

Useful Information & Booking Conditions

GENERAL INFORMATION

ACCOMMODATION

We have carefully chosen a selection of hotels ranging from Chinese-run tourist class to international 4★ standard for our tours. The star rating we specify against each hotel is the official one allocated by the China National Tourist Administration. All accommodation has private en-suite facilities. It is common international practice for hotel rooms to be vacated at 12 noon and check-in is normally allowed after this time. Ultimately we have no direct control over the daily management of the hotels and in the event that we have to change a hotel, every effort will be made to substitute a hotel of the same standard. We must stress the hotels in Dali, Wolong, Tibet and along the length of the Silk Road are very 'basic' and therefore hotel standards will be lower in these locations.

SPECIAL REQUESTS

Should you have any special requests e.g. diet, room location, particular flight seat preference, please advise us in writing when the booking is made. Whilst every effort will be made to meet reasonable requests, they cannot be guaranteed. With reference to seat preference on international flights, we strongly recommend that you check in as early as up to three and a half hours before departure as we can only pass on your request to the Airline concerned. We do not have any control over the allocation of seats on the aircraft.

TRAVEL INSURANCE

Each traveller who books our China tours must have an adequate travel insurance. The insurance premium has to be paid at the time of booking and it is non-refundable. We highly recommend that you take our travel insurance, but if you wish to take another insurance, advise us of the company and policy number.

HEALTH REQUIREMENT

We advise travellers to be immunised against Hepatitis A, Typhoid, Tetanus and Polio. Please consult your doctor for further details.

ALTITUDE SICKNESS

Some of the regions now included in our brochure are above 10,000 feet (3048m) and therefore some visitors may experience altitude sickness. We take care to ensure time is allowed for acclimatisation within the itinerary, however people are affected in different ways. If clients are affected badly it may be necessary for them to return to lower levels as soon as is possible. We advise that all clients planning to visit these regions should seek advice from their doctor before travelling.

DRINKING WATER

Do not drink tap water in China. Boiled water and Chinese tea are served in hotels. Beer, Chinese wine and other soft drinks can be purchased in hotel bar, shops and supermarkets.

PASSPORT/VISA

All travellers must have full passports valid for at least six months. All British Citizens require visas to China.

ELECTRIC VOLTAGE

The electricity supply in China is 220 volts AC 50Hz. Plugs are normally twin-pin flat (5 amp). However, they do vary in different cities. It is advisable to bring along a set of international adapters.

CURRENCY

The basic unit in Chinese currency is Chinese Yuan. £1 sterling equals about 12 Yuan.

Credit card or Travellers Cheques: Up to now, seven credit card are accepted in China: Federal Card, Visa Card, Mastercard, Diner's Club Card, American Express Card, Million Card and JCB Card. Travellers cheques can be exchanged in hotels, airports and Bank of China.

ITINERARIES

As a result of unforeseen schedule timetable changes or other reasons, sometimes travel arrangements may need to be adjusted by ourselves or our ground handling agents in China.

OVERNIGHT TRAIN JOURNEYS

Each soft-sleeper compartment sleeps four people with two bunk beds on either side of the carriage.

BOAT ON YANGTZE RIVER

Passengers are accommodated in twin berth cabins. For single supplement please refer to the itinerary.

TIPS

Tip: Tips are not included in the group fee. All service staff in China expect tips except for taxi drivers and restaurant employees. We would suggest 50-80 RMB per person per day for the guide and 20-40 RMB per person per day for the driver if you are travelling as family or individual travellers. People under 16 do not need to give tips. Tipping is best done at the end of each stay in each place.

LAUNDRY SERVICE IN HOTELS

All the hotels that we use for our set tours have good laundry facilities. All cost are our clients' responsibility.

LOCAL TIME

China is eight hours ahead of GMT (seven hours ahead of BST)

AIRPORT TAXES

All airport taxes are included for group departures and tailor made tours which include international flights.

BAGGAGE

Most airlines now have strict restriction on the size and weight of BOTH carry-on and stowed baggage. Please ensure that you are aware of these restrictions as it is your responsibility to ensure that you conform to ANY regulation imposed by the airlines in relations to security or size of your baggage.

RE-CONFIRMATION OF AIR TICKETS

Re-confirmation is required when you break your journey for more than 72 hours at any point of your tour. Failure to do so may result in the airline cancelling reservations.

