

# Booking conditions

## Deposits

The following non refundable deposits are required within 7 days of confirmation.

Hotels, stopovers,  
transportation..... \$100 per person  
We reserve the right to request additional deposits for lengthy itineraries.

Independent &  
Escorted Tours ..... \$300 per person  
Dalmatian cruising ..... \$300 per person  
When more than one tour or/and cruise are booked, deposit and cancellation charges apply for each tour/cruise.

## Balance of payments

Balance of payment is due 60 days prior to commencement of arrangements.

## Moneydirect code EETB.

## Amendments

Amendments to confirmed bookings will be made only after receiving a deposit. After confirmation of your booking, an amendment fee of \$55 applies to each change. If we are unable to amend your booking, cancellation charges may apply.

## Documentation

Documents are generally issued approximately 4 weeks prior to departure. If you are departing earlier, please notify us and we will endeavour to provide documents accordingly. It may be necessary to courier documents to you at additional cost. Please bear in mind that seat reservations on most rail sectors are not available until 45 days prior to travel.

## Documentation re-issue

If arrangements are amended after documentation has been issued, there is an additional re-issue fee of \$55.

## Cancellations

To cancel a booking or part thereof, notification should be made in writing to Eastern Europe Travel. Cancellation conditions apply prior to date of commencement of arrangements.

The following charges apply for services cancelled prior to commencement date:

60 days or more prior..... loss of deposit  
59-30 days prior.....35%  
29-15 days prior.....50%  
14 days or fewer..... no refund

## Rail & Ferry Tickets

Once tickets have been obtained by our operators, (usually 35 days prior to travel) there is no refund if cancelled.

## Additional charges

**Minimum booking fee**  
A booking fee of \$55 applies when booking fewer than two consecutive nights or transportation without accommodation. In some cases we are unable to book transportation or sightseeing without accommodation at point of origin.

## Late bookings

Bookings made within 14 days of travel incur a late booking fee of \$55. Full payment must be made before we request these arrangements. If not available – a full refund minus the late booking fee will be made.

## Unused services

No refund can be considered in the following cases: non-acceptance of pre-booked tourist and transport services once journey has commenced, irrespective of the reason; where passengers are unable to travel due to invalid or mislaid travel documents (e.g. passport, visas); unused portion of services which are included in an all-in holiday price, unused rail and transfer services. Any complaint while travelling on tour should be made immediately to the local authorities, hotel management, service bureau or your guide. If unresolved on the spot, the complaint should be made in writing to Eastern Europe Travel within one month. Eastern Europe Travel does not authorise any overseas supplier or hotel to promise refunds on our behalf.

## Changes to itineraries

It may be necessary for reasons beyond our control to cancel or amend any of the arrangements for a particular itinerary, or to cancel the tour should insufficient numbers book. Should this occur you may transfer to another tour, book independent arrangements or receive a full refund.

## Insurance

It is strongly recommended that adequate travel insurance is taken out at the time of booking. Your travel agent will be able to offer a choice of policies.

## Tours

### Tailor-made itineraries

We are happy to design an itinerary to suit your specific requirements. However, this can involve a considerable amount of time and research. We will therefore require a non-refundable deposit of \$100 to commence this work. This amount will be credited against your tour cost if you decide to proceed with the arrangements.

### Hotel classifications

The hotels classified in this brochure (with the exception of deluxe hotels) are based on local classifications, which vary from country to country and do not necessarily coincide with other international standards. Hotel rooms are often smaller than similar categories in Australia, double beds are not always available and air conditioning is the exception rather than the rule. Triple share rooms are generally based on an extra rollaway bed, not always suitable for adults.

### Important matters

Please bear in mind that some regions featured in this brochure are still developing and services may not coincide with international standards.

### Passports & visas

It is the responsibility of the traveller to ensure they have an up-to-date valid passport. It should be valid for 6 months from the date of exiting the country. Australian and New Zealand passport-holders may require a visa for travel to certain countries featured in this brochure. Please check with your travel agent for up-to-date information. It is the passenger's responsibility to obtain the necessary visas prior to departure.

### Validity of prices / information January to December 2011

Information on fares, accommodation itineraries, conditions is accurate at time of printing (May 2011) however, due to factors beyond our control, may vary from those stated. Prices for independent rail sectors are frequently increased and the prices in this brochure should be taken as a quote – subject to confirmation. Due to circumstances beyond our control (major currency fluctuations, increased government charges, fuel and other surcharges) we may have to increase the total price of your travel arrangements prior to final payment. This may occur without advance warning. We will endeavour to keep such increases to a minimum. Clients can choose to

make full payment at time of booking to avoid such possible increases. Once final payment has been received there will be no increase in price. All arrangements are at the discretion of local operators. Acceptance of points stated herein is a condition of booking. Prices printed take into consideration research, printing and communication costs and do not imply that similar product may not be booked on the spot at a lower price.

### Responsibility

Eastern Europe Travel acts as an agent in booking arrangements for travel services. Technical problems with transportation, closure of airports, alteration or cancellation of scheduled services, or other events, are outside the control of Eastern Europe Travel. All vouchers, tickets are issued subject to the terms and conditions specified by the suppliers. By accepting the vouchers and tickets and utilising the services, persons taking these arrangements agree that neither Eastern Europe Travel nor any of its representatives shall be liable to any person taking its tours for any loss, injury, death or damage to such persons, or their belongings, or otherwise in connection with any accommodation, transportation or other services or resulting directly or indirectly from any occurrences beyond its control including breakdown in equipment, strikes, delay or cancellation or of changes in itinerary or schedules etc. Also please bear in mind that travel documents are the responsibility of persons taking the arrangements as well as is compliance with customs regulations. No employee of Eastern Europe Travel or its representatives can change the terms under which any person agrees to take the tours.

### Australian government travel information

We recommend that you refer to the websites of the Aust. and NZ Ministries of Foreign Affairs: [www.smartraveller.gov.au](http://www.smartraveller.gov.au) and [mfat.gov.nz/travel](http://mfat.gov.nz/travel). Here you will find general travel tips and information as well as specific Travel Advisories which provide information about the security environment in a particular country.

### New Zealand bookings

All bookings made via the New Zealand GSA, the Innovative Travel Company Ltd. are fully subject to all New Zealand Terms of Trade as specified by the Innovative Travel Company Ltd. For further information please contact the Innovative Travel Company Ltd.