

How to Book

Your group leader will be pleased to provide you with any additional information that you require concerning the tour, dates and what is included.

To secure a place on the tour you should return the enrollment form below to your group leader, along with a check made out to your group leader (or relevant institution or account as instructed). Your group leader will advise you of the deposit required and of subsequent payment dates.

Our Price Guarantee

The size of the group at the time of the final payment due date shall determine the final costs and free place ratio.

Once full payment has been acknowledged and your flight tickets have been issued (as defined by the booking conditions below), at any time, there will be no price increase for any reason whatsoever including airfare increases, fuel surcharges, currency fluctuations or increased hotel charges.

Insurance

We recommend that all participants take out travel insurance and this can be arranged through Casterbridge Tours. Your group leader will provide full details of our comprehensive Travel Insurance Policy that provides coverage for Cancellation, Accident, Medical, Trip Delay and Loss of Property.

Cancellations and Refunds

Most tour operators do not offer any refund to participants who cancel in the weeks immediately prior to their departure date. Casterbridge Tours appreciates that on certain occasions unforeseen circumstances may conspire to prevent a participant from travelling and our cancellation policy is as follows:

If a group member withdraws from the tour in the period from the date of booking until 90 days prior to departure, the cancellation fee is equal to the deposit paid. For cancellations between 90 and 76 days before departure, a refund of 50% of the full tour cost, less any insurance premiums, will be made. For cancellations between 75 and 61 days before departure, a refund of 40% of the full tour

cost, less any insurance premiums, will be made. For cancellations between 60 and 15 days before departure, a refund of 25% of the full tour cost, less any insurance premiums, will be made. For cancellations from 14 days before departure, no refund will be made. The above does not reflect any losses might be incurred as a result of credit card fees if your group was using an online payment gateway.

The amount withheld for a late cancellation can be covered by our Travel Insurance subject to qualified injury, illness, circumstances, etc. In such instances, an insured group member should receive a full refund between Casterbridge Tours and your Insurers. Consequently, we strongly advise each group to take out our Travel Insurance Option.

Please note that the group leader must notify our tour operations department within the stated time frames, in writing, of any cancellations. In order for a participant to qualify for any refund. Verbal cancellations alone are not acceptable.

BOOKING CONDITIONS (MAIN EXTRACT)

Booking acceptance and payment terms

1. A booking will be considered binding on both sides upon receipt of a signed Group Booking Form and a deposit of US\$500/CAN\$750 for each paying group member.
2. In accepting your booking, Casterbridge Tours Ltd (the Company) agrees to carry out our obligations to you, the Group Leader as described in our brochure and other documents supplied to your group. The Group Leader is our client and responsible for the booking and acts on behalf of all party members in his/her dealings with us.
3. The balance of the payment must be received by the Head Office of the Company, in England, at least 90 days prior to the tour commencement date. The Final Payment must be made by Wire Transfer or Certified Check. Late payment will incur a penalty of US\$150/CAN\$225 per person plus interest at 4% above the UK base rate for the overdue period. Please note that qualification for any stipends, loyalty payments, discounts, repeat booking payments etc. is strictly conditional on adherence to our Booking Conditions. Late payment will invalidate such stipends or discounts.
4. Your group quote and invoice will show the exchange rate applicable to your tour. If the balance is received and the exchange rate is higher than the stated rate, a currency surcharge will apply. If applicable, an invoice will be provided to the group leader indicating the currency surcharge owed. Once the surcharge has been acknowledged, this will be deemed as your final payment on the land portion of the tour.
5. Your group quote and invoice will also show the amount that has been included in the tour prices at the time of booking for airline taxes and fuel charges. Any additional government imposed taxes or airline imposed fuel surcharges that are levied subsequent to the final payment, but before time of ticketing, will be invoiced to the group. Once this payment is acknowledged, there can be no price increase whatsoever.
6. There is a US\$150/CAN\$225 administration charge plus any additional fees and price differences for any and each subsequent change requested to an itinerary or tour content after the Booking has been accepted. Such changes will only be accepted in writing from the Group Leader and are subject to the approval of our Head Office.
7. If any member is added to the group (or substituted for another group member) in the period between 90 and 60 days prior to the departure, a Late Booking Fee of US\$150/CAN\$225 will apply. However, you should be aware that closer to departure, availability may be reduced or non-existent, and flight prices may well increase. For this reason, we cannot guarantee the existing price for late sign-ups, and will quote a revised price. No participants can be added or substituted in the final 60 days prior to departure.

