless there was any failure to perform or improper performance was due to :- Your own acts or omissions or those of a third party not connected with the provision of your trip & which were unforeseeable or unavoidable or an event which either ourselves or the supplier of the services in question could not have foreseen or forestalled even with all due care. In all cases except where personal injury, illness, death, loss and/or damage to and/or of luggage or personal possessions (including money) results or a lower limitation applies, our maximum liability is however limited to the price (excluding insurance premiums & amendments charges) paid by the person(s) affected in total. In the case of loss and/or damage to and/or of luggage or personal possessions (including money), our liability is limited to £20

per person as you are assumed to have taken out adequate insurance at the time of booking. Further, so far as air, sea, road & rail carriers & hotel keepers are concerned, our liabilities are in all cases limited as if we were carriers/hotel keepers within the appropriate international conventions. It is however a condition of our acceptance of liability that you notify us of any claim in accordance with clause 13 'complaints'. Where any payment is made to you or any member of your party that person must assign to ourselves or our insurers any rights they may have to pursue any third party. You must also provide ourselves and our insurers with all assistance required.

13. Complaints. In the event that you have reason to complain when on your trip, you must notify straight away our representatives and/or supplier of the service(s) in question and we will endeavour to assist. If on returning home you are still not satisfied, you must write to us within 28 days of the last day of your trip, with full details of your complaint. AQR cannot accept liability in relation to a claim or complaint which is not notified entirely in accordance with this clause

14. Conditions of suppliers. Please note that services provided are subject to the conditions of the relevant supplier. These conditions may limit or exclude the supplier's liability to you, usually in accordance with the appropriate international conventions. Copies of the conditions affecting you are available on request.

15. Special requests. Please state clearly any special requests on your booking form in the space provided. We will endeavour to pass any such requests on to the relevant supplier, but cannot guarantee your requests can be met. If special requests are not met, this will not be a breach of contract, on the part of AQR. At the time of booking, you must advise AQR in writing (with full details) of any medical problem or disability which can affect your trip. If we cannot meet your particular needs, we reserve the right to decline/cancel your booking.

16. Delay. AQR are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. The airline concerned may offer you assistance however.

17. Behaviour. When on a trip with AQR, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any damage or loss must be made at the time to AQR or the third party concerned. If you fail to do so, you must indemnify us against any claims (including legal costs) subsequently made against us as a result of your actions. AQR expect all customers to have consideration for other people. If in the opinion of AQR or the opinion of any other person in authority, you or any member of your party behave in such a way that causes or is likely to cause danger, distress or annoyance to any third party or damage to property, AQR reserve the right to terminate the trip of the person concerned without notice. In this situation, all our responsibilities towards that person (including return transport arrangements) will immediately stop & AQR will not be responsible for meeting any costs or expenses they may incur as a result. AQR will not make any refunds or pay any compensation.

18. Passports, visa & health requirements. You are entirely responsible for having a valid 10-year passport & any necessary visas. There can be long delays when obtaining passports & visas so make sure you apply in time. Please phone AQR if advice is required. At the time of writing no inoculations or vaccinations were needed to enter France, Spain, Portugal, Canada, New Zealand, and Switzerland.

19. Accommodation occupancy. Only the customers confirmed on the trip invoice may stay in accommodation provided by AQR. Sharing or sub-letting without permission from AQR is not allowed.