

Booking conditions



Deposits

A non refundable deposit of \$800 per person per cruise is required within 7 days of confirmation.

Balance of payment

Balance of payment is due 125 days prior to commencement of your cruise. All reservations are subject to cancellation if payments are not received by the due date.

Moneydirect code EETB

Amendments

After receipt of deposit, all amendments (e.g. change of departure date, change of itinerary, name change or a change to promotional offer) are treated as cancellations and are subject to cancellation charges.

Cancellation fees

All cancellations must be received in writing. The following charges will apply to services cancelled prior to commencement date.

125 days or more	loss of deposit
124 – 95 days	20%
94 – 65 days	40%
64 – 35 days	55%
34 days or fewer.....	100%

Documentation

Documents are generally issued approximately 3 weeks prior to departure. If you are departing Australia or New Zealand prior to that, please notify us and we will endeavour to obtain documentation earlier. In some cases it may be necessary to courier documents to you at additional cost.

Passports & visas

Your passport should be valid for 6 months after disembarkation. At time of printing, Australian and New Zealand passport holders require a visa for Russia, Ukraine, China and Tibet. The visa cost is not included in the cruise-tour price. Please consult your travel agent for up to date information. To avoid visa delays for Russia and Ukraine, passport details should be supplied at time of booking.

Business class air (China)

Business class air is not available on flights within China.

Insurance

It is strongly recommended that adequate travel insurance is taken out at the time of booking to cover you in the event of unavoidable cancellation.

Brochure validity

January to December 2009. Prices and information are correct at the time of printing (September 2008); however, due to factors beyond our control, such as currency fluctuation, they are subject to change. Once full payment has been received, no additional charges will apply.

Itinerary changes

Itineraries are subject to change and may need to be adjusted or cancelled due to water levels or weather conditions. The cruise company reserves the right to change itineraries where deemed necessary.

Children

It is a condition of booking that on all cruise-tours, travellers under the age of 18 must be accompanied and share a stateroom with a parent, legal guardian or other responsible adult over the age of 21. We regret that children under 12 years of age cannot be accommodated.

Passengers with special needs

Guests, who have any medical, physical or other special needs must contact Eastern Europe Travel to obtain a Viking River Cruises Policy Statement.

Most ships do not have elevators between decks; some decks are multi-level or contain significant thresholds, and stateroom doors may not be wide enough for wheelchair access.

Water transportation, as well as schedules and activities, are subject to change, dependent upon various water levels, port accessibility and weather conditions. Ships and destinations generally do not have facilities to accommodate wheelchairs or physically challenged passengers. Embarkation and disembarkation facilities can be extremely steep and impossible to navigate with wheelchairs, scooters or any other mechanical device. Additionally, shore excursions may include walks of up to 2–3 kms over uneven ground and steps, which are also not wheelchair accessible.

Airline responsibility

Any airline listed in this brochure does 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.

Acts of God, strike or other conditions beyond control

Neither Eastern Europe Travel nor Viking River Cruises shall be liable for delay or inability to perform any condition in this brochure caused by strikes, lockout or labour difficulties or shortages, explosion, fire, collision, breakdown or damage to the vessel, civil commotion, riot, insurrection, war, government restraint, requisition of the vessel, political disturbances, acts or threats of terrorism, Acts of God, or other circumstances beyond our control.

Responsibility

Eastern Europe Travel acts as an agent for Viking River Cruises. Neither Eastern Europe Travel nor Viking River Cruises will accept liability for any injury, damages, loss, accident, delay, whether occasioned by coach, boat or any other conveyance. All vouchers, coupons and tickets are issued subject to the terms and conditions specified by the suppliers.