



Eden Nights Ltd, Cauleston House
 Cauleston Close, Exmouth, Devon EX8 3LY
 01395 223 645 • info@edennights.co.uk
 www.edennights.co.uk • www.holidays4dancers.com



FOR OFFICE USE

Holiday Code
 Cost pp
 Deposit received £.....
 Balance due £.....
 Date ent
 Comments

UK HOLIDAY BOOKING FORM

for Eden Nights Holidays

PERSONAL NOTE:

DID YOU KNOW, statistics show AS MANY AS 10% OF ALL HOLIDAYS HAVE TO BE CANCELLED... BY THE HOLIDAY-MAKER?
 The TERMS & CONDITIONS attached which include cancellation clauses (please take the time to read and understand them before sending your booking) are necessary to protect our business overheads and they have to apply in all cases. Our business is one where we strive to get to know all of our clients personally, and naturally, friendships develop. Carole and I hope that will always be the case, but, may we respectfully make a request... because we know you, please do not assume we are able to overturn our commercial agreements with hotels and the TERMS & CONDITIONS made with you in this contract.
 Therefore, to prevent any upset or discord, can we implore all of our dancing friends, PLEASE, IN ALL CASES, CONSIDER HOLIDAY INSURANCE.

Please tick this box before continuing...

I HAVE READ AND UNDERSTOOD THE HOLIDAY OFFER, AND ACCEPT THE TERMS AND CONDITIONS AND INFORMATION ATTACHED FOR EDEN NIGHTS HOLIDAYS.

TRAVEL DETAILS All shaded areas must be completed and relevant boxes ticked

NAME OF HOLIDAY		HOLIDAY CODE	COST PER PERSON £	
LOCATION	NAME OF HOTEL	START DATE / /	END DATE / /	
NUMBER OF ROOMS single double twin	WITH A PREFERENCE OF: (tick as appropriate) bath and/or shower <input type="checkbox"/> shower and/or bath <input type="checkbox"/>	NIGHTS STAYING (tick as appropriate)	Fri <input type="checkbox"/>	Sat <input type="checkbox"/>
			Sun <input type="checkbox"/>	Mon <input type="checkbox"/>
			Tue <input type="checkbox"/>	Wed <input type="checkbox"/>
			Thu <input type="checkbox"/>	

PERSONAL DETAILS

TITLE FORENAME SURNAME

TITLE FORENAME SURNAME

ADDRESS

CITY COUNTY POSTCODE

TELEPHONE MOBILE E-MAIL

HAVE YOU HOLIDAYED WITH US BEFORE? YES NO

I/WE WOULD LIKE TO BE SEATED IN THE RESTAURANT WITH OTHERS IN OUR AGE GROUP [please specify]
 20 - 30 30 - 40 40 - 50 50 - 60 60 - 70 70 +

I/WE WOULD LIKE TO BE SEATED WITH OTHER MEMBERS OF OUR PARTY [please specify]

WE CONSIDER OURSELVES TO BE: (Please Tick) BEGINNERS (1 YEAR OR LESS) IMPROVERS (1-3 YEARS) SOCIAL DANCERS COMPETENT DANCERS SKILLED DANCERS

PREFERENCES: (Please Tick) BALLROOM LATIN POPULAR SEQUENCE ONLY MODERN & POPULAR SEQUENCE FUN DANCES MIXER DANCES

We use this information to plan our dance programme for the holiday and to send you only information that is relevant to your interests.

WHERE DID YOU FIND HOLIDAYS FOR DANCERS?
 (please tick)

Dance News

Dance Today

Dancing Times

Other publication (please specify)

Internet

Word of mouth (friend)

Dance School (please specify)

Other (please specify)

Priority and table settings will be allocated in order of confirmed bookings received.

SPECIAL REQUESTS Special requests for services normally supplied by your hotel

In making this booking, I being responsible for the booking and those in my party understand it is my responsibility to advise the hotel direct of any special dietary requirements and request from the hotel in writing any specific service I/we may need for which the hotel may be responsible as part of my/our holiday. I/we will make the necessary payments for these additional services direct to the hotel. I will telephone and liaise with the venue if a reply is not received to my requests.

