

THE DISCERNING TRAVELLER DIRECT

More on our booking and confirmation procedures

This may answer some of your questions!

1. Before booking a tour please read the relevant pages of our website <http://www.discerningtraveller.co.uk> , in particular the tour page and tour factsheet for the tour you are booking.
2. Please feel free to contact us at any time either direct from our web site or by e-mail (to info@discerningtraveller.co.uk or discerningdirect@aol.co.uk) or (during UK office hours) by telephone to **44 1743 792622 in order to establish contact and ask us any questions you may have. ***44 is the country code for the UK, while 1743 is landline area code for Shropshire where our main office is located.*
3. You can book online via our website using our online booking form (the usual method) or print out a booking form, complete it by hand and send it to us by post or fax.
4. In either case we require a deposit (down payment) before we start processing your booking. For online bookings this can be paid by card (see below). For posted/faxed bookings the deposit payment can be made by sterling cheque (posted) or by sterling BACS payment to our bank.
5. Your tour can start on any day you choose within the season which we specify for that tour. If possible (but not essential) please add an alternative start date in case we experience difficulty finding rooms on your first choice start date. Note that each of our tours starts and ends with an overnight stop, so the number of hiking days is one less than the number of nights on the tour. If you want to add on extra nights during the tour, include details on your booking form.
6. Having completed the online booking form you click to transfer to the secure payment pages operated on our behalf by WorldPay. You can opt to pay either deposit (down payment) only or full payment. We prefer that you opt for deposit only when booking a tour. You can pay online using Visa or Mastercard or Maestro or JCB.
7. As soon as you have submitted your online booking you will receive two automatically generated notification e-mails. One is from our website confirming the details on your booking form, the other is from our payment partner WorldPay confirming receipt of payment.
8. You will also receive a personal e-mail from one of our staff (sent during office hours) confirming receipt of your booking.
9. We then reserve the rooms and baggage transfers required for your tour. This may take up to about 5 days. If longer we'll contact you.
10. After completing the room reservations we send you a confirmation by e-mail. This normally includes the following 3 documents as Word attachments: *[Note: (a) and (b) are each a single A4 page, which we suggest you print out, while (c) is several pages long.]*

- (a) Tour schedule (TS), listing details of the accommodation of the rooms and transfers booked for you, including dates, addresses and contact details, type of rooms etc
 - (b) Confirmation invoice (IV) showing amount you have paid and date balance is due.
 - (c) A list (EQ) of suggested equipment and clothing that we advise you to take on the tour.
- 11. If we cannot obtain the rooms requested we inform you and unless you want to change your booking to another starting date or to another Discerning Traveller tour we return your deposit (down payment) in full, normally by the same method which you used to pay it.**
12. Payment of the balance (amount as shown on your confirmation invoice) is due 8 weeks before the start date of your tour, or, in the case of a late booking, on receipt of the confirmation invoice. You can pay online using the **secure balance payment page** operated on our behalf by WorldPay, using Visa or Mastercard and certain other cards but not Amex. You will need to enter/re-enter your card details, as we do not retain the card details entered when you made the original booking. As soon as you have made the balance payment online you will be sent two automatically generated e-mails notifying you that we have received the balance payment. As in item 7 above, one is from our website, while the other is from our payment partner WorldPay. Alternatively you can pay the balance by sterling cheque (posted to our office) or by sterling BACS payment to our bank.
13. After we have received the balance payment we send you the 'tour pack' for your tour. It can be quite bulky and typically weighs about 800 grams. For addresses outside the UK it will normally be sent by registered trackable air mail via DHL or similar courier. It will generally require a signature on delivery. Please let us know in good time if you require the tour pack sent to a different address from that shown on your booking. *If you prefer we can send the tour pack to the first night's stop on your tour to await your arrival and e-mail you instructions for reaching the first night's stop.*
14. The contents of the tour pack vary from tour to tour. In most cases the following items are included, along with a list of the contents:
- (a) printouts of your tour schedule (TS) as in item 10 above.
 - (b) detailed hikers' maps at 1:25,000 scale annotated by us showing the suggested hiking route and alternatives and locations of accommodations booked for you;
 - (c) annotated street maps of towns and villages en route;
 - (d) 'Route Notes' , in the form of a printed booklet or set of leaflets, containing information on how to reach the starting point of the tour, detailed description of each day's hiking route, directions to find your accommodation at the end of each day and a mobile telephone (cellphone) number in case you need to contact us in emergency;
 - (e) an overview map (not annotated) showing the whole region in which the tour is located
 - (f) local bus timetables, where available;

(g) other local information.

On receipt you should check the contents of the tour pack and contact us with any questions or if anything appears to be missing.

15. You travel to the starting point and start the tour!

Best regards,

Hugh Roper

Director, The Discerning Traveller Direct Limited

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