

Booking Conditions

Your holiday contract

We are the China Travel Service (UK) Ltd operating under the trading name of CTS Horizons. Our registered address is CTS House, 7 Upper St Martin's Lane, London WC2H 9DL. 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. A binding, legal contract will exist as soon as we issue our confirmation invoice. If you had not seen these terms and conditions when you made your booking and you are not happy to proceed now that you have, you must return all documentation to us within 7 days of receiving them in order to obtain a refund. This does not apply if you made your booking within 10 weeks of travel. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

Your financial protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. The air holiday packages we offer are ATOL-protected by the Civil Aviation Authority. When you buy an ATOL protected air holiday package or flights from CTS Horizons, you will receive a Confirmation Invoice confirming your arrangements and your protection under our Air Travel Organiser's Licence number 2947. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk. The price of our air holidays includes the amount of £1 per person as part of the ATOL Protection Contribution we pay to the CAA.

How to book

First, please check availability with our Reservations Department. Please note that fixed departure group tours should be booked with us direct. Any other arrangements may be booked via your travel agent. Monies held by your travel agent are held on our behalf at all times. You must then complete the booking form, confirming on behalf of all members of your party, that you understand and accept the terms of these booking conditions. When you make your booking, you must pay a deposit, as detailed on the booking form, plus any insurance premium (see below).

If you are making a reservation within 8 weeks of departure we will require the full payment of the holiday cost, plus any insurance premium, at the time of booking.

Balance of payment

Balance of payment is due 8 weeks before departure (except when indicated otherwise, e.g. for rail tours or cruises when we act as a booking agent). Please note that the balance due date will appear on your invoice and NO REMINDER for settlement of this will be sent. Receipts for payment of balance are only issued upon request.

Failure to comply with the payment schedule may result not only in automatic cancellation of your reservation but will also render you liable to forfeiture of deposit and any insurance premium paid.

Insurance

All participants on our tours must have adequate travel insurance. If you choose to take out the cover featured in our brochure, payment should be sent with your deposit. If you choose to take out alternative insurance you will be required to sign the indemnity section and give us full details of your insurance company, policy number and emergency contact number. We will not accept your booking without this information.

If we cancel your tour we will refund your insurance premium so long as no claim has been made. **If you cancel your tour, insurance premiums will not be refunded.**

Price policy

The price of your travel arrangements was calculated using the following exchange rates as quoted in the Financial Times Guide to World Currencies on 20 May 2008: £1 Sterling = US\$ 1.9489, EURO 1.2562, ZAR 14.643 and YEN 203.611. Tours are planned up to one and a half years in advance. It is inevitable that some prices and information in this brochure may change, and we reserve the right to alter the prices and content of any of the holidays as necessary. Brochure prices can go up or down. Once the price of your chosen holiday, including any increases or reductions, has been confirmed to you at the time of booking, we will only increase or decrease it by way of a surcharge or refund if our costs increase or decrease because of changes in a) transportation costs including fuel, scheduled airfares and any other transport surcharges which form part of our contract with the transport provider; b) dues, taxes or fees chargeable for service such as landing taxes or embarkation or disembarkation fees at ports and airports; c) exchange rates. Even in these cases, only if the amount of the increase in our costs exceeds 2% of the total costs of your holiday (excluding insurance premiums and any amendment charges), will we levy a surcharge. If any surcharge exceeds 10% of the holiday price (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies paid (except for any amendment charges but including insurance premiums). Should you decide to cancel for this reason you must exercise your right to do so within 14 days from the issue date printed on your surcharge invoice. Alternatively you may transfer your booking to another holiday without paying an amendment fee. **We guarantee that no surcharges will be passed on within 30 days of the departure date.** Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday costs (excluding insurance premiums and any amendment charges), we will pay you the full amount of the decrease in our costs. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other

protection in place.

NB: Where we act only as an agent for your booking, we reserve our right to pass on to you in full all additional costs and charges of whatever nature levied by the supplier concerned in accordance with its own terms and conditions.