Flights:

8. Flight-inclusive costings are based on group net fares that require a group to travel together. However, we will be pleased to try to arrange alternative return dates from the same gateway cities for individuals. This service carries an administration fee of US\$75/CAN\$125, plus any supplement imposed by the airline. Such requests must be made in writing at the time of booking or no later than 120 days prior to the group's departure. The Company will provide a land-only quotation for any individual wishing to make their own alternative flight arrangements.
9. In rare instances when an airfare is not contracted with the airline at the time of booking, or changes in airport taxes are introduced or fuel surcharges are imposed, the group leader would be notified of the circumstances and any increase in the air portion would be added to the tour cost upon confirmation of the airline contract.

Cancellation Terms:

- 10 & 11. See Cancellations and Refunds at the top of this page.
12. If sufficient individual cancellations cause the total number remaining in the group to fall below the minimum number the Company requires to operate the tour, the Company reserves the right either to amend the itinerary and/or tour content, or to apply Group Cancellation terms as above.
13. To qualify for a cancellation refund, our Head Office must be notified in writing within the above time periods.

Accommodation:

14. If your group has booked at least 90 days prior to travel, and if for any reason we are unable to provide the agreed level of accommodation, we will reimburse all paying group members the sum of US\$6/CAN\$9 per night.
15. If your group has booked within 90 days of travel, we reserve the right to add a premium to the tour cost of US\$12/CAN\$18 per person per night for those nights when our normal accommodation is not available.

Insurance:

16. It is the Group Leader's responsibility to ensure that all group members are properly informed of the consequences of not having adequate travel insurance cover for items such as cancellation, trip delay, accidents, illness, theft and loss or damage to their property. Until we are advised that Casterbridge insurance is being specifically declined we will invoice on the basis that it is required for all participants. In instances where the Casterbridge insurance has been declined we would require details of the participants alternative medical health coverage.

Waivers:

17. The Company will not be liable for any damage, loss, injury, delay or inconvenience caused by any company, organization, agent, person or persons providing facilities or services in connection with its tours, including without limitation, airlines, bus companies, ferry operators, railways, tour operators, hotels and schools.
18. The Company will not be liable for loss, damage or injury to persons or property, including without limitation, baggage, personal effects, money, passports, tickets or travel documents, nor for events beyond its control, including without limitation Acts of God, war, weather, strikes or government restrictions.
19. In providing ground services for your tour, the Company acts as an Agent for Eagle Coaches, Brents Coaches, COSEA, TRAFSA, Cityrama and Hoverspeed. However, we reserve the right to use other agents or any other non-agency carrier as appropriate.
20. Although we will make all efforts to ensure that this is not necessary, Casterbridge Tours reserves the right to make alterations to our itineraries and tours for reasons that we believe to be sufficient and proper.
21. No refunds are made for unused land services such as meals, accommodations, theater visits, transportation, etc. missed by group members through absence or any other reason once the tour has started.

Student Groups:

22. Damage caused deliberately or by carelessness to Casterbridge Tours property, hotels we use and their property and/or property of staff and other visitors must be paid for by the person responsible for such damage.
23. The Group Leader is responsible for the behavior and discipline of the group and for any damage caused by a member of that group.
24. Casterbridge Tours reserves the right to remove a student from a tour if their behavior is prejudicial to our standards and reputation.

Miscellaneous:

25. Casterbridge Tours is the trading name of Casterbridge Tours Ltd, registered in England No. 2613749. Registered address: Salcombe House, Long Street, Sherborne, Dorset, England DT9 3BU.
26. Any booking by whomsoever it is made is only accepted by Casterbridge Tours on the condition that it is subject to English Law and must be interpreted and enforced in an English Court of Law.

