

# Important Information

## 1. BOOKING CONFIRMATION/INVOICE AND TICKETS

Your holiday will be reserved on receipt of your deposit and completed Booking Form. If you choose to book by phone, you must confirm at that time that you have read and accept our Booking Conditions and Important Information. Please ensure that all information provided exactly matches that on the passports for all members of your party as this information will be used to make your travel reservations and any inaccuracies may cause problems later.

A Booking Confirmation/Invoice will be sent summarising your requirements and detailing any outstanding balance due, together with the date by which payment must be received by us. Please carefully check all documents upon receipt and inform us immediately of any error or omission as it may not be possible to make changes later.

Approximately ten weeks before departure we will send further information about your holiday along with a request for written confirmation of the travel insurance details for your group. Your final holiday documentation and tickets will be sent two weeks before departure.

Please check the information in all documents upon receipt and advise us immediately of any error or omission.

## 2. TOUR AND TRAIN MANAGERS

Passengers on fully-escorted holidays will meet their Tour Manager at London St Pancras International or London Heathrow as appropriate.

Those joining the Danube Express independently will meet their Train Manager at the designated Meeting Point prior to boarding.

## 3. HEALTH, MOBILITY AND SUITABILITY

Unfortunately, our holidays may not be suitable for disabled travellers. A moderate degree of physical fitness is necessary as there will be daily walking, possibly on uneven surfaces. Rail travel may involve steep steps or gaps between the platform and the train and there may be some distance between your sleeping car and the restaurant/lounge cars. Also, whilst portering will sometimes be available, you may have to lift or carry your luggage on occasion. Tour/Train Managers are unable to provide individual assistance with boarding transport or handling luggage.

Please contact us before booking if you have any concerns that a medical condition or disability, health, fitness or mobility issue suffered by any member of your party may affect your ability to cope with the holiday. We want all our customers to enjoy their holiday to the full and are here to help answer any mobility, disability, health and fitness concerns. We must be fully and accurately informed of all the details if we are to help you choose the right holiday.

Any change in your health or mobility after booking your holiday must be advised to us as soon as possible.

Where considered appropriate, customers will be asked to complete a health and mobility questionnaire to ensure that we are fully aware of any issues and are therefore able to assess the situation accurately.

## 4. INSURANCE AND HOLIDAY DURATION

We recommend purchase of sufficient travel insurance soon after booking. Travel insurance is available from P J Hayman & Co Limited, Stansted House, Rowlands Castle, Hampshire, PO9 6DX, telephone 0845 230 0631, or visit [www.danube-express.com/insurance](http://www.danube-express.com/insurance). Please ensure that your travel insurance is valid for the full duration of your holiday including UK departure and return dates. Please read your policy documents carefully and take them with you on holiday.

## 5. PASSPORTS AND VISAS

British Citizens require a ten year British Passport valid for at least six months beyond the planned date of return. If your passport is due to expire before this or is endorsed in any way, please seek detailed advice from The Passport Office or the consulate or embassy of the countries you plan to visit. You must allow at least six weeks if applying for a first British passport due to the requirement to attend a personal interview with the Passport Office. A minimum of two weeks is required for renewal though in either case please apply as far ahead as possible to allow for unexpected delays.

British Citizens will be advised of visa requirements at time of booking. At time of publication, Turkey is the only country to which we travel where a British Citizen holding a British passport requires a visa. These will be available for purchase on entry into Turkey. If you or any member of your party holds a British passport issued

outside the UK or is not a British citizen, you must check passport, visa and immigration requirements with the consulate or embassy of the countries to which you are intending to travel.

## 6. FOREIGN OFFICE ADVICE

Your safety is our primary concern, so if the British Foreign and Commonwealth Office advise against travel to a certain country for any reason, we will act on their advice. The FCO issues advice and regular updates that will ensure you are properly informed about any destination in relation to political unrest, crime and health issues which can be obtained by visiting their website, [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo).

## 7. YOUR HEALTH ABROAD

Information for the countries you are visiting can be found in The Department of Health's leaflet (T7.1) "Health advice for travellers" available at Post Offices, by phoning 0800 555777 or online at [www.dh.gov.uk](http://www.dh.gov.uk). Further information can be found at [www.fco.gov.uk/en/travelling-and-living-overseas](http://www.fco.gov.uk/en/travelling-and-living-overseas). Please ensure well in advance of departure that you are familiar with the compulsory and recommended health requirements of the countries to be visited. It is also recommended that you contact your GP or travel clinic for advice as to which precautions or inoculations are necessary and/or recommended. The European Health Insurance Card entitles you to reduced-cost or sometimes free medical treatment should this become necessary when on holiday within the European Economic Area. Call the EHIC enquiries line 0845 605 0707 or visit [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers). Our suppliers work to high standards of hygiene and safety but should you suspect them to be lower than in the UK, please take extra care with hygiene and what you eat and drink. The precautions outlined here do not take the place of insurance.

