

## Booking conditions

### 1 Before you go

#### 1.1 Price Guarantee

All prices quoted in this brochure are calculated on rates of exchange as known on UPDATE DATE and as published in the Financial Times of UPDATE DATE (US\$1.9916) UPDATE EXCHANGE RATE. 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. \*Please refer to 2.6 for further details.

#### 1.2 Price Includes

The services of a Journeys of Distinction Tour Manager to/from London Heathrow, (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 (scheduled tour departures only), 44lbs (20kgs) 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 1.6 for more information on baggage allowances and requirements), accommodation as specified in the itinerary in twin/double rooms with private facilities, (please note: for tours to India and America twin rooms may not be available in all hotels and on MV President , accommodation is confirmed in outside cabins), sightseeing and meals specified in the itinerary, welcome party upon arrival, return airport transfers outside of the UK, UK departure tax, government taxes, compulsory service charges and overseas portorage 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 Additional Inclusions

Gratuities to drivers and local guides in Egypt. If taking Alaska cruise extension, all port and handling charges.

#### 1.4 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 and meals not indicated. Gratuities to drivers and guides/Tour Managers. If taking the Alaska cruise extension customary gratuities to your stateroom steward/stewardess, waiter and busboy are not included. You can pre-pay these charges from the UK or on board. Shore excursions, beverages from the bar, laundry etc are also not included. Some airlines only offer complimentary soft drinks during the flight. On these flights any alcoholic drinks purchased will be at your expense.

#### 1.5 Operation of Tours

All tours will be fully escorted from London and back again subject to a minimum of 20 passengers travelling, unless otherwise specified. Tour Managers return to the UK at the end of the tour itinerary which means that clients who choose to book a tour extension will not travel with a Tour Manager for that portion of their holiday and will return to the UK unescorted. China tours will be fully escorted from Frankfurt and back to Frankfurt. (Please note: The Isabela II for our Ecuador and The Galapagos tours will operate on an exclusive charter basis, subject to a minimum of 30 passengers).

#### 1.6 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 20 kils 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.

#### 1.7 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.

#### 1.8 Accommodation

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

#### 1.9 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.

#### 1.10 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.

#### 1.11 If you have a Disability

Journeys 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.

#### 1.12 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 192 for more detailed information on passport and visa requirements.

#### 1.13 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 194 for more details prior to booking your holiday.

#### 1.14 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. Breakfast is based on full breakfast. Continental breakfast will only be offered, when a hotel does not cater for full breakfast.

#### 1.15 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.

#### 1.16 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.

#### 1.17 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.

#### 1.18 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.

#### 1.19 Excursions

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

#### 1.20 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. Many airlines now require the full name 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 Jubilee Lodge, Canning Road, Southport, Merseyside, PR9 7SW. 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.

### 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 or any higher deposit which applies to your tour. 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. 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.

Up to 90 days	Deposit forfeited prior to departure
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 addition to the above cancellation fees, the full insurance premium is non transferable and non refundable. 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.	

## 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. Tour, excursion, cruise or safari 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	eposit 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. (Please note: Isabela II for our Ecuador & The Galapagos Islands tours will operate on an exclusive charter basis, subject to a minimum of 30 passengers). 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.

### 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 & 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.

## 9 ABTA membership

Holiday Supplies Ltd is a Member of ABTA with membership number V1905. ABTA and ABTA 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, 68-71 Newman Street London W1T 3AH Tel: 020 7637 2444 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 provide 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 or for further FCO advice visit www.fco.gov.uk/knowbeforeyougo or ABTA Information Line Tel: 0901 201 5050 (calls are charged at 50p per minute).

## 13 Travel insurance

Holiday insurance is essential when you travel abroad and it is a condition of booking with us that you must have adequate travel insurance at least equivalent to our own recommended policy detailed below. If you do not purchase the policy we offer you must purchase an appropriate alternative, and provide us with these details at the time of booking. It is your responsibility to ensure that the insurance is adequate for your particular needs. We do not check alternative insurance policies.

## 14 Holiday advance registration

You may wish to plan a holiday further ahead, perhaps to celebrate a special occasion or to travel at certain times of year such as Christmas or Easter, and for these situations we offer our Advance Registration service which allows you to register your interest in a tour departing on a date that is ahead of those published in this brochure. To take advantage of this service, please contact us with your proposed tour and date of departure, your contact details and passenger names. The deposit for an Advance Registration is £150 per person and this is fully refundable if the holiday we offer is not suitable. If the holiday offered is suitable we may need to take a higher deposit at the time of confirming the holiday in line with point 2.1.of these booking conditions. All Advance Registrations are automatically dealt with on a first come, first served basis, subject to availability and will be given special priority before the new brochure is generally available.

