

HOLIDAY & FLIGHT INFORMATION

PRICES: All prices and supplements shown in this brochure are per person based on shared accommodation. Please note, where your hotel stay covers two different price bands, the holiday price will be adjusted accordingly.

YOUR HOTEL(S): Every hotel has its own style and character. We offer a range of properties in most destinations which offer not only different room types but also prices. As a general rule, the price charged gives an indication of standard and therefore your expectation. Please read the hotel information shown throughout this brochure and note particularly the information on European Hotels we feature on pages 30/31. Worldwide check in/out times are usually between 12 noon and 2pm and rooms cannot be guaranteed outside of these times, unless a supplement is paid to ensure immediate occupation on arrival.

YOUR TRANSFERS: Our itineraries include all transfers, which are either on a private basis, or shared when many Orient-Express passengers arrive/depart at the same time. This is particularly the case in our European programmes.

YOUR FLIGHTS: Please note that the airlines do not open bookings for flights until 10-11 months prior to travel and **we cannot book flights without deposit and they are subject to availability until confirmed in writing.** Note that all air tickets (including Club Europe or Club World etc) are issued at contract rates and once booked cannot be changed in anyway.

European flights: *British Airways* - Holiday itineraries with flights to/from Italy are based on Euro Traveller class to/from London Gatwick. Flights are also available to/from London Heathrow for a supplement. Flights to/from other European destinations are as shown in the itineraries. *British Midland* - Flights are available between London Heathrow and Venice or vice versa without supplement.

Please note we are not able to pre-assign seats on European flights. Upgrades to Club Europe with British Airways are available, subject to availability, for a supplement. Business class lounges are available in most airports, but where space is restricted, this may be limited to the airline's executive club members.



Venice free flight offer (see page 11) This offer may not be combined with any other offer or promotion and availability may be limited. (Inclusive holidays featuring an outward flight to Venice already allow for this offer).

South-East Asian itineraries do not include flights from the UK to Bangkok or Singapore as appropriate. However we are able to reserve flights with British Airways or Qantas from London Heathrow in World Traveller, World Traveller Plus, Club World or First. Due to the constant fluctuations in long haul flight prices these will be quoted at time of booking. Various itineraries have regional economy flights included. Unless indicated otherwise these are with Bangkok Airways, except for flights to/from Yangon which may also be with Thai Airways International. Flights within Myanmar are mainly with Yangon Airways.

Connecting regional flights: These are available to/from Heathrow or Gatwick from selected regional airports provided your international flight is with the same carrier. Connecting flights attract a supplement. Note that connecting flights do not include the transfer between Victoria Station and the airport or vice versa where applicable.

Flight timings and aircraft: We are not always in a position at the time of booking to confirm the aircraft type and flight timings. The flight timings and types of aircraft detailed on your confirmation invoice and/or itinerary are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your travel documents which will be despatched to you approximately two weeks before departure. You must accordingly check your documents immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

Any change in flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

Other flight information: Please note the existence of a "Community list" (available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm) detailing air carriers that are subject to an operating ban with the EU Community.

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the 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. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of the price of your arrangements from us. Your rights to a refund and/or compensation from us are set out on page 75. If the airline does not comply with these rules you should complain to the air transport users council on 020 7240 6061 www.auc.org.uk

This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

BOOKING PROCEDURES FOR INCLUSIVE HOLIDAYS: Please complete the "Inclusive Holidays" section ONLY of the booking form. Due to changes in current and future proposed legislation all passengers entering or leaving the UK must provide full passport information as highlighted on the booking form.

Please also note that if you require us to book flights, indicate your flight preference where shown, to avoid any misunderstandings. Once flights are booked they cannot be changed and should this section not be completed we accept no responsibility for any discrepancies and resulting costs. If you have any special requirements including dietary restrictions on the train, please complete this section to avoid disappointment when you board. **NOTE THAT DIETS NOT ADVISED IN WRITING IN ADVANCE OF TRAVEL MAY NOT BE ABLE TO BE CATERED FOR.**

PASSPORTS, VISAS AND HEALTH REQUIREMENTS: The passport, visa and health requirements applicable at the time of printing to British citizens for the arrangements we offer are shown below. Other than British passport holders must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. Requirements may change and you must check the up to date position in good time before departure. For European holidays, EU citizens should obtain a completed and issued EHIC form prior to departure.

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation.

Your passport must have at least four months validity if travelling within Europe and six months if travelling to any other destination. Validity periods are measured from the date of your return to the UK.

No visas are required to any of the destinations shown in this brochure EXCEPT for passengers travelling to/from Istanbul, Burma (Myanmar), Cambodia, Laos or Vietnam. A visa on arrival is available for Istanbul, Cambodia and Laos, but a visa in advance must be arranged for Burma (Myanmar) and Vietnam. Passengers to these destinations will be given further information on booking.

For full up to date information, or if you are not a British citizen, please check with the relevant embassy or consulate. UK citizens can obtain advice from the government website www.fco.gov.uk/travel.

TRAVEL DOCUMENTS: These are valid only for the passenger(s) named, will be issued after receipt by us of full payment for your reservation and not normally later than ten days (seven days in the case of journeys within the United Kingdom) prior to departure. Please take your confirmation of booking with you on departure.

YOUR PROTECTION: The holiday packages with an air element 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 3141. Please see our booking terms and conditions for more information. ATOL protection does not apply to all holiday and travel services shown in this brochure. Please ask us to confirm what protection may apply to your booking.



INSURANCE: We consider adequate travel insurance to be essential. Please read your policy and take it with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

DELAY: Our journeys and holidays operate within the constraints of national and international railways and scheduled air travel. Please bear this in mind when arranging your own onward connections. We cannot accept liability for any delay unless it has a significant effect on your holiday arrangements.