

Group Booking Form 2010

Sanya China Travel, Never Despair Studios, Unit 2, Alton Road,
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SANYA CHINA
TRAVEL

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Tel: 01256 863030

Title Lead Passenger	Forename(s)	Surname	Date of Birth	Passport No

Address	Day Time Tel No	Evening Tel No

Tours

GT A		Ancient & Modern Tour					
Code	Departure Date	Return Date	No. of Days	Cost per Passenger	Single Supplement price (if applicable)	No. of Passengers	Total Tour Cost
GT A1	12-Feb-10	20-Feb-10	9	£1305.00	£352		
GT A2	14-May-10	22-May-10	9	£1305.00	£352		
GT A3	10-Sep-10	18-Sep-10	9	£1305.00	£352		

GT B		Yangtze River Cruise					
Code	Departure Date	Return Date	No. of Days	Cost per Passenger	Single Supplement price (if applicable)	No. of Passengers	Total Tour Cost
GT B1	12-Feb-10	28-Feb-10	17	£2151.00	£643		
GT B2	14-May-10	30-May-10	17	£2151.00	£643		
GT B3	10-Sep-10	26-Sep-10	17	£2151.00	£643		

GT C		A Taste Of China					
Code	Departure Date	Return Date	No. of Days	Cost per Passenger	Single Supplement price (if applicable)	No. of Passengers	Total Tour Cost
GT C1	12-Feb-10	28-Feb-10	17	£2253.00	£600		
GT C2	14-May-10	30-May-10	17	£2253.00	£600		
GT C3	10-Sep-10	26-Sep-10	17	£2253.00	£600		

Visa

Visa costs per person inclusive of our service fee's	Qty	Cost per Visa	Total Visa Costs
(Or you can apply yourself saving £35 per person)		£100.00	

Total Payment Costs

Pricing Details	Cost
Total Tour costs	£
Total Visa costs	£
Single Supplement (if applicable)	£
Grand Total	£
Deposit (To be paid at time of booking £250.00 per person)	£
Payment Surcharge (card charges if applicable)	£
Balance (or full payment if within 10 weeks of Travel)	£

Payment Options

To pay us by cheque will incur a zero payment surcharge.

Charges:

2.5%

£1.00 **3%**

Special information you would like us to be aware of:

In this section please let us know if you are vegetarian for example; you may have a special point to make to us. We have an excellent customer care programme, so please do not hesitate to ask questions.

I hereby accept that I, on behalf of both myself and all the other persons on this booking form have read, understood and accepted the terms and conditions and general information. I have the authority of all the persons named on this booking form to make the booking subject to these conditions. All members of the party personally accept responsibility to be aware of, and comply with, health, passport and visa requirements. I am over 18 years of age.

Signature of Lead Passenger _____

Date ___/___/___

Terms & Conditions

Booking conditions

Please read the following booking conditions carefully. They form the basis for your contract with Sanya Travel who are protected by ATOL licence number 6790 of the Civil Aviation Authority.

Our responsibilities and obligations are outlined, along with those that you have to us. For the purpose of these conditions, "you" means all persons named on the booking (including anyone who is added or substituted at a later date). "We" or "us" means Sanya Travel. The person making the booking agrees that he/she and all other named in your party will abide by the contract.

Your contract explained.

