



CASPIAN



# Caspian Oil & Gas 2008

15th Caspian Oil & Gas Exhibition & Conference

3 – 6 June 2008

Baku, Azerbaijan

## ACCOMMODATION & TRAVEL SERVICES MANUAL



CTMS

Corporate Travel Management Solutions  
Garden Studios, 11-15 Betterton Street,  
Covent Garden, London WC2H 9BP

Tel: +44 (0)20 7866 81 07

Fax: +44 (0)20 7171 45 26

Email: [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk)

[www.ctmsevents.com](http://www.ctmsevents.com)



## Our broad range of services include:

- Visa supports (invitations)
- Visa procurement
- Hotel accommodation
- Flight / train reservations
- Airport transfers
- Airport Meet & Greet  
Pre and post exhibition  
tours of Azerbaijan
- Meeting & Event Planning
- Travel Policy Management  
& Consulting
- Travel Expenditure  
Reporting & Analysis
- Private Air Charter
- VIP Services

## CTMS — CORPORATE TRAVEL MANAGEMENT SOLUTIONS

has, for the last 15 years, been a leading provider of Travel Management Services to corporate clients throughout the world.

We attribute our success and strategic advantage in the market place to our dynamic customer driven approach — listening to our client's unique needs and requirements, understanding their particular travel service and convenience standards, and then using our existing technology, bargaining power and expertise to provide our clients with maximal value.

CTMS offer its clients a host of services in order to ensure that every aspect of company travel is orchestrated according to the exact needs of each client and that we add value and contribute to the travel process in every organisation we work with.

### The following pages detail:

How to obtain your visa

Suggested hotel accommodation

Location maps

How to get to/from the exhibition centre

Airport-Hotel transfer information

Suggested pre- and post-exhibition tours



## Before you can apply for your Azerbaijani visa you will need a visa support document

It can take up to 30 working days to obtain this important document only. Some Consulates take up to 15 working days to issue the visa — that makes a total of 45 working days. We cannot apply for your visa support document more than 45 days before your intended arrival date into Azerbaijan.

Often Azerbaijani Consulates in these countries want the original document (not a copy emailed or faxed to you) to support your application. This is couriered from Baku and may take 3 or 4 working days.

This leaves very little time for discussion, resolving of problems or misunderstandings of any sort and for payment to reach us before we apply for your visa support document — if there are any delays your trip will not go ahead.

## IMPORTANT AZERBAIJANI VISA INFORMATION (CONT'D)

If you want us to obtain your visa support please follow this procedure;

### Who needs a visa?

Citizens of Russia and the CIS countries (except for Turkmenistan) *do not need* a visa to enter Azerbaijan. Everyone else needs a visa.

### How do I get my visa?

To apply for an Azerbaijani visa the Consulate needs the following documents:

- Visa Support Letter — VSL (also called an invitation)
- You will need one of these VSLs:
  - a) Invitation from an Azerbaijani company
  - b) Invitation from a foreign company based in Azerbaijan
  - c) Confirmation from a travel agency (local or Azerbaijani)
  - d) Hotel reservation confirmation — we will provide this one when you book your accommodation with us
  - e) Invitation from an Azerbaijani citizen, accompanied by a photocopy of his/her passport or national identification card
  - f) Flight confirmation (for transit passengers)
- Application form, fully completed and signed by the applicant (you can download this form from [http://www.azembassy.org.uk/ssi\\_eng/visa.pdf](http://www.azembassy.org.uk/ssi_eng/visa.pdf))
- Original passport (valid passport with one full blank page to affix the visa and must be valid for at least three months after the expiry date of the Azerbaijani visa applied for)
- One Passport-type photograph (taken within the last month; 45 mm high x 35 mm wide)

### How do I get my VSL and how long does it take to get?

Please complete the application form below. Return it fully completed along with a clear colour-scanned copy of the information/photograph page of your passport.

Once we receive your VSL — usually within 5 working days of ordering (some “restricted” nationalities take longer — up to 21 working days and a higher fee is applicable) — we will email it to you.

### How long is my VSL and visa valid for?

Your visa support letter will be valid for exactly the number of days you book your accommodation for. Your visa will be issued with dates matching those on the VSL.

