



The Official International Queen Fan Club



23rd International Queen Fan Club Convention
Brean Sands, Burnham on Sea, Somerset

Friday 28th - Monday 31st March 2008

Hi Everyone!

This is one of the most anticipated pieces of correspondence you get all year for many of you... the booking form for the best Queen party weekend you can ever have! We're going back to the lovely Brean Sands in Somerset - and we are already working on ensuring that your weekend is as packed as we can make it! Plans are afoot for new games and quizzes, live bands, longer discos, more special guests and as much fun as we can cram in!

All you need to know to book up is right here in this leaflet, but if you have any queries don't hesitate to contact Arena or myself. Last year we were sold out, so don't delay in returning your booking form, the Club chalets can sellout in as little as a week!

So get your time off booked, get your booking form sent off, and sit back and count the days - our favourite weekend of the year will be here before we know it!

Love



Jacky x



**The Official International
Queen Fan Club**

PO Box 141 West Horsley,

Surrey KT24 9AJ

Tel: 01483 281995

Email: qfc@dircon.co.uk

www.queenworld.com

Q & A

WHERE IS IT?

Pontins Holiday Centre Brean Sands, Burnham on Sea, Somerset, (Junction 22 on the M5). This is a no smoking venue.

WHEN?

5.00pm Friday 28th March until 10.00am on Monday 31st March 2008. If you are travelling by car, parking is free. Persons travelling by rail into Weston-Super-Mare can utilise the local transportation or taxis at a price of approx £14.00 eachway. If there's sufficient demand we will also operate a coach transfer at 4.30pm on Friday from the Rail Station to the Holiday park returning on the Monday at 8.00am. The cost for this will be £10.00 per person return and must be pre-booked by 1st March 2008 (non refundable).

ACCOMMODATION

There are three types of apartments available - Budget, Classic and Club. All apartments feature a lounge with convertible double bed settee, dining table or breakfast



bar and chairs, colour TV, fully equipped kitchenette with cooking utensils, bathroom/toilet and one, two or three bedrooms, All have electric heaters. A few apartments utilise bunk beds. Some of the sizes or layout may vary slightly but the best in each type will be sold on a 'first come-first served' basis. Should your first option no longer be available then we will AUTOMATICALLY confirm you into the next priced type available.

BUDGET

Basic apartment with bath.

CLASSIC

Middle standard accommodation with bath or shower.

CLUB

Patio doors, oven with hob, microwaves, bath with shower, modern décor. Towels and electricity included.

HOW MUCH DOES IT COST?

The Queen Convention is a budget bargain and can cost as little as £76 per club member inclusive of your accommodation, entertainment and use of all facilities. Non-members* please add £18 to the quoted prices. Reservations are handled on a 'per apartment' basis with the prices detailed on the next page.

DO I HAVE TO PAY A DEPOSIT

Yes. A deposit of £30 per person is to be paid at the time of booking. An official acknowledgement will be sent for each deposit and the balance must be paid in full 72 days before the convention starts.

CHILDREN

For children between the ages of 2 and 11 years (inclusive) we have introduced a special price of £30 per child, there is however no childrens programme. Adult prices are based upon the number of adults sharing.

INSURANCE

We are pleased to offer you a very competitive policy,

PRICES PER PERSON									
NUMBER OF ADULTS SHARING									
	1	2	3	4	5	6	7	8	
ONE BEDROOM APARTMENT									
BUDGET	138	99	86	79	-	-	-	-	-
CLASSIC	163	112	96	90	-	-	-	-	-
CLUB	-	135	111	99	-	-	-	-	-
TWO BEDROOM APARTMENT									
CLASSIC	-	123	103	92	86	82	-	-	-
CLUB	-	-	119	105	97	91	-	-	-
THREE BEDROOM APARTMENT									
CLASSIC	-	-	107	95	88	83	80	76	-

Club apartments include electricity and heating in the price whereas in Budget and Classic it is on pre-paid cards available from Reception.

All prices are based upon the number of adults sharing, in some categories availability is limited. **Prices are per person (inclusive of VAT)**

arranged by Holiday Extras (in cooperation with Fortis). To take advantage of these special rates, please contact the reservations department who will then advise you of the cost and send you an application form. Cover is not effective until the premium has been paid.

WHAT ABOUT MEALS?

This special holiday is based on self catering but, if you don't want to cook or can't(!), then you also have the option to eat in the spacious Queen Vic Restaurant which offers an extensive menu along with daily specials. For those of you who want to cook for yourselves, there's a well stocked supermarket on site – so no hassle with shopping trips to town.

