

Booking conditions

1 Before you go

1.1 Price Guarantee

All prices quoted in this brochure are calculated on rates of exchange as published in the Financial Times of 4 October 2010. Brochure prices can go up or down. Before you make a booking we will give you the up to date price of your chosen holiday, including the cost of any peak season supplements, fuel surcharges, upgrades or additional facilities which you have requested*.

Once you have accepted this price and a booking has been made, that price is fully guaranteed and will not be subject to any surcharges.

*See out of date range flights at 2.6.

1.2 Price Includes

The services of a Journeys of Distinction Tour Manager as described in the individual tour itineraries (please refer to point 1.5), economy class airfares on scheduled IATA carriers from UK as per the itinerary, access to an airport lounge at London Heathrow or London Gatwick (scheduled tour departures only), 23kg economy class baggage allowance plus one piece of hand baggage (dimensions and weights do vary so please check for latest information - please refer to point 1.5 for more information on baggage allowances and requirements), accommodation as specified in the itinerary with private facilities, sightseeing, and meals specified in the itinerary, return airport transfers outside of the UK, UK departure tax, government taxes, compulsory service charges and overseas portage where security permits. No refund will be given if you are unable to visit the executive lounge due to circumstances beyond our control, or if you choose to travel on another flight or if you are delayed.

1.3 Not included

Visa fees, overseas airport taxes, any government taxes or compulsory charges introduced after publication of this brochure. Optional excursions or activities booked during your holiday.

Telephone, laundry, items of a personal nature, drinks and meals not indicated. Gratuities to drivers, guides or Tour Managers. Some airlines only offer complimentary soft drinks during the flight. On these flights any alcoholic drinks purchased will be at your expense.

1.4 Operation of Tours

All tours will be fully escorted by a Journeys of Distinction Tour Manager from London and back again. Tour Managers return to the UK at the end of the tour itinerary which means that clients who book a tour extension will not be escorted for that portion of their holiday and will return to the UK unaccompanied.

All tour departures operate subject to a minimum of 20 passengers travelling – see 4.5 for further details.

1.5 Baggage Allowance, Requirements & Responsibility

Due to coach space limitations the baggage allowance for all tours is strictly limited to one piece per person, weighing no more than 23kg for economy class passengers. More detailed information on your baggage

allowance and requirements will be sent to you with your booking confirmation. Although every effort is made to handle passengers' luggage as carefully as possible, we cannot be responsible, assume liability or accept claims for loss or damage to luggage and personal effects due to breakage, theft, or fair wear and tear through hotel, airline, ship or ground carrier handling. It is important for your own self-interest and protection that you make certain you have adequate insurance to cover these eventualities.

1.6 Seating Arrangement on Coaches

To enable all passengers to have a choice of views each day, Journeys of Distinction operate a policy of seat rotation, meaning your place on the coach will change daily. Your Tour Manager will arrange this locally each day to avoid any confusion. So that we will not show partiality among passengers, exceptions to this arrangement cannot be made.

1.7 Accommodation

Accommodation in all hotels is in standard rooms (sometimes named superior/deluxe) based on twin rooms (or doubles on request) unless otherwise stated.

1.8 Single Travellers

It is an unfair fact of life that single travellers often have to pay a supplement. Unfortunately the majority of hotels price their rooms as doubles and do not reduce the rates if the room is occupied by a single person. The costs to the hotel of providing the room, heating, lighting, cleaning etc are the same regardless of how many people occupy that room and subsequently Journeys of Distinction charge a single supplement on all holidays.

1.9 General Health Requirements

The majority of our tours are suitable if you have any disability or have reduced mobility. However in the interests of safety and comfort for all groups as a whole, you must be fit enough to participate or alternatively you must have an able bodied carer to assist you on the tour.

1.10 If you have a Disability

Journey of Distinction complies fully with Regulations (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (the "Regulation") and is delighted to offer assistance to disabled persons or persons with reduced mobility provided that we are given full information about your specific requirement at the time of booking.

