

# TOUR ANDALUSIA BOOKING FORM

Thank you for booking with us, we look forward to welcoming you and ensuring that you will have a wonderful and memorable travel experience.

To confirm your booking, send us an email detailing the lead guest name, the tour you require and the dates and we will send you a link for payment of the deposit. The appropriate deposit amounts are detailed on the Booking page of our website.

The link will take you to a secure site to make the booking deposit by Credit/Debit Card.

All major cards are accepted.

The deposit will be deducted from the total price of your tour.

We only require one booking deposit for up to three guests. For four or more guests, the deposit is 15% of the total tour price

The balance for your tour is due 30 days before the tour start date and we send you the link for this.

UK guests can pay by bank transfer, if they prefer, to our UK bank account.

We do not accept cheque/check payments of any kind.

Please note that, other than the Day Tours, our published tour prices are in £GBP.

It is important that you provide us with the name, address, passport number and country of issue for each person in the booking. And also a contact telephone number.

When you have your travel details, please send these to us so that we can schedule your collection and departure. If you are travelling by train, then see our recommendations detailed in the FAQs document.

Please note that we only hold your personal information required for the purposes of carrying out tour related communication with you, for undertaking the tour and to comply with legal requirements. We do not use your data for any marketing or other purposes or hold any other information above this basic information. We do not hold any financial information, our Card processing is undertaken by Axxess, using their secure gateway. Axxess are a registered card payment services organisation.



Tour Andalusia Limited  
United Kingdom  
2 Pine Avenue, West Wickham  
London, BR4 0LW  
tel. +44 7928 495328  
Registration 13526246

Tour Andalusia Limited  
Spain  
Caserio Castaño, Los Naranjos 5  
Mollina, 29532, Málaga  
tel. +34 699 328359  
Licence CR/MA/00621



## MEETING POINTS

You will be meet by a Tour leader or representative holding a TOUR ANDALUCIA sign.

### Málaga Airport

At the 'Preferente' Car Park. This is located, across the road, opposite the Arrivals Hall. It is next to the train station. When you arrive at the main Arrivals Hall, follow the signs to the Train Station/Preferente Parking. Cross the road at the crossing and we will be waiting there. We will send you a map showing the location.

### Málaga Train Station

Málaga Maria Zambrano – meet us beneath the clock on the Arrival/Departure Information Display Board for Platforms 1 – 8 in the main concourse. As you enter the concourse from the platform, you will walk underneath the information board.

### Antequera Train Station

'Santa Ana' – meet us in the main station hall as you enter from the platforms.

### Central Málaga

Our meeting point is at the entrance to the Málaga Pompidou Centre, which is located opposite the Hard Rock Café in the new Marina. If you are staying in a local hotel, you take a taxi to here.

We have an outstanding record of punctuality for meeting our guests, but if we are delayed for any reason, or if you arrive early, do not be concerned. We WILL arrive as soon as we can. Just relax and stay at the meeting point.

Our telephone contact numbers are listed below, please do not hesitate to call them for any reason, the main contacts being Gary or James.

#### Contact

#### Telephone

Gary	(+44) 7928 495328
James	(+34) 659 860 900
Alex	(+34) 722 497 113

We advise that you print out this document and bring with you.

If you are bringing a mobile/cell phone with you then please activate International 'Call Roaming' before you travel and supply the number to us including the country code.

You do not need to activate 'Data Roaming'. Data Roaming charges are high and you can always use your phone to access the internet or email from the free WiFi in many locations.

If you have any queries, please do not hesitate to contact us.



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If possible, print out, complete, scan and email back this form OR, simply supply the equivalent information in an email to [info@tourandalusia.com](mailto:info@tourandalusia.com)

Payment of the booking deposit books you on the tour and confirms acceptance of the booking terms & conditions detailed on the following pages.

## GUEST INFORMATION

Guest Name	Address	Nationality	Passport Number	Date of Birth	Telephone

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## TOUR ARRIVAL INFORMATION

Date	Time	Flight/Train Number	From	Other Details

## TOUR DEPARTURE INFORMATION

Date	Time	Flight/Train Number	From	Other Details

## TOUR

Reference	Description	Dates	Accommodation

**Please tick**

Terms & Conditions read and accepted	
I, and anyone associated with the booking, can walk unaided, 4km to 10km over the course of a day, at a moderately relaxed pace, without problem	

Note. If you have mobility problems, and may struggle to walk in a small group the estimated daily distances, please consider a 'Private Tour', where we can run this at your own pace with flexibility to modify the itinerary, without impacting on any other guests who may form the small group.

**Signed:**

**Name:**

**Date:**



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## Terms and Conditions of Booking

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In the following terms and conditions, 'Tour Andalusia' means Tour Andalusia Limited, a UK registered company with registration number 13526246. The 'Guest' means the person, or persons, included in the booking, whose details are included on the booking form, or supplied to us by email.