WHERE COACH TRAVEL HAS BEEN OFFERED AS PART OF THE PACKAGE AND IS APPLICABLE TO YOUR BREAK:

I/WE REQUIRE COACH TRAVEL TO AND FROM THE HOTEL. MY PICK UP POINT IS

I/WE WILL SELF DRIVE TO THE HOTEL I/WE INTEND TO TAKE PART IN EXCURSIONS OFFERED DURING BREAK

PAYMENT

I enclose a £35 per person Deposit / or £ full cost of Holiday for each person named. I will receive an invoice for any balance which is due for payment six weeks before the date of the holiday. Please see item 2 in Terms & Conditions. PLEASE NOTE: When making a booking please take into consideration: WE REGRET DEPOSITS ARE NON REFUNDABLE. To keep administration to a minimum, please send an S.A.E. with any payments if you require a receipt. Please make cheques payable to EDEN NIGHTS LTD.

SIGNATURE DATE / /

Your signature indicates that you have read and agreed the Terms & Conditions

FULL NAME IN CAPS

Terms & Conditions

for holidays and weekend breaks

Your contract is with Carole and Paul Eden trading as Eden Nights holidays. Our registered office is Cauleston House, Cauleston Close, Exmouth, Devon EX8 3LY

Booking Conditions

1 You pay a deposit

When booking a holiday, you must sign a booking form accepting on behalf of all your party the terms of these conditions of booking and pay the appropriate deposit shown on the booking form per person for all holidays.

The deposit paid in respect of each holiday is accepted as a first instalment of the charge. The receipt or banking of a deposit or the making of a provisional reservation does not imply final acceptance of the booking; neither is a verbal quotation confirmation of final cost. If a booking cannot be accepted, notification and refund of any deposit will be sent as soon as possible.

If accepted a confirmation invoice will be forwarded to you normally 8 weeks prior to the holiday. The contract is made between us when we send this confirmation.

2 You pay the balance

The balance of the price must be paid 6 weeks before the holiday departure date.

If you book within the balance due period you must pay the full holiday price at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges as set in our paragraph 4.

3 If you change your booking

If after your booking has been confirmed you wish to transfer to a different holiday or departure date we will make every effort to satisfy your requirements provided that written notification is received at our offices from the person who signed the booking form or their travel agent, not later than the date on which balance of the original holiday price is due for payment. Alterations made within the balance due period will be regarded as a cancellation by you of the original holiday and a new booking for a different holiday, and the cancellation charges set out in paragraph 4 will apply.

If after your booking has been confirmed you are unavoidably prevented from proceeding and wish to transfer your confirmed booking to another suitable person, you can do so, provided that this is not later than 30 days before departure. You, as transferrer of the holiday, and the transferee shall be jointly and severally liable to us for the payment of the balance due, together with all additional charges of whatever sort imposed by the suppliers providing component parts of your holiday. In all cases, you will be required to pay an administration fee of up to £20 per person.

4 If you cancel your booking

Should you, or any member of your party, be forced to cancel your holiday booking you must do so in writing and this letter must be signed by the person who signed the booking form. A cancellation will take effect from the date that written notice is received at our office. All such cancellations will be subject to a charge of a percentage of the total holiday price, and the following scale indicates the maximum which will be charged in any circumstance.

More than 56 days	Deposit
More than 42 - 55 days	30%
42 - 29 days	45%
28 - 15 days	70%
14 or less days	100%
Day of departure or later	100%

5 Rights of admission

Eden Nights reserve the unconditional right to refuse a booking or to debar a person from a holiday in the event of conduct which in our reasonable opinion is likely to cause distress, damage or annoyance to guests, employees, property or to any third party. This includes any guest who fails to advise us of a medical condition or of a disability which prevents their full participation in a holiday programme. If we are not informed in this way we cannot be held responsible for any inconvenience or costs incurred by you and this may include our refusal to complete your holiday arrangements. Cancellation charges of 100% would apply in these circumstances.