1. Making a booking. A booking request can be made directly through our website at www.sanyatravel.co.uk or by telephoning our reservations department. You will receive confirmation of your holiday reservation. Please check this carefully for any inaccuracies and inform us immediately.
2. Payment and Balance. Payment should be paid to Sanya Travel. A minimum deposit of £100 per person is required in order to confirm your holiday reservation. Full balance is required 10 weeks prior to departure. We will send you a reminder. In the case of late bookings less than 10 weeks before departure, we must receive the full cost of the holiday at the time of confirmation. If you do not pay the full cost within the time specified, we reserve the right to consider your holiday cancelled. In such cases you will forfeit the deposit paid and be liable to cancellation charges. There is a minimum deposit of £250.00 for group tours.
3. The Contract. A binding contract between us comes into existence when we dispatch our confirmation invoice. We both agree that any dispute, claim or other matter, which arises out of or in connection with this contract or holiday, will be dealt with by the Courts of England and Wales only.
4. Travel Insurance. Adequate travel insurance cover is essential and is a condition by us that you must take out holiday insurance suitable for your needs before you travel. Due to the changes in the new laws regarding Travel Insurance, Sanya China Travel has decided that we will no longer sell this product. Once you have your travel insurance in place, please forward a copy of the details to us. Sanya China Travel cannot be held responsible for any costs you may incur as a result of not being insured.
5. Amendment of booking by you. Should you wish to change your holiday booking after your confirmation is issued we will make every effort to assist although changes cannot be guaranteed. Requests must be made in writing, by the person who made the booking. An administration fee of £20 per person per amendment will normally be charged plus any additional costs incurred by us or our suppliers. Changes made within 8 weeks of departure may incur cancellation charges, as outlined below.
6. Amendment of booking by us. Occasionally, we may have to make changes to the advertised tours on our website. We try our best to avoid making changes and cancellations; however we reserve the right to do so. If we have to make a significant change to your holiday, we undertake to inform you as soon as possible. "Significant changes" may include: change of UK airport, change of resort, reduced stay in resort of over 12 hours, change of accommodation to a lower rating. In such cases, if there is time to do so, you will have the choice of the following options:

- a) Accepting the changed arrangements, or
- b) Purchasing an alternative holiday at a similar standard, or
- c) Cancelling or accepting the cancellation, whereby you will receive a full refund of monies paid to us.

If we have to make a significant change or cancel, we will pay you compensation, dependent on the circumstances and time before departure, as outlined in the table below: -

Number of days before departure change/cancellation notified to you
Compensation per significant change payable per person

More than 60 days	NIL
31 – 60 days	£10
15 – 30 days	£15
0 – 14 days	£20

In all cases our liability for significant changes and cancellations is limited to offering you the options above and compensation where applicable. We cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation. No compensation is payable for any minor changes or failure to comply with any requirement of these booking conditions entitling us to cancel, e.g. failure to pay on time.

7. Cancellation. Should you or any member of your party wish to cancel your booking after it has been confirmed, written confirmation is required from the person who made the booking. Your notice of cancellation will be effective from the date that it is received in writing at our office. We and/or our suppliers may impose different cancellation charges from those listed, dependent on the actual holiday booked. Cancellation charges may be reclaimable direct from your insurance company. Our charges are calculated on the following basis: -

Number of days before departure written notification received by us

Cancellation Charge

More than 60 days	Deposit only
31 – 60 days	50%
15 – 30 days	100%

8. Force Majeure. In exceptional circumstances, we may be forced by 'force majeure' to change or terminate your holiday after departure but before the scheduled end of your time away. In such instances, we regret that we will be unable to make any refunds, pay you any compensation or meet any costs or expenses. We cannot accept liability or pay compensation in the event that our contractual obligations to you are affected or prevented as a result of 'force majeure'. This refers to any event which we or our suppliers could not reasonably foresee or avoid, e.g. war, terrorist activity, industrial disputes or bad weather.

9. Our responsibility: -

a) We promise to take reasonable care to ensure that all our services supplied as part of your holiday are provided by reputable suppliers, in accordance with local standards and regulations. Subject to those booking conditions, we accept responsibility should you or any member of your party suffer any illness, loss or damage as a result of a failure by ourselves, our agents or suppliers (whilst acting on our behalf) to properly provide the agreed services. It is your responsibility to show that reasonable care was not taken, if you need to make a claim.

We cannot accept liability in the following circumstances:

- i. If any member of your party is at fault
 - ii. If the failure is the fault of someone else, not acting on behalf of Sanya Travel
 - iii. Any unusual or unexpected events that are beyond our control or which we could not have reasonably foreseen
- b) We will offer support and assistance if you have any problem whilst on holiday, at our reasonable discretion and to a maximum total cost, as defined by our insurers. Our liability is limited to twice the price of the holiday of the person claiming, except in the cases of damages for personal injury. Liability for baggage while in the hands of air carriers is governed by the Warsaw Convention, Hague Protocol or Athens Convention. Claims for missing or damaged baggage are dealt with according to the Conditions of Carriage provided by the airline. While we are in control of any baggage, we will accept liability on proof of negligence, to a maximum of £40 per person affected, as you are assumed to have adequate insurance cover.
- c) It is a condition of the acceptance of liability, which the person making the booking and/or any member (s) of the party must transfer to us or our insurers any rights you have against the supplier or other persons responsible for your claim or complaint. You agree to fully co-operate with our insurers or us, in respect of any claim.

