

J&H TOURS PTY LTD
Travel Agent Licence 2TA5979
2009 BOOKING TERMS & CONDITIONS

Land Tour Inclusions

All travel arrangements as outlined in the tour itinerary for the land component of the tour including accommodation, meals, tours, transfers, internal flights and guiding. Where wine is included this is based on one bottle of red or white wine per couple per lunch or dinner unless specified otherwise. Only beer, wine and soft drinks are provided when stated; spirits and mixer drinks are at guest's own expense. Departure taxes and gratuities as per the tour itinerary. All information in the brochure is accurate to the best of our knowledge at the time of printing, however please note that changes to our tours can occur. J&H Tours will make every effort to keep you informed of any changes, but cannot be held liable for any alterations made to the published itineraries.

Land Tour Exclusions

Items of a personal nature, meals not specified in the itinerary, beverages except where specified, travel insurance, any excess luggage charges, passport and visa fees, tours away from the advertised tour, transfers outside of group transfers, or any item not mentioned in the itinerary.

Air & Land Packages

All airfares quoted for our 2009 program are based on economy class air travel and will be confirmed at time of booking. Business and first class fares are available and will be confirmed at time of booking.

Classic Cruise Connections Inclusions

Land Component – refer the land tour inclusions and exclusions listed above.

Cruise Component – refer to Silversea www.silversea.com or the Silversea 2009 Voyage Atlas for cruise inclusions, terms and conditions.

Baggage

Baggage allowances are as determined by individual carriers, and any unusual requirements will be clearly noted in pre departure information.

Tour Manager

All land tours are escorted by an experienced Tour Manager and Tour Escort Team. If any tour or part of a tour is not escorted, guests will be clearly advised in advance prior to the tour.

Tour Doctor

An Australian Doctor will accompany the land component of the tours and be available for providing immediate assistance, or facilitate transport to the nearest medical facility. A nominal fee will be charged for any medications dispensed. J&H Tours will not be responsible for any advice or treatment provided by the Tour Doctor.

Single Travellers

Single room supplements are available at an additional charge and included in the brochure price.

Tour Reservations

Tour reservations are to be made with J&H Tours located at:
Suite 6, 157 Gordon Street, PO Box 6747, Port Macquarie NSW 2444 Australia,

Phone: +61 2 6583 1788 Fax +61 2 6583 1995

Email: info@jhtours.com.au

Tour Deposits and Payments

J&H Tours Land Tour

\$A1000 tour deposit is required per person at the time of booking. Final payment for the tour is due 100 days prior to the nominated departure date. Acceptance of tour bookings will be on a first received basis

J&H Tours Classic Cruise Connections

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Cancellation by Guests

Cancellation of confirmed bookings result in costly charges from travel and hotel providers including penalties and fees. The date of tour cancellation is the date on which the written cancellation is received by J&H Tours. Therefore the following cancellation fees apply.

J&H Tours Land Tours

- 100 days or more prior to tour departure – Loss of deposit
- Between 0-99 days prior to tour departure – 100% of total booking cost

J&H Tours Classic Cruise Connections

There are two components for the cancellation of land/cruise tours. The land component will be the published price for the specific tour and the following cancellations apply to that price.

- 100 days or more prior to tour departure – Loss of deposit
- Between 0-99 days prior to tour departure – 100% of total land cost

The balance of the total cost will be regarded as the cruise component (total tour cost less land cost) and the following cancellation fees apply

- 100 days or more prior to tour departure – Loss of deposit
- Between 99 and 71 days prior to tour departure – 20%
- Between 70 and 31 days prior to tour departure – 50%
- Between 30 and 0 days prior to tour departure – 100%

No refunds will be made if you voluntarily leave the tour for any reason after the tour has begun. No refunds will be made for any accommodation, transport, sightseeing, meals or services not utilised. Please note that these conditions apply to J&H Tours land content only. Different fees may apply to airline tickets and Silversea cruises

Cancellation by J&H Tours

J&H Tours reserves the right to cancel any tour but will not cancel a tour less than 100 days before departure however reserves the right to cancel any tour, including a guaranteed tour, at any time prior to departure, due to terrorism, natural disasters, political instability or other external events which make it unviable or unsafe for J&H Tours to operate our planned schedule. If J&H Tours cancels a group tour on which you are holding a full-paid booking you may choose between an alternative tour or a full refund. The company is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment, etc. If the alternative tour chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference. If the alternative tour chosen is of a higher value then you will pay the difference in price.

Travel Insurance It is a condition of travel that you purchase travel insurance to cover against personal illness or accident, evacuation, cancellation, loss of baggage, etc. A copy of your travel insurance certificate is required prior to departure.

Delivery of Services

The tour operator is J&H Tours Pty Ltd (Travel Agent Licence 2TA5979). Your contract is with J&H Tours Pty Ltd which has made every effort to ensure that all products and services will be as represented in the brochure and/or itineraries. Please note that we cannot be responsible for the acts or omissions of suppliers or services or for any misrepresentation made by the supplier or third parties. All services are subject to the terms and conditions imposed by the suppliers and their liability will be limited by their conditions of carriage. Therefore J&H Tours Pty Ltd cannot assume responsibility for any claims, losses, damage costs or expenses of any nature. We reserve the right to alter or cancel any services, and inclusions may vary depending on weather, tour operator's arrangements or other uncertainties, and are subject to change.

Some photographs used in brochures and/or itineraries are representational only. Every endeavour will be made to provide the nominated sightseeing though no guarantees can be made. We reserve the right to change hotels, restaurants and tour services nominated in brochures and itineraries. Final payment must be received by way of cleared funds 100 days prior to departure date. Comprehensive travel insurance is essential, a condition of participating in the tour and is not included in the tour price. Travel insurance is a condition of booking and copies of coverage are required. Travel documentation will be provided approximately two weeks before departure. It is the guests own responsibility to contact their Doctor or the Travellers Medical and Vaccination Centre in their capital city for advice on health requirements for the destination(s) they are travelling to. The tour operator reserves the absolute discretion to decline any person's participation at any time during the program and cancel that person's participation in the tour, a pro rata refund will be applicable.

Currency Variation

The tours have been based on the exchange rate of €0.60 and \$US 0.90 to the Australian dollar. J & H Tours reserves the option to revise tour prices if there is more than a 5% variation in currencies used to pay for the tours. Should there be an adjustment necessary it will be confirmed at the time of final payment, which is 100 days before the specific tour departs.

Passport & Visas You must carry a valid passport and have obtained the appropriate visas when travelling with J&H Tours. Please ensure your passport is valid for 6 months beyond your return date. It is your responsibility to ensure that you are in possession of the correct visas for your travel. J&H Tours cannot accept responsibility if you are refused entry to a country because you lack the correct visa documentation.

Acceptance

Completion of the booking form together with the participant(s) signature(s) verifies acceptance of these terms and conditions.