# Azerbaijani Visa Support Order Form

Please email this form to [visas@ctmslondon.co.uk](mailto:visas@ctmslondon.co.uk) along with a clear scanned colour copy of your passport

We can only provide your Visa Support Letter if you have booked your accommodation through us

NAME OF EXHIBITION		CITY	
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<b>ABOUT YOU AND YOUR VISIT</b>			
First Name		Entry date to Azerbaijan	
Last Name		Exit date from Azerbaijan	
Middle Name		You will collect your visa in which city?	
Sex	Male / Female	List the cities to be visited during your stay in Russia	1. Baku
Date of Birth (dd-mm-yyyy)			2.
Country of Birth			3.
City of Birth			4.
Country of Permanent Residence			

<b>PASSPORT INFORMATION (YOUR PASSPORT MUST BE VALID FOR AT LEAST 6 MONTHS BEYOND YOUR EXIT DATE FROM AZERBAIJAN)</b>			
Present Citizenship		Passport Number	
Issued Date (dd-mm-yyyy)		Expiry Date (dd-mm-yyyy)	

<b>CARD HOLDER CONTACT &amp; BILLING DETAILS</b>			
Name		Billing Address	
Phone		City/State	
Fax		Country	
Email		Postal Code	

<b>CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)</b>											
Valid from		Expiry Date									
CVC (3-4 Digit Security Code)		Card type									
Visa support Fee	£ 25.00	I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using the <a href="http://www.xe.com">www.xe.com</a> rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/ EUR etc these are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.									
Processing Fee (incl. of VAT)	£ 23.50										
Total	£ 48.50										
Card Holder's Signature		Date									
If you prefer to pay by bank transfer our bank details are: Barclays Bank, 180 Oxford St., London W1D 1EA Account name: CTMS Ltd. Account No.: 60401382. IBAN: GB21BARC20060560401382, SWIFT: BARCGB22		Please inform us once you have sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.									



## LOCATION OF HOTELS





There is a very high demand for hotel rooms in Almaty, and in order to help exhibitors participating at the exhibition, CTMS, where possible, has blocked space at various suitably located hotels. You are advised to book early to avoid disappointment.

**Important notice**

Most hotels have a check-in time of 1400 so if you plan to arrive earlier than this you will need to reserve your room for the night before to ensure you have earlier access.

Check-out time is usually 1200.

SUGGESTED ACCOMMODATION INCLUDES

**Hyatt Regency**

The Hyatt Regency Baku hotel is a world-class hotel, conveniently located on Bakikhanov Street, just a five-minute drive from Baku city centre with its shopping, dining and entertainment. Our hotel in Baku is only ten minutes from the Baku Exhibition Centre and the government offices. Baku Airport is within 35 minutes of the hotel.

Opened in 1995. 4 floors. All floors accessible by elevator. 160 rooms: 115 doubles, 30 twins, 15 suites. All rooms feature private bathroom, hair-dryer, air conditioner, color satellite TV, international direct-dial telephone, mini-bar. 24-hour room service.

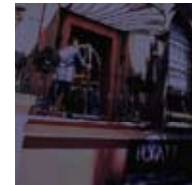
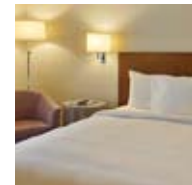
**Cancellation Policy:** Available on Application

Room Rates:  
Available on Applications

**Address:**

1 Bakikhanov, AZ1065,  
Baku, Azerbaijan

Tel.: +994 12 496 1234  
Fax.: +994 12 496 1235



**Park Hyatt**

The Park Hyatt Baku hotel is conveniently located between the Hyatt Regency Baku hotel and the Hyatt International Centre and features offices, apartments, restaurants and an entertainment complex. Our hotel in Baku Azerbaijan is just ten minutes from Baku city centre, the Exhibition Complex and government offices. The hotel is a five-minute drive from shopping, dining and entertainment venues.

Park Hyatt Baku elevates hospitality to a new level of elegance and style. All 159 spacious rooms and suites address both the homey and high-tech pleasures of today's business traveller. All rooms feature private bathroom, hairdryer, air conditioner, color satellite TV, international direct-dial telephone, minibar and 24 hour room service.

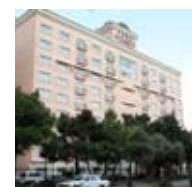
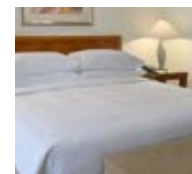
**Cancellation Policy:** Available on Application

Single Room:  
Available on Applications

**Address:**

1033 Izmir Street, AZ1065  
Baku, Azerbaijan

Tel.: +994 12 490 1234  
Fax.: +994 12 490 1235





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**Important notice**

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Check-out time is usually 1200.

