



Total Leisure Services Ltd

Maindy House, 96 Whitchurch Road, Cardiff CF14 3LY, United Kingdom
Tel: +44 (0) 29 2040 1480 Fax: +44 (0) 29 2040 1481
E-mail: info@tlsltd.uk.com Website: www.tlsltd.uk.com

How to Book & Pay?

BOOKING PROCEDURE

As we specialise in tailor made holidays, the majority of our bookings are made using our "on request" system. Once we have received an enquiry, either by email or telephone, a member of our sales team will contact you with a price quote or to request additional information. Upon acceptance of an offer, we will confirm availability. We will then request a deposit (or full payment if less than 12 weeks to departure) to secure the booking. You will then be required to sign a [booking form](#) which will identify details of the booking and an [insurance indemnity form](#) unless you take up travel insurance offered by us. Once deposit (or full payment) and relevant forms are received, we will forward a confirmation invoice to confirm your holiday reservation.

HOW TO PAY FOR YOUR HOLIDAY?

Customers are advised that payment can be made by cheque, credit / debit cards or bank transfer.

CHEQUE PAYMENTS

Cheques / bankers draft drawn in GBP Sterling by a UK clearing bank should be crossed and made payable to : "**Total Leisure Services Ltd.**" Please allow five working days to clear a UK Cheque. Cheques drawn in foreign currencies including Euro may take longer to clear. If payment needs to be made urgently, please consider other forms of payment i.e. credit / debit card or bank transfer

CREDIT / DEBIT CARD PAYMENTS

Credit or debit card payments can only be made in our local currency - GBP Pounds Sterling. We accept Delta / Electron/ Visa / Master Card/ SWITCH. We do not however accept American Express.

Please complete [Card Payment Authorisation Form](#) and FAX BACK on + 44 (0)29. 2040 1481. Please do not send your credit / debit card details by e-mails for security reasons.

Credit Card Surcharge

Customers are reminded that credit card payments will be subject to a surcharge of 2% on the value being debited. Payment by SWITCH or DELTA is not subject to any surcharge.

Registered in England No. 3376813 • VAT No GB 7190 52541





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Electronic Payment.

UK customers can make electronic payments using Internet Banking, BACS or CHAPS. Please contact your bank branch for details of their charges quoting our GBP account details below. CHAPS offer same day clearance whereas BACS or Internet Banking takes minimum of three working days.

TELEGRAPHIC TRANSFER

Telegraphic transfer is more appropriate for our overseas customers and transfers can be made in GBP, EURO or USD. Payment should be made in the currency and the value quoted to avoid fluctuations due to changes in exchange rates. Customers are reminded that they should instruct their bank to **remit the total amount due to us** with **sender to pay both** own bank **and foreign bank charges**.

BANK ACCOUNTS

CURRENCY	UK Pounds Sterling	EURO	United States Dollar
SYMBOL	GBP £	Euro €	USD \$
BANK	HSBC Bank Plc	HSBC Bank Plc	HSBC Bank Plc
BRANCH	Cardiff City Branch	International Branch	International Branch
ADDRESS	114 St Mary Street, Cardiff, CF10 1LF, United Kingdom	P.O.Box 181, 27-32 Poultry, London, EC2P 2BX, United Kingdom	P.O.Box 181, 27-32 Poultry, London, EC2P 2BX, United Kingdom
ACCT NO..	41478680	57340104	57006086
SORT CODE	40-16-18	40-05-15	40-05-15
SWIFT Code	MIDLGB22	MIDLGB22	MIDLGB22
IBAN	GB35MIDL40161841478680	GB47MIDL40051557340104	GB47MIDL40051557340104

If you have any queries, please contact our accounts department:

Phone: + 44. (0)29.2040 1480

Fax: + 44. (0)29.2040 1481 or +44. (0)29. 2041 5011

E-mail: accounts@tlsltd.uk.com

January 2004

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