1.11 Passports & Visas

You will need a full 10 year passport, with minimum 6 months validity after your return to the UK, to travel to the destinations we feature in this brochure. Some destinations also require visas. Please refer to our Important Information section on page 55 for more detailed information on passport and visa requirements.

1.12 Health

You should contact your GP or a specialist vaccination centre for details of the measures you will need to take prior to departure. Please read the Important Information section on page 59 for more details prior to booking your holiday.

1.13 Meals

Meals if included are predominantly based on table d'hôte menus, or occasionally a meal voucher system unless specified otherwise in the text. No refunds on meals not taken can be given. Special diets of any kind (including vegetarian) can generally be catered for adequately, providing we are advised at the time of booking. Failure to do so could result in us being unable to accommodate the request. Continental breakfast will only be offered, when a hotel does not cater for full breakfast.

1.14 Flight Seat Requests & Aircraft

We strongly recommend (particularly if you are flying economy class), that you check in early if you have particular seat requests. Journeys of Distinction has no control over the allocation of seats by the airline and even if a request has been made with the airline to pre-book seats, no guarantee can be made that they will still be available on departure. The provision of particular seats does not constitute a term of your contract with us. Please note airlines operate both older and more modern aircraft within their fleet. We regret we cannot guarantee the type of aircraft you will travel on as this may be subject to change and general availability. Any flight timings indicated in the itinerary are subject to change.

1.15 Code Share Flights

It is a common practice for scheduled airlines to use a code share system, which may include you flying with a partner airline. Where this situation arises, it is not classed as a major change.

1.16 Smoking

Smoking on flights is now totally banned and most hotels also have a non-smoking policy in hotel rooms and public areas. Smoking is also not permitted on any motor coach. Please ask at the time of booking if this information is important to you.

1.17 Special Requests

Where special requests e.g. diet, room location, twin or double bedded room, flight seat requests and/or particular meals etc. are an important factor in your holiday you must advise us when the booking is made. We are happy to pass your request on to the hotel or airline but cannot guarantee that it will be accommodated. The provision of any special request does not constitute a term of your contract with us.

1.18 Excursions

The cost of any unused tours/excursions included within our itinerary and not taken will not be refunded.

1.19 Weather

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your holiday due to bad or unusual weather conditions.

2 Booking & paying for your holiday

2.1 Your Commitment

When you wish to confirm a holiday booking you must pay a deposit of £200 per person or any higher deposit which applies to your holiday. (Please

refer to point 2.4). When you make a booking you are confirming that you understand and have accepted on behalf of yourself and all members of your party, our Important Information which forms part of our booking conditions. All contracts with Journeys of Distinction are made subject to these booking conditions and are subject to English law and the jurisdiction of the English Courts. We reserve the right in our absolute discretion to refuse to accept any booking without necessarily specifying a reason. Many airlines now require the full names of all passengers travelling. We will therefore ask you at the time of booking to provide us with your first forename (as shown in your passport) as well as your title and surname. When booking your holiday, if you wish to make a modification to a holiday shown in the brochure we will try to assist. Additional services will be quoted for upon request.

2.2 Our Commitment

Your contract is with Holiday Supplies Limited trading as Journeys of Distinction whose trading address is No 1 Lakeside, Cheadle, Cheshire, SK8 3GW. We will arrange to provide you with the various services which form part of the holiday you book with us.

Before your booking is confirmed and a contract comes into existence we reserve the right to increase or decrease brochure prices (see point 1.1) or to change any of the information contained in this brochure. Changes will be made known to you before you book. A booking is not accepted until we issue an invoice. The date shown on the invoice, which will be sent to you is the date of booking. It is important to check the details on the invoice when you get it. In the event of any discrepancy please contact us immediately.