DO I HAVE TO BE A CLUB MEMBER?*

With prices as low as these, bookings will only be accepted from bonafide members of the Fan Club, their families and friends to a maximum of two non-members per registered member. **Partners and children**



of the registered member do not incur the additional £18 non-member charge.

CAN I SHARE AN APARTMENT?

Yes. For persons booking alone but who wish to share with another fan of the same sex we have arranged a special 'Room Mate Service'. This will be restricted to a Classic two bedroomed apartment for two or three single persons per apartment. Just complete the special section on the Reservation Form and where possible we'll accommodate you with someone else of similar

age and advise you of your 'Room Mates' details in advance of the convention. We cannot be held responsible for non compatibility.

WHAT ABOUT NOISE?

It is regrettable, but somewhat expected, that certain guests will not be as quiet as others – it's so easy to carry on the 'party spirit' even after the night's entertainment is over. We are happy to allocate apartments into two zones – quiet and normal! The 'Quiet Zone' is for folks who like to get an early night and 'Normal Zone' is for the rest of us! Obviously the Quiet Zone will only be quiet if those requesting it cooperate. Whilst we will endeavour to ensure it is quiet, we cannot be responsible for those who refuse to obey the rules. If you'd like to be allocated an apartment in the Quiet Zone, please indicate accordingly on the Reservation Form. Remember though that if you want an apartment close to friends then they also need to advise us of their zone requirements.

PAYMENT BY CREDIT CARD ETC

We are pleased to accept payment by MASTERCARD, AMEX or VISA for all or part of your holiday cost. Please complete the appropriate box on the Reservation Form if you wish to pay by Credit Card. Please note: There is a 2% surcharge for payments by credit card (3% AMEX).

MAESTRO AND DELTA

We are also pleased to accept payment by MAESTRO and DELTA cards. No surcharges apply to these payments.

BOOKING INFORMATION

Details of availability and booking procedure may be made by telephoning our Reservations Department on



01473 660803 (Monday to Friday 9.00am – 5.30pm). Due to the high response expected for this event telephone bookings cannot be accepted.

HOW TO BOOK

This holiday is arranged on behalf of the Queen Fan Club by Arena Travel and your contract is subject to Arena Travel Reservation Conditions. It is recommended that you book early as places are limited.

QUEEN CONVENTION 2008

Arena Travel
Caxton House
36 Anson Road
Martlesham Heath, Suffolk, IP5 3RG
Tel: 01473 660800
Fax: 01473 660801

Email: reservations@arenatravel.com

Cheques and postal orders should be made payable to ARENA TRAVEL. Please do not send any documents to the Fan Club as this will only delay the handling of your booking. Tour Reference: 08008

Brochure printed September 2007

23rd International Queen Fan Club Convention

Friday 28th - Monday 31st March 2008

Reservation Form

Complete this form and send it together with your deposits to: QUEEN CONVENTION 2008,

All correspondence will be sent to the address of the lead name who must be 18 years of age or over



Title:	Full Name:	Age:	Membership Number or state if partner, child or non member
Address:		Signature:	Date:
		Tel:	
Title:	Full Name:	Age:	Membership Number or state if partner, child or non member
Address:		Signature:	Date:
		Tel:	
Title:	Full Name:	Age:	Membership Number or state if partner, child or non member
Address:		Signature:	Date:
		Tel:	
Title:	Full Name:	Age:	Membership Number or state if partner, child or non member
Address:		Signature:	Date:
		Tel:	
Title:	Full Name:	Age:	Membership Number or state if partner, child or non member
Address:		Signature:	Date:
		Tel:	

Important terms and conditions: Please read and understand them before you sign. Please ask for assistance should it be required. By signing this booking form I agree to accept Arena Travel's Reservation Conditions and confirm that all participation in any competition and / or activity is done entirely at my own risk and that the International Queen Fan Club, Arena Travel and Pontins Brean Sands Holiday Centre cannot accept any responsibility or liability for it or anything connected with it.

This reservation is only accepted on this understanding.

Reservation Conditions

Arena Travel, Caxton House, 36 Anson Road, Martlesham Heath, Suffolk IP5 3RG 7SW
Telephone: 08700 747 767 Facsimile: 08700 737 767 www.arenatravel.com. Arena Holidays Limited, registered in England under no. 1982026

1. YOUR CONTRACT

Your contract is with Arena Travel. Arena Travel is a trading name of Arena Holidays Ltd. who are members of ABTOT the Association of Bonded Travel Organisers Trust and bonded accordingly you can rest assured that your money and Reservation are safe in our hands. For your holiday to be a success we believe that the contract between us should be clear and we ask you to read these Reservation Conditions together with all information in the other sections of the brochure before you sign your Reservation Form. The person who signs the Reservation Form does so on behalf of all members of the party named thereon and guarantees payment to us of the total cost of the holiday booked.