SUGGESTED ACCOMMODATION INCLUDES

**Grand Hotel Europe**

The Grand Hotel Europe is located in the heart of Baku and offers first class accommodation and services. This luxury hotel is ideally situated within minutes of all major business and government offices of the capital and next door to the International Exhibition Center. Situated atop a prominent ridge overlooking Baku and the Caspian Sea, it is a truly grand hotel with our architectural mix of contemporary design and ancient themes that collaborate to create a unique style.

The hotel offers 94 spacious and tastefully decorated Deluxe Guest Rooms and Suites, most of them having a marvellous view of the Caspian Sea. All rooms have individually controlled air conditioning, colour satellite TV, hairdryer, direct-dial international telephone, private safe, minibar and Internet connection.

Amenities include the hotel's Caspian Bar, Caviar Restaurant, Le Chevalier Night Club, Olympus Health Club & Spa, business center, banqueting facilities, and outdoor and indoor swimming pools.

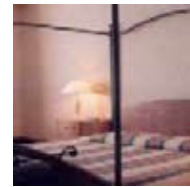
**Cancellation Policy:** Available on Application

Room Rates:  
Available on Applications

**Address:**

1025-1030 Tbilisi Ave.  
Baku, 370078, Azerbaijan

Tel.: +994 12 907-090  
Fax.: +994 12 907-096



**Park Inn**

Park Inn Azerbaijan is located near the harbor of the Caspian Sea in the centre of Baku. It is nestled in the heart of the business and entertainment district and within walking distance of the main shopping area. The hotel offers 248 newly refurbished guestrooms that come with fantastic, panoramic views of either the Caspian Sea or the city of Baku.

All rooms are equipped with a safety box, hairdryer, comfortable working desk, direct dial telephone, minibar and tea/coffee making facilities. Wireless internet/WiFi and satellite TV are available in all guest rooms as well.

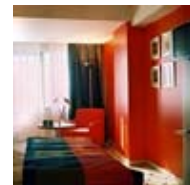
**Cancellation Policy:** Available on Application

Single Room:  
Available on Applications

**Address:**

1 Azadlig Avenue  
Baku AZ1000, Azerbaijan

Tel.: +994 12 490 6000  
Fax.: +994 12 496 8900





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### *Important notice*

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Check-out time is usually 1200.

## SUGGESTED ACCOMMODATION INCLUDES

### Absheron Hotel

Located in the city center, the Hotel has 343 rooms and suites, 139 of them are tastefully decorated and equipped to the proper standards. The wide windows of the rooms offer a beautiful view of Azadlig Square and the Caspian Sea, day or night. The comfortable beds with individual duvets are designed to provide the best rest to our guests. All rooms are provided with cable TV, telephone, air conditioning system, Internet Access in Business Center on the 10th floor and Room Service (F&B), and electronic safe, working desk with chair, table with two armchairs, in room tea and coffee machine. The bathrooms have a shower and usual bath amenities. These rooms are spacious and comfortable.

Reception is on hand 24 hours to answer your questions and provide information about the city.

One complete floor of our hotel has been entirely devoted to entertainment, food and bar services, meeting arrangements and banqueting service. There are two restaurants offering local, national and European cuisine as well as three bars and a casino.

**Cancellation Policy:** Available on Application

**Room Rates:**  
Available on Applications

#### **Address:**

674 Azadlig Square  
AZ1010, Baku, Azerbaijan

Tel.: +994 12 493-20-56  
+994 12 493-75-76  
Fax.: +994 12 598-54-88



Please complete this form and return it by email to exhibitor@ctmslondon.co.uk or fax it to +44 (0) 20 7117 45 26. Please note we do not process any orders without pre-payment.

<b>NAME OF EXHIBITION</b>		<b>CITY</b>	
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GUEST NAMES (AS IT APPEARS IN THEIR PASSPORT)			
1.	Title (Mr / Mrs / Miss / Ms)	First / Given Name	Surname / Family Name
2.			
3.			
4.			

HOTEL PREFERENCES		
1.	2.	3.