Excellence in Religious Heritage & Pilgrimage Programs Since 1979



Information and Enrollment Guide



Casterbridge

CHURCH TOURS

Casterbridge Tours, Casterbridge House, 32 N. Augusta St., Staunton, VA 24401, Tel: 1-800-522-2398 Fax: (540) 885-0566

PLEASE RETURN THIS COMPLETED ENROLLMENT SLIP TO YOUR GROUP LEADER

Participant Name: _____ Age (when on tour): _____

Mailing Address: _____

Phone Number: _____ E-Mail: _____

Please enroll _____ for the tour. I have enclosed a check for \$_____

- I would like to purchase the travel Insurance and have included the Premium with my deposit in order to have the Pre-Existing Condition Clause waived
- I am choosing to decline the option of taking the Casterbridge Insurance Policy

CST # 2056887-40

Signature _____ Date: _____



Fellowship



Worship



Service



Heritage



Performance

Worldwide Fellowship, Worship & Service



Ten Resounding Reasons

Discover why Casterbridge is widely recognized as the Leader in Touring Programs for Church Groups



Unique & Meaningful Experiences

Casterbridge Church Tours is a European-based **Religious Heritage and Pilgrimage Tour Operator** founded in 1979. We specialize in private and custom-designed programs for church groups traveling throughout the British Isles, Continental Europe and multiple Worldwide destinations.

We guarantee your own personalized itinerary and the exclusive use of a vehicle and guide with as few as 10 participants. **You will always have your own private tour and you will never be combined with other groups.**

We passionately believe in the unique opportunities for religious fellowship and spiritual understanding that are afforded by an overseas travel experience. As such, every itinerary is designed to provide and emphasize the precise spiritual or cultural goals that your individual church requires, on the specific dates of your choosing.

“We could not believe the hospitality of the cathedral staff and the wonderful guides at so many of the sites. It was a pleasure and an experience we will treasure!”

Courtney Daniell-Knapp - Palmer Memorial Episcopal Church



Moody Bible College at St. Peter's



Experience Christianity Throughout the World

Casterbridge Credentials

PROVEN EXPERIENCE



Since 1979 over 3,000 groups and more than 60,000 participants have traveled on Casterbridge programs and have experienced the diversity of our extensive portfolio of worldwide destinations on six continents.

GROUP LEADER FEEDBACK



All of our tours are formally evaluated by our Group Leaders at the end of every program. Over the last five years, an average of 97.5% of our clients have rated our programs from Good to Excellent.

ROYAL RECOGNITION



After our first two decades of operation, Casterbridge was honored with the highly prestigious Queen's Award for Enterprise and enjoyed a Royal Visit to our international head office in March 2003.

Guarantees

1 ALWAYS A PRIVATE TOUR FOR YOUR OWN GROUP

Casterbridge guarantees your own personalized itinerary and the exclusive use of a vehicle and guide with as few as 10 participants. Your group **will not be combined** with other groups or unsupervised students from other schools who might not share your own goals or standards. It is significant that the most repeated positive comment from group leaders refers to the **personal attention** that each group receives as a result. We understand that each group has its own specific requirements and all of our tours can therefore be **custom-designed** accordingly.

2 GUARANTEED DATES AT TIME OF BOOKING

Our tours all operate on **scheduled flights** and once confirmed, we guarantee that your tour dates will remain unaltered. Many other operators reserve the right to change your tour dates up to two days before departure. This can have very serious implications for your group if your revised tour dates encroach into school time or pre-booked family commitments as a result! Indeed, the same operators reserve the right to cancel your tour altogether at a later date, due to a lack of other groups signing up on your chosen tour, even if you have been booked for months! Casterbridge will unequivocally **guarantee both your group departure and tour dates at your time of booking.**

Integrity

3 ALL-INCLUSIVE PRICES AND NO HIDDEN COSTS

With Casterbridge, there are no registration fees, adult supplements, optional excursions, hidden weekend supplements or airport taxes to add to our tour prices. We are amazed when we examine the fine print of other companies and calculate hundreds of dollars in hidden extras! It is also not our philosophy to induce groups on tour with inexpensive prices and then add on all sorts of extras. There are no “free” days when you are expected to pay an additional fee for “optional” excursions. We do not want any individuals to be excluded or disadvantaged while on tour, so **all excursions and admissions are included in advance**, right down to metro passes in all capital cities!