1. A 'non-refundable' booking deposit is to be paid by the Guest for any booking. All bookings will only be confirmed by Tour Andalusia upon receipt of the deposit and confirmation will be by email. Unless otherwise requested by Tour Andalusia, only a single booking deposit is required and this covers up to 3 Guests. For 4 or more Guests, the deposit is 15% of the total tour price. The booking deposit amount for the different tours are detailed on the Booking Page of our website.

2. To pay the deposit and the balance, we issue you an electronic invoice, which you can pay by Debit or Credit Card. If you have a UK bank account, you can make payment by bank transfer, if you prefer.

3. The balance for your tour, must be paid no later than 30 days before the tour start date.

4. Our Tour Services and Prices include:

Transfers to/from airport, train station, hotels in or around Málaga, as appropriate for the specific tour  
Transportation for the tour in one of our tour vehicles  
Tour Leader guidance in the Cities *(but not within the monuments, you can rent audio guides at the larger ones)*  
Bed & breakfast accommodation *(if for any reason the specific accommodation for your tour does not provide breakfast, we will inform you of this in advance)*

The prices exclude:

Any other meals *(including the dinner and Flamenco Performance at Restaurant Jardines de Zoraya in Granada)*  
Any shows/performances  
Any monument entrance fees *(unless we have pre-booked any for you and added the cost onto your balance)*  
Any flight/train/taxi fares, unless otherwise specified  
Any expenditure not detailed above

All prices are in £GBP, unless otherwise specified.

5. Please note that transfers for any arrivals before/after the official tour start, or departure dates, are not included, unless agreed by prior arrangement. They are only included on the official arrival and departure dates. If you wish to arrive a few days before the tour and stay locally, we recommend taking a taxi to your accommodation. We will collect you on the tour start day, either from your accommodation or from our central Málaga meeting point. If you wish to have additional days in our Villa, then we include the transfers in the supplementary price for such stays. If you wish to spend a few days in the Málaga area after the tour, we will take you to, or close to, your accommodation within the tour price, but we do not include any subsequent transfers. The Málaga area includes any location within 20km of Málaga City. If you require, we may be able provide transfer services outside of this area for a supplementary cost, contact us for details.

6. Notwithstanding the above, if the conclusion of the tour includes the final tour night with hotel accommodation in Málaga City, we do not include, within the tour price, any transfer to the airport/train station/local hotels on any subsequent day. The cost of the hotel and breakfast for this final night is normally included within the tour price and this will be detailed in the itinerary. You will be required to take a taxi/public transport, at your cost, from the accommodation for your departure following the final night stay. In particular, this applies to the 'Ultimate Andalusia' tour, where the final night is included in a hotel in Málaga and also to some Private, or other tours or tour extensions, where the itinerary may include the final night in Málaga.

7. Unless otherwise agreed, the free courtesy transfer service for arrival and departure collection/drop-off covers all arrival and departure collection/drop-off times at/to Málaga Airport or Train Station **between 09:00 and 18:00**. If either your required arrival or departure collection/drop-off time is outside of these times, there will be a supplementary charge



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payable directly to the driver of €50, for each transfer, to cover their additional 'out of normal' working hours. For the centrally based 'hub' tours, it takes 1 hour for the transfer to Málaga airport or train station, so we need to depart the accommodation at the appropriate time to take this into account.

8. In any circumstance, including the 'out of normal hours' service, **the earliest drop-off time in Málaga we can accommodate is 07:30**. If you have a requirement for a drop-off time before this, then you will need to book a local Málaga airport hotel for the preceding night. This is particularly pertinent to any flight departures before 09:30, since you are required to be at the airport 2 hours before the flight departure. For train departures you need to be at the station at least 30 minutes before departure, assuming you already have your train tickets and have printed them out. Please read the notes in the FAQs document relating to train arrivals and departures.

9. Tour Itineraries. The itineraries have been designed to provide what we feel are the best structure for you to see and enjoy the key monuments, and places of interest, to make the most of your time in each location. Normally, the itineraries are closely followed, however, in the event of unusual circumstances, we reserve the right to modify the itineraries accordingly without penalty or compensation.

10. ALHAMBRA. Tour Andalusia may pre-book and purchase your Alhambra entrances for you and add the cost onto your tour balance, or we may request that you purchase the tickets directly online. If we request you purchase them directly, we will provide simple instructions to you to make the booking. The Alhambra is one of the most visited monuments in Europe, so at peak periods, availability can be limited. Given sufficient notice, it is rare that tickets cannot be obtained, however, in the event that Alhambra entrances cannot be sourced for the planned day of the visit, or an acceptable alternative day, and you wish to postpone your tour, we will provide a credit for you, equal to any sums you have paid to Tour Andalusia, to reschedule your tour to another date.