Smoking is not allowed in any property or on any holiday coach. If you ignore this condition, you may be asked to leave the holiday.

If you or any of your party do not take up your accommodation within 24 hours of the date of arrival shown on your confirmation, it will be offered for re-letting.

6 Prices

We will not impose any surcharges on the price of your holiday less than 28 days before departure. In addition, if surcharges become necessary before that time, we will absorb an amount up to the first 2% (excluding any amendment charges) of any surcharges that apply. Surcharges may be imposed to cover increases in transportation costs, including the costs of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports or airports, or the exchange rates applied to the particular package. Where a surcharge is payable, there will be an administration fee of a maximum of £10 per person. If this means paying more than 10% on the holiday price you will be entitled to cancel your holiday with a full refund of all monies paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel, you must exercise your right to do so within 14 days from the issue date printed on the confirmation invoice.

7 Brochure accuracy

The information given in our leaflets, brochures and website about dates, times, itineraries, accommodation, has been carefully checked and we believe it is correct at the time of publication. We reserve the right to make changes and where they occur, they will be advised to you before the booking contract is concluded.

8 If we alter your holiday plans

If we have to alter your holiday before departure, any alteration will either be major or minor. Where an alteration is minor we will if practicable, advise you before departure, but we are not obliged to do so or to pay you compensation. A minor alteration is any alteration apart from a major alteration as defined below. When an alteration is a major alteration (and a major alteration is an alteration which involves changing your holiday, offering accommodation with a lower rating, or substantially changing your activity itinerary), we will advise you as soon as is reasonably possible. You will then have the choice of accepting the alteration, taking an alternative holiday (and where this is of a lower price, we will refund the difference) or withdrawing from the contract and accepting a full refund of all monies paid. In addition, in appropriate cases, we will pay you compensation on the scale shown below (on the assumption that the full balance has been paid).

More than 56 days	nil
More than 42 days before departure	nil
42 - 29 days before departure	nil
28 - 15 days before departure	£15
14 - 0 days before departure	£20

Where, after departure, a significant proportion of the services contracted for is or cannot be provided, you will have the choice of receiving a pro rata refund for the cost of the remainder of your holiday, or accepting alternative arrangements. In addition, if appropriate, we will pay you compensation of an amount which is reasonable taking into account all the circumstances.

9 Changes to advertised descriptions

Our holiday descriptions are provided by us in good faith and every care is taken to ensure accuracy. Between brochure publication and your holiday, changes can and do occur. We feel it is right to point out that advertised facilities may be subject to change by the various suppliers concerned. There may be occasions when an advertised facility or activity is not available during your own holiday. This may be due to insufficient numbers, weather, operational or maintenance reasons. We cannot guarantee that any specific Leader or number of guests or Leaders will be present on any holiday at any particular time.

10 If we cancel your holiday

We make every endeavour to operate all of our holidays. 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) or withdrawing from the contract and accepting a full refund of all monies paid. We shall not cancel a holiday or travel arrangements after the date when the payment of the balance becomes due, unless you, the guest, defaults in payment of an outstanding balance or unless it is necessary to do so as a result of unusual and unforeseeable circumstances beyond our control; the consequences of which neither we nor our suppliers could avoid, (examples of which are war or threat of war, riots, civil strife, terrorist activities, industrial disputes, natural or nuclear disaster, fire or adverse weather conditions, level of water in rivers or other similar events beyond our control).

11 Our responsibility

(i) Where you do not suffer death or personal injury, we accept liability should any part of your holiday arrangements booked with us in the UK not be as described in the brochure and not be of a reasonable standard, and, subject to (iii), (iv) and (v) below, will pay you compensation of an amount which could be reasonably and properly expected, taking into account all the relevant circumstances. Any sums received by you from suppliers will be deducted from any sum paid to you as compensation by us.