DATES AND ROOM TYPE				
Guest No.	Check-in Date	Check-out Date	No. of Nights	Room Type (Single/Twin/Double)
1.				
2.				
3.				
4.				

PAYMENT: CARD HOLDER DETAILS					
Name				Billing Address	
Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex			Telephone	
Card Number				Fax	
CVC No. (3-4 Digit Security Code)		Valid from Date		Expiry Date	Email

CHARGES		
Per Night Rate	£	I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using the www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc these are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.
Booking Free (Incl. of VAT)	£ 35.25 per room	
Per Night Fee	£	
No. of Nights x No. of Rooms		
Total	£	

<b>CARD HOLDER SIGNATURE</b>		<b>DATE</b>	
If you prefer to pay by bank transfer our bank details are: Barclays Bank, 180 Oxford St., London W1D 1EA Account name: CTMS Ltd. Account No.: 60401382. IBAN: GB21BARC20060560401382, SWIFT: BARCGB22		Please inform us once you have sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.	

<b>Standard Car</b> (for 1–3 pax)/ <b>One-way</b> GBP 60	<b>Minibus</b> (for 4–8 pax)/ <b>One-way</b> GBP 80
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We recommend that you start your visit with a private car transfer to your hotel. We can organise transfers using a wide variety of car types, minibuses, coaches, western saloons through to prestigious luxury makes. Please complete this form and return it by mail to exhibitor@ctmslondon.co.uk or fax it to +44 (0) 20 7117 4526. Please note we do not process any orders without pre-payment. Note: We only book transfers in combination with hotel accommodation; if you have booked your accommodation through an alternative party please contact them to arrange your transfers.

<b>NAME OF EXHIBITION</b>	<b>CITY</b>
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ARRIVAL FLIGHT DETAILS				
Flight No.	Date	From	To	Arrival Time

DEPARTURE FLIGHT DETAILS				
Flight No.	Date	From	To	Departure Time

<b>TRANSFER DETAILS</b>	Passenger Last Name		First Name	
	Date	From	To	
	Name of Airport		Name of Hotel & Address	
	Name of Hotel		Name of Airport	

PAYMENT: CARD HOLDER DETAILS						
Name					Billing Address	
Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex				Telephone	
Card Number					Fax	
CVC No. (3-4 Digit Security Code)		Valid from Date		Expiry Date		Email

CHARGES		
Arrival Transfer	£	I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using the www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc these are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.
Departure Transfer	£	
Booking Fee (Incl. of VAT)	£ 23.50	
Total	£	

<b>CARD HOLDER SIGNATURE</b>	<b>DATE</b>
If you prefer to pay by bank transfer our bank details are: Barclays Bank, 180 Oxford St., London W1D 1EA Account name: CTMS Ltd. Account No.: 60401382. IBAN: GB21BARC20060560401382, SWIFT: BARCGB22	Please inform us once you have sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.

## Booking Conditions

These conditions and the information in this brochure, or web site, and relevant inserts form the basis of an agreement between you and the person(s) on whose behalf you book (“the client”) and Corporate Travel Management Solutions Ltd., also known as CTMS (“the Company”).

Please note that the terms of this agreement vary dependent upon whether the Client purchases “travel” or “other travel arrangements”. “Travel” is a combination of at least 2 of travel (excluding transfers), accommodation or other component which forms a significant part of arrangements purchased by the Client from the Company, provided that the combination is booked at the same time and full payment is made direct to the Company. Anything else will constitute “other travel arrangements”.

1. When requesting a booking to be confirmed the client must sign the Booking form accepting these conditions and the other information given to him by the Company to form part of the agreement.

2. No contract exists between the Company and the Client until the Company’s confirmation accepting the Client’s booking request has been dispatched to the Client or his travel agent. Confirmation will not take place until the Company can confirm all components in the clients requested itinerary. The Company reserves the right to offer suitable alternatives if any component of the Client’s requested itinerary is not available. No variation of these conditions shall form part of any contract between the Company and the Client, unless confirmed in writing by the Company to the person signing the booking form. Any money paid by the client to a travel agent in respect of a booking with the Company and held by the agent in respect of a booking with the Company and held by the agent is held on behalf of the Client until the Company dispatches to the Client confirmation of his booking. Thereafter, any money held by the travel agent in respect of the booking is held on behalf of the Company.

3. The Booking form must be accompanied by full payment together with the administration charge (also referred to as booking fee or service fee). The administration fee is non-refundable.

