

# Booking Form

Please read the booking conditions and general information carefully before completing this form in BLOCK CAPITALS. It should be signed and returned to our office with your deposit, or, if you are travelling within 12 weeks, with full payment.

**Details of persons travelling.** Both sections must be completed clearly and carefully.

Title	First and all forenames (as shown on passport)	Surname (as shown on passport)	Date of Birth dd/mm/yy
1			
2			
3			
4			
5			
6			

**Passport Details.** Please ensure that names correspond to the numbered individuals shown above.

Nationality	Passport No.	Place of Birth	Authority/ Place of Issue	Date of Issue	Expiry Date	Occupation
1						
2						
3						
4						
5						
6						

**Details of the person signing this form to whom all future correspondence will be addressed.**

Address: .....  
.....Postcode .....

Day Time Telephone Number: ..... Fax Number:.....

Evening Telephone Number:..... Mobile Number: .....

Email Address: ..... Any Other Contact Details:.....

**Who to contact in an emergency while you are away?**

Name: ..... Contact Details:.....

**How did you hear about us, where did you see us advertised?** .....

## Holiday Details

Consultant name:..... Travelling to/group trip: .....

Travel Dates:..... Holiday Price per person: £ .....

Type/Number of rooms (Double, twin, single):.....





## Summary of Campbell Irvine Insurance Cover

<b>A Medical Expenses</b> Hospital Benefit £10 per day up to Criminal injuries £100 per day up to Personal Liability	£5,000,000 £200 £5,000 £2,000,000	<b>D Delayed Departure or Arrival</b> Either compensation up to £100 OR cancellation after 12 hours up to Hi-jack of Aircraft £100 per day up to Failure of flight connections £25 per day up to Interruption of Transport	   £1,000 £3,000 £150 £300
<b>B Personal Accident</b> Permanent Loss of Sight £25,000 Loss of Limb(s) £25,000 Permanent Total Disablement £25,000 Death	£25,000 £25,000 £25,000 £25,000 £10,000	<b>E Personal Effects</b> (Valuables limited to £350) (Single Article limit £250) (Disc Collections £200) Money £500 Tickets £1,000 Passport and Visas	£2,000   £500 £1,000 £250
<b>C Cancellation or Curtailment</b>	£3,000*	<b>F Legal Expenses</b>  <b>G Winter Sports</b>	£15,000  Optional

**PLEASE NOTE** - This is only a summary of cover, full details of the cover provided are shown on your policy document which will be sent to you at time of booking, please read it carefully to ensure you understand the cover provided as this insurance is being offered on a Non Advised basis from a single insurer Axa Insurance UK plc. In addition the policy includes certain terms, conditions, exclusions and excesses. In particular cover is excluded for any pre-existing medical condition from which you or any person upon whom travel depends are suffering. If in doubt please contact our medical helpline in confidence on 0844 892 0954, as additional cover may be purchased directly from the insurer's medical screening help line for certain pre-existing medical condition. Please contact the medical screening helpline for guidance and advice. Should you wish a specimen, a copy will be made available prior to purchase upon request. The policy document contains a 14 day Cooling Off Period and details of how to claim and who to contact in the event of a medical emergency.

AXA Insurance UK Plc registered in England. No. 78950. Registered Office, 5 Old Broad, London EC2N 1AD. Both Campbell Irvine Ltd and Axa Insurance are authorised and regulated by the Financial Services Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk](http://www.fsa.gov.uk) or by contacting them on 0845 606 1234. Steppes Travel is an Introducer Appointed Representative of Campbell Irvine Ltd.

\*Cancellation Cover - If you require the cancellation cover to be increased from the standard £3,000 per person, please contact Campbell Irvine for a quotation. Cancellation cover starts immediately after your application and payment is received.

## APIS – Air Passenger Information System

Air or Advanced passenger information system is the electronic storage of data required by airlines. With some airlines this information is already mandatory and it will be necessary to supply the information with all airlines in the future. If we have booked your international flights, then we will complete the APIS information on your behalf, however it is your responsibility if you have booked your own international flights. If you are flying via the States and staying overnight, we will require the full postal address, including zip code for where you are staying.