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

## Important holiday information

### Safety & Security Abroad

Sadly crimes against both people and property are a fact of life the world over. When travelling in a foreign country it is very important to be extra vigilant. Travellers have the same responsibility for their personal safety and that of their possessions as they do at home. The Foreign and Commonwealth Office (FCO) produces a wide range of material regarding overseas countries that may be visited by British citizens and essential travel advice and tips. This information ensures travellers are properly informed about all overseas destinations, particularly in relation to political unrest, crime and health issues. We take the safety and security of our clients extremely seriously. Journeys of Distinction will not operate and reserve the right to cancel tours to countries that the FCO advises either against travelling to or against non-essential travel. If you would like to know the current travel advice for a particular country you can visit [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel).

### Health & Vaccinations

Health facilities, hygiene and disease risk vary worldwide. You should take health advice about your specific needs as early as possible and ensure that vaccinations or preventative measures such as malaria tablets are taken early enough (which may be a month or more prior to departure) to be fully effective at the time of travel. For more detailed information we recommend you contact your GP or one of the specialist vaccinations centres. Wheelchair passengers must travel accompanied by an able bodied person.

For more general health advice, please note the following:

- ▶ Drink only bottled water and check the seal is secure when you receive it.
- ▶ Do not take ice in drinks unless you have established the ice was made from filtered water.
- ▶ Do not eat raw vegetables, unpeeled fruit or uncooked seafood.
- ▶ Avoid food and drink from local street vendors as refrigeration and sanitary practices cannot be guaranteed.

### Passports and Visas

We can only advise of the requirements for British & Irish passport holders. For British or Irish passports endorsed in any way and all other passport holders, requirements should be checked with the relevant embassy. You should ensure that you have a valid

ten year passport and, as many countries require expiry dates on passports to be a considerable length of time after the return from holiday, we would recommend that your passport is valid for at least 6 months after your return to the UK. All passports must comply with all International Immigration Regulations for each country visited. Visas may be required for the destination you visit. If your passport indicates you are a British Citizen we have indicated in most cases where visas are required. For Australian ETA's (Electronic Visa), Journeys of Distinction are happy to obtain these on your behalf for a fee of £18.00 per person.

We will provide you with the most up-to-date information available on visa requirements and fees at the time of booking. We work in partnership with a visa company who can obtain the necessary visas on your behalf for most destinations – please ask for details.

Residents outside the UK and non British passport holders should check directly with the relevant embassy. Journeys of Distinction accept no liability for any passenger being refused entry into a country as a result of not acquiring the correct documentation or holding a valid passport.

Destination	Visa required?
Australia	Yes
Canada	No
China	Yes
Ecuador	No
Egypt	Yes
India	Yes
New Zealand	No
Peru	No
South Africa	No
South America (Peru, Chile, Argentina, Brazil)	No
South East Asia	
Sri Lanka	No
Thailand	No
USA	ESTA

### Travelling To and From the Airport

For your convenience, our partner Hallmark Cars offer an airport transfer service, collecting you from home and taking you directly to your departure airport. Please call us if you would like a quotation for this service.

### ESTA – Electronic Travel Authorisation

The US Immigration have announced new measures that will require all travellers to obtain an electronic travel authorisation prior to boarding a carrier to travel by air or sea to the US under the Visa Waiver program. The Electronic System for Travel Authorisation (ESTA) is available online and was mandatory for anyone travelling from 12th January 2009 onwards. Applications can be submitted at any time prior to travel however it is recommended no later than 72hrs prior to travel. For more information and to apply online please visit <https://esta.cbp.dhs.gov>

### USA Entry Requirements

The US Government have strict entry regulations which must be adhered to. Please note if you or your dependants do not have the appropriate personal documentation the US Customs will not allow entry. Please see some guidelines below and for full advice visit the US Embassy website on [www.usembassy.org.uk](http://www.usembassy.org.uk) or phone 09042 450 100.

▶ All passports must be valid, machine readable with a digital photograph or an e-passport with an electronic chip. You can check the validity of your passport on the useful link on the US Embassy website. A passport indicating that the bearer is a British subject, British dependent territories citizen, British overseas citizen, British National Citizen or British Protected person does not qualify for travel without a visa or with someone who has indefinite leave to remain in the UK. N.B: Some passports issued by British Consular posts abroad may not be machine readable – please check with the UK Passport Service on 0300 222 0000 or [www.ips.gov.uk](http://www.ips.gov.uk) for further information. Also applicable to passengers in transit in the US.