4. (a) The Company reserves the right in any circumstances to cancel the Client’s travel arrangements more than 4 weeks before departure, in which case the client

shall be informed as soon as possible and shall be offered alternative arrangements, if available. The Company shall cancel the travel within 4 weeks of departure only for reasons beyond the control of the Company, or should the Company not receive from the Client the balance of the travel payments. Reasons beyond the control of the Company constitute Force Majeure events, which are defined as unusual and unforeseeable circumstances beyond the Company’s control, the consequences of which could not be avoided even if all due care has been exercised, such as war, threat of war, riots, civil strike, industrial dispute, terrorist activities, natural and nuclear disaster, fire or adverse weather conditions or other similar events beyond the Company’s control. Should travel arrangements be cancelled for any reason, including those above, the Company will not refund to the Client any monies paid by the Client to the Company, where the Company has had to pay its supplier and is unable to obtain a refund from them. On occasion we may need to cancel your booking (such as due to a cancellation by our supplier). We will take reasonable steps to avoid having to cancel your booking. If we are to cancel your booking we will notify you and we will provide a full refund. The Company will have no other legal liability whatsoever, and, in particular, no liability to compensate the Client for loss of opportunity to travel.

4. (b) This brochure, or web site, and relevant inserts were prepared many months in advance of your travel. As a result changes to travel arrangements are possible. First, the Company reserves the right to change any service, facility or price described in this brochure, or web site, and relevant inserts before the Client books. In this case the Client will be advised of relevant changes before his booking is accepted. Second, the Company reserves the right to change the Client’s travel arrangements after the booking has been confirmed. A change may be “major” or “minor”. A major change is a change of UK departure airport to one less convenient to the Client, a change of departure time by more than 12 hours (except a flight delay), or a change of accommodation to a lower grade than that booked. All other changes are minor. If there is a minor change to travel arrangements, the Company is under no obligation to notify the Client, nor to compensate the Client. However, in practice, the Company will endeavour to notify the Client of the change. If there is a major change to travel

arrangements, the Client will be offered the choice of alternative arrangements, if available, or a full and prompt refund of all money paid. If the Client chooses the alternative arrangements and they are more expensive than the travel originally booked, the Client must pay the difference, but, if they are cheaper, the Client will receive an appropriate refund.

5. After acceptance of the booking, if the Client cancels his arrangements, or does not take the flight booked, or does not arrive at his hotel on the expected date, or does not pay the balance of the travel price by the prescribed time, the Company (or supplier) may cancel the booking whereupon the Client will be liable to pay to the Company (or supplier) cancellation charges in accordance with the following scale:

Period before departure within which written cancellation is received	Cancellation charges as of % of total price
More than 50 days	100%
49-31 days	50%
Less than 30 days	100%

NB. Certain special fare air tickets and other services, such as hotel bookings during exhibition and other busy periods, are subject to different cancellation charges, in which case the Client will be informed at the time of booking, or it will be made clear in the brochure or web site. All cancellations from Clients must be sent in writing to the Company by recorded delivery and are only effective from the date of receipt.

6. If the Company consents in writing to a Client’s request for any amendment of a confirmed booking, the following scale of

Alternation made more than 50 days before	Cancellation charges as of % of total price
49-31 days	10% of the total travel cost
30-15 days	25% of the total travel cost
14-1 days	50% of the total travel cost
Days of departure	100% of the total travel cost

alteration charges will apply: NB. Certain special fare air tickets and other services,

such as hotel bookings during exhibition and other busy periods, are subject to different cancellation charges, in which case the Client will be informed at the time of booking, or it will be made clear in the brochure or web site. All cancellations from Clients must be sent in writing to the Company by recorded delivery and are only effective from the date of receipt.

7. Sub-clauses (a) – (e) below apply in respect of travel. Sub-clauses (f) applies in respect of other travel arrangements.

7. (a) Subject to clauses 8. (c) and 8. (d) below where the Client does not suffer personal injury or death, the Company accepts liability should any part of the Travel arrangements which the Client books with the Company not be supplied as described, and not be of a standard considered reasonable for the country being visited, in such a case, the Company will pay the Client reasonable compensation.

7. (b) Subject to clauses 8. (c) and 8. (d) below where the Client suffers personal injury or death as a result of an activity forming part of the travel arrangements, the Company accepts limited responsibility.