10. Complaints. In the unlikely event that you have a complaint during your holiday, please inform the representative and the supplier of the service immediately. Our agents endeavour to resolve matters; however, if you are still dissatisfied you must notify us in writing within 28 days of completion of your holiday, quoting your booking reference and full details of complaint. We should be able to reach an amicable settlement for complaints. Any dispute in connection with this contract, which cannot be amicably settled, may be referred to arbitration.

Full details provided on request.

11. Conditions of suppliers. Many of the services, which make up your holiday are provided by independent suppliers and are subject to their own terms and conditions. These may limit or exclude the suppliers liability to you, usually in accordance with applicable International Conventions. Copies of the relevant terms and conditions are available from those suppliers.

12. Safety standards. Please be aware that safety and other standards in the country you visit may differ to those normally applicable in the UK. In general they may sometimes be lower.

13. Your responsibility: -

a) You must insure that you are in possession of all necessary travel and health documents before you travel. We cannot accept liability if you are refused entry into any country, due to failure on your part to carry the correct documentation. If your failure to obtain necessary documents results in fines or surcharges imposed on us or our suppliers, you will be responsible for reimbursing us accordingly.

b) As a condition of booking with us, we reserve the right to terminate your holiday if your behaviour or that of any member of your party is likely in our opinion to cause distress, damage, danger or annoyance to other customers, employees or others. If you are prevented from travelling by a person in authority, we are not liable to complete your holiday arrangements or for any costs involved. Damages or losses caused to the accommodation must be paid directly to the manager of supplier.

14. Website and policy accuracy. Every effort is made to ensure the accuracy of prices and holiday details. These details are subject to change and availability. We advise you to check all details for your holiday at the time of booking. Complimentary features provided by hotels are accurate at time of publication, but may alter without notice. Such features are non-refundable.

15. Flights. All flight times are subject to change. The actual flight times will be shown on your tickets and/or itineraries. Please ensure you check these details carefully. In the event of a change, Sanya Travel will endeavour to contact you with these changes.

16. Validity of tickets. Return tickets are valid only for the dates and routings specified thereon, unless authorised in writing by us or by an air carrier. No liability can be accepted by us for missed connections due to weather, mechanical failure or otherwise. If you miss your outbound or homeward flight you may be asked to purchase a further ticket or the carrier may accept you on a later flight without extra charge, at their discretion.

17. Flight delays. If a flight is delayed, our agents or suppliers will try to make sure that refreshments are provided when appropriate. Such arrangements are normally the responsibility of the airline. Suitable holiday insurance provides cover against delays.

18. Special requests and needs. If you have any special requests or medical requirements, you must inform us at the time of booking. Such requests are subject to availability. We will pass your request to the relevant supplier, but cannot confirm that the request will be met. You are advised to discuss suitability of particular holidays with us prior to booking, if you have any medical requirements or disabilities.

19. Pricing and surcharges.

a) We reserve the right to increase or decrease prices of unsold holidays and correct errors at any time.

b) We will confirm the price of your holiday at the time of booking. This price will only be changed due to circumstances beyond our control, e.g. transportation costs (fuel, airline surcharges, import taxes and fees), Government action (VAT) and currency exchange rates. In these events, we will absorb cost increases up to total amount equivalent to 2% of the holiday price. Amounts above 2% will result in surcharges being applied to your holiday price, payable before departure. If the surcharge exceeds 10% of the holiday price, you have the right to cancel your holiday and receive a full refund excluding amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days of the issue date on your final invoice. Either way, you are entitled to accept an offer of alternative travel arrangements from us, subject to clause 7.

20. Airline tickets. Unless stated otherwise, all airline tickets are non-refundable and non-changeable. Name and route changes are not permitted.

A copy of the back page of all clients' passports must be provided to check correct spelling of all names before any airline tickets can be confirmed. Failure to do this and a booking being made can result in airline tickets being cancelled at full cost to the client.