## 8. INDEPENDENT ARRANGEMENTS

It is recommended that your own travel tickets and accommodation are booked on a 'flexible' basis to allow for the possibility of changes to the itinerary and/or cancellation.

## 9. BAGGAGE AND SECURITY RESTRICTIONS

All baggage must adhere to the restrictions imposed by Government, airlines and rail carriers so please check your tickets, contact the carriers or visit

[www.dft.gov.uk/transportforyou/airtravel/airportsecurity](http://www.dft.gov.uk/transportforyou/airtravel/airportsecurity) if in any doubt. As there may be times when you have to carry or lift your luggage and there is limited storage space in some compartments, having the right luggage may make your journey much easier and more comfortable. We recommend one medium suitcase and one small piece of hand luggage per person. A vertical suitcase with wheels and a retractable handle is most suitable.

## 10. FLIGHTS

Under normal circumstances, British Airways will provide our international flights. Further information on flights can be found in Clauses 11 and 18 of the Booking Conditions.

## 11. RAIL RESERVATIONS

Rail reservations are requested many months in advance. If there are insufficient First Class seats available, we will book Standard Class seats and refund the difference. Advertised routes will be followed wherever possible but for operational reasons, there may be occasions when a different departure time and/or routing is necessary which may affect seat allocations. We are unable to guarantee forward facing or window seats though we will endeavour to accommodate any such special request made at the time of booking.

## 12. TRAVEL DELAYS

Air travel today has lost much of its glamour and though the vast majority of flights operate to schedule, congestion, queues at check-in and security, the possibility of lost luggage, delay, cancellation and overbooking are facts of airport life. This may test your patience and endurance so please be prepared for the consequences of disruption including delays. Should any undue delay occur to air and/or rail travel, you will be looked after in accordance with the standard practice of the scheduled carrier or transport operator.

## 13. SMOKING

We have no control over the smoking policies of our suppliers and many providers of travel, accommodation and other services now operate 100% non-smoking policies. Where allowed, smoking may be restricted and limited to certain public or outside areas. Smoking on The Danube Express is not permitted as it may present a safety risk. However, there will be opportunities for smoking where it is both legal and safe. We are unable to

honour non-smoking/smoking requests where these are contrary to the policies of our suppliers.

## 14. FLEXIBILITY AND HOLIDAY ITINERARIES

Planning for our holidays begins many months in advance and though we do our utmost to follow the detailed itineraries shown we reserve the right to make changes where necessary as a result of schedule changes or local conditions. The excursions described may also have to be amended to suit local conditions or in the event of closure, for example on Public Holidays. Please, therefore, anticipate that changes may be necessary and treat the itinerary as a guide rather than a strict timetable.

## 15. MAINTENANCE AND DEVELOPMENT WORK

Each of our holidays visits a number of different destinations. There may be maintenance, redevelopment, building or road works in the vicinity of the hotels. Where we are aware of such work and the possibility of associated disruption or noise which is reasonably likely to affect the enjoyment of your holiday, we will make every effort to inform you as quickly as possible.

## 16. ACCOMMODATION

All our holiday prices are expressed in £ sterling and are per person, based on two people sharing. Hotel rooms shared by two people may contain one double or twin beds. In some countries a double bed may consist of two beds pushed or linked together. Singles may be 'true' singles or may be single occupancy of a double or twin room. Hotel rooms have en suite facilities comprising either bath and WC or shower and WC. Particularly in older properties, hotel rooms may differ in size and amenities offered. Accommodation on the Danube Express is as described in the "Departure Dates and Prices" panel for each holiday.

## 17. MEALS

Please see the 'What's included' panel for each holiday for full details of meals/drinks which are included.

### HOTELS

Meals are taken together, normally in the hotel and will be a set "table d'hôte" menu, often featuring regional dishes. Drinks are not usually included.

## TRAINS

On the Danube Express all meals are included and taken in the restaurant cars. Beer, wine and soft drinks are included on the Danube Express. If you are travelling Leisure Select on Eurostar, a meal and drinks as appropriate, served at your seat are included.

## SPECIAL DIETS

If you have a specific dietary need please discuss it with us before you book and note it on your booking form. We will do our best to cater for special diets notified in advance but some suppliers may find it difficult to satisfy every requirement.

## 18. WHAT TO WEAR

This is your holiday so we want you to feel comfortable and there is no strict dress code. For excursions, comfortable walking shoes and a light waterproof jacket are recommended.

## 19. TRAVELLING AS A GROUP

When joining our holidays and journeys you will be expected to conduct yourself in a manner conducive to good group dynamics, accepting the diverse personalities, physical abilities and travel expectations of other group members and to accommodate these differences as well as any cultural sensitivities of the places visited.

## 20. CHILDREN/MINORS

Due to the nature of our itineraries, Danube Express Limited does not maintain facilities or services for children aboard the Danube Express. On all journeys, minors under the age of 18 must be accompanied and share a compartment with a parent, legal guardian or other responsible adult over the age of 21. We regret that we cannot accommodate children less than 12 years of age.