7. (c) The Company's acceptances of liability in Clauses 7. (a) and 7. (b) do not apply where there has been no fault on the part of the Company or its suppliers and the cause of the deficient travel arrangements or death or personal injury is the Client's own fault, the actions of someone unconnected with the Client's travel arrangements or one which the Company or its suppliers could not have anticipated or avoided, even with the exercise of all due care. Further the Company's acceptance of liability is subject to assignment by the Client to the Company of all the Client's rights against any agent or supplier of the Company, or any subcontractor to such agent or supplier, who is in any way responsible for the deficient travel arrangements or for the Client's death or personal injury.

7. (d) The Company's acceptance of liability to pay compensation pursuant to Clauses 7. (a) and 7. (b) is limited in accordance with international conventions governing air, sea, rail and road transport, copies of which are available for purchase through the International Civil Aviation Organisation on +44 (0)161 499 0023 or for download at <http://www.jus.uio.no/lm/air.carriage.unification.convention>.

*montreal.1999/doc*. Additionally, the Company's products offered for sale are provided by carriers, hotel keepers, car hire companies and other parties who have their own booking conditions of carriage and business and over whom we may have no direct control. Their booking conditions may strictly limit the circumstances in which compensation is payable to you by them and you agree to be bound by their booking conditions. Copies of their booking conditions are available on request. Please allow at least 28 days for the provision of such information. Our liability is limited to a maximum of twice the price of the services that you have booked attributable to the person affected even if the actual loss you suffer is more than that. This maximum applies where everything possible has gone wrong and you prove that no benefit or enjoyment has been obtained.

7. (e) Where the Client suffers any accidental illness, personal injury or death as a result of any activity not part of the travel arrangements made by the Company, the Company shall provide prompt advice and assistance. Where the personal injury, illness or death is the responsibility of a third party, excluding any supplier of any component part of the travel arrangements booked with the Company, the Company's advice and assistance will include financial assistance, at the Company's discretion and where appropriate, up to a maximum of £1,000 for the Client and any other person in the Client's party, to assist with the bringing of legal proceedings against such third party and you must repay this if you are successful in any claim against the person responsible. You must notify us in writing of the steps that you intend to take against the person responsible within 90 days of the relevant occurrence and obtain our written approval which will not be unreasonably withheld.

7. (f) As regards other travel arrangements, the Company acts only as a booking agent and has no liability whatsoever for any aspect of the arrangements made, and, in particular, has no liability for any death, personal injury or loss of whatever nature the Client may suffer.

8. Quotations, information and timetables provided by the Company to the Client are compiled in good faith, and are based on schedules, tariffs, prices, advance information and current exchange rates. Prices of travel are subject to change without notice until a confirmation as been

issued by the Company to the Client. The prices of other travel arrangements, and the prices of travel after confirmation, are subject to change only in accordance with the terms of clause 9.

9. The price of other travel arrangements is subject at any time. The price of travel is subject to surcharges on the following items for increases in: transportation costs, e.g. fuel, scheduled airfares, and any other airline surcharges which are part of the contract between airlines (and their agents) and the Company. Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations. In the case of favourable currency fluctuations the Company reserves the right to keep prices the same. Where surcharges are applied, the Company will absorb an amount equivalent to 2% of the travel price which excludes any amendment charges. Only amounts in excess of 2% will be surcharged but where a surcharge is payable there will be an administration charge of £1 together with an amount to cover agent's commission. In no event will a surcharge be imposed within 10 days of departure. If a surcharge on travel means paying more than 20% of the travel price the Client will be entitled to cancel his travel with a full refund of all money paid, except for any amendment charges and any money Company has paid out to its suppliers and has been unable to obtain a refund. Should the Client decide to cancel because of this, he must exercise his right to do so within 14 days from the issue date printed on the surcharge invoice. The exchange rates used to calculate prices are taken from [www.xe.com](http://www.xe.com).

10. At the time of going to press a visa is required to enter certain countries featured by the Company. Confirmation of the Client's booking does not guarantee the granting of such a visa nor does the visa, if granted, guarantee entry to the country concerned. The grant of a visa and/or permission to enter a country are exclusively within the domain of the relevant authority and are not matters for which the Company has, or accepts, any contractual responsibilities or liabilities. It is the Client's responsibility to make the necessary applications and to comply with any rules or regulations governing entry to a relevant country. If a visa is not obtained by the Client, cancellation charges in accordance with the scale set out in Clause 5. will apply. In addition, the Company will not accept

liability or consider a refund in cases when the Client is unable to travel due to an invalid or mislaid visa or passport.