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. We provide this security with the Civil Aviation Authority under ATOL number 2812 and a bond held by the FTO. If you book arrangements other than a package holiday from this brochure (eg an independent arrival holiday), the financial protection referred to above does not apply.

2.3 Security

The air holidays and flights in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 2812. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk.

2.4 Paying for your Holiday

When you wish to confirm a holiday booking you must pay a non-refundable deposit of £200 per person

plus any higher deposit applied to selected tours or tour options. After your booking is taken and a deposit received, a balance invoice will be sent to you detailing the total cost due. The balance is due no later than 14 weeks before the departure date. If you are booking a tour within 14 weeks of departure, full balance will be payable at time of booking.

Non-receipt of the balance by Journeys of Distinction on the date due will result in the holiday or travel arrangements being liable to cancellation. Tickets and other documentation will normally be sent to you 10 - 14 days before your departure date.

2.5 Credit Cards

We accept various methods of payment however please note that if you choose to pay by credit card, there will be a charge levied. You can of course opt for an alternative method of payment i.e. cheque or debit card.

2.6 Out of date range flights

Our brochures are prepared well in advance and scheduled airlines do not generally load their seats to sell until approximately 10 months before departure. We plan our tours based on an allocation of economy class seats that we have agreed with the relevant airlines, though they are always subject to final confirmation when the seats come into range for each departure date.

2.7 Upgrading your flight

If you are interested in upgrading to premium economy, business class or first class, we will advise you of the relevant upgrade price to be paid in addition to the main tour price. If you wish to go ahead, you will need to pay an additional deposit. If your departure date is not yet in system range, we will note your interest in upgrading and will contact you when the flight details and upgrade prices become available. If you accept the price, we will issue an invoice and a contract will exist between us.

2.8 Pricing errors

Whilst we endeavour to ensure that the most up to date and correct prices are shown on our website and in our brochure, there may on occasion be an incorrect price, due to an unfortunate error. When we become aware of any such error, we will ensure that we act promptly and will endeavour to notify you within 7 days of the time of booking, or as soon as is reasonably possible. We must reserve the right to cancel the booking and you will be given the choice to amend your booking to an alternative holiday, at the correct price.

2.9 Travel documents

You are responsible for ensuring that all necessary travel documents (e.g. Passports, Visas, and Vaccination Certificates etc.) are valid and effective. Approximately 14 days before departure you will receive your flight/e-ticket together with an itinerary. Please ensure that you check the flight timings on your tickets carefully. The correct timings, using the 24-hour clock system, may have been adjusted since we published the brochure and since you received your invoice.

3 If you want to cancel or change your holiday

3.1 Alteration to a Confirmed Booking

If you want to change any part of your holiday arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing by the person who made the original booking. If it is possible to make the change, it will be subject to an administration charge of £100 per person, and payment of any further costs incurred as a result of the change. If you change your booking to a holiday of lower value, and then cancel that holiday, we reserve the right to levy cancellation charges on the value of the original booking.

Alteration of a booking within three calendar months of the departure date may also incur additional cancellation fees. Once abroad any alterations that you may wish to make to the booking are outside of our control and Journeys of Distinction can accept no liability for your alterations, financial or otherwise, once your holiday has commenced. Scheduled airlines normally regard name changes as a cancellation and rebooking, and any alteration may incur a 100% cancellation charge in respect of the air fare. Please note that save for the transfer of a booking, it will not be possible to make changes within 28 days of your scheduled departure date. Requests to transfer your complete reservation to a later tour date, or to transfer to the following season, received less than four calendar months prior to your original departure date, will be treated as a cancellation and rebooking.

3.2 Cancelling Your Holiday

If you or anyone on your holiday booking decides to cancel the holiday you must notify us of the decision as soon as possible. Any notification by telephone must also be confirmed in writing or by e-mail within 24-hours by the person who made the original booking. Cancellation will take effect from the day that written confirmation is received. A cancellation invoice will be sent to you within 7 days, if you do not receive this please contact us immediately in order to prevent an increase in charges. Should you already be in receipt of your airline tickets please also return these to us along with your written cancellation request. The following scales of charges will be payable, depending on when notification of cancellation is received.