2. HOW TO BOOK

Your contract is subject to these conditions. To book simply complete and sign the Reservation Form and return it with your deposit(s) to - Queen Convention 2008
Arena Travel
Caxton House, 36 Anson Road
Martlesham Heath, Suffolk IP5 3RG.
For details of availability or if you have any questions, please do not hesitate to telephone 01473 660803.

Any money paid by you to us will be held as agent for you until such time as you receive a Confirmation-Invoice from us. There is no contract between us until the Confirmation Invoice has been sent and it acts as our acceptance of the booking in accordance with the contract which is subject to English law and the exclusive jurisdiction of the English courts. You must check your Confirmation-Invoice and raise any queries immediately. The full balance of the holiday cost must be paid no later than the date shown on the Confirmation-Invoice. If the full balance has not been received by that date we reserve the right to cancel the holiday and levy cancellation charges as detailed in paragraph 12.

3. SPECIAL REQUESTS

Please make a note of any special

requests you may have in the space provided on the Reservation Form. We will try to fulfil your special requests but regret that this cannot be guaranteed and failure to do so will not constitute a breach of contract. Please note that our contracts for accommodation provide for the allocation of rooms to us.

Your booking will be made within those allocations but no specific rooms can or will be confirmed.

4. WEEKEND DATES

The Weekend dates appear on the Reservation Form attached to these Reservation Conditions.

5. INSURANCE

We have arranged comprehensive travel insurance through ABC Holiday Extras, underwritten by AXA General Insurance Limited. Full details are contained in a separate leaflet.

6. WEEKEND PRICE

The Weekend price includes the elements referred to in the Reservation Form by tour reference number fully described in the brochure. Any items not included in the Weekend price such as meals drinks travel and personal items e.g. telephone calls laundry etc must be borne by you.

7. ACCOMMODATION

The Reservation Form gives details of the nature of accommodation to be provided on the Weekend. Fuller details about your accommodation appears in the brochure.

8. MEALS

No meals are included in the Weekend.

9. PROGRAMME

The programme is specified in the brochure.

10. RESERVATION ALTERATIONS BY YOU

If after your booking has been confirmed you wish to change any of the arrangements shown on your Confirmation-Invoice you must notify us in writing as soon as possible. The request must be made by the person who signs the Reservation Form. When the request can be met we will confirm the amendment by issuing a revised

Confirmation-Invoice. We reserve the right to charge an amendment fee as necessary. Any additional person added to the booking will be deemed to have accepted these Reservation Conditions. Where changes are requested within 72 days of departure these will attract cancellation charges as set out in Paragraph 12 except where the change is to substitute a party member where that person is prevented from taking their holiday. In this situation that person may transfer their booking to someone else provided that we are notified in writing not less than 10 days prior to departure. Where the original party member is the person who signed the Reservation Form he or she will remain jointly and severally liable for payment with the new party member. Any charge incurred in making such change will be payable. Other than in this case the new arrangements made within eight weeks of departure will constitute a new reservation. Should the number of persons travelling change the price will be recharged on the basis of the new party size. Any increase in price per person payable as a result of part cancellation e.g. an under occupancy charge or a sole occupancy charge will be indicated on the revised Confirmation Invoice.

11. RESERVATION ALTERATIONS BY ARENA

It is unlikely that we will have to make changes to your holiday but arrangements are planned many months in advance and we reserve the right to do so. Where a major change becomes necessary, we will inform you as soon as reasonably possible - if time permits before your departure. A major change is one that is made to your holiday arrangements before departure that involves an offer of lower priced accommodation in selfcatering. In this case you have a choice of either (a) accepting the changed arrangements notified to you or (b) purchasing another holiday from us or (c) cancelling your holiday and receiving a full refund of all monies paid.

12. CANCELLATION BY ARENA

TRAVEL
Cancellation by us may be necessary in exceptional circumstances or because insufficient people have booked your chosen Weekend to make it commercially viable. We reserve the right in our absolute discretion to cancel the Weekend and if cancellation occurs because of insufficient numbers we will notify you at least 6 weeks before departure. On the rare occasion that a Weekend is cancelled we will give a full refund of monies paid.

