



St. Petersburg, Hermitage Museum

Booking conditions

Deposits

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

Hotels, Stopovers, Transportation.....	\$100
Tailor-made, Escorted	
& Semi-escorted Tours	\$300
Tailor-made Rail Journeys.....	\$400
Tsar's Gold, Grand Trans-Siberian	
Express & Silk Road Private Trains	20%
Golden Eagle Luxury Train	Deposit varies dependent on the tour & cabin type
River Cruises	25%
Volga Dream.....	15%

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. Exceptions are: Tsar's Gold - 96 days prior, Grand Trans-Siberian Express - 96 days prior, Golden Eagle & Cruises - 76 days prior.

eNett code 300526
PaymentGate EET

Credit card payments

Credit cards payments incur a merchant fee of 1.2% for Visa and MasterCard and 2% 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 2-3 weeks prior to departure.

Cancellations

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

Tailor-made arrangements & Tours

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

Cruises

76 days or more	loss of deposit
75 - 65 days	45%
64 - 55 days	65%
54 - 35 days.....	85%
34 days or fewer	100%

Tailor-made Rail Journeys

60 days or more	loss of deposit
59 - 46 days	50%
45 days or fewer	no refund

Tsar's Gold & Silk Road

96 days or more.....	loss of deposit
95 - 50 days	50%
49 days or fewer	no refund

Grand Trans-Siberian Express

96 days or more.....	loss of deposit
95 - 66 days	30%
65 - 36 days	55%
35 - 20 days	80%
19 days or fewer.....	no refund

Golden Eagle Luxury Train

76 days or more	loss of deposit
75 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 60 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 (Rail Journeys and Golden Road to Samarkand tour incur

a late booking fee of \$55 for bookings within 4 weeks of travel). 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. Russian Travel Centre 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 Tailor-made 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 2018

Prices in this brochure are correct at time of printing (Jan 2018). 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. Upon receipt of final payment, Russian Travel Centre provides Visa Support documentation free of charge. Visa Support will only be provided for arrangements that have been booked by Russian Travel Centre. Detailed information for obtaining Russian visas in Australia can be found on the websites - Consulate General of Russia in Sydney: sydneyrussianconsulate.com and Embassy of the Russian Federation in Canberra: australia.mid.ru. For visas to Belarus consult the website of the Embassy of Belarus in Canberra: australia.mfa.gov.by

Responsibility

Russian Travel Centre 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 Russian Travel Centre. Persons accepting these conditions agree that neither Russian Travel Centre 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, 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.