

# Booking Conditions

## DEPOSITS

The following non refundable deposits are required within 7 days of confirmation.

Hotels, stopovers, transportation ..... \$100 per person  
We reserve the right to request additional deposits for lengthy itineraries.

Independent & Escorted Tours ..... \$200 per person  
Dalmatian cruising ..... \$200 per person  
Along the Adriatic Coast ..... \$500 per person  
When more than one tour or/and cruise are booked, deposit and cancellation charges apply for each tour/cruise.

## BALANCE OF PAYMENTS

Balance of payment is due 60 days prior to commencement of arrangements.

Moneydirect code EETB.

## AMENDMENTS

Amendments to confirmed bookings will be made only after receiving a deposit. After confirmation of your booking, an amendment fee of \$44 applies to each change. If we are unable to amend your booking, cancellation charges may apply.

## DOCUMENTATION RE-ISSUE

If arrangements are amended after documentation has been issued, there is an additional re-issue fee of \$55.

## CANCELLATIONS

To cancel a booking or part thereof, notification should be made in writing to Eastern Europe Travel. Cancellation conditions apply prior to date of commencement of arrangements.

The following charges will apply for services cancelled prior to commencement date:

60 days or more prior ..... loss of deposit  
59-45 days prior ..... 40%  
44-30 days prior ..... 50%  
29-15 days prior ..... 80%  
14 days or fewer ..... no refund

## RAIL & FERRY TICKETS

Once tickets have been obtained by our operators, (usually 35 days prior to travel) there is no refund if cancelled.

## ADDITIONAL CHARGES

### Minimum booking fee

A booking fee of \$44 applies when booking fewer than two consecutive nights or transportation without accommodation. In some cases we are unable to book transportation or sightseeing without accommodation at point of origin.

### Late bookings

Bookings made within 14 days of travel incur a late booking fee of \$55. Full payment must be made before we request these arrangements. If not available – a full refund minus the late booking fee will be made.

### UNUSED SERVICES

No refund can be considered in the following cases: non-acceptance of pre-booked tourist and transport services once journey has commenced, irrespective of the reason; where passengers are unable to travel due to invalid or mislaid travel documents (e.g. passport, visas); unused portion of services which are included in an all-in holiday price, unused rail and transfer

services. Any complaint while travelling on Tour should be made immediately to the local authorities, hotel management, service bureau or your guide. If unresolved on the spot, the complaint should be made in writing to Eastern Europe Travel within one month. Eastern Europe Travel does not authorise any overseas supplier or hotel to promise refunds on our behalf.

## CHANGES TO ITINERARIES

It may be necessary for reasons beyond our control to cancel or amend any of the arrangements for a particular itinerary, or to cancel the tour should insufficient numbers book. Should this occur you may transfer to another Tour, book independent arrangements or receive a full refund.

## INSURANCE

It is strongly recommended that adequate travel insurance is taken out at the time of booking. Your travel agent will be able to offer a choice of policies.

## TOURS

### Escorted tours

Group escorted tours on fixed dates will be accompanied by a coach driver and a tour guide. The tour guide may be multilingual or English-only speaking. This is indicated in the itinerary. The fixed-date tour *A Taste of Transylvania* is escorted by a multilingual driver/guide. The tour is based on a minimum of two passengers, so you may be travelling by yourself or with other travellers.

### Privately escorted tours

These independent tours are generally based on a minimum of two travellers. As the departures are daily, you will most likely be travelling by yourselves. You will either be accompanied by a driver and a guide or a driver/guide where specified.

### Independent tours

Independent tours are designed to give you maximum flexibility, combined with the convenience of pre-booked arrangements and free time to explore at your own pace. You will have local guides for your sightseeing and may or may not have pre-booked arrival & departure transfers.

### Tailor-made itineraries

We are happy to design an itinerary to suit your specific requirements. However, this can involve a considerable amount of time and research. We will therefore require a non-refundable deposit of \$200 to commence this work. This amount will be credited against your tour cost if you decide to proceed with the arrangements.

## HOTEL CLASSIFICATIONS

The hotels classified in this brochure (with the exception of deluxe hotels) are based on local classifications, which vary from country to country and do not necessarily coincide with other international standards. Hotel rooms are often smaller than similar categories in Australia, double beds are not always available and air conditioning is the exception rather than the rule. Triple share rooms are generally based on an extra rollaway bed, not always suitable for adults.

## IMPORTANT MATTERS

Please bear in mind that some regions featured in this brochure are still developing and services may not coincide with international standards.

## Passports & visas

It is the responsibility of the traveller to ensure they have an up-to-date valid passport. For certain countries it should be valid for 6 months from the date of exiting the country. Australian and New Zealand passport-holders will require a visa for travel to certain countries featured in this brochure (at time of printing Jan 2008 – Albania and Macedonia). Please check with your travel agent for up-to-date information. It is the passenger's responsibility to obtain the necessary visas prior to departure.

## VALIDITY OF PRICES / INFORMATION JANUARY TO DECEMBER 2008

Information on fares, accommodation itineraries, conditions is accurate at time of printing (Jan 2008) however due to factors beyond our control, may vary from those stated. Any price increases after booking may incur additional payment. All arrangements are at the discretion of local operators. Acceptance of points stated herein is a condition of booking. Prices printed take into consideration research, printing and communication costs and do not imply that similar product may not be booked on the spot at a lower price.

## RESPONSIBILITY

Eastern Europe Travel acts as an agent in booking arrangements for travel services. Technical problems with transportation, closure of airports, alteration or cancellation of scheduled services, or other events, are outside the control of Eastern Europe Travel. All vouchers, tickets are issued subject to the terms and conditions specified by the suppliers. By accepting the vouchers and tickets and utilising the services, persons taking these arrangements agree that neither Eastern Europe Travel nor any of its representatives shall be liable to any person taking its tours for any loss, injury, death or damage to such persons, or their belongings, or otherwise in connection with any accommodation, transportation or other services or resulting directly or indirectly from any occurrences beyond its control including breakdown in equipment, strikes, theft, delay or cancellation or of changes in itinerary or schedules etc. Also please bear in mind that travel documents are the responsibility of persons taking the arrangements as well as is compliance with customs regulations. No employee of Eastern Europe Travel or its representatives can change the terms under which any person agrees to take the tours.

## AIRLINE RESPONSIBILITY

The airlines featured in this brochure do 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.