GOLDEN EAGLE LUXURY TRAINS
VOYAGES OF A LIFETIME BY PRIVATE TRAIN™

THE SILK ROAD
Terracotta Warriors, Xian
GOLDEN EAGLE & URUMQI PRIVATE TRAIN

THE SILK ROAD

MOSCOW - VOLGOGRAD - KARA KUM - KHIVA - ASHGABAT - MERV - BUKHARA - SAMARKAND - TASHKENT - ALMATY - TURPAN - DUNHUANG - XIAN - BEIJING

Retracing one of the most important trading routes of ancient civilisation, the Silk Road follows in the footsteps of such legendary figures as Alexander the Great and Marco Polo. For centuries, merchants and adventurers journeyed to and from China on ancient routes through some of the most testing landscapes in the world trading silk, spices and perfumes. These ‘highways’ – stretching some 4,000 miles (6,400 km) – collectively came to be called the ‘Silk Road’.

Our epic journey on board the Golden Eagle through Russia, Kazakhstan, Uzbekistan and Turkmenistan and the Urumqi Private Train (and high speed train between Xian and Beijing) from the Kazakh border and across China through an ever changing landscape, will take in some of the most magnificent yet little visited sites and oasis cities from the ancient world.

We travel a total of 6,800 miles (11,000 kilometres) across five countries and six time zones through areas only accessible by train. Whilst the journey may present great difficulties for the independent traveller, our tour provides the opportunity to travel in comfort and safety. A true feeling of adventure and pioneering awaits on this unique tour by private train.

To Book Call Luxury Trains on +44 (0)333 405 0192
GOLDEN EAGLE & URUMQI PRIVATE TRAIN
THE SILK ROAD

TOUR SCHEDULES
EASTBOUND 2017
September 22 – October 12
EASTBOUND 2018
September 22 – October 12
WESTBOUND 2017
September 26 – October 16
WESTBOUND 2018
September 26 – October 16

DAILY TOUR ITINERARIES

EASTBOUND
Day 1 Arrive Moscow
Day 2 Moscow
Day 3 Moscow
Day 4 Volgograd
Day 5 Kara Kum Desert
Day 6 Khiva
Day 7 Ashgabat
Day 8 Merv
Day 9 Bukhara
Day 10 Samarkand
Day 11 Tashkent
Day 12 Almaty
Day 13 Border Crossing
Day 14 Turpan
Day 15 Dunhuang
Day 16 Dunhuang
Day 17 Xian
Day 18 Xian - Beijing
Day 19 Beijing
Day 20 Beijing
Day 21 Depart Beijing

WESTBOUND
Day 1 Arrive Beijing
Day 2 Beijing
Day 3 Beijing
Day 4 Beijing - Xian
Day 5 Xian
Day 6 Dunhuang
Day 7 Dunhuang
Day 8 Turpan
Day 9 Border Crossing
Day 10 Almaty
Day 11 Tashkent
Day 12 Samarkand
Day 13 Bukhara
Day 14 Merv
Day 15 Ashgabat
Day 16 Khiva
Day 17 Kara Kum
Day 18 Volgograd
Day 19 Arrival into Moscow
Day 20 Moscow
Day 21 Depart Moscow

ACCOMMODATION
2 hotel nights in Moscow | 10 nights on board the Golden Eagle | 3 nights on board the Urumqi Private Train | 1 hotel night in Xian and Dunhuang | 3 hotel nights in Beijing

www.goldeneagleluxurytrains.com
WHAT’S INCLUDED

FINES RAIL ACCOMMODATION

- Private accommodation (en-suite on the Golden Eagle)
- Cabin attendant service
- Evening turn-down service
- Complimentary tea, coffee and bottled water in-cabin
- Robes and slippers in-cabin
- Natura Siberica toiletries in-cabin on the Golden Eagle
- Complimentary bottle of vodka in your Golden Eagle cabin

OFF-TRAIN EXCURSIONS PROGRAMME

- Full guided off-train excursions programme
- Fully included Freedom of Choice touring options (options may be changed due to final train times)
- Personal Headsets to hear the professional guide’s commentary and bottled water during excursions
- Authentic dining experiences in local restaurants with a generous drinks allowance, including international wines

GOLDEN EAGLE DIFFERENCE

- Experienced Tour Manager
- On board Doctor - English speaking
- Luggage porterage - from the time you are met at the airport until your departure
- No tipping policy
- Arrival and departure transfers
- Detailed Golden Eagle route map
- High quality Golden Eagle embroidered backpack

ON BOARD INCLUSIONS

- Breakfast, lunch and dinner daily - starting with dinner on first day and finishing with breakfast on last day
- Generous drinks allowance, including international wine, with lunch and dinner
- Gala Caviar Dinner on board the Golden Eagle
- In-cabin breakfast option to start the day on board the Golden Eagle
- Afternoon tea and cakes on board the Golden Eagle