TOUR COST INCLUDES

- International flights in economy class include U.K. Departure Tax
- All domestic transportation and transfers
- Twin sharing accommodation at hotel with en-suite private facilities
- Breakfast only in hotel, lunch and dinner in local restaurants, except in Hong Kong
- For Hong Kong extension: accommodation and transportation between hotel and airport only
- Full board on cruise boat on Yangtze River
- All the sightseeing tours as described in the itinerary and entrance fees
- English-speaking guides

TOUR COST EXCLUDES

- Chinese Visa Fee.
- Expenses in hotels such as laundry, tips, telephone and room service, etc.
- Gratuities for service provided by tour escorts, and local guides.
- Sightseeing and meals in Hong Kong.

OPTIONAL TOURS

In some cities, the local guides may recommend some optional tours or activities with extra cost which are not listed in your final itinerary; it is your own decision to go ahead or not. China Holidays will NOT be involved with the prices and the arrangements, and will not be responsible for anything occurring during these activities.

TRAVEL INSURANCE

We have arranged specialist travel insurance for our clients through **Travel & General Insurances Co Plc** Tower 42 Old Broad Street London EC2N 1HQ

The schedule of the cover below sets out the cover provided by China Holidays tailored insurance. A policy document that fully details the cover, conditions and exclusions will be sent to you with your booking confirmation. When you receive your policy, please take the time to read it carefully to ensure you understand what is and what is not covered, and that all activities that you may wish to participate in are included.

Single Trip Policy – Schedule of cover	
Section	Sum insured per person
A Cancellation	Up to £5,000
Curtailment	Up to £5,000
B Emergency medical repatriation & associated expenses abroad	Up to £2,000,000
Hospital benefit	£20 for each 24 hour period to a maximum of £500
C Emergency assistance in the UK	Up to £2,000
D Personal accident	Up to £15,000 (age limits apply)
E Delayed departure	
Abandonment	Up to £5,000
Travel delay	£20 first 12 hours and £10 each subsequent 12 hours to maximum of £100
Missed departure	Up to £750
Missed connection	Up to £750
F Personal possessions	Up to £1,500
Single item limit	£300
Valuables limit	£400
Delay baggage (after 12 hours)	Up to £100
Travel documents	Up to £500
G Personal money	Up to £200
H Hijack	£50 for each 24 hour period to a maximum of £500
I Mugging	£50 for each 24 hour period to a maximum of £500
J Personal liability	Up to £1,000,000
K Legal expenses	Up to £25,000

Premiums including Insurance Premium Tax	
Period	Per person
Up to 5 days	£29.00
Up to 10 days	£32.50
Up to 17 days	£37.50
Up to 24 days	£42.50
Up to 31 days	£47.00
Additional week	£10.00

• Children 2 to 17 – ½ of the base premium if travelling with an insured adult
• Person aged 66 to 70 years – 2 times the base premium
• Person aged 71 to 75 years – 3 times the base premium
• Families – 2 times the base premium

BOOKING CONDITIONS

Between **China Holidays Ltd, 4 Glentworth Street, London NW1 5PG** and every person whose name appears on the Booking Form, the confirmation of booking is subject to the following conditions only unless otherwise notified by our staff in writing.

HOW TO BOOK

To phone us directly on **020 7487 2999** to check the availability. A signed and completed Booking Form together with a deposit of £100.00 per person is required in order to make a definite booking.

LATE BOOKINGS

In the case of bookings made less than 10 weeks before departure we require a deposit of 25% of the total cost. The booking is not confirmed and accepted until we send you written confirmation and invoice. If we are unable to confirm, all money paid by you to us will be refunded in full.

PAYMENT AND BALANCE

Payment should be paid to China Holidays Ltd. Full balance needs to be received 10 weeks prior to departure. In the case of late bookings less than 10 weeks before departure the full cost must be received by us within 7 days of our sending written confirmation and invoice or within a shorter time as we may specify. If you do not pay the full cost within the time specified we reserve the right to treat your booking as a cancellation. In such cases you will forfeit the deposit paid and be liable to cancellation charges. An exchange rate of Chinese Renminbi 12.0556 to £1 sterling which was published at www.ft.com on 9th September 2008 will be used in currency exchanging. 2% handling fee charged on payment if paid by credit card.

NUMBER OF CLIENTS ON GROUP DEPARTURES

All tours run to a maximum number of passengers, this is normally 20 people. This can vary from tour to tour. All tours are reviewed at least 10 weeks before departure which is the latest date that a tour would be cancelled on account of low numbers. If we have to cancel your tour you will be offered a full refund or an alternative holiday option.