## Steppes Travel Booking Conditions

### BOOKING TERMS AND CONDITIONS AND SUPPLEMENTARY GENERAL INFORMATION

The following booking conditions, general information and the supplementary information, form the basis of your contract with The Steppes Group Limited trading as Steppes Travel, Steppes Discovery and Discovery Initiatives "The Company", "we", "us", "our". Please read it carefully as this document sets out our respective rights and obligations. References to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred. The Steppes Group Limited, of 51, Castle St, Cirencester, GL7 1QD, is registered in England under number 03307429.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:-  
 a. He/she has read these terms and conditions and has the authority to and does agree to be bound by them;  
 b. He/she consents to our use of information in accordance with our Privacy Policy (detailed in paragraph 8);  
 c. He/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

### YOUR PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the packages booked from this brochure or our website and for your repatriation in the event of our insolvency. For flight inclusive packages we provide this security through the Civil Aviation Authority under ATOL number 6945. In respect of all arrangements including flights you will receive a Confirmation invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence. This means that in respect of all arrangements including flights, in the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad or will arrange to refund any money you have paid to us for an advance booking except where your contracted arrangements with us do not include transport to and from the UK. In this case, if already abroad, you will be returned to the point where your contracted arrangements with us commenced. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). The price of our flight inclusive arrangements includes an amount (currently £1) per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please ask us to confirm what protection may apply to your booking.

### 1. BOOKING

- To secure your booking, you should complete and sign this Booking form, and send it to The Company with a deposit. The amount of the deposit, when it should be paid and any other conditions attached to it will depend on the type of arrangements you book and will be notified to you at the time of booking. If you are booking 12 weeks or less before departure then full payment is required at the time of booking.
- In relation to any booking form submitted more than 12 months before departure, the Company will issue a deposit confirmation but a binding contract for the arrangements detailed on the booking form will NOT come into existence when The Company sends this to you or your travel agent.
- Subject to availability, The Company will confirm acceptance of your booking by issuing a confirmation invoice. A binding contract comes into existence between you and The Company when a Confirmation Invoice is despatched to you or your Travel Agent. If The Company cannot accept your booking, any payment you have made to The Company will be refunded. You must check your confirmation invoice, deposit confirmation, tickets and any other documentation carefully as soon as you receive them and let The Company know straight away if anything appears to be wrong, as it may not be possible to make changes or correct errors at a later stage.
- Special requests should be indicated on the Booking form at the time of booking or made in writing to The Company as soon as possible. The Company will try to arrange for reasonable special requests to be met, but cannot guarantee that they will be,

nor will failure to meet any special request be a breach of contract on The Company's part. Confirmation that a special request has been noted or passed on to the supplier or the featuring of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met unless and until we specifically confirm it in writing.

We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings.

(e) We do not specialise in holidays for the less mobile or disabled, but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your visit, please provide us with full details at the time of booking before we confirm your booking so that we can advise as to the suitability of your chosen arrangements if possible.

(f) Except for flight inclusive bookings all monies you pay to a travel agent will be held by the agent on your behalf until we issue our confirmation invoice. After that point, your agent will hold the monies on The Company's behalf. For flight inclusive bookings, all monies paid to such agents will be held on The Company's behalf until they are paid to The Company or refunded to you.

(g) The balance of the trip price is due 12 weeks before departure. If we do not receive all payments due (including surcharges where applicable) in full and on time we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause 2(b) below will be payable.

(h) Important note: the information and prices shown on our website, newsletter or other marketing publications may have changed by the time you come to book your arrangements. Although we make every effort to ensure the accuracy of this information and our prices at the time of publishing, regrettably errors do occasionally occur and prices can become out of date quickly. You must therefore ensure you check the price and all other details of your chosen arrangements with us or your travel agent at the time of booking.

### 2. AMENDMENTS & CANCELLATION

#### (a) Amendments by You

While The Company will make every effort to assist you if you wish to alter your arrangements it cannot guarantee it will be able to meet such requests. Requests for an amendment must be in writing, and signed by the signatory of the Booking form. In the event of an amendment all communication charges and other expenses and all costs and charges incurred or imposed by any of our suppliers will be payable by you together with an amendment fee of £50 per amendment. If you change your booking less than 12 weeks before departure, this will be treated as a cancellation by you and a re-booking, and the normal cancellation charges detailed in paragraph 2(b) below will apply.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

#### (b) Cancellation by you

Should you or another member of your party need to cancel your arrangements, you must tell us in writing. Your notice of cancellation will only be effective when it is received in writing at our offices. As we incur costs from the time we confirm your booking the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges (which are non-refundable).