▶ The US Government requires advance passenger information detailing their country of residence, as well as postal address of the first hotel where you will be staying in the US, which can be found on the contacts page of your final itinerary. This information will be collated by the airline upon check-in and will also be required on the Visa Waiver form on the aircraft.

▶ Finger scanning and facial recognition is a standard security process for all travellers to the US on arrival.

▶ British Citizens holding a UK passport can enter under the Visa Waiver program and do not require a visa prior to travel providing:

▶ Duration of the stay is no more than 90 days and the traveller has a valid onward or return ticket.

▶ Travel is for business, tourism or transit only.

▶ Traveller is not a journalist or seeking employment.

▶ Traveller has never been arrested, refused entry or deported from the US or previously violated the terms of admission under the visa waiver program.

### Canada

If you have committed or been convicted of a criminal offence including driving whilst impaired, you may be prohibited from entering Canada. For further information please contact the Canadian High Commission.

Lake View rooms at Chateau Lake Louise are often smaller than non Lake View rooms and may only have a partial view of the Lake. Journeys of Distinction cannot be held responsible for any variation in the upgraded rooms allocated by the hotel at the time of stay.

### America

Our California and the Canyonlands tour includes touring at high elevation when at the Grand Canyon (7000ft above sea level). Therefore travellers must be in good health.

### Ecuador

There are no compulsory health requirements for these tours however, this unique programme includes touring at high elevations. Quito has an elevation of 9,200ft above sea level and your visit to Cotopaxi on day 4 will reach an elevation of 12,400ft above sea level, therefore travellers must be in good health. Guided walks during your Galapagos shore excursions can be anything up to one and half miles long. We recommend you contact your GP for further advice. All ship-to-shore transportation is by tender craft. A Municipal Tax of \$2 US dollar per room per night is payable in all Quito hotels. This tax is payable locally direct to the hotel and will be added to your room bill.

### Egypt Tours

The tap water in Egypt is clean, and is suitable for bathing and brushing your teeth however, it is not recommended for drinking. All Journeys of Distinction guests will receive a complimentary bottle of water per person each night in their hotel room. Most excursions operate early morning or late afternoon so you can avoid the heat of the midday sun and you should be prepared for several early starts throughout your tour. A cruise on the Nile is a very popular way of experiencing the many sights between Luxor and Aswan however, there are a few points you should be aware of.

▶ Due to the high number of cruise boats operating, when in dock you may find a number of boats can be docked together, which can result in restricted views from your cabin.

▶ The large number of boats operating can also mean delays can occur when passing Esna Lock, sometimes necessitating sailing at night.

▶ At certain times of the year, particularly during winter, the day-to-day cruise itinerary is subject to change due to low water levels on the Nile

### Hawaii

The itinerary includes a whale watching and sightseeing cruise. Whilst this is a known area for whales on their migratory path through the Pacific Ocean, these creatures are wild and as such we cannot guarantee that you will see whales on your cruise.

### India

In the event of flights becoming available between Jaipur and Jodhpur, the overland journey will be replaced by air travel at no additional cost.

### South America

It is important to note the itinerary is strenuous and at times you will be more than two miles above sea level. You will experience several early starts and changes in food and climate so a healthy constitution and an adaptable state of mind are recommended. Considerable travel is involved and on occasion the itinerary may be subject to amendment. Security awareness throughout South America is of particular importance and we suggest you leave any valuable jewellery at home. Inoculation against Yellow Fever is compulsory for this tour, together with a valid Yellow Fever inoculation certificate. Without this documentation you may be refused entry and Journeys of Distinction can accept no liability, financial or otherwise, in this respect. For more detailed information we would recommend you contact your GP or one of the specialist vaccination centres. In the event the Hosteria Las Torres, Torres del Paine cannot accommodate any of our groups alternative Hosterias within the Torres del Paine National Park will be used. Altitude Sickness: In the thinner atmosphere above 3000m (9842ft), or sometimes at lower levels, a lack of oxygen causes some people headaches, nausea, shortness of breath, physical weakness and other symptoms. These can possibly lead to serious illness especially if combined with heat exhaustion, sunburn or hypothermia. Acute mountain sickness (AMS) can affect anyone and we recommend taking care not to ascend mountain peaks above 3000m (9842ft) too quickly.

### Itinerary Changes

Although not expected, for any tour including a cruise the cruiseline and/or Captain reserve the right to omit or substitute any portion of the itinerary (without prior notice) should the weather, water levels or any other circumstances dictate. In China the cruiseline reserves the right to use their sister ship, M/V President I for the Yangtze River Cruise.