90 days or more prior to departure	Deposit forfeited
89 - 31 days prior to departure	85% of total holiday cost
30 days or less prior to departure	100% of total holiday cost

Once the holiday has commenced, no refund will be made. In the event of a confirmed room reverting to single occupancy as a result of one or more passengers cancelling, in addition to the cancellation charges for the customer no longer travelling, the

single occupancy supplement will apply to the remaining customer in the room remaining as single occupancy.

3.3 Cancellation of Maharajas' Express bookings

Should you cancel a booking on the Maharajas' Express tour, the following scales of charges will be payable, depending on when notification of cancellation is received.

99 days or more prior to departure	Deposit forfeited
98 - 93 days prior to departure	50% of total holiday cost
92 - 31 days prior to departure	85% of total holiday cost
30 days or less prior to departure	100% of total holiday cost

4 If we want to cancel or change your holiday

4.1 Brochure Accuracy

All the facts pertaining to resorts and hotels in this brochure have carefully been checked and re-checked for accuracy. However, in view of the fact that brochures are prepared in advance, advertised facilities and services may be renovated or improved by the hotelier at any time, in low season especially, and facilities may become unavailable e.g. a swimming pool may be emptied for cleaning or a restaurant closed for refurbishment at short notice. It should also be noted that hotel service standards and coaches may well be affected during high season. Flight times, carriers and routes in the brochure are given for guidance only as there may be changes. Final details will be shown on your tickets. Tours, excursions, cruises or itineraries may change as a result of local conditions. Circumstances such as these, or weather conditions, time of year etc., may cause some of the amenities we have described to be unavailable or different from those advertised in our brochure. Whilst this is beyond our control, any major changes to facilities of which we are notified will be advised to you whenever possible prior to travel. The photographs used in this brochure are representative of the country visited and not necessarily included in the tour itinerary. This brochure with details contained therein supersedes any previously issued brochure.

4.2 Building & Development Work Many hotels and resorts continue to develop, often with little or no advance warning, whilst general refurbishment at hotels is necessary to maintain standards. Whilst we have no control over such work, we will endeavour to notify you of any activity as soon as possible, however near to your departure this may be.

4.3 Change by us to a Confirmed Booking It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. Examples of minor changes include alteration of your

outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. In accordance with EU regulations we are required to advise you of the actual air carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used on the relevant brochure pages and/or your holiday confirmation invoice. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible, and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change.

If we make a major change, you will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases of a major change, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below.

Up to 90 days prior to departure:	nil
89 - 31 days prior to departure:	£30
30 days or less prior to departure:	£50

4.4 Cancellation by Us

We reserve the right in any circumstances to cancel your travel arrangements for any reason. However, we will not cancel your travel arrangements less than 14 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available, (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out below.

Up to 90 days prior to departure	deposit only
89 - 31 days prior to departure	100% of total holiday cost, plus £30.00
30 days or less prior to departure	100% of total holiday cost, plus £50.00

4.5 Minimum Numbers

All tours are subject to a minimum of 20 passengers travelling in order to operate. We will advise you at least 14 weeks before departure if minimum numbers have not been reached. You will then have the choice of booking an alternative holiday with us, changing your departure date at the appropriate additional cost, or having a refund of monies paid. No compensation will be payable and we are unable to offer refunds of any associated costs i.e. visas etc.

Booking conditions continued

4.6 Changes or cancellation due to circumstances beyond our control We will not be liable to pay any compensation if we are forced to cancel or in any way change your holiday as a result of unusual or unforeseeable situations outside our control, the consequences of which could not have been avoided even with all due care. These include unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by an airline, the alteration of the airline or aircraft type, war or threat of war, civil strife, industrial disputes, natural disaster, bad weather, epidemic or terrorist activity.