Period before departure from when written notification is received by us

Cancellation charge per person cancelling

141 days or more full deposit

71 days - 140 days 30%

56 days - 70 days 50%

55 days or less 100% charge

Note: Certain arrangements (such as scheduled flights) could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charges above.

## Steppes Travel Booking Conditions (continued)

Insurance premiums and amendment charges are not refundable. If your cancellation falls within the provisions of your travel insurance policy you may be able to make a claim which must be made direct to your insurance company.

If you or any member of your party is prevented from travelling, that person may transfer their place on the booking to someone else introduced by you provided we are notified not less than 14 days before departure and paid an amendment fee of £50 per person together with all costs we incur and/or our suppliers impose on us as a result. Where arrangements include a scheduled flight, such additional costs may include the full cost of an alternative flight, as name changes on such flights are not permitted by some airlines after tickets have been issued.

(c) Amendments and cancellations by The Company

Great care is taken to ensure that descriptions, information and prices given in literature and on the website is accurate at the time of publication. Changes and errors can occur however and The Company reserves the right to make changes (including the price) and correct errors in advertised details at any time before your booking is confirmed.

In very rare circumstances, The Company may have to modify or cancel a confirmed booking. Most changes are minor.

Occasionally we have to make a 'significant change'. 'Significant changes' in these booking conditions include the following changes when made before departure; - a change of flight time by more than 8 hours, a change of international airport (except between airports serving the same city), a change of destination or a change to a lower official classification or standard of accommodation for the whole or a major part of the time you are away. Note: Any change in the identity of the carrier(s), flight timings, and/or aircraft type is deemed to be a minor change.

In the case of significant changes or cancellation, The Company will notify you direct, or through your travel agent, as soon as practicable possible and offer you the choice of:-

(a) [for significant changes] accepting the changed arrangements or

(b) purchasing alternative arrangements of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or

(c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one. If a significant change or cancellation (12 weeks or less before departure) is made, The Company will also pay you compensation as set out below subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above choices can be accepted where The Company is forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond its control, the consequences of which it could not have avoided even with all due care or where we have to cancel your trip because the minimum number of participants to run the trip has not been reached. In that event we will notify you not less than 6 weeks before departure. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or cancellation by us arises out of alterations to the confirmed booking requested by you.

Period before departure within which a significant change or cancellation is notified to you or your travel agent.

Compensation per person:

More than 70 days	Nil
57 – 69 days	£15
43-56 days	£25
29-42 days	£35
15-28 days	£50
14 days or less	£75

In all cases, our liability for significant changes and cancellations is limited to offering you the above mentioned options and, where applicable, compensation payments. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation. No compensation is payable for minor changes or where we make a significant change or cancel more than 12 weeks before departure.

Occasionally, we may be forced by "force majeure" [see clause 4(x)] to significantly change or terminate your arrangements after departure but before the scheduled end of your time away. This is unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

(d) If you are forced to return home early, we cannot refund the cost of any services you have not used. If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for that part of your holiday not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

### 3. PRICE POLICY

a) The Company reserves the right to increase or decrease the prices of unsold arrangements at any time. The actual price will be confirmed at time of booking.

b) After a confirmation invoice has been issued, the price of your arrangements is still subject to the possibility of surcharges in certain limited circumstances. However, subject to the correction of errors, a surcharge will only be levied to reflect increases in transportation costs (including fuel and scheduled airfares), dues, taxes (including a change in either foreign or UK VAT), fees chargeable for services (such as landing taxes and embarkation or disembarkation fees at ports or airports), or adverse variations in exchange rates which have been used to calculate the price of your arrangements. Surcharges will be notified by a Supplementary Invoice sent to you [or your travel agent].

c) The Company undertakes however, not to levy a surcharge within 12 weeks (84 days) of departure except in the circumstances set out in (b) above and:

d) Even when our costs increase as set out in 3(b) above, the Company will absorb a total equivalent to 2% of the cost of your confirmed arrangements (excluding insurance premiums and amendment charges). Only if the increased costs exceed this 2% will the Company levy a surcharge. If a surcharge made would increase the total price of your arrangements (excluding insurance premiums and amendment charges) by 10% or more, you may cancel your booking within 14 days of the date of issue of the supplementary invoice and obtain a full refund of all payments made to The Company, except for insurance premiums and any amendment charges previously incurred.

e) The financial commitments made above by The Company in respect of the booking means that no refunds can be made in the event of exchange rate fluctuations or decreases in cost.

f) Please note, changes and errors occasionally occur. You must check the price of your chosen arrangements at the time of booking.