### Tipping

Journeys of Distinction is frequently asked for guidelines on gratuities for the Tour Manager and Driver/Guide; therefore, depending on the standard of service given and your level of satisfaction, we recommend a £1.50 per person per day for your Tour Manager and £1.50 per person per touring day for your Driver/Guide. These recommendations are guidelines only. As tips are a personal matter and purely down to your discretion, we suggest they are given on an individual basis rather than as a group collection. All hotel portage is taken care of by Journeys of Distinction.

## Travel insurance

Taking out holiday insurance is essential but it can be expensive. That's why we have negotiated these very attractive prices with our partner Europ Assistance.

We are able to offer our customers a travel insurance policy that is underwritten by Europ Assistance Holding Irish Branch of 79 Merrion Square, Dublin 2, Ireland.

A detailed copy of the cover will be forwarded to you with your confirmation invoice.

A specimen policy is also available on request should you require further information before booking. Please note our insurance policy is only valid if you are UK residents and book direct with Journeys of Distinction.

### Premiums per person

Single trip policy	Aged up to 74 years	Aged 75-84 years
Worldwide	£50	£156
Worldwide including USA and Canada	£75	£180
Multi trip policy	Aged up to 64 years	Aged 66-74 years
Worldwide	£100	£250
Worldwide including USA and Canada	£145	£295

Multi trip insurance is an annual policy offering cover for trips of up to 31 days each. Age is based on the policy purchase date.

Summary of Cover Please read the policy wording for full terms and conditions.

	Cover	Excess
Personal assistance services	Up to £250 per trip	Nil
Medical emergency and repatriation service	£10,000,000	£100
Additional accommodation and travelling costs	£1,000	Nil
Hospital daily benefit	£30 per day up to a maximum of £1,000	Nil
Legal expenses	£50,000 per policy	Nil
Personal liability	£2,000,000 per policy	Nil
Personal accident	Death £10,000 (aged between 18 and 65) Loss of limb or sight £25,000 Permanent total disablement £25,000	
Cancellation, curtailment and early return	£7,500	£100 £10 loss of deposit
UK departure assistance and missed UK connection	£800	Nil
Missed departure on the outward journey	£1,000	Nil
Travel delay	£50 each 12 hours delay to a maximum of £500	Nil
Or abandonment	Up to final invoice cost	£50
Personal baggage	£2,500 £300 any one article or any one pair or set £500 valuables	£50
Baggage delay	£150	Nil
Money, passport and travel documents	Up to a maximum of £1,000 £200 – cash (aged over 18) £250 – travel documents	£50
Hijack	£50 per day up to a maximum of £500	Nil
Domestic pet cover	£20 per day up to a maximum of £100	Nil

Claims will be handled by Europ Assistance Holdings Limited and must be made in writing within 31 days of the event.

### IMPORTANT NOTICE

The insurers hereby draw your attention to some important features of your travel insurance policy. Insurance Policy: This contains full details of the cover provided plus the conditions and exclusions which apply to it. You must read the insurance policy carefully.

Conditions, Exclusions and Warranties: There are conditions and exclusions which apply to individual sections and general conditions, exclusions and warranties which apply to the whole policy.

Health: This policy contains restrictions regarding pre-existing medical conditions which unless declared and accepted by the Insurers in writing prior to travel may invalidate any subsequent claim. If an insured person under the policy knows of a pre-existing medical condition they must declare this to us. To declare a pre-existing medical condition or a change in state of health or medication you should contact the Medical Screening Helpline during office hours on 0870 737 5840.

Property Claims: Property claims are settled on the value of the goods at the time you lose them – not on a 'new for old' basis. Policy Limits: Most sections of the policy have limits on the amount the insurer will pay under that section. Some sections also include inner limits, e.g.: for any one item, or for valuables in total.

Policy Excesses: Claims under most sections of the policy will be subject to an excess. Where there is an excess, you will be responsible for paying the first part of a claim. Reasonable Care: You are required to take all reasonable care to protect yourself and your property and act as though you are not insured.

Complaints: The Insurance policy includes a Complaints Procedure which tells you what steps you can take if you wish to make a complaint.

Hazardous Holiday Activities: The policy may not cover you when you take part in certain hazardous activities. E.g. Scuba diving below 30 metres or without a qualified and approved instructor. If you are uncertain whether cover is provided contact the helpline number 0870 737 5844.

Cooling Off Period: If after reading the policy you are not satisfied with it for any reason, you must return it to Journeys of Distinction within 14 days of issue in order to receive a full refund of premium, provided that a claim does not exist and travel has not taken place.

PLEASE ENSURE YOU READ YOUR INSURANCE POLICY CAREFULLY.

This information was correct at time of going to press. Policy details and premiums may be updated during the lifetime of this brochure.