- In-suite dining option for Imperial Suite guests on board the Golden Eagle
- Inclusive drinks packages for Gold Class and Imperial Suite guests
- Tea, coffee, bottled water, soft drinks and local beer in the Bar Lounge Car
- Stimulating on board talks
- Resident pianist in Bar Lounge Car

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Our touring programme of Moscow principally takes us to the grandeur of the Kremlin – the spiritual, historical and political heart of Moscow – and to see the treasures of the Tsars in the Armoury Chamber. We will enjoy an exclusive private viewing before it opens to the public, before visiting Red Square. This iconic symbol of Russia’s former military and political might with its eclectic mix of fascinating architecture, such as the ornate St Basil’s Cathedral’s magnificent onion-domed spires, the beautiful façade of the world famous GUM department store which was constructed in Tsarist times, is also the sombre and evocative site of Lenin’s tomb. We will have lunch in Café Pushkin, a legendary Moscow restaurant with a décor that revives the atmosphere of an early 19th century mansion and serves traditional Russian cuisine and end the day with a tour of the opulent and unique stations of the Moscow metro - showpieces of Socialist art furnished with statues, frescoes and mosaics, unsurpassed anywhere in the world.

If you have been to Moscow before we offer included Freedom of Choice touring where you can visit other sights of Moscow such as the famous State Tretyakov Gallery (National Museum of Fine Art) or the Space Museum. Your first evening in Moscow you will be invited to a champagne drinks reception before our exclusive Welcome Dinner. Specially selected international wines are included with dinner, as with all meals during the tour.

Included in our time spent in Moscow are two nights at the five-star Ritz-Carlton. Located in Moscow city centre, and within a short walking distance of Red Square and the Bolshoi Theatre, guests will discover a classic and sophisticated ambience that gives way to contemporary cool in the most unexpected places, like from the rooftop O2 Lounge with its breathtaking views of Red Square and the rejuvenating surroundings of ESPA, the hotel’s world class spa.

Why not extend your stay in Moscow with additional nights to explore more of the city at your leisure or have time to take in a performance at the world-renowned Bolshoi Theatre? Tickets need to be pre-booked and are subject to schedule and availability.

Standing on the banks of the Volga, Stalingrad, as the city was known in Soviet times, was the dramatic scene of one of the most important Second World War battles. The Russians heroically turned back the Nazi advance here to alter the course of the war. We visit the poignantly sobering Mamayev Kurgan war memorial, followed by an informative museum visit.

We will enjoy a relaxing day on board the Golden Eagle as we travel across the vast expanses of the Kara Kum desert. Each Silk Road departure has a number of days or half days on board our private train as we travel to our next destination. This time offers the opportunity to unwind and reflect on the many sights and sounds we have experienced or are about to experience on our rail journey so far. Chat to your fellow passengers, listen to a talk on the history of the Silk Road and its people along the route, simply relax with a good book or enjoy the ever changing landscape outside your window as it unfolds before you.

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From Urgench we travel to the ancient city of Khiva, founded 2,500 years ago. As one of the Silk Road’s most important trading posts and now a World Heritage Site, it lies at the crossroads of the routes between Mongolia, Russia, China and Persia. A truly magnificent sight to behold, it rises out of the desert to reveal a wealth of impressive architecture. Stepping back in time, we discover its impressive mosques, madrassas, bazaars and minarets within Khiva’s ancient walls.

**Darvaza Burning Gas Crater**

The Golden Eagle makes a brief scheduled stop at Ichoguz, where we have the opportunity to leave the train and make a short journey to Darvaza’s famous burning gas crater, a spectacular sight best seen at night. Located in the middle of the Kara Kum desert where the area is rich in natural gas, the 70-metre-wide crater is known by the locals as the ‘Door to Hell’ and has been burning for over 40 years. A unique experience that is not to be missed.

**Ashgabat**

Ashgabat, the capital of Turkmenistan is known as the ‘Las Vegas of the Kara Kum’. Situated between the Kara Kum desert and the Kopet Dag mountain range, Ashgabat is a relatively modern city built upon the ruins of the Silk Road city of Konjikala and the Soviet city built after the devastating earthquake of 1948.

The city’s extravagant fountains, golden domes and towering modern buildings appear strangely incongruous in this desert setting. Highlights on our visit include a visit to the National Museum and Kipchak Mosque.

**Merv**

From Mary we transfer to the ancient and mainly unrestored remains of Merv. Once an important stopping point on the Silk Road, it claims to have briefly been the largest city in the world during the 12th century. 1794 saw the demise of Merv, after the Emir of Bukhara destroyed the dam which the population depended on for its water.