### 4. THE RESPONSIBILITIES OF THE COMPANY

i) Please note, in comparison with more conventional locations, the destinations you choose (which may include very remote areas) may not achieve the level of sophistication and development that might normally be expected. For example, the standards of local hotels and transport, hygiene, cleanliness, medical provisions, infrastructure development and the degree of political stability encountered may not be considered equivalent in particular areas. Facilities in some areas will be found to be of a basic nature and more appropriate to the local culture than foreign tourists. It is the requirements and standards of the country in which any services which make up your arrangements are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK, and may often be lower.

ii) The Company is unable to accept responsibility for any losses, damages or delays in relation to tickets, passports or visas or any other documents in relation to your arrangements sent in the post whether by The Company or otherwise.

iii) The Company promises to make sure that the arrangements The Company has agreed to make, perform or provide as part of the contract with you are made, performed or provided with reasonable skill and care. Subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of The Company, its employees, agents or suppliers to use reasonable skill and care in making, performing or providing your contracted arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim. In addition, The Company will only be responsible for what its employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work The Company asked them to do (for agents and suppliers).

(iv) The Company will not be responsible for any injury, illness, death, loss, damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or

- the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable or 'force majeure' as defined in clause (x) below.

(v) The services and facilities included in your holiday will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards in practice. The fact that services or facilities fail to comply with local or UK guidance or advice shall not of itself mean that the services or facilities in question have not been provided with reasonable skill and care.

(vi) The Company limits the maximum amount it may have to pay you or any member of your party for all claims or parts of claims which do not involve personal injury, illness or death. Except where a lower limitation of liability applies to the claim, the maximum amount The Company will have to pay the person concerned if The Company is found liable on any basis is twice the overall price of the arrangements (excluding insurance premiums and amendment charges) paid by and on behalf of the person(s) affected in total.

(vii) Where any claim or part of claim concerns or is based on any travel arrangements made by The Company (including the process of getting on or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum The Company will have to pay the person(s) concerned in respect of that claim or that part of a claim if The Company is found liable on any basis is the maximum which would have been payable by the carrier or hotel keeper in question under the applicable international convention (e.g. Warsaw Convention as amended for international travel by air and/or for airlines with an operating licence granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by air, the Athens convention for international travel by sea) in that situation.

In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

(viii) The Company's acceptance of liability in this clause is conditional upon you assigning to The Company all rights you may have against any third party in any way responsible for personal injury, illness, death, deficiency or difficulty in question and upon you giving your full co-operation to The Company and/or its insurers.

(ix) Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or any business losses. (x) We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

(xi) Force Majeure. Except where otherwise expressly stated in these Booking Conditions, The Company regrets it cannot accept liability or pay any compensation where the performance or prompt performance of its contractual obligations are prevented or affected by or you otherwise suffer any damage or loss as a result of "Force Majeure". In these Booking Conditions, "Force Majeure" means any event which The Company or the supplier of the services(s) in question could not, even with all due care, foresee or avoid. Such events may include war, or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, and all similar events beyond The Company's control. UK Foreign office advice against travel to an area for the above reasons will be treated as "Force Majeure".

### 5. YOUR RESPONSIBILITIES

(a) It is your responsibility to ensure that visas, passports, vaccination certificates and other health documents are in order before departure. The Company is unable to accept responsibility for any decisions, actions, losses or delays in relation to any failure by you to obtain or carry the correct documentation and the consequential effect it may have on the visit itself, except where caused by the negligence of The Company or any of its employees or agents.