13. CANCELLATION BY YOU

Should you or any member of your party be forced to cancel your booking once it has been accepted a valid cancellation can only be made by written instruction and signed by the person who signed the Reservation Form given to us. The effective date for cancellation is the date when we receive your written instructions at our registered office. If you cancel a charge is payable by you as the Signatory of the Reservation Form by way of agreed damages to cover our estimated loss calculated on the scale set out below:

Period before departure Cancellation charge shown as by which written instructions
More than 72 days
Loss of deposit

72-29 days 45% or deposit (whichever is the greater)

28-15 days 60% or deposit (whichever is the greater)

14-8 days 75% or deposit (whichever is the greater)

7-1 days 100%

14. HOLIDAY TERMINATION BY ARENA

TRAVEL
We reserve the right in our absolute discretion to terminate without notice the holiday arrangements of any passenger, whose behaviour is such that it is in our opinion likely to cause distress damage danger or annoyance to our other passengers our employees or to any third party or to property. If you are prevented from travelling

because in the opinion of any person in authority you appear to be unfit to travel or likely to cause discomfort or disturbance to other passengers our responsibility for your holiday ceases and we shall be under no obligation to pay any refund, compensation or costs to you. Please note that Arena has no control over the behaviour of other persons staying at or visiting your holiday accommodation and we are not responsible for any withdrawal or impairment of facilities or other loss or damage caused by them. Under no circumstances are you entitled to share or sub let your accommodation with anyone other than those passengers shown on your booking.

15. COMPLAINTS

Arena Travel is determined to provide you with a successful trouble-free Weekend but we accept that sometimes even the best-prepared plans can go wrong. If this happens and you find that you are in any way dissatisfied with our service in order that we may have the opportunity to correct the matter you must advise our representative immediately. Should he or she not be able to resolve the situation you should report the complaint in writing to the Arena Travel office no later than 28 days after completion of the Weekend quoting your booking number. No complaints or claims can be considered after that date. Please note that claims can only be made direct to Arena Travel.

16. ARENA TRAVEL'S RESPONSIBILITY FOR YOUR HOLIDAY

We accept responsibility for your holiday arrangements and for ensuring that the services you receive are of a reasonable standard and as described in

accept responsibility and omission subcc

ARENA
T R A V E L

RESPONSIBILITY
Neither The Queen Fan Club nor Queen can accept any responsibility for liability from the Convention or anything

PONTINS

Your Holiday Contract 2008

Bookings are from 5 pm on the day of arrival to 10am on the day of departure unless otherwise specified. Keys should be returned to reception to enable us to prepare for incoming guests. Guests will be required to pay for any damage caused to any accommodation or any articles lost or destroyed during the period of the reservation. The attention of guests is drawn to the rules governing the individual establishments and in particular the following: .

1. On no account will additional transportable electric or gas heating appliances or primus stoves be allowed in guest accommodations
2. Alcoholic and other beverages purchased elsewhere must not be consumed in the licenced bar.
3. Children under 18 are not permitted to consume alcoholic beverages in the licensed bar.



4. Children under 13 who remain in the Ballroom after 10 pm must be kept under parental control for the safety and enjoyment of guests.

5. Excessive noise is not permitted in grounds or apartment/rooms.

HOLIDAY CLUB PONTINS

At each Pontin's location will be found a Holiday Club membership of which is essential to enable guests to participate in its many facilities. The persons named request nomination for election as Members of the Club at the chosen location of their holiday only. The Club Membership Fee is included in the Tariff.

DISABILITY

Due to the fact that some of our locations or accommodations were not designed for and are not particularly suitable for disabled people we respectfully require all holiday applicants to state on the booking form details of any physical or mental disability at the time of booking and enclose a statement as to whether or not he/she will be accompanied by a person/persons competent to attend his/her needs. We will then endeavour to provide accommodation as necessary.

ELECTRICITY

Power for lighting, other than Club Apartments, heating and hot water is supplied by operated meters by pre paid cards (available at reception).

BED LINEN PROVIDED

Bed linen is provided. Please bring soap and towels with you.

CAR PARKING

Cars and other vehicles are accepted on the Company property at Owners Risk and must be parked in the

specified car parks and not elsewhere in the grounds. This is to allow the freeflow of traffic for essential services and safety of the guests. Offending vehicles may be moved at company's discretion.

PETS

We regret that we are unable to accept pets with the exception of guide dogs but will recommend suitable local kennels.

Pontin's Limited
P.O. Box 100 Sagar House,
The Green, Eccleston,
Chorley, Lancs.
PR7 5QQ.
Telephone: (01257) 452452
Fax: (01257) 453030

Company Registration No. 2085537
VAT Registration No. 268 6449 12

This is a no smoking venue



NO DAY PASSES WILL BE ISSUED