

## C-N-Do Scotland Holiday / Course Booking Form

### Holiday / Course Details:

Holiday/course name: \_\_\_\_\_

Date: \_\_\_\_\_ Price per person: \_\_\_\_\_

Promotional code (if any) \_\_\_\_\_

### Contact Details:

Name: \_\_\_\_\_ Male / Female

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Home Telephone: \_\_\_\_\_

Mobile / Day Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

I have read and agree to the booking conditions.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If under 18, parent or guardian must sign

### Payment Details:

Payment type:  deposit only  full amount

Holiday / course amount: £ \_\_\_\_\_

Single Supplement: £ \_\_\_\_\_

Total enclosed: £ \_\_\_\_\_

UK cheque / postal order / Sterling bank draft  
(Payable to 'C-N-Do Scotland Ltd')

Debit card: Visa Debit

Credit card: Visa or Mastercard

### Credit / Debit card information:

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Start Date: \_\_\_\_\_

Issue No:(not all cards) \_\_\_\_\_

Card Security Code: \_\_\_\_\_ (last 3 digits on reverse)

Your address details must be **exactly** as shown on card statement. Cardholder's name and address if different from above: -

## ACCOMMODATION NOTES

### HOSTELS / BUNKHOUSES

Rooms have bunk beds and single rooms are not usually available. Rooms are usually separate for men and women. Bed linen is provided, and showers are usually present, and often drying facilities. A limited number of family rooms may be available for a supplement if booked well in advance. Ask for a price before booking.

Most of the hostels we use are managed by the SYHA, which has more than 60 years' experience in providing an enviable ambience. Independent hostels used are ones in which we have total confidence.

### GUEST HOUSES and B&Bs

Guest Houses and Bed & Breakfast establishments that meet the VisitScotland standard are selected by preference. Guest houses are normally full-time businesses with more than 3 bedrooms, whereas B&Bs are often local family homes and have 3 or less bedrooms. The price is based on sharing 2 or, occasionally, 3-person rooms. Ensuite facilities are not always available but will be obtained where possible. A limited number of single rooms may be available on payment of a supplement.

### HOTELS

Hotels that meet VisitScotland standards are selected by preference. The price is based on sharing a 2-person room. These would normally be ensuite but there are a few exceptions. A limited number of single rooms are available on hotel based holidays on payment of a supplement.

To ensure we are able to provide you with the accommodation as advertised, we recommend booking early for holidays using hotel or guest house accommodation.

### TWIN SHARE

Clients travelling alone, but willing to share a room with a member of the same sex, will not be charged a single room supplement (SRS) if booking more than 6 weeks in advance. If booking later, the SRS will be charged if we do not have a space in a twin room.

### ALTERNATIVE ACCOMMODATION

On many of our holidays alternative accommodation is available at extra cost. If you are interested in this option, you should contact our office for a quote prior to booking your holiday. Please note alternative accommodation prices include an administration charge. You should be aware that if you choose this option, you may be the only person from our group staying at that accommodation, and that, if the group is eating at a hostel in the evenings, you will not be able to join them.

### MEALS

Full board means breakfast, picnic lunch and dinner. Half board means breakfast and dinner. On hostel based activities help would be appreciated in the preparation and clearing up of meals. On hostel holidays, where only breakfasts are included, C-N-Do will also provide communal tea / coffee, etc, and a selection of herbs and spices. Food provided for backpacking trips will be lighter in weight and simpler.

If advised in advance, special dietary requirements, or particular dislikes, can usually be catered for.



## Booking Conditions Information & Form

### BOOKING PROCESS

Due to our small group policy, early booking is advisable for all our activities. On hotel and guesthouse based holidays, this is even more important, to ensure we are able to provide you with the accommodation as advertised.

Book by:



Post - using the attached form



On-line - using our secure server



Telephone - by credit or debit card

Please ensure you have read our booking conditions before making your booking.

You will normally receive written confirmation of your booking within 2 weeks of its receipt at our office. Confirmation of online email bookings will be made within 5 working days.

Please remember to send in your final payment by the due date, as failure to do so may result in us having to cancel the activity.

We strongly recommend that you take out travel insurance to cover you in the event that you have to cancel your holiday.

[www.cndoscotland.com](http://www.cndoscotland.com)

[admin@cndoscotland.com](mailto:admin@cndoscotland.com)

+44 (0)1786 445703



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## BOOKING CONDITIONS FOR UK MULTI-DAY ACTIVITIES

### 1. PAYMENTS:

#### Holidays and Courses less than £300.

Full payment is required at the time of booking.

#### Holidays and Courses greater than £300.

20% deposit (including any single room supplement) plus any accommodation upgrade charge, secures booking. Payment of the balance is due 6 weeks before departure. If payment is not received by this date, you will be deemed to have cancelled and your deposit will be forfeited.

**METHODS:** Debit Card (Visa Debit), Credit Card (Visa, MasterCard), Cash, Cheque drawn on a British Bank, Sterling bank draft quoting your name. Security of prepayments is ensured in accordance with the EC Package Travel Directive. All eligible prepayments are held in a special trust account until the holiday is completed.

**Independent, 'Specially for You' and Private activities** – prices quoted are for group bookings co-ordinated by one contact person. If individual booking and payment is required a surcharge may be payable.

**2. CANCELLATION BY YOU:** If you wish to cancel, you must notify us as soon as possible and confirm this in writing by recorded delivery, fax or email. Depending upon the date your cancellation is received, the following amounts will be retained:

Activities 5 days or more duration		Activities < 5 days' duration	
> 41 days before start	20%	> 27 days before start	20%
41-28 days before start	40%	27-8 days before start	50%
27-14 days before start	60%	7-0 days before start	100%
13-8 days before start	80%		
7-0 days before start	100%		

Charges for accommodation upgrades and additional nights will only be refunded (less a £30 admin fee) if we are able to recover these charges from our suppliers. This may not be known until the holiday takes place. However, if you get someone to take your place, or we can resell it, you will receive a refund of any money paid, less an administration charge of £30 (or 20% of the full amount if lower).