AMENDMENT

BY YOU Any amendments after your holiday has been confirmed, you will be liable to pay an administration charge of £25 per person. Notification of required amendments must be in writing and should reach us at least 10 weeks before departure. Any amendments made within 10 weeks before departure are subject to cancellation charges as per the scale below.
BY US We reserve the right to make alterations to the advertised details of the tour if necessary. You will be informed of any alterations at the earliest opportunity prior to departure. However, if the alteration is forced upon us due to 'force majeure' no compensation will be payable. When the full balance has been received, you will be entitled to receive a compensation payment in accordance with the table below.

More than 60 days	Nil	31 – 60 days	£10
15 – 30 days	£20	0 – 14 days	£30

IMPOSED CHANGES TO HOLIDAY – COMPENSATION PAYMENTS

There are strict criteria for compensation payments now laid down by the Authorities. Please refer to Air Transport Users Council for full details. However China Holidays Ltd will not be liable to pay compensation if cancellation or alterations to your travel plans has been caused by situations outside our control such as (BUT not exclusively): Technical problems with any form of transport used by us; War or terrorist activity; Changes resulting from rescheduling or cancellations of confirmed flights; Industrial action; extreme climate conditions; natural disaster; outbreak of disease.

FORCE MAJEURE

We regret we can not accept liability and no compensation will be payable if the performance or prompt performance of our contractual obligation is prevented or affected by circumstances amounting to 'force majeure'. Circumstances amounting to 'force majeure' include any event which we or the supplier of the services(s) in question could not, even with all due care, foresee or avoid such as war or threat of war, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, terrorist activity, outbreak of disease, delays for safety reasons and all similar circumstances beyond our control. In the event of long flight delays, which result in lost holiday time, no refunds are given by hotels or unused accommodation, as rooms are held for delayed arrivals, not re-let. Similarly airlines do not offer compensation for flight delays. It is in recognition of the above that holiday travel insurance policy offers monetary compensation for flight delays.

CANCELLATION

If you wish to cancel your booking or alterations to the arrangements you may do so subject to the following condition. You must give us written notice of cancellation which must be signed by the person who signed the booking form. Cancellation is effective from the date upon which we receive the notice of cancellation. If we receive the notice of cancellation up to 10 weeks before the departure date you will forfeit your deposit, and insurance premium (if applicable). After that date you will additionally be liable for the following cancellation charges based on the time when we receive the notice of cancellation.

50 – 70 days before	15% of total payment
29 – 49 days before	40% of total payment
15 – 28 days before	50% of total payment
8 – 14 days before	60% of total payment
1 – 7 days before	100%

If however you have requested an 'Upgrade' in your class of airline ticket we reserve the right to claim an additional cancellation fee if one is imposed on us by the airlines. In some circumstances airlines seek full payment for heavily

booked flights earlier than is 'normal' in this event we will contact clients to seek agreement to require payment for these air tickets to secure the seat.

SURCHARGES

We guarantee that the price of your holiday will not be subject to surcharges except for government action such as VAT, currency and fuel increases. In these cases we will absorb an amount equal to 2% of the holiday price excluding insurance premiums and amendment charges. Amounts over 2%, you have the right to cancel, we will however require notification within 7 days from the date printed on the surcharge invoice.

PASSPORT, VISA AND HEALTH REQUIREMENTS

When visiting China, it is the responsibility of the traveller to ensure they have a full passport, valid for at least 6 months and have had all required vaccinations. All British Citizens require a visa (and Permit, if visiting Tibet). We can assist in obtaining the required documents, the responsibility remains with the traveller.

DOCUMENT POST

Tickets and travel documents, unless collected from our office, are normally dispatched by normal Royal Mail services. Should clients require the added speed and security of Data Post or courier delivery this can be arranged and the net cost of this will be added to the final invoice. We accept no responsibility for items lost in normal post.

COMPLAINTS

If you have a complaint about any element of your holiday, you must inform your local representative immediately. Matters can be most easily sorted out for you on the spot whilst you are in your resort, when your local representative can see and understand the exact nature of any problems you have. In the unlikely event that matters cannot be resolved to your satisfaction in the resort, details of complaint should be notified in writing to us within 14 days of your return from holiday.

CONSUMER PROTECTION

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 5019. 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.

LAW

The law governing the contract between the Company and the Client is the Law of England and the contact is deemed to have been made at our office in London.