The Company will not be liable for clients missing flights as a result of late check-ins, and no refunds will be given if you fail to take up any component of your arrangements. No credit or refunds will be given as a result of lost or destroyed travel documents. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

(b) If, in the reasonable opinion of The Company or of any other person in authority you or any member of your party behaves in such a manner as to cause or be likely to cause danger, distress or annoyance to others or damage to property, your (or the person(s) concerned) arrangements may be terminated by The Company or the supplier concerned. In such an event, The Company shall have no liability to you and will not be responsible for making any refunds, paying any compensation or meeting any costs or expenses you incur as a result. Furthermore, you must meet any expenses The Company incurs as a result of your behaviour.

(c) Travel insurance is mandatory on all our trips. We do offer insurance details of which are found on our web site. Should you choose to arrange your own insurance, you must give details of your Travel insurance policy (insurer, policy number/ref number, and 24 hour emergency number) on our booking form. Please read your policy carefully and take it away with you. It is your responsibility to ensure that the insurance cover you have is adequate for your needs and covers the full cost of your invoice.

### 6. AIRLINES & OTHER SUPPLIERS

(a) For some air tickets arranged by us:

i) different and/or additional conditions will apply.

ii) the full price for such tickets must be paid at the same time that the flight is booked;

iii) the price for such tickets is non-refundable, and

iv) such tickets cannot be changed, returned or exchanged for other tickets.

(b) The airlines and types of aircraft which are likely to be used with the arrangements we offer are international carriers and not charter firms and are companies such as, but not restricted to, KLM, Virgin, Malaysian Airlines, Kenya Airways and Air Namibia, Gulf Air, American Airlines, Austrian Airlines, Iberia, South African Airways, British Airways, British Midland, Lufthansa, Jet Airways, Turkish Airlines, Cathay Pacific, Air China, Thai International, Singapore Airlines, and Emirates Airlines, and on aircraft types such as Boeing 747s, 757s, DC10s and Airbus. We are not always in a position at the time of booking to confirm the airline, aircraft type and airport of destination which will be used in connection with your flight.

(c) Many of the services which make up your arrangements are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

(d) Transport timings are provided by the carrier concerned and are subject to such matters as weather conditions, maintenance requirements, and the ability of passengers to check-in on time. Accordingly, the times of various forms of transport are estimates only and cannot be guaranteed. The flight timings given on booking are for general guidance only and are subject to change. The latest timings are shown on your confirmation invoice. However the actual flight times will be those shown on your tickets which will be despatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may even be changed after tickets have been despatched. (Internal flights are particularly vulnerable to change) - we will contact you as soon as possible if this occurs.

(e) 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 that are subject to an operating ban with the EU Community. The Community list is available for inspection at <http://ec.europa.eu/transport/air-ban/list> on book, your contract will be with the supplier of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision.

### 7. PROBLEMS & COMPLAINTS

(a) If you are unhappy with a service or facility provided in connection with your arrangements, you should address your complaint immediately to The Company's local representative and, if relevant, to the management of the hotel or other supplier whose services are involved, so that The Company will have an opportunity to correct the matter whilst you are away.

(b) If the problem cannot be solved locally however, you must write to us within 28 days of your return to the UK giving your booking information and full details of your complaint. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint promptly and this may affect your rights under this contract.

(c) These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you live in those places and if you wish to do so.

### 8. PRIVACY POLICY

The process of booking your holiday requires that we use the personal data you provide such as your name and address.

In addition we may need some sensitive personal data such as special needs or dietary preferences etc. This information is passed on to the airlines and hotels and any other suppliers of your travel arrangements on a 'need to know' basis. If we cannot pass this information to the relevant suppliers, we cannot accept your booking. In making a booking, you consent to this information being passed on to the relevant persons. The information may also be provided to public authorities, as required by law. You should also be aware that controls on data protection in many of the countries we deal with are not as strong as in the UK. We will however not pass your information on to any person not responsible for part of your travel arrangements unless required to do so by law.

Please note that where information is also held by your travel agent, this is subject to your agents own data protection policy. You are entitled to a copy of your information held by us. If you would like to see this please contact the Company during normal working hours. (We make a small charge for providing this to you).

We will store and use the personal data supplied by you for the purposes of making your booking in accordance with the Data Protection Act and our full Data Protection Policy which you will find detailed on our web site. Please inform us at any time by contacting us by email at [enquiry@steppestravel.co.uk](mailto:enquiry@steppestravel.co.uk) or by post to The Travel House, 51 Castle St, Cirencester, GL7 1QD if you do not wish us to use your information in the ways we set out in that policy.