**Bukhara**

Bukhara is quite simply outstanding. Like Khiva, UNESCO sponsored the renovation of much of the city for its 2,500th anniversary in 1999. The highlight of this wonderful tour is a visit to The Ark, a fortified residence of the Emirs of Bukhara – the despotic and ruthless leaders who ruled until Soviet times. We then travel out of the city to experience the Emir’s enchantingly named, Palace of the Moon and Stars. This evening, weather and time permitting, we will enjoy a barbecue on the station platform before our train departs.
Just the mention of Samarkand instantly conjures up evocative images of the Silk Road, more so than any other town.

Founded in the 6th century BC, Samarkand’s stunning architecture hints at its former status as one of the most important cities in Asia and is particularly noted for its architectural remains from the 14th to the 17th century, when it flourished as the fabled capital of the Mongol empire of Timur and his successors.

Today we will visit some of its most significant sites including Registan Square, the refined elegance of the beautifully proportioned Bibi Khanum Mosque and the Ulug Beg observatory, one of the earliest Islamic astronomical observatories built in 1428.

Before dinner we will return to the now illuminated and awe-inspiring Registan Square.
SIGNATURE EXPERIENCES

- Evening drinks reception on the beautifully lit Registan Square, Samarkand
- See the world’s oldest Koran in Tashkent
- Ride camels through the sand dunes to Dunhuang’s Crescent Moon Lake
- Look in awe at the Terracotta Warriors in Xian
- Climb the Great Wall of China
Bukhara

Almaty is the largest city in Kazakhstan and is notable for its wide tree-lined boulevards. Surrounded by the majesty of the Tien Shan Mountains, this beautifully city derives its name from ‘alma’ meaning ‘apple’. Just a short distance from the city, apple orchards thrive in abundance. Our visit to the Zenkhov Cathedral which was built entirely of wood. We’ll also go out of the city to the Chimbulak resort, where a cable car ride will give you spectacular views of Almaty and the mountains.

In the small oasis city of Dunhuang we will visit the fascinating Mogao Thousand Buddha Cave Complex. This impressive site contains almost 500 grottoes, carved between 700 and 1,700 years ago. Inside we will see an amazing collection of beautiful sculptures and murals depicting the evolution of Buddhist religious art over this 1,000-year period.

In the afternoon we explore the vast natural beauty of the Gobi Desert by camel. Here we discover Crescent Lake. Hidden amongst towering sand dunes, it has sustained life in this region for millennia.

We stay for one night at the Silk Road Dunhuang Hotel and tonight we experience dinner and a local folk performance in this magical setting before waking for breakfast the following morning and experience the magnificent sunrise over the sand dunes.

Tashkent

Tashkent is the capital city of Uzbekistan and we spend time touring this modern Soviet-style city which was rebuilt following the devastating earthquake of 1966. Our tour of the city includes the Old Town, where traditional homes and religious buildings line the narrow streets and here in a small library we’ll be privileged to see one of Islam’s most sacred relics – the world’s oldest Koran. This is followed by a visit to the Railway Museum and the Museum of Applied Arts.

Almaty

Almaty is the largest city in Kazakhstan and is notable for its wide tree-lined boulevards. Surrounded by the majesty of the Tien Shan Mountains, this beautifully city derives its name from ‘alma’ meaning ‘apple’. Just a short distance from the city, apple orchards thrive in abundance. Our city tour includes a visit to Panfilov Park where we have the opportunity to visit the Zenkhov Cathedral which was built entirely of wood. We’ll also go out of the city to the Chimbulak resort, where a cable car ride will give you spectacular views of Almaty and the mountains.

Turpan

Turpan is the location where the Flaming Mountains create a magnificent backdrop. We take a fascinating tour to the ancient underground irrigation system that has successfully fed the rich orchards and vineyards for centuries. We will visit the Museum of Turpan with its 5,000 artefacts detailing the rich history of the area and includes the Ancient Mummy exhibition with exhibits dating back 3,200 years. Our final destination is the elegantly decaying sand fortress city of Jiaohe that was founded in 108 BC and became an important trading route along the Silk Road until it was abandoned in the 13th century following a raid by Genghis Khan.

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Our fascinating journey of discovery takes us to Xian. We will have several hours to explore the world famous Terracotta Warriors, discovered by peasants only 40 years ago. The 6,000 terracotta figures and their horses are one of the greatest archaeological finds of the 20th century. Alternatively, as part of our Freedom of Choice programme we will offer a visit to the Han Yangling Museum. This tomb, dating back 2,000 years with its adjoining museum, is one of China’s best kept secrets.