13. Tour Andalusia, and/or its employees or representatives, will not provide you with detailed historic or cultural information **within** the monuments during the tour. Our Tour Leaders are extremely knowledgeable about the area and will happily share their knowledge about history, culture and gastronomy, but **we do not enter the monuments** with you. Many of the principle monuments provide Audio Guides for a small fee should you wish to rent them. Our Tour Leaders are not licenced monument guides.

14. Cancellation by the Guest: Any monies paid by the Guest are non-refundable under all circumstances. Should you wish to reschedule your tour for another time then, subject to availability, and with cancellation no later than 30 days before the planned tour start date, Tour Andalusia may agree to this and provide a credit towards any future tour. In addition to contributing to operating expenses, tour deposits are used to pre-book any resources required for your tour and ensure they are available for your tour dates. **You must ensure that you have adequate travel insurance** to cover any monies paid.

In all circumstances, should cancellation by the Guest be less than 30 days before the planned date of arrival, then the full amount of the tour will be due and you will be required to pay any outstanding balance.

15. Cancellation by Tour Andalusia: Should the tour be cancelled by Tour Andalusia, due to reasons solely down to its own fault, then the company will provide a credit, equal to the total tour price, to the Guest towards any future tour or a refund.

16. Cancellation due to Force Majeure.

A 'Force Majeure Event', that causes cancellation of a tour, is a 3<sup>rd</sup> party event that cannot be attributed to either party and can be caused by the occurrence of:

- (a) an act of war (whether declared or not), hostilities, invasion, act of foreign enemies, terrorism or civil disorder.
- (b) ionising radiations, or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- (c) pressure waves from devices travelling at supersonic speeds or damage caused by any aircraft or similar device.
- (d) a strike or strikes or other industrial action or blockade or embargo or any other form of civil disturbance (whether lawful or not), in each case affecting on a general basis the industry related to the affected Services and which is not attributable

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to any unreasonable action or inaction on the part of Tour Andalusia, or any of its subcontractors or suppliers, and the settlement of which is beyond the reasonable control of all such persons.

(d) specific incidents of exceptional adverse weather conditions, in excess of those required for the delivery of the tour, which are materially worse than those encountered in the relevant places at the relevant time of year during the five years prior to the tour start date.

(e) tempest, earthquake or any other natural disaster of overwhelming proportions; pollution of water sources resulting from any land, air or sea vehicle crash.

(f) discontinuation of any electricity supply.

(g) pandemics, national or local viral or other related outbreaks.

(h) other unforeseeable circumstances beyond the control of the parties, against which it would have been unreasonable for the affected party to take precautions and which the affected party cannot avoid even by using its best efforts,

Which in any of these cases, directly causes either party to be unable to comply with all or a material part of its obligations.

16.1 Neither party shall be in breach of its obligations under this Agreement, or incur any liability to the other party, for any losses or damages of any nature, howsoever incurred, to the extent that they are prevented from carrying out their obligations by a Force Majeure Event. This includes cancellation, postponement or cutting short a tour by Tour Andalusia.

16.2 In the circumstances of a Force Majeure event, **any monies paid will not be refunded** and the Guest must **make a claim for any financial loss against their travel insurance policy**. You must ensure your policy covers such events. We will provide any reasonable information relating to the planned tour that is required by your insurance provider.

16.3 Tour Andalusia shall, and shall procure that their subcontractors shall, take reasonable steps, within their respective powers, and consistent with Good Operating Practices (but without incurring unreasonable additional costs), to:

(a) prevent Force Majeure Events affecting the performance of their obligations under this Agreement.

(b) mitigate the effect of any Force Majeure Event.

(c) comply with its obligations under this Agreement.

17. It is the Guests' sole responsibility to ensure they have suitable insurance in place to cover all possible cancellation circumstances.

18. Unfortunately, we do not have any special facilities for disabled people or people with restricted mobility, please contact us to discuss suitability.

19. You should be in a reasonable state of health for walking around the monuments and Cities. Normally, this can be between 4km & 10km a day.

20. Tour Andalusia can accept no liability for any accidents that may occur when walking through the places we visit. The responsibility for your safety lies with you and/or anyone accompanying you. This includes any pedestrian injuries, howsoever, caused. You should always be aware of traffic, obstacles, uneven or slippery walking surfaces or any other element that could cause an accident. In particular, if your trip includes a visit to the National Park of El Torcal, you must wear appropriate footwear and clothing and be in a fit state to undertake the walk. You must be careful whilst walking over the rocky surface not to slip or fall as injury may be a result. You are under no obligation to undertake the walk and there is a cafeteria/reception centre onsite.