11. As a condition of booking, it is the Client's responsibility to take out travel insurance and to make sure they have adequate cover.

12. As between the Client and airlines, railways, coach or shipping companies, the conditions of carriage of the relevant airline, railway, coach or shipping company will apply. Some of these conditions of carriage may limit or exclude liability and are often the subject of international agreements between countries. Copies of these conditions, where applicable, may be available for inspection at the offices of the Company or at the carrier concerned.

13. Flight times are provided by airlines and are subject to air traffic control measures. All methods of transportation are subject to weather conditions and the need for constant maintenance, and the ability of passengers to check in on time. While the vast majority of methods of transportation do depart on time, delays can occur and there is no guarantee that flights, ferries, ships, trains or coaches will depart at the time stated by the Company to the Client or on the ticket sent to the Client. The timings are estimates only and the Company does not have any liability to you for any delay which may arise. Where such delays arise the Company will not be liable for additional refreshments or appropriate meals, although in the cases of international flights the carrier, where possible, may provide refreshments and take further appropriate action. We suggest you check your travel insurance for possible cover for these events.

14. The information the Company provides is based on the information provided by the hotels, air, cruise and other travel products displayed in the brochure or on our website. For this reason the suppliers remain responsible for the correctness of this information. We therefore cannot guarantee that all the information is accurate and faultless, nor can we be held responsible for errors or inaccuracies in the supplied information. You should always check the provided information, before acting on the basis of the supplied information. Inclusion or offering for sale any of the products or services in this brochure, or web site does not constitute any endorsement or recommendation of such products or

services by the Company. The Company and its suppliers hereby disclaim all warranties, terms and conditions with regard to this information, products and services including all applied warranties, and conditions, of suitable quality, fitness for purpose.

15. The Company reserves the right in its absolute discretion to terminate the travel arrangements of any Client whose behaviour is such that it is likely in the opinion of the Company to cause distress, damage, annoyance or danger to the employees or property of the Company or any third party. If a Client is prevented from travelling on an aircraft, or staying in a hotel, because in the opinion of any person in authority at the airport or hotel (including, for example, the police, pilot, hotel manager, or security personnel) the Client appears by reason of intoxicating liquor, or misuse of drugs, or for any other reason, either to be unfit to travel or likely to cause discomfort or disturbance to other passengers or hotel guests, the Company's responsibility for the Client's journey or travel, including any return flight, or other travel services arranged, thereupon ceases. Full cancellation charges then apply and no refunds will be given. Furthermore the Company is then under no obligation whatsoever for compensation or costs the Client may incur in respect of, or as a result of, alternative arrangements the Client may make.

16. No claim will be entertained by the Company arising from the loss or confiscation of items from the Client by any authority, whether arising from a breach of laws or regulations of the relevant country, or otherwise.

17. In the unlikely event that the client has complaints about the accommodation or any other service provided by the Company, this should be reported to the relevant supplier so that steps can be taken to resolve the matter locally. Further, written evidence of any complaint should be obtained in the resort. Failure to comply with these requirements will substantially affect the client's legal rights. In particular, any entitlement which the Client would otherwise have to compensation may be extinguished or reduced. On return home the Client should follow up the complaint within 28 days of arrival, stating clearly all relevant travel details to enable the Company to identify and fully respond to the Client's complaint. The Company will

not consider any claims outside this period.

18. Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. The Company urges passengers to review any travel prohibitions, warnings, announcements and advisories issued by The Foreign and Commonwealth Office Travel Advice Unit prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found on the FCO's website currently located at <http://www.fco.gov.uk/travel>; or BBC Ceefax. Online medical advice for travelers can be found at the Department of Health's website currently located at <http://www.doh.gov.uk>. Otherwise, for medical advice regarding your journey, please contact your GP or the Department of Health. By offering for sale a particular international destination the Company does not represent or warrant that travel to such points is advisable or without risk and, is not liable for damages or losses that may result from travel to such destinations.

19. The Client agrees that in any action arising out of, or in connection with, this contract, English Law will govern and exclusive jurisdiction is conferred on English Courts, subject only to the permissible arbitration set out above.