Also on our extended visit to Xian, we will admire the city’s historical architecture on a cycle along the ancient city walls and experience the bustling street culture of the Muslim Quarter with a visit to the Great Mosque. In the evening we enjoy the Tang Dynasty Dinner, Music and Dance Show, a wonderful performance of ancient entertainment. We spend one overnight at the Sofitel Xian, located right in the heart of the city wall district.

Between Xian and Beijing we will take the exhilarating new high speed railway line. Travelling at speeds of up to 300kms per hour (190 miles per hour) the bullet train will cover the distance of 1,144kms (710 miles) in a time of 4 hours and 40 minutes.
BOOKING CONDITIONS

In these booking conditions references to “we”, “our” or “us” are to Golden Eagle Luxury Tours Limited a company registered in England and Wales (Company Number: 07072149) whose registered office is at Denzel House, Durand Road, Altrincham, Cheshire WA14 4QF. Our email address is mail@goodeagleluxealtour.co.uk. We may casually read the following conditions collectively as “Booking Conditions”. Please also ensure that you have carefully read and understood the relevant tour itinerary, and the pre-departure information featured on our website, all of which form the basis of your contract with us. In addition to these Booking Conditions, references to ‘you’ or ‘your’ include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

PLEASE LET US KNOW IF YOU NEED AN ALTERNATIVE VERSION OF THESE BOOKING CONDITIONS SUCH AS LARGE PRINT, BOUNCER OR CO.

1 QUALITY STANDARDS & FLEXIBILITY

1.1 We aim to avoid surprise or disappointment by informing you of the following matters at this stage and if you have any doubts or concerns please raise these with us. Most customers acknowledge

BOOKING CONDITIONS

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Please ensure that we are aware of any special requirements when booking your tour (such as those relating to your health or dietary requirements). If you have any questions please call our Tours Department on 01455 230023. Tours do not always run as planned and, for instance, escalators, plumbing, bureaucratic service, unpaved and uneven surfaces, the non-availability of public restrooms and similar. We shall not be responsible for any act or omission of any third party or for any act or omission of any third party associated with your tour (including the electronic registration). The conditions of the tour are likely to change over the period of time as the itinerary, your circumstances should anticipate changes being required.

2 CONFIRMATION OF BOOKING

2.1 When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these Booking Conditions. We do not accept a booking and no contract will be made unless we receive your deposit and payment if booking within 60 days of departure), we confirm your booking in writing (the “Booking Confirmation”) and if appropriate, we receive a signed Booking Form. The Booking Form, these Booking Conditions, and any other written information we brought to your attention before we confirmed your booking, form the basis of the contract between us. If your confirmed arrangements include a flight, we (or if we are acting via an authorised agent of ours, that agent) will also issue you with an ATOL Certificate.

2.2 A Booking Confirmation and ATOL Certificate will be sent to you by return. We advise you to check the information contained in the Booking Form (if appropriate) and deposit. The Booking Confirmation will specify exactly what has been requested by you or your travel agent. We may check the Booking Confirmation against your ATOL Certificate and advise us, or your travel agent, immediately, in the event of any error as changes cannot be made later.

3 PAYMENT & PRICE VARIATION

3.1 It is a condition of your booking and your responsibility to ensure that you have sufficient and valid travel insurance to cover your booking with us. We reserve the right to decline your booking if adequate proof of travel insurance and valid travel insurance is not provided to us when requested in accordance with clause 3.2 below. Please note that we do not check individual policies for suitability. Upon request, we will provide you with an insurance broker for travel insurance, however we make no representation as to the suitability, and we reserve the right to insist that you ensure the insurance fully covers all your personal requirements including cancellation charges, pre-existing medical conditions, medical expenses and repatriation in the event of accident or illness. You must supply us with the name, address and telephone number of your insurers, your policy number and the 24 hour medical emergency telephone number at least 6 weeks prior to travel. Any change of insurer or if you choose not to travel without adequate insurance cover, we will not be liable for any loss however occurring, in respect of which insurance cover would otherwise have been available.

4.1 Please ensure that we are aware of any special requirements when booking your tour (such as those relating to your health or dietary requirements). If you have any questions please call our Tours Department on 01455 230023. Tours do not always run as planned and, for instance, escalators, plumbing, bureaucratic service, unpaved and uneven surfaces, the non-availability of public restrooms and similar. We shall not be responsible for any act or omission of any third party or for any act or omission of any third party associated with your tour (including the electronic registration). The conditions of the tour are likely to change over the period of time as the itinerary, your circumstances should anticipate changes being required.

4.2 We reserve the right to alter prices of tours shown in our brochure and or on our website at any time. You will be advised of the current price of the tour prior to the Booking Confirmation. We also reserve the right to alter prices of tours shown in our brochure and or on our website at any time. If you or any member of your party has any medical problem you must make this known to us as soon as possible.