If you change your booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, we will endeavour to make these changes but it may not always be possible. Any request for changes must be made in writing from the person who made the booking. You will be asked to pay an administrative charge of £50 per person plus any further costs incurred in making this alteration e.g. cancellation charge applicable to the original arrangements and additional costs for the new arrangements. You should be aware that these costs are likely to increase the closer to the departure date that changes are made and you should contact us as soon as possible.

NB: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of those arrangements.

If you or another member of your party is prevented from travelling we will endeavour to transfer the booking to another person at your request, provided that reasonable notice is given and the transferee meets all the conditions of the travel arrangements. The request to transfer a booking must be made in writing, together with the transferee's full details and any amendment charges incurred in making the transfer which are levied by our suppliers.

If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification must be given by the person who signed the booking form. Since we incur costs in cancelling your travel arrangements, you will have to pay appropriate cancellation charges calculated according to the number of days prior to departure that written notice of cancellation is received by us.

Days before scheduled departure notification received	Cancellation charge (amounts listed below or full deposit whichever is the greater)
More than 56 days	Full deposit
42-56 days	40 % of the total tour cost
28-41 days	70 % of the total tour cost
7-27 days	90 % of the total tour cost
7 days or less	100 % of the tour cost

NB: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges

If we change your holiday

Anyone travelling to the developing countries featured in our tours should understand that tourism in these places is still a young industry. The infrastructure, efficiency of transportation systems and standard of facilities and service - such as tour guides' language ability, skills and attitude - are not comparable to those in developed countries. All tours are planned well in advance and we reserve our right to make any changes to the tour at any time. Changes can be 'major' or 'minor'. Alterations such as change of airline or aircraft type (it is common practice for scheduled airlines to use a 'code share' system which may include you flying with a partner airline using different aircraft), alteration of your outward/return flights by less than 12 hours, change of accommodation (including hotel and river vessel) to another of the same standard, change of tour sequence/daily itineraries are considered normal and minor for these tours. Time permitting, any alterations that are known to us will be advised to you at the earliest opportunity prior to departure. In accordance with EU Regulation 2111/2005 we are required to advise you of the airline featured in your tour, and we do so in each tour itinerary.

If a major change becomes necessary you will be offered the choice of:

- a) accepting the changes
 - b) taking another available tour from our brochure and paying or receiving a refund for any price difference; or
 - c) cancelling your holiday with a full refund of all monies paid
- If you choose to cancel your holiday you must inform us in writing as soon as possible. In any of the above cases, except where the major change arises due to reasons of 'force majeure', we will also pay compensation as follows:

Notification before scheduled departure	Compensation per person
More than 56 days	Nil
42-56 days	£20
28-41 days	£30
15-27 days	£40
14 days or less	£50

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.



CTS Horizons
perfecting the art of travel

CTS House
7 Upper St Martin's Lane
London WC2H 9DL

Group tours 020 7836 9911
Tailor-made 020 7836 4338
Fax: 020 7836 3121

email: cts@ctsuk.com
www.ctshorizons.com

Weekdays 8.30am - 6pm
Saturdays 9am - 3pm
Closed on Sundays & Public holidays

Booking Form 2009

Before completing this form, please study the Booking Conditions carefully, complete details in BLOCK LETTERS and return to us together with your deposit.

These tours cannot be booked via travel agents.

Tour Code/Name	Departure Date	
CTS Booking Ref	Media Ref	CTS Advisor
Room type	<input type="checkbox"/> Single <input type="checkbox"/> Twin <input type="checkbox"/> Double	Smoker <input type="checkbox"/> Yes <input type="checkbox"/> No

Title	Surname	Forename (s) as in passport	Date of birth
1			
2			
3			
4			
5			

Passport no.	Expiry date	Nationality	Occupation
1			
2			
3			
4			
5			

Address _____

 Postcode _____

Billing Address (if different from above) _____

 Postcode _____

Day Time Telephone Code _____ No. _____

Evening Telephone Code _____ No. _____

Emergency Contact Name _____ Telephone _____

Extensions

National Express Coach Vouchers Please send me _____ Vouchers

UK Regional Flights
 Please book _____ return tickets from _____ Airport

VIP Lounge Pass Please send me _____ pass(es) at _____ Airport

Your Occupation(s)

Other requirements Any special requests will be noted but cannot be guaranteed