(ii) Where you suffer death or personal injury as a result of an activity forming part of your holiday arrangements booked with us before departure, we accept responsibility subject to (iii), (iv) and (v) below.

(iii) We accept liability in accordance with (i) and (ii) above and subject to (iv) and (v) below except where the cause of the failure in your holiday arrangements or any death or personal injury you may suffer is not due to any fault on our part or that of our servants, agents or suppliers, and is your own fault or arises from the actions of someone unconnected with your holiday arrangements or due to unusual or unforeseeable circumstances or events which neither we nor our servants, agents or suppliers could have anticipated or avoided even with the exercise of all due care.

(iv) Where a claim (whether for personal injury or non personal injury) arises out of loss or damage suffered during the course of air travel, rail travel, sea travel, road travel or hotel accommodation, the amount of compensation you will receive will be limited in accordance with the provisions of any relevant International Conventions, namely the Warsaw Convention 1929 (including as amended by the Hague Protocol 1955), the Rome Convention 1961, the Athens Convention 1974, the Geneva Convention 1973 and the Paris Convention 1962.

(v) It should be noted that our acceptance of liability in (i), (ii), (iii) and (iv) above is conditional upon you assigning any rights to us that you may have against any of our servants, agents or suppliers which is in any way responsible for the failure of your holiday arrangements or any death or personal injury you may suffer. Finally, it is a condition precedent of such acceptance of liability that you follow the procedures for the notification of complaints set out in clause 13.

(vi) Other than as set out above, and as is detailed elsewhere in these conditions of booking, we shall have no legal liability whatsoever to you for any loss, damage, personal injury or death which you suffer arising directly or indirectly from any aspect of any holiday arrangements booked with us.

12 Parental responsibility

Parents or guardians are to accept full responsibility and supervision of and for their children at all times.

13 Our complaints procedure

If you have a complaint during your holiday you must notify our Management, Leader or local representative immediately and they will do their best to resolve the problem. Should it not be possible to resolve your complaint on the spot, you should write to our office. This must be received no later than 28 days after your holiday. Full details should be provided. No claim or complaint will be entertained unless you follow this procedure. All complaints that are received are thoroughly investigated and guests are kept informed. Sometimes investigations can take time, especially when awaiting a response from suppliers. We aim to settle all complaints amicably.

Further Information About your Eden Nights Holiday

Holiday Information

To make sure that your holiday runs like clockwork we've put many hours in behind the scenes, planning and researching. Locations, hotels, places we take you to- all carefully chosen and quality checked.

Each holiday description will give you details of what we have planned for your holiday programme during the day and evening, and when you have time to yourself. If in any doubt please do ask us.

Holiday descriptions also include details of whether the holiday is suitable for a dance beginner, advanced or social-dancer, we hope this will help you to choose the right holiday. Please do ask us if you are still uncertain.

If you would like further information about the holidays we may be able to send you a copy of the outline programme or one from a previous year. This will give details of the range of activities or places we visit.

Final information pack

Three weeks before your holiday commences we will send you your holiday information pack, provided the holiday has been paid in full. The pack will include directions, addresses, telephone numbers what to bring and itinerary details.

Leaders

All are very enthusiastic specialists. Often they are well known in their field and experienced at teaching a wide range of abilities. Our Leaders cannot accept any responsibility for guests who are unable to, or wish not to, take part in the published programme.

What to bring

Towels and bed linen are provided in all our accommodation so all you need to bring are pool/beach towels. Your accommodation is cleaned daily throughout your stay.

A list of what to bring for individual specialist holidays will be sent to you before the holiday commences. To enjoy dancing comfortably and safely you must have suitable clothing and footwear.

For all holidays which feature walking you need comfortable outdoor clothing, flat, comfortable footwear for walking on paths which may occasionally be muddy or stony, plus a waterproof coat with hood or hat. Training shoes, denim jeans and waterproof capes are unsuitable.