4.3 If you choose to travel without adequate insurance cover, we will not be liable for any losses however occurring, in respect of which insurance cover would otherwise have been available.

5 YOUR CHANGES TO A TOUR

5.1 If any member of your party is prevented from travelling, that member may transfer their place to any other member of your party and satisfying all the conditions applicable to the arrangements providing we are notified no later than 28 days before departure and you pay an amendment fee of £100 per person, transferring, all members of the party transferring must agree. No surcharge will be made in writing by the person who made the booking in accordance with Clause 2.1.1 your travel agent. We reserve the right to charge you for any further charge to cover any costs and we incur. You should be aware that these costs may increase the closer to the tour departure date that changes are made and therefore any request for a change should be made as soon as possible.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a surcharge of up to 100% of the total cost of the arrangements. Note: Any request for an amendment to a tour must be made in writing by the person who made the booking in accordance with Clause 2.1.1 your travel agent. We reserve the right to charge you for any further change to cover any costs and we incur. You should be aware that these costs may increase the closer to the tour departure date that changes are made and therefore any request for a change should be made as soon as possible.

6 CANCELLATION OF A TOUR

6.1 A cancellation of a booking must be made without delay, in writing and be signed by the person who made the booking. A written cancellation of a booking is not valid unless it is sent via email or post to us within 30 days of the tour date. The date on which your booking is cancelled is the date on which your money is received by us, and it is your responsibility to ensure that we have received your communication. There will be a cancellation charge to compensate us for making your booking, as we have already incurred costs and the risk that we will be unable to resell your place(s). The charges are as follows (and exclude travel insurance premiums which are non-refundable):

Permitted before tour depart date Cancellation charge

63 days or more 0% of cost of booking

Loss of deposit paid or 200% of cost of booking

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7 OUR CHANGES TO A TOUR

7.1 All the facts in this brochure have been checked for accuracy before publication. However, arrangements for our tours are made many months in advance and occasionally changes may have to be made (including but not limited to the cancellation and/or substitution of guide speakers) and we reserve the right to do so at any time. Most of these changes will be minor (e.g. a modified itinerary, or change of aircraft). If a part of the arrangements changes (other than a change of UK airport), a change of outward departure time or service of carriages attached to a regular service train) and we will advise you or your travel agent of them as soon as possible.

7.2 In the event of any major changes (e.g. a change in price equal to or greater than 10% of the total holiday cost), we will advise you or your travel agent of them as soon as possible.

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or (d) cancel your reservation and receive a full refund. You must inform us of your decision as soon as possible. Where you choose option (a), (b) or (c) (you accept the changes) we will inform you of any additional costs before you make your decision and reserve the right to charge you for any additional charges incurred by us in connection with those changes. Where you choose option (d) the provisions of clause 8.2 may apply for the “major change” being an increase in the price of your tour of more than 10% (as calculated in accordance with clause 4).

7.4 Due to changes in airline schedules, or other operating reasons after our tours are booked, it is sometimes necessary to change the airline, airport or flight notified to you or your travel agent. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change and the provisions of clause 8 (except for the 10% price increase) shall apply. Other examples of minor changes include alteration of your return / outward flight by less than 12 hours or changes to airline type.

Post-departure

7.5 On rail tours that include baggage by specific locomotives, travel in specific carriages, or on specific lines, whilst every effort will be made to ensure that these features are provided as advertised, there can be occasions when, for reasons outside of our control, the specific features cannot be provided. In this situation we will endeavour to provide alternative traction, accommodations or routing such as the circumstances allow. If we cannot make suitable alternative arrangements or if you refuse to accept these for good reason, we will be under no obligation to refund any monies paid to us in respect of your tour departure point or the onward contractual services commenced as soon as we reasonably can.

7.6 However, we and our agents at all times reserve the right to make such substitutions in relation to aspects of the tour for mechanical, operational, safety or other reasons required beyond our control (such as (a) war or terrorism (threatened or actual), riot, civil unrest, closure of airports, industrial action (threatened or actual), (b) adverse weather conditions, (c) weather or other factors beyond our control, (d) strikes, lockouts or other industrial action, (e) changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate). Such a change is deemed to be a minor change and the provisions of clause 8 (except for the 10% price increase) shall apply. Other examples of minor changes include alteration of your return / outward flight by less than 12 hours or changes to airline type.

11. VISAS, AIR TICKETS & PASSPORTS

11.1 Your passport, air tickets, and all other immigration requirements are your responsibility and you should confirm these with the relevant embassies and / or consulates, however general information about visa requirements and visa requirements which apply to British Citizens is set out in our tour update letter.

