

# Booking conditions

## Deposits

The following non-refundable deposits per person are required within 7 days of confirmation:

Hotels, Stopovers, Transportation .....\$100  
Independent, Escorted  
& Semi-Escorted Tours .....\$300

When more than one tour is booked, deposit and cancellation charges apply for each tour.

## Balance of payment

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

## eNett code 300526

### PaymentGate EET

## Credit card payments

Credit card payments incur a merchant fee of 1.5% for Visa and MasterCard and 3% for American Express.

## Amendments

One amendment may be made without charge; subsequent amendments will incur a service charge of \$55 per amendment.

## Documentation

Documentation is generally issued approximately 4 weeks prior to departure.

## Documentation re-issue

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

## Cancellations

Prior to commencement of travel arrangements, the following cancellation charges will apply:

## Independent arrangements & Tours

60 days or more.....loss of deposit  
59-30 days .....35%  
29-15 days ..... 50%  
14 days or fewer ..... no refund

## Rail & ferry tickets

Once rail or ferry tickets have been obtained by our suppliers there is no refund if cancelled. Reservations of most rail sectors are not normally available until 45 days prior to travel.

## Additional charges

### Minimum booking fee

A booking fee of \$55 will be charged in the following instances: bookings with a total value of less than \$500 and/or bookings consisting solely of 2 nights accommodation.

Please note: bookings for transfers, sightseeing, rail or ferry tickets can only be actioned with a minimum of 2 nights accommodation and will attract relevant minimum booking fees. We regret that we cannot accept bookings that consist solely of accommodation for 1 night.

## 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 unavailable - 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, ferry and transfer services. 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.

## Validity of prices/information January to December 2017

Prices in this brochure are correct at time of printing (Jan 2017). Due to circumstances beyond our control (major currency fluctuations, increased government charges, fuel and other surcharges) we may have to increase the total price of your travel arrangements prior to final payment. Clients can choose to make full payment at time of booking to avoid such possible increases. 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. Receipt of your payment signifies your acceptance of the costs of the services on your invoice.

## Passports & Visas

It is the responsibility of the passenger to ensure they have a current passport, valid for 6 months from the date of concluding travel arrangements. It is the traveller's responsibility to obtain the necessary visas before departure. Failure to do so will incur normal cancellation penalties.

## 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. Persons accepting these conditions 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 occurrences beyond its control incl. equipment breakdown, strikes and theft.

## 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.