The price includes:

- Meals as described - and ends with breakfast on day of departure.
- Accommodation as described.
- The holiday programme as described, unless otherwise stated. Three night holidays offer two days' activity. Two night holidays offer one and half days' activity, ending at lunchtime on day of departure.
- Services of an Eden Nights Dance Leader as described.
- All dance tuition, evening entertainment and associated activities (unless stated otherwise in individual holiday descriptions).
- VAT at 17.5%.

The price does not include

- Insurance.
- Equipment such as golf clubs, points, musical instruments, cameras, but sometimes we are able to arrange hire.
- Transport costs from home to accommodation.
- Drinks from the bar.

Group discounts

Ask us for details of discounts as they vary dependant on group size, time of year and chosen holiday. For further information please contact us.

Hotel Information

These holidays use a variety of partner hotels, all of which have been carefully chosen on the basis of their suitability for our guests. As we do not own the hotels, we cannot directly control their standards or facilities, however we work closely with each establishment and closely monitor all feedback from our guests.

We check that all our partner hotels comply with local standards and regulations. If you have a problem at the hotel it is important that you raise this at the time with your hotelier or local representative, as they are in the best position to resolve the situation.

For your convenience tea and coffee making facilities are provided in bedrooms.

Arrival and departure

Rooms will be available from 4.00pm. Usually no programmed activity occurs until after dinner, unless we advise otherwise. Guests who expect to arrive after 7.00pm should contact the hotel direct to advise of their arrival time.

Rooms must be vacated by 10.00am on day of departure.

Dining Arrangements

Half Board Holidays: 7 night holidays, 2/3 night weekend breaks and 4 night midweek breaks provide breakfast and dinner Meals start with dinner on the day of arrival and finish with breakfast on the day of departure.

Full Board Holidays: your first meal is dinner on the day of arrival and breakfast on the day of departure. The first lunch is on the day after arrival and the final lunch is on the day before departure.

When taken in the hotel, meals are as provided to other resident guests.

Breakfast may be simple continental fare or a larger buffet-style meal. A traditional cooked breakfast is also usually available.

Lunch arrangements will vary from day to day and from holiday to holiday. On some holidays, picnic lunches are included in the price; on others there are usually options to order a picnic lunch from the hotel or eat in a cafe. Please refer to the specific locations for more details.

For dinner, some hotels offer a choice of menu; others offer a set meal. A vegetarian option is provided at each meal.

If you have any special dietary requirements please advise the Hotel at the time of booking.

Facilities

Where a variety of holidays are running at the same time, some facilities may not be available at all times.

No smoking

Smoking is not permitted in any of the hotels. In line with general practice, guests are also requested not to smoke in areas that could cause distress and annoyance to other guests.

Special Requests

If you have any request regarding any aspect of your booking, please advise the Hotel when you confirm the booking and place your request in writing. Please include a telephone number in case of any query.

Walks

Participation in walks: To enjoy your holiday you should expect to be reasonably fit and be capable of participating in the walks chosen. As a general rule, our walking holidays are not suitable for disabled or infirm guests, because even the easiest walks may involve obstacles such as stiles.

Walking itineraries: The walking itineraries will give you a good idea of the walks that will be offered on your holiday; however, we cannot guarantee that a particular walk will operate during your holiday.

Each year we listen to comments from our guests and Leaders and seek to make improvements to our walks. Therefore there may be variations to the itineraries.

Guided walks may be subject to variation or cancellation due to party size, weather or operational considerations. At some locations late lying snow, or the closure of cable cars, may also restrict a full programme of Harder Walks, particularly early in the season.

Safety: For safety reasons, the number of guests taken on guided walks may be subject to a minimum number of guests. Your footwear, equipment, fitness and experience need to be suitable for the planned walk and your Leader may refuse to take you if this is not the case.

No outdoor activity can ever be 100% safe; however, if you take sensible precautions, and adhere to your Leaders' instructions, you will find that your holiday will be safe and enjoyable. Even at low levels you may walk on snow or ice if it is cold, or on muddy paths if it is wet.