11.2 Generally a full passport with at least 6 months validity from the end of the tour is required for all our tours. However, it is your responsibility to check your passport, visas and air tickets to ensure that they have been issued correctly for the correct dates and to advise us, or your travel agent, immediately in the event of any errors. Any guidance we provide is in good faith however you and other members of your party should ensure that you obtain all the necessary documentation and visas prior to departure as we accept no responsibility if you cannot travel or for the delayed return of any of your party because of your failure to obtain your documentation and/or you have not complied with any passport, visa or immigration requirements. Any repatriation charges will be the responsibility of the passengers.

12. TRAVEL DOCUMENTS

12.1 Travel documents will be issued after receipt by us of the full price or full balance for the tour and not normally later than fourteen days prior to departure. Tickets are usually available on departure when a booking is made within 7 days of departure. Please take your Booking Confirmation with you on departure. It is your responsibility to contact us immediately upon receipt of your travel documents in the event that they contain any errors.

13. BAGGAGE ALLOWANCE

13.1 Airline free baggage allowances can vary depending upon the airline and season of travel. Please check your airline and ticket with contact the relevant airline if in doubt. Baggage maximum weight limits on trains, used for our tours are 50kg per person which should not be exceeded without our prior approval.

13.2 Where private aircraft are included in the tour itinerary there will be a baggage maximum weight limit which will be advised to you approximately 90 days prior to the tour departure date.

14. OUR LIABILITY TO YOU

14.1 We will accept responsibility for the arrangements we agree to provide or arrange for you as “contractual services” under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers negligently perform or arrange the services which we are obliged to provide for you in accordance with the contract, as set out on your confirmation invoice, taking into consideration all relevant factors (for example following the complaints procedure as described in these conditions and providing you with a list of employees’ or suppliers’ names and addresses) the maximum amount we will have to pay you in respect of these arrangements, cancellation charges or any other transport supplier concerned immediately.

15. FLYING DELAYS AND HELP & ASSISTANCE

15.1 If you or any member of your party misses your flight or other arrangements as a result of your own failure, we cannot accept liability. Where you experience a delay which is not owing to any failure by us, our employees or sub-contractors, this prompt assistance is intended to help in locating refreshments, accommodation and communications but not paying for them. Any airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements. Under EU Law, you have certain 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 be available from airlines. However reimbursement in such cases will not automatically entitled you to a refund of your tour cost from us.

9. TRAIN SCHEDULES & FLEXIBILITY

9.1 Occasionally trains may be delayed. Usually run on busy main lines, cover huge distances and operate to pre-agreed schedules. Occasionally operational, mechanical or other reasons beyond our control can cause delays resulting in rescheduling, reducing or cancelling certain parts of the cultural and sightseeing program in order to maintain our schedule. On our special steam hauled tours delays are unusual as there are no longer servicing points for steam locomotives.

9.2 No refunds will be made if time constraints dictate that elements of the cultural and sightseeing program or route are reduced or missed. Where a package includes accommodation, sightseeing, meals or services are not utilised.

10. OTHER CONDITIONS

10.1 Cancellation of Certain Tours: You are required to accept the terms and conditions of any relevant international convention, for example, the Montreal Convention in respect of travel by air; the Athens Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any other conventions. Copies of international conventions that will apply to your tour are available on request.

10.2 Conditions of Suppliers: Many of the services which make up your holiday are provided by independent suppliers. Those providers provide these services in accordance with their own terms and conditions which will apply to your contract with us. Some of these terms and conditions may limit or exclude the supplier’s liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

11.1 Your passport, air tickets, and all other immigration requirements are your responsibility and you should confirm these with the relevant embassies and / or consulates, however general information about visa requirements and visa requirements which apply to British Citizens is set out in our tour update letter.

11.2 Generally a full passport with at least 6 months validity from the end of the tour is required for all our tours. However, it is your responsibility to check your passport, visas and air tickets to ensure that they have been issued correctly for the correct dates and to advise us, or your travel agent, immediately in the event of any errors. Any guidance we provide is in good faith however you and other members of your party should ensure that you obtain all the necessary documentation and visas prior to departure as we accept no responsibility if you cannot travel or for the delayed return of any of your party because of your failure to obtain your documentation and/or you have not complied with any passport, visa or immigration requirements. Any repatriation charges will be the responsibility of the passengers.

12. TRAVEL DOCUMENTS

12.1 Travel documents will be issued after receipt by us of the full price or full balance for the tour and not normally later than fourteen days prior to departure. Tickets are usually available on departure when a booking is made within 7 days of departure. Please take your Booking Confirmation with you on departure. It is your responsibility to contact us immediately upon receipt of your travel documents in the event that they contain any errors.

