



Booking Form

Please send this completed and signed form by:

Fax: + 33 478 709 766

Or E-mail: contact@kanpai-tourisme.com

Or Post mail: **Kanpai Tourisme**, 2 rue des Liserons 69320 Feyzin, France.

How to book

Check availability for a tour or a “customized activity” by telephone or e-mail. Then complete one booking form with the list of the participants. When we receive your booking form and deposit we will send you the confirmation invoice (usually by email). The balance of your payment should reach us 30 days before the date of the tour or the “customized activity”.

Tour / Customized activity:

Name & Description	Tour Date	Price / Remittance	Due The
		Deposit (1): € _____
		Balance(2): € _____
		Total Price: € _____	

(1) Deposit amount is 30% of total price with a minimum of €150.
 (2) Balance is due 30 days before departure of the tour.



Participants / Company name:

N°	Title	Family Name	First Name	Age	Name of your hotel in Lyon	Nationality
1						
2						
3						
4						
5						
6						
7						
8						

Do any of the participants are subject to diet/allergy/physical disabilities?

Payment options (please choose one):

- By Bank Transfer : We will send you our international bank account details at the booking form reception.
- By Credit Card: Kanpai takes only Visa and Mastercard cards. 2% processing fee will be applied.

Credit Card Authorization Form (There is a 2% charge on Credit Cards)	 MasterCard <input type="checkbox"/>  Visa <input type="checkbox"/>
I, authorise Kanpai Tourisme to deduct the deposit and balance when due from my account number (card number) _____	
Expiry date: ____ / ____ Three last digits written on the back of your credit card ____	
Card Holder's Name (please print):	Signature: _____

Terms & Conditions acceptance and Signature:

I am authorised to sign this booking form on behalf of the all named above. I/We the undersigned person(s) have understand of the features of the tour or the customized activity and agree to accept the Kanpai's Terms & Conditions attached to this booking form.

Signature: Name (please print): Date:

Address: City: Country:

Postcode: Tel: Mobile: E-mail:

TERMS & CONDITIONS

Any booking made with Kanpai Tourism will be governed by and subject to these Terms & Conditions. Please read the following information carefully. This constitutes a contract between You (the customer) and We (Kanpai Tourism).

BOOKING CONDITIONS, DEPOSIT & PAYMENT

In order to make a booking, you must complete and sign the booking form and send it back to Kanpai Tourism by fax with the correct deposit or full payment as applicable. Once we have received your booking form and all appropriate payments, Kanpai, subject to availability, confirm the tour, the wine holiday or the customized activity by issuing a confirmation invoice. A contract will come into existence between you and Kanpai when we dispatch our confirmation invoice.

You must notify us within 14 days of the date specified on the invoice if such confirmation does not confirm accurately your reservation, failing which you should be bound by the invoice.

To reserve a tour, Kanpai requires a 30% deposit of the total amount of the tour price with a minimum of € 150. We will take payment in Euros by creditcard Visa and Mastercard through the information you gave in the Kanpai's booking form. There is a 2% charge to cover the cost of Credit and Debit Card. In case you want to pay by Bank Transfer, deposits are required within 7 days of the booking form; otherwise booking will be subject to automatic cancellation. If the tour start date is less than 30 days away, payment is due in full.

Bookings for the Individual Wine Tours are only opened 30 days in advance and payments due in full with the booking form.

TOUR PRICES & RATES VALIDITY

All the prices mentioned in our brochures or advertisements are VAT included. We reserve the right to change and correct errors in any of the prices, services or other particulars contained in Kanpai brochures or advertisements at any time before we enter into a contract with you. Prices are calculated in function of the economical data of the moment. Since we have printed our brochures, prices might change if there is an increase in government taxes, fuel costs, fees at the wineries, etc.

Tour prices include transport, visits, guiding and wine tasting. Any activities, items or purchases not included in the confirmation Kanpai's Invoice will be paid by the customers: aperitifs, lunches, coffees, wine bottles, souvenirs, etc.

Departure and return time are only indicative because of heavy traffic conditions, in particular in Lyon city. If there is any change or error of which we are aware, we will notify you of this before you enter into such a contract.