21. Tour Andalusia cannot accept any responsibility of loss of any articles or possessions during your trip, howsoever, caused. This includes any possessions or luggage left in any of Tour Andalusia's vehicles or accommodation. Tour Andalusia's policy is to take reasonable steps to park vehicles responsibly in safe and protected places, such as public car parks, wherever possible. However, it is the Guests' responsibility to ensure that their possessions are insured with appropriate travel insurances



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for the full duration of the tour/holiday. Additionally, should you include the walking extension to your tour, then you should check that your insurance covers you for the walking elements. This can include walking in hilly/mountainous areas.

22. Tour Andalusia plan tour itineraries in keeping with published monument opening times. However, if any of the monuments are closed on the day of the visit, for any reason, we cannot be held liable for any compensation, since these events are beyond our control.

23. Please note that it is typical in Spanish accommodation (and in other Mediterranean Countries) for the bathroom floors to be tiled, as well as other areas both inside and outside the building. When wet, such floors can be slippery and you need to be mindful of this and take care. Tour Andalusia do not accept any responsibility for any guest injuring themselves by slipping on wet tiles. In particular, you should take care in bathrooms if your feet are wet or around swimming pools.

24. Tour Andalusia run a fleet of vehicles that are well maintained and fully insured for your transport. If any mechanical problems occur at any stage during your tour with us, we will make reasonable efforts to rectify these as quickly and efficiently as possible. In instances of such events occurring, we do not provide any compensation, financial or otherwise, and these must be viewed as unfortunate 3<sup>rd</sup> party unexpected events. We cannot be held responsible in any instance for delays caused by traffic problems, road works, traffic accidents or any other 3<sup>rd</sup> party event. We build in reasonable contingency, where possible, to limit any negative effect of such events.

25. We cannot be held responsible for any mechanical breakdown of items/facilities in any accommodation, including electricity supply, water supply, hot water heaters or any such services. In any such event, we will make reasonable effort to rectify the problem in a swift manner. Such events may be out of our control.

26. For insurance and vehicle weight/loading safety reasons, unless pre-arranged by email, we are unable to accept any Guest whose weight is more than 125kg (275lbs).

27. Tour Andalusia, and its representatives or contractors, will make reasonable efforts to deliver the tour service and ensure the safety of its staff and clients. However, under all circumstances, any financial liabilities and/or compensation will be limited to the total sum received from any booking made by the Guest.

28. Any disputes or claims for any reason will be applied for and determined within the UK legal system and no other jurisdiction.

29. Tour Confirmation.

Tour Andalusia run tours based on the following minimum number of guests booked on the tour:

Tour	Minimum number of Guests
Highlights/Flavours Andalusia	2
Ultimate Andalusia	2
Private tours	2
Magical Morocco	2
Portugal 'Tale of 2 Cities'	2

30. Without affecting the Guest's consumer rights, Tour Andalusia maintain the right to modify and update the terms and conditions at any time and any booking is subject to prevailing terms and conditions.

31. Covid and other infectious disease policy. Tour Andalusia and its partners take all reasonable precautions to ensure the safety of their staff and guests. Following local regulations, we adhere to recommendations to minimise risks associated with the spread of any viral diseases, including when appropriate, the wearing of masks and social distancing.

Our accommodation and tour vehicles are disinfected regularly and in accordance with local health guidelines. Staff are tested for infection as required and quarantined as appropriate.



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If any guest, at any point during their tour with us, is tested positive for such an infection, then local guidelines will be followed, which may include quarantine for a period until the infection is deemed no longer transmittable.

Any costs associated with the above will be borne by the guest.

If required, Tour Andalusia will provide documentary confirmation of any such infection to the guest for insurance compensation purposes.

32. By making a booking, as determined by the payment of a deposit, or other monies, the Guest accepts these terms and conditions.

33. These terms and conditions are the only terms and conditions relating to any bookings with Tour Andalusia.



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## Suggested Travel List

### Summer Clothing:

- Shorts
- Tee shirts
- Walking Sandals/Trainers/Shoes
- Lightweight Trousers/Chinos
- Lightweight skirts

### Winter Clothing:

- Sweater
- Light waterproof jacket
- Hat and gloves
- Warm socks
- Comfortable walking shoes
- Tee Shirts (it may still be warm during the day)

Electronics: (Spain and other parts of Europe have a 220V electrical mains voltage, please check your item is compatible or use a 'step down' travel transformer to avoid damage)

- Phone
- Tablet
- Chargers
- Camera (or phone camera)
- Memory cards

### General:

- Basic medical pack:
- Plasters, Paracetamol/Ibuprofen, Antihistamine, Antiseptic Cream, Insect Repellent
- Sun protection cream
- Local currency 'Euros'
- Credit Card and/or 'Currency Card'
- Passport
- Travel tickets/vouchers
- Any food allergy information
- Small foldable umbrella

### The Villas/Hotels have:

- Hairdryers
- Towels
- Shampoo
- Shower Gel