



Booking Information for 2008

International Flights

We use scheduled services on all our long-haul flights to provide frequency and reliability at a competitive price. Most airlines operate a daily service from the UK, and, subject to individual airline schedules, flights are available from London and most regional airports.

Reconfirmation and Check In

On arrival at any destination or stopover point it is imperative that you reconfirm the reservation, timings and check-in details of your flight with the airline concerned, at least 72 hours prior to the departure. This action allows the airline to inform you of any unforeseen delays or changes to your itinerary and provides the airline with a contact for you.

Special Requests

Although we are happy to pass on any special requests such as seating, meal requirements and room type we cannot guarantee that such services will be provided as requested.

Transfers

We strongly recommend that you take advantage of the private transfer service offered by Silk Steps. On arrival at your destination you will be met by an English-speaking guide who will take you directly to the hotel and back to the railway station or airport on departure.

Hotels

We offer a wide variety of hotels, which we believe meet our clients' needs. However, we are able to offer many more, so please contact us if your favourite hotel is not mentioned. All our hotels exceed those 'off the beaten track' private facilities and are air-conditioned.

Group Bookings

If you are travelling with a group who are planning a special interest holiday, please contact us as we have a great deal of experience in arranging itineraries for groups who are looking for personal service which caters for their individual needs.

Travel Insurance

In your interest we insist you are adequately insured before travelling.

Please note that it is your responsibility to ensure that you acquaint yourself with the terms and conditions of your insurance policy.

Silk Steps will require a copy of the paid up policy and your Insurer must provide you with a 24 hour emergency telephone number. If you fail to mention any pre-existing medical conditions on application of your insurance, it may invalidate your insurance policy. Please contact Silk Steps on 01278 722460 or e-mail info@silksteps.co.uk if you would like to discuss your needs.

Price Guide

The sterling prices use an exchange rate of £1.00 = US\$1.85. Prices fluctuate with the exchange rate and will be confirmed at the time of invoicing.

Please note all itineraries are subject to change at short notice due to local conditions.

Financial Protection

Silk Steps are a fully licensed and bonded tour Operator and hold an Air Travel Organiser's Licence (ATOL), number 9722, issued by the Civil Aviation Authority.



Health

For the destinations featured by Silk Steps, no vaccinations are compulsory at the moment, but Tetanus, Polio, Cholera, Typhoid and Hepatitis A inoculations and anti-malarial tablets are advised. Some doctors recommend vaccinations for Meningitis and Japanese Encephalitis.

Please consult your doctor or Nomad Travel Health Line on 09068 633414 (calls cost 60p per minute), who will provide complete health advice on the area you are visiting.

Passport and Visas

British citizens require a full 10 year passport to visit all countries featured by Silk Steps. The passport must be valid for six months from the commencement of your trip, with at least two clean pages for each country visited. We can arrange visas (except for Ethiopia) on your behalf at the time of confirming the itinerary. To apply for the visa, please complete the Passport section of the Booking Form with the following information at the time of booking.

Full name (as per passport) passport number, nationality, date and place of birth, passport date of issue, expiry date and occupation.

Please contact us for visa requirements if you do not hold a British passport; you should take particular care as visa requirements may differ and it is most important that your passport contains the correct visa for your journey.

It is your personal responsibility to ensure that your passport is valid and contains the necessary visas and travel documents.

Environmental Issues

We consider the promotion of environmental awareness and conservation to be a key factor where tourism development is rapid and much of what visitors have come to see is under threat.

Silk Steps Policies

- Promote understanding and appreciation of local cultures and traditions
- Encourage environmental awareness in our local agents
- Use locally owned hotels, restaurants and local transport where practical
- Advocate local products and facilities to our clients
- To use efficient and, wherever possible, environmentally responsible forms of transport in the destinations we operate.

Silk Steps Nominated Charity For 2008

DORS (Development Organisation of Rural Sichuan) aims are to relieve absolute poverty by improving the education, living standards and economy of the people involved in its project. Long term aims are to create self-sustaining projects so that the villagers can continue to help themselves once DORS has moved on. The charity works closely with locals, encouraging them to find their own solutions to their problems. DORS then supplies the appropriate materials and funding for suitable projects. Projects take the form of simple rural credit schemes, drinking and irrigation supply projects, education and training programs and, more recently, agroforestry schemes

For every tailor-made booking, Silk Steps will donate the amount of £2 to DORS and if you wish to equal this contribution, then please can you indicate this when completing your booking form.



The Pacific Asia Travel Association is a non profit organisation for the promotion of travel to the Pacific and Asia.

Please contact us for detailed itineraries

Silk Steps Ltd Tel: 01278 722460 E-Mail: info@silksteps.co.uk Web: www.silksteps.co.uk



Booking Conditions

Silk Steps Ltd specialise in travel to unusual destinations, many of which remain relatively under developed by Western standards. We will do our best to provide what our customers request, but accommodation, schedules and other parts of the arrangements can be subject to alteration beyond our control and occurring at short notice. These conditions, together with relevant brochure descriptions and general information, form part of the Client's contract with the Company. In these conditions 'the Company' shall mean Silk Steps Ltd, a company registered in England and Wales under company number 5018992. 'The Client' shall mean the signatory of the booking form and everyone named in the booking or added subsequently.

1. BOOKING

a) There will be no contract between the Company and the Client until the Client has signed a booking form and paid a deposit of £250 per person and the Company has issued a Confirmation Invoice. However, for bookings made within 56 days of travel, a contract shall be deemed to exist once the Client has made the booking 'definite' by telephone and the Company has confirmed full holiday details, including a Booking Reference Number, on the telephone to the Client. Full payment will be due immediately on bookings made within 56 days of travel. (Subsequent cancellation of the holiday by the Client is subject to the charges in clause 5).

In signing the booking form, the Client accepts these conditions on his behalf and on behalf of all other persons named on the booking form, including those substituted or added by agreed amendment.

b) The balance of the price is payable not less than 56 days prior to departure date. If the balance has not been paid by 48 days prior to departure, the Company will cancel the booking and levy the cancellation charges set out in Clause 5.

c) The Company will try to arrange special requests to be met, but cannot guarantee that they will be, nor will the Company be liable if any special request is not met.

2. PRICE

The pound Sterling prices in this brochure are a guide price using an exchange rate of £1.00=US\$1.85. Prices fluctuate with the exchange rate and will be confirmed at the time of invoicing. The Company guarantees that the invoiced price of your holiday will not be subjected to any surcharges except for those resulting from Governmental action, currency fluctuations, airport charges and increases in scheduled airfares. Even then, the Company will absorb an amount equivalent