PAYMENT OF THE BALANCE

Final balance of payments are required within 30 days prior the date of the tour. If the final balance is not paid at the scheduled date, Kanpai will consider that you are cancelling the tour. In this case, Kanpai will apply cancellation charges according to the following Kanpai's cancellation chart.

CANCELLATIONS AND REFUNDS

If you cancel a tour of any or all of the persons named on the booking form, cancellation charges will apply which will vary according to the time we receive a written cancellation notice signed by the person who signed the booking form. The percentage is calculated on the basis of the total tour price amount payable by the person(s) cancelling. The cancellation charges are:

- | | |
|---------------------------------------|--|
| - 30 or more days prior to tour date: | No penalties. |
| - 15 – 29 days prior to tour date: | 30 % with a minimum of € 150 corresponding to the minimum deposit. |
| - 14 - 2 days prior to tour date: | 50 % with a minimum of € 150 corresponding to the minimum deposit. |
| - Less than 2 days: | 100 %. |

As soon as we receive written confirmation of the cancellation, we will provide a cancellation invoice within 10 days and proceed to the refund if due. As to wine tours for individuals, it is your responsibility to be on time at the meeting point before departure. In the case you arrive late and you miss the tour, no refund will be issued.

ITINERARIES MODIFICATIONS

Routes and scheduled activities are subject to change at any time due to unforeseen circumstances. If during a tour, Kanpai cannot supply an activity, another equivalent one will be proposed to the customers and Kanpai will eventually support the extra cost of this change.

If modifications concern essential scheduled activities, customers can ask at the end of the tour a refund of the activities which haven't been executed or replaced by Kanpai. Every effort will be made to operate tours as advertised.

If the group is late, some activities could be shorten or simply cancelled without any refund by Kanpai. If during the tour, customers ask for extra activities, choose a different itinerary or if they simply want the tour to last longer, Kanpai will charge customers a supplement fully due and paid to the Guide the day of the tour.

CANCELLATION BY THE PRINCIPAL

We reserve the right to cancel a tour though this is an extremely rare occurrence.

Tours for individuals: a minimum of 4 persons is requested for a departure. In the case that they are less than 4 persons, Kanpai will propose you another day for the tour or proceed to the total refund of the ticket without penalties for Kanpai. If we have to cancel if minimum numbers for a tour have not been met, we will give you as early notification as possible.

Tours for groups: Kanpai reserves the right to cancel a tour for unusual or unforeseen circumstances outside the company's control. If a tour is cancelled, you may choose between a full refund of the paid monies or any alternative tour offered by Kanpai.

If an alternative tour chosen by the customer(s) is of a lower value than that originally booked, then the customer is entitled to a refund of the price difference. If the alternative tour chosen by the customer(s) is of higher price than that originally chosen, then the customer(s) must pay the difference.

Kanpai will inform you of the cancellation by sending you a written confirmation as well as a cancellation invoice. Kanpai won't be subject to any penalties in case of cancellation by the principal.

RESPONSABILITY

Kanpai's responsibility is strictly limited by these terms & conditions. Kanpai cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage or loss as a result of « force majeure ». "Force majeure" means unusual and unforeseeable circumstances beyond our control or that our suppliers or partners, the consequences of which could not be foreseen or avoided by us even with the exercise of all due care.

INSURANCE

Customers are liable for all damage and losses caused by their actions during the tours. Luggage and personal possessions remain at all times your own responsibility during tours. Travel insurance is strongly recommended to cover loss of deposit of final monies paid, because of unavoidable cancellation due to illness or other causes, personal baggage loss, medical expenses, etc.

COMPLAINTS

If you are in any way dissatisfied with any aspect of a Kanpai Tour, you must write to us outlining the nature of the complaint within 30 days of the end of the tour. French Law will apply to your contract and any disputes arising out of, or in connection with this contract will be settled by the Lyon Court of Justice, France.

PRIVACY POLICY

Kanpai is committed to protecting the privacy and security of any personally identifiable information you provide us.

All the documents sent by Kanpai are and stay Kanpai's propriety. Participants may be photographed for the promotional purposes of Kanpai.