4 ADVANCED NOTICE ON FLIGHTS AND HOTELS

Many operators do not provide you with flight times or hotel details until the last few days before departure. They also reserve the right to change flights and to reverse or modify the tour itinerary, which can be very disconcerting. **Casterbridge will always confirm your flight details and routing at the time of booking and we normally provide hotel lists at least three weeks prior to your departure date.** Guaranteed dates and advanced confirmation of tour details ensure ultimate peace of mind for our group leaders and participants alike.

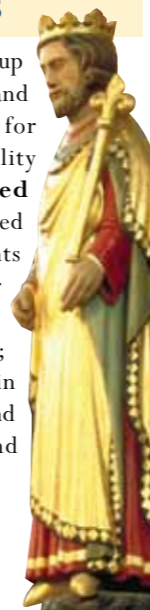
Personal Attention

5 TOUR MANAGER/ GUIDE 24 HOURS A DAY

From time of airport arrival until departure, your **Tour Manager/Guide is available for the exclusive use of your group.** This will guarantee that your guide's undivided efforts are dedicated to ensuring that your tour is an unqualified success. Our guides stay overnight at the hotel with you and are always there to suggest spare time options and to facilitate and participate in evening activities. This is the level of personal attention that sets a Casterbridge tour apart from other programs and indeed the personal touches and additional activities that our guides interject often prove to be truly memorable highlights of the tour.

6 CUSTOM-DESIGNED AND THEMATIC TOURS

We are always aware that each group has its own unique aspirations and requirements. Our reputation for excellence is based on our ability to provide unique **customized tours** which are carefully planned to meet the specific requirements of individual groups. Whether your emphasis is artistic, literary, historic, sporting or linguistic; we will always work with you in detail to produce a program around the precise dates, themes and destinations of your choosing.



Quality

7 SIMPLY A SUPERIOR TOURING EXPERIENCE

ROUTING - Our flights service is simply unequalled in the Educational Travel market. Know your carrier and schedule before even booking your group. We always aim to offer the best possible flight routing for your group.

ROOMING - We are proud of our carefully selected range of **quality hotels** that ensure our groups receive the best standards of comfort and cleanliness. Furthermore, our rooming is based on **twin rooms** with occasional triples as opposed to quads or other multi-bedded accommodations.

RELAXING PACE - Whenever possible we design itineraries **with a minimum of hotel changes** to avoid continually packing and unpacking. Similarly, our itineraries are carefully planned to ensure **travel is kept to a minimum** so that the time to visit important attractions is also maximized.

8 AN UNAMBIGUOUS PRICE GUARANTEE PLAN

Once full payment has been acknowledged within the stated currency guarantee level, your land rates cannot change. Once the airline tickets have been issued, the fuel and tax component at time of ticketing will be honored by the airline. In short, once final payment has been acknowledged and the group ticketed, there can be no price increases for any reason.

Peace of Mind

9 PROVEN STABILITY AND INTERNATIONAL OFFICES

Casterbridge is a member of **ASTA** - The American Society of Travel Agents and **ETOA** - European Tour Operators Association. With our Operations Team, Head Office and Directors based in Britain and Europe, you can be assured Casterbridge has more experience and contacts in Europe than any of our competitors, all of which are to the benefit of your group.



10 COUNTLESS REFERENCES ACROSS NORTH AMERICA

The fact that Casterbridge has grown to date primarily through word of mouth recommendations is testimony to the quality of our services, the academic nature of our programs, and the unparalleled level of personal attention that we offer to all our groups and clients.

“This was my third trip with Casterbridge and my best. This has been a wonderful, educational, fun trip. It is understandable why Casterbridge received the Queen's Award.”

Rosaline Pignor, Church Member, VA