13. BAGGAGE ALLOWANCE

13.1 Airline free baggage allowances can vary depending upon the airline and season of travel. Please check your airline and ticket with contact the relevant airline if in doubt. Baggage maximum weight limits on trains, used for our tours are 50kg per person which should not be exceeded without our prior approval.

13.2 Where private aircraft are included in the tour itinerary there will be a baggage maximum weight limit which will be advised to you approximately 90 days prior to the tour departure date.

14. OUR LIABILITY TO YOU

14.1 We will accept responsibility for the arrangements we agree to provide or arrange for you as “contractual services” under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers negligently perform or arrange the services which we are obliged to provide for you in accordance with the contract, as set out on your confirmation invoice, taking into consideration all relevant factors (for example following the complaints procedure as described in these conditions and providing you with a list of employees’ or suppliers’ names and addresses) the maximum amount we will have to pay you in respect of these arrangements, cancellation charges or any other transport supplier concerned immediately.
to cancel any other arrangements even where those arrangements have been affected by your failure to follow our advice.

15.3 We cannot accept liability for any delay which is due to any of the reasons set out in clause 18 of these booking conditions (which includes bad weather or the weather of any person(s) on any flight who, for example, fails to check in or board a flight).

15.4 The carrier(s), flight timings and types of aircraft shown in this brochure or on our website and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. We shall inform you of the identity of the actual carrier(s) as soon as we become aware of it. The latest flight timings will be shown on your tickets which will be dispatched to you approximately two weeks before departure. You should check your tickets very carefully immediately on receipt to ensure you have the correct flight times. Ticket returns and re-issues for flights which have been changed or cancelled will be dealt with as soon as possible and we will contact you as soon as we can to let you know.

15.5 Please note the existence of a “Community List” (available for inspection at http://ec.europa.eu/transport/airlines/list.htm) detailing carriers that are subject to operating an ban with the E.U. Community.

15.6 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.

16 FORCE MAJEURE

16.1 Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contract is affected by any event which we could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil unrest, terrorist activity, industrial action and its consequences or the threat of such action, the act of any government or other national or local authority, industrial dispute, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather conditions and all similar events outside our control.

16.2 Should a problem remain unresolved during the tour then please write to us promptly upon your return and, in any event, within 28 days of your return from the tour. In the event that you do not tell us of a problem during your tour please bring it to the attention of the Tour Manager at the beginning of the tour. Where possible a doctor will usually be on board during the tours. Please note that our Doctors are fully insured for claims brought within the UK, but not elsewhere. Foreign citizens must therefore note that if any claims are brought against medical treatment are therefore subject to the exclusive jurisdiction of the courts of England and Wales and must be brought within 2 years of the completion of the benefit from the cover under the insurance policy which has been arranged.

16.3 A moderate degree of physical fitness is needed to participate in our tours, which are rated as moderate to rigorous touring due to the daily walking involved in Force Majeure. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure. It will follow the advice given by the Foreign Offices.

17 SAFETY ON RAIL TOURS

17.1 Railways are busy and potentially dangerous places. If you are unsure about the safety of changing trains and stops at nominated stations, or visit any railway installation, whether included or not in the tour, do so entirely at your own risk and are advised that your travel insurance may NOT cover you in cases of remote travel. Please travel on your own or on any other part of the train not normally accessible, may be given during the tour you do this entirely at your own risk.

18 BEHAVIOUR

18.1 As the tour involves travelling in a group you agree to accept the full authority of our designated Tour Manager.

18.2 Passengers are expected to behave in a reasonable manner towards other passengers, our personnel and other persons with whom passengers have contact during our tour. We reserve the right to refuse the tour to terminate without notice those passengers whose conduct, in the opinion of the tour manager, their agents or any other person in authority, cause distress, damage, danger or annoyance to any of our other customers, employees or any other person, or cause damage to property. In these circumstances we may require that the relevant passenger leave the tour as soon as practicable. In such circumstances we will not be liable for any refund, compensation or costs incurred by you and the relevant passenger whatsoever.

19 FINANCIAL PROTECTION

19.1 Where air travel is included in the tour price and where flights are taken as an option in our brochure, you benefit from ATOL protection. We provide this security by way of Air Travel Organisers’ Licence granted by the Civil Aviation Authority under ATOL number 3458. When you book air travel or ATOL protected flight inclusive holidays from us, you will receive an ATOL Certificate. This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can cancel, change or terminate without incurring any costs or having to make any payments provided that you pay the initial deposit or full amount for the ATOL protected part of your travel arrangements. You may cancel, change or terminate your air travel or ATOL protected flight inclusive holidays from us at any time, however, we shall be entitled to charge you for any refund, compensation or costs incurred by you.