5 Limitation of liability

If the contract we have with you is not performed or improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness shall be limited to a maximum of twice the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical matter to:

(a) the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and

(b) any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. Copies are available on request.

Under EU law you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in the section dealing with cancellation. If any payments to you are due from us, any payment made to you by the airline will be deducted from this

amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061, www.auc.org.uk.

6 Liability of air carriers

(i) Any flights forming part of your holiday will be subject to the General Conditions of Carriage and Conditions of the Contract of the airlines concerned, to which your attention will be drawn on the airline ticket. Additionally, such flights will also be subject to international law which, amongst other things, limits the airline's liability to passengers in respect of death or bodily injury, delay and loss or damage to baggage. We do not accept any liability in respect of foregoing, and any claims resulting from air carriage should be directed to the carrier concerned. (ii) Any sea carriage forming part of your holiday will be subject to the General Conditions of Carriage of the shipping line / ferry company / cruise operator concerned, and by international law, and we do not accept any liability in respect of claims resulting from such sea carriage, which should be directed to the shipping line concerned.

7 Advice and assistance

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

8 On holiday

8.1 Behaviour

Most people go on holiday for rest and relaxation, so if in our reasonable opinion or in the opinion of any airline pilot, hotel manager, tour leader or other person in authority, your behaviour is causing danger, damage to property or persistently affecting the enjoyment of others, we reserve the right to terminate your holiday. Should this happen no refund or compensation would be paid.

8.2 Lost Items

If you lose any personal items whilst on holiday, please report this immediately to your Tour Manager who will assist you in obtaining a written report from a local representative, or police, to help with any insurance claim upon your return.

8.3 If you have a complaint while you are on holiday

If you have cause for complaint whilst on holiday, you must bring it to the attention of our Tour Manager immediately. They will do their best to rectify the situation. It is unreasonable to take no action whilst on holiday, but then to write a letter

of complaint upon return. If you do not raise concerns immediately, this may affect our ability to investigate and take remedial action and it may impact on the way your complaint is dealt with.

8.4 Curtailment

If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for the remainder of your holiday not completed, or assist with any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

8.5 Local Purchases

We cannot accept responsibility for any items you may purchase locally e.g.: jewellery/furniture etc and the quality and value of such cannot be guaranteed. We recommend that you check whether or not any extra charges will be payable for import duty or freight and we are unable to assist with any costs you may incur in this respect.

9 ABTA membership

Holiday Supplies Ltd is a Member of ABTA with membership number V1905.

Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA Ltd, 30 Park Road, London SE1 9EQ or www.abta.com

10 Claims & complaints

If you fail to notify the Journeys of Distinction Tour Manager of any complaint we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on holiday and this may affect your rights under this contract. Further, you have a legal duty to tell the supplier of the services or facilities about which you complain as soon as possible. Failure to do this will affect your legal rights and will also reduce, annul, or extinguish any right which you may have for compensation. If a problem cannot be resolved then we request details of the complaint, in writing, within four weeks of your return. If you make a complaint we promise to deal with it fairly and promptly within the terms of these conditions.

11 Arbitration

We certainly hope that we can settle any holiday complaints amicably. However, disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration, if the customer so wishes, under a special Scheme arranged by the Association of British Travel Agents, and administered independently by the Chartered Institute of Arbitrators.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com). The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims, which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

12 Data protection statement

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to process your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Full details of our data protection policy are available upon request.

13 Travel insurance

Holiday insurance is essential when you travel abroad. It is a condition of booking with us that you must have travel insurance and provide us with details of this at time of booking. It is your responsibility to ensure that your policy is adequate for your particular needs.

ACKNOWLEDGMENTS:

Photographs within the brochure are courtesy of Getty Images, Shutterstock, national and regional tourist boards, hotel groups and airline partners.