

Booking conditions

Flavours of Russia – Escorted group tour

Refer to 'Flavours of Russia' brochure for detailed booking conditions.

Deposits

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

Hotels, Stopovers, Transportation	\$100 per person
Independent, Escorted & Semi-Escorted Tours	\$200 per person
Rail Journeys	\$300 per person
Cruises.....	15% of cruise price

When more than one tour is booked, deposit and cancellation charges apply for each tour.

Balance of Payment

Balance of payment is due 60 days prior to commencement of arrangements except for cruises where the balance of payment is due 100 days prior.

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 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 Russian Travel Centre. The following charges will apply for bookings cancelled prior to commencement date:

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

Cruises

93 days or more.....	loss of deposit
92 – 62 days	35%
61 – 32 days	60%
31 – 17 days	85%
14 days or fewer.....	no refund

Rail Journeys

60 days or more.....	loss of deposit
59 – 46 days	50%
45 days or fewer.....	no refund

(Once rail tickets have been obtained by our operators there is no refund if cancelled.)

Where travel arrangements coincide with a Major Event, Conference or Trade Fair, the Cancellation Fee may be 100% – NIL REFUND.

Rail & ferry tickets

Once rail or ferry tickets have been obtained by our operators 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 (Rail Journeys and Golden Road to Samarkand tour incur a late booking fee of \$55 for bookings within 4 weeks of travel). Full payment must be made before we request these arrangements. If unavailable – a full refund minus the late booking fee will be made. Rail Journeys and Uzbekistan arrangements require a minimum booking time of 4 weeks. **Full payment must be made before we request these arrangements.**

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, ferry 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 Russian Travel Centre within one month. Russian Travel Centre 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.

Validity of prices / information January to December 2011

Information on fares, accommodation itineraries, conditions is accurate at time of printing (Jan 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.

Important matters

Please bear in mind that some regions featured in this brochure are still developing and services may not coincide with international standards. You will need to exercise a certain amount of flexibility and patience if your travel plans have to be adjusted. Rail schedules are constantly subject to change and it is your responsibility to reconfirm arrangements en route.

Passports & Visas

It is the responsibility of the passenger to ensure they have an up-to-date valid passport. For certain countries it should be valid for 6 months from the date of exiting the country. Australian and New Zealand passport holders will require a visa for travel to certain countries featured in this brochure. At the time of printing (Jan 2011) visas are required for Russia, Ukraine, Uzbekistan, Kazakstan, China and Mongolia. Please check with your travel agent for up-to-date information. It is the passenger's responsibility to obtain the Russian, Ukrainian, Chinese, Mongolian and Kazak visas prior to departure. Failure to do so will incur normal cancellation

penalties. Full payment must be received before visa applications can be lodged for Russia and Ukraine. Detailed information for obtaining Russian and Ukrainian visas in Australia can be found on the websites – Consulate General of Russia in Sydney: www.sydneyrussianconsulate.com and Ukraine Embassy in Canberra: www.ukremb.info. China & Mongolia – refer to relevant embassies/consulates in your home state. Kazakstan – visa should be obtained en-route before arrival into the country (eg. Beijing). Uzbekistan – visa can be obtained on arrival at Tashkent airport.

Responsibility

Russian Travel Centre 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 Russian Travel Centre. 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 Russian Travel Centre 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, theft, 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 Russian Travel Centre or its representatives can change the terms under which any person agrees to take the tours.

Airline responsibility

The airlines featured in this brochure do not by virtue of their endorsement of this brochure represent themselves as either contracting with any purchaser of a holiday or having any legal relationship with any such purchaser.

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.