

China Tour Service Terms & Conditions Group A

These are the standard Booking Conditions of China Tour Service Limited.

1. Contract

By contracting with China Tour Service Limited (referred to in these booking conditions as "we or us") you will be accepting these booking conditions on behalf of yourself and all other persons using our services pursuant to a booking made by you.

2. Payment

Full payment is required at time of booking. We accept MasterCard, Visa and a variety of debit cards. Payment can be made in person at our Camden High Street office in cash, cheques drawn at UK branches of UK banks and sterling travellers' cheques with identification such as passport. If payment is not made when it is due, we will be entitled to cancel the booking without notice. Cancellation by us on the grounds of non-payment by you will incur the cancellation fee of 50%, referred to in paragraph 7 below.

Children aged 16 or under receive 10% off all scheduled tours.

3. Insurance

You are advised to take out insurance, which would cover you in the event that you have to cancel your booking or compensate you for delays and/or damage to your property. We can arrange insurance if you ask.

4. Health

We would recommend you obtain a copy of the Department of Health leaflet T4 (Travellers Guide to Health) and make certain that you have with you an E111 document (obtainable from the Post Office) to enable you as a UK citizen to receive medical treatment in EU states and, where relevant, see your doctor to ensure that you are not travelling against medical advice.

5. Check-in/Departures

It is your responsibility to leave ample time for your journey to the nominated departure point. The time stated on your e-ticket is the time of departure - ensure that you are at your stated departure point at least ten minutes prior. **We cannot refund or rebook for you missing tours, trips or services as a result of delays on other transport services such as traffic, underground, buses and/or railways.**

6. Travel Documentation

You are responsible for ensuring that you are in possession of the required travel documentation such as visas and passports and that they are valid and effective for all countries passed through en-route. We cannot be held responsible for expenses incurred if travel documentation does not meet the required criteria. If you are in doubt, please contact the relevant embassy or consulate.

7. Refunds/Cancellations Policy

You must inform us in writing as soon as possible if you wish to cancel a tour or other booking in whole or in part, returning to us any tickets already issued. On cancellation we will charge you a percentage of the total price as follows:

- Cancellation notified and tickets returned between 30 days and 9 days prior to departure - 30% of total value.
- Cancellation notified and tickets returned between 9 days and day of departure - 100% of total value.

All amendments or name changes to confirmed bookings are subject to a £15.00 per person administration fee for day excursions and £25.00 per person administration fee for short breaks. We regret that no amendments or name changes are possible for short breaks less than seven days before departure.

8. Variation of Brochure

We reserve the right, before you book, to vary the services described in our brochures, including prices and departure dates and times and characteristics and categories of transport. You will be notified of these changes before you are committed to the tour.

9. Alterations

If we must change your hotel or other details of the tour, which may be for reasons beyond our control, we will notify you as soon as possible and give you the information as to the alterations. If the change significantly alters an essential term of the contract, you will have the right to withdraw from the contract in which event we will repay all money already paid by you to us or the appropriate proportion if only some of the party withdraw. Alternatively you will have the option to:

- a) Take a substitute tour of equivalent or superior value if we are able to offer you such a substitute,
- b) to take a substitute tour of lower value if we are able to offer you one, when we will reimburse or allow you the difference in price of the tour contracted for and that of the substitute tour.

You undertake to let us know as quickly as possible your decision in the event of our having to advise you of any such alteration.

10. Force Majeure

Where we cancel the whole tour before departure because of unusual or unforeseen circumstances beyond our control, then we will refund all money already paid by you but you will not be entitled to any compensation for the loss of the tour. Where the tour is interrupted to a significant extent by circumstances beyond our control we will refund what is deemed to be a fair proportion of the cost of the tour.

11. Behaviour

You will be responsible for the conduct of yourself and all members of your party and you will indemnify us against any liability for damage caused by you or any members of your party. We reserve the right to



terminate the tour in the event of behaviour deemed to be unreasonable by our staff.

12. Complaints

Should you have a complaint during your tour, contact your tour leader and our staff will do their best to rectify your problem. If we cannot resolve your complaint at the time, you should make a written record of your complaint and hand it to your tour leader or send it to us at China Tour Service, 63-65, Camden High Street, London, NW1 7JL within 21 days of the end of the tour. We will not be able to deal with any complaints unless we are told in that way and by that time.