**3. ALTERATIONS BY YOU:** There is a charge of £30 per person (or 20% of the full amount if lower) for those wishing to change their booking to another trip more than 6 weeks prior to departure. Alterations after this date will be treated as cancellations and re-bookings. On Independent, 'Specially for You', Private Guided trips and accommodation upgrades, an additional charge may be levied if we are unable to recover costs already incurred (for example accommodation deposits) from our suppliers.

**4. CANCELLATION / ALTERATION BY US:** We reserve the right to cancel an activity but will not do so less than 4 weeks prior to departure (2 weeks for activities of less than 5 days duration), except under item 7 below, or if you fail to pay the final balance. All activities are subject to a minimum group size which, unless otherwise indicated, is five. With the exception of situations under item 7 below, if we cancel or make a major alteration to your trip, we will inform you promptly and offer (a) a free transfer to an equivalent or superior trip, or (b) a free transfer to a substitute trip of lower price plus a cash adjustment, or (c) a full refund of any money prepaid. We advise not making non-refundable travel arrangements more than 5 weeks (2 weeks if less than 5 days duration) prior to departure without contacting us first. In the event of cancellation, our liability is limited to the amount of prepayment to C-N-Do Scotland. In the event of cancellation by us for reasons other than insufficient numbers, or circumstances out with our control, we may offer compensation where appropriate.

**5. SAFETY:** Activities in the outdoors are potentially hazardous by their nature and individual participants must accept a certain element of risk. Our leaders and instructors are carefully vetted and are qualified for the activities they control. In the interests of safety, you must agree to abide by the decisions of the leader or instructor. As we have no control over weather conditions, we reserve the right to alter routes accordingly. You MUST advise the leader or instructor if you suffer from any medical condition, or are taking any medication which may affect your ability to undertake the activity chosen. People whose fitness or ability is clearly at variance with that required for the grade of trip, may be asked to make alternative arrangements (at their own expense) in order to allow the programme to proceed as planned. Individuals who are under the influence of alcohol or drugs will not be allowed to participate in activities. In addition, where behaviour becomes unacceptable through alcohol or drugs or for any other reason, adversely affecting the ambience of the group, individuals can be asked to make alternative arrangements, or leave the trip at their own expense. Incidents involving participants during the course of the activities, resulting in injury should be reported to the group leader or instructor, recorded at the time on an accident form, and signed by the injured person or their representative, and a witness.

**6. FEEDBACK, COMMENTS and COMPLAINTS:** Our feedback questionnaires have been well received over the years as a means of maintaining our high quality standards, improving our activities, and introducing new ones. In the unlikely event of having a concern or complaint during your trip, please make your views known immediately to the staff in charge, who will act appropriately to try to resolve the situation straight away. Failure to do so may compound the situation and could lead to your claim being reduced or rejected. Should it not be possible to resolve your problem immediately, you may contact C-N-Do office straight away, or write to the Managing Director as soon as possible after the holiday, giving full details. Delay in so doing may lead to an inability to substantiate your claim. All complaints and claims against C-N-Do Scotland will be dealt with under Scottish Law and Custom.

**7.** C-N-Do Scotland will not be liable for any loss, damage or expense resulting from force majeure or any unforeseen circumstance out with the control of the company. C-N-Do will only be liable for loss or damage caused by the proven negligence or default of C-N-Do, its suppliers, agents or employees, in performing their obligations under this agreement.

**8.** Bookings on some holidays or courses may involve registration of clients details on a third party website or booking system, eg. overnight ferry bookings, NNAS or MT course registration. At no other time will client details be passed to anyone else without your specific permission.

**9. VAT:** Prices include value added tax. The rate is shown in the price list. Should the rate change the price may alter.

**10. CAR HIRE:** Additional conditions apply to holidays which include car hire. Please ensure you are aware of these.

**11.** We believe the details contained in the brochure and website to be correct at time of publication. All arrangements made on behalf of clients are made in good faith. We reserve the right to alter the information, prices and itineraries in the brochure and website before acceptance of a booking. In which case these changes will be binding on both parties.

**12.** And lastly! Your booking is accepted on the basis of the above conditions. Please do not ask us to change them after booking. Any variation agreed with us prior to booking will be confirmed by us in writing.

## BOOKING CONDITIONS FOR SINGLE DAY ACTIVITIES

Full payment is required at the time of booking. In event of cancellation by you, a full refund will only be made if 5 or more working days' notice before the event is given. If C-N-Do has to cancel, a full refund will be made. Sections 5 – 12 above, apply.



## C-N-Do Scotland Holiday / Course Booking Form

### Your Details:

Do you have any health conditions of which we need to be aware?

Name / address / phone number of someone we can contact in an emergency:

Essential Dietary Information: (Not required for courses)

Age (if under 18):

For bookings that require registration on the Mountain Training CMS, please provide your MT candidate number here: -

### Other members of your party:

Name:

Male / Female

Health conditions:

Emergency contact person and number:

Essential Dietary Information:

Age (if under 18):

Please use an additional sheet for further people or if you need to give more detailed information.

### Meeting Place:

Stirling train station  C-N-Do office  Other

### Room type for hotel and guest house holidays only:

Single  Twin Share  Twin  Double

Please send completed form to:

C-N-Do Scotland,  
33 Stirling Enterprise Park, Stirling, FK7 7RP, Scotland