Accommodation supplements/discounts

On most dates it is possible to stay at the hotel independently, without taking part in the programmed holidays.

En-suite facilities: All holiday prices are inclusive of en-suite facilities. A limited number of non en-suite rooms may be available at a reduction of £5 per person per night.

Single rooms: We aim to provide a number of single rooms at the lowest supplements; unfortunately there are occasions where demand outstrips supply, so please book early.

Guests with Disabilities

We are happy to provide as much advice and information as possible to people with disabilities who wish to join us on one of our holidays. It is important that you talk to the Hotel before making the booking as, for example not all accommodation is suitable and wheelchair access is limited. It is therefore essential that you give us and the Hotel as much information as possible so that they can advise you on suitable locations and ensure that you get the most enjoyable holiday possible. All requirements must be confirmed in writing. Special requests cannot be made a condition of your booking as they are always subject to availability.

Pets

Pets are not allowed in the hotels or grounds, except for guide dogs accompanying visually impaired guests.

Lost Property

You must notify us within 24 hours of departure of any loss of personal possessions, any items found will be retained for a period of three months. If they are not claimed within this period, they will be disposed of at our discretion. As a company, we take no responsibility for personal belongings left in your accommodation post departure.

Security

Please note the company cannot take responsibility for valuables left in accommodation or in vehicles during your absence. We have facilities for you to leave valuables with us behind reception. Whilst we provide free parking, where available, vehicles are parked entirely at owners risk and we accept no liability for loss or damage to vehicles that are parked on company property.

Unreasonable Behaviour

For the convenience of our Guests, we reserve the right to terminate a holiday without compensation, where the unreasonable behaviour of persons named on the confirmation paperwork or their Guests might impair the enjoyment, comfort or health and safety of other guests and our staff. Definition of unreasonable behaviour is solely at the discretion of the management.

Infectious Diseases

Infectious or contagious diseases could easily be passed on to other Guests while on holiday. You must inform Reception should you contract any such illness while on holiday. In order to protect our Guests and staff, anyone found to have such a condition might be confined or requested to leave the accommodation without compensation.

Prices

We guarantee that the price of your Holiday will be agreed and shown on your Holiday Booking Confirmation for your party size, and for the accommodation you choose, plus any supplements chosen. We reserve the right to increase prices only where there is an increase in Value Added Tax or any other tax applicable to your holiday. Please note that all prices shown are inclusive of VAT at the rate of 17.5%

Availability of Facilities

It is possible that in some circumstances accommodation or a facility may have to be temporarily withdrawn due to maintenance, renovation adverse weather conditions, changes in Governmental Legislation, or other factors outside our control. We reserve the right to make such alterations in the above circumstances without prior notice, and are unable to accept liability for the loss of an advertised facility, or to pay compensation for any inconvenience caused. Should any changes occur, we will advise of these changes where made prior to booking and will use reasonable endeavours to advise Guests already booked of any changes made.

Brochure Accuracy

We take care to ensure that the holiday details are accurate at the time of publication. Photographs are intended for guidance only. Layout plans and artist's impressions are illustrative. The Acts and Artists featured in this brochure are those that have appeared with us recently. They or acts of a similar calibre will be entertaining you in 2006/2007/2008.

Some facilities may not always be available due to maintenance, insufficient holidaymakers, unfavourable weather or other conditions. When we know of any important or permanent changes relevant to your holiday we shall pass this on wherever possible.

If You Have A Comment

If you have any comments or complaints while on holiday, please speak to Reception immediately. In most cases, our team will be able to help you on the spot so that you can enjoy the rest of your holiday.

Where this is not the case, please make sure that you record the details with the Duty Manager and write to the Manager at the Hotel in which you stayed no later than 21 days after the end of your holiday.

Please note that we cannot act on any complaint that has not been brought to the attention of the Duty Manager at the time of the incident and is not notified in writing within 21 days of the end of your holiday.

Any Questions?

We try to ensure that you have access to all the information you need to book the right holiday for you. Should you have any queries or special requirements not covered here, please contact us.