20 HEALTH

20.1 Please ensure that you inform us of any relevant medical conditions or health issues prior to booking a tour. Also inform your Tour Manager at the beginning of the tour. Where possible a doctor will usually be on board during the tours.

20.2 Should a problem remain unresolved during the tour then please write to us promptly upon your return and, in any event, within 28 days of your return from the tour. In the event that you do not tell us of a problem during your tour please bring it to the attention of the Tour Manager at the beginning of the tour. Where possible a doctor will usually be on board during the tours.

20.3 On the event that we act on our sole discretion agree to accept a booking from a passenger who uses a wheelchair, due to the poor facilities available to disabled passengers in many countries visited during the tour and the characteristics of the tour facilities set out in Clause 20.2 above, such passengers must be accompanied for the duration of the tour by at least one person who is willing to push that passenger’s wheelchair at all times.

20.4 Passengers should refer to guidance published by the Department of Health which is available from travel agents or from the Department of Health and see www.dh.gov.uk. All passengers should check with their doctor before departure as to which inoculations are considered necessary or recommended for the area in which you will be travelling during the tour. Such precautions do not take the place of insurance. In some foreign countries the standard of hygiene and safety may differ from those in the UK. For your own protection you should take particular care with hygiene and food and to what extent is covered by the ATOL protection of such holidays from us, it will not determine how your complaint should be resolved.

21 LAW & JURISDICTION

21.1 These Booking Conditions and any agreement to which they apply, are governed in all respects by English Law. We both agree that any disputes, claims or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only.

23 COMPLAINTS

23.1 In the unlikely event that you have any problem or complaint during your tour please bring it to the attention of the Tour Manager or your tour leader. Should a problem remain unresolved during the tour then please write to us promptly upon your return and, in any event, within 28 days of your return from the tour. In the event that you do not tell us of a problem during your tour please bring it to the attention of the Tour Manager or your tour leader.

23.2 We strongly recommend that you communicate any complaint to the tour leader or your tour manager immediately and this may affect your rights under these Booking Conditions.

23.3 You can also access the European Commission Online Dispute Resolution (ODR) Resolution platform at http://ec.europa.eu/consumers/odr/. You can equally access the ODR platform where collected by us, for our own future marketing purposes. If you do not wish to receive such approaches in future, please inform us as soon as possible.

23.4 You acknowledge and understand that from time to time photographers and/or film makers may be present during the tour and image produced by such photographers and/or film makers may feature you and other passengers (the “Images”). You hereby grant to us permission to use such Images throughout the world for any of our commercial or non-commercial purposes in all media, in its original format or edited or altered in any way which we deem appropriate. You also confirm that you consent to us storing copies of the Images for the purposes set out in this Clause 23.3 and/or transferring such Images to a destination outside the European Economic Area (“the EEA”) or storing them at a destination outside the EEA for the purposes set out in this Clause 23.3.

22 SEVERABILITY

22.1 If any provision of these Booking Conditions shall be found to be invalid or unenforceable the invalidity or unenforceability of such provision shall not affect the other provisions of these Booking Conditions and all provisions not affected by such invalidity or unenforceability shall remain in full force and effect.

The parties hereby agree to attempt to substitute for any invalid or unenforceable provision a valid or enforceable provision which achieves to the greatest extent possible the economic legal and commercial objectives of the invalid or unenforceable provision.

24 FOREIGN OFFICE ADVICE

24.1 You are responsible for making yourself aware of Foreign Office advice and State Department warnings in regard to the safety of countries and areas in which you will be travelling during the tour and the characteristics of the tour facilities set out in Clause 20.2 above, such passengers must be accompanied for the duration of the tour by at least one person who is willing to push that passenger’s wheelchair at all times.

24.2 Foreign citizens must therefore note that any issues that you should not continue with the tour we may require that you leave the tour as soon as practicable. In such circumstances, we will not be liable for any refund, compensation or costs incurred by you.

21 DATA PROTECTION

21.1 In order to provide our booking service we need to use the personal information that you provide. Some of this personal information may be “sensitive personal data” such as details of any disabilities, or dietary/religious requirements. We must pass the personal information we collect to relevant suppliers of your booking such as airlines, hotels and transport companies. The information may also be provided to security or credit checking companies, public authorities such as the police and or immigration officers (if required by them), the Information Commissioner’s Office, and as required by law. Additionally, where your tour (or part thereof) is outside the European Economic Area (the “EEA”), controls on data protection in your destination will not be as strong as the legal requirements in this country. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons (including but not limited to third parties outside the EEA). You are responsible for ensuring that other members of your party are aware of and consent to this clause.

22.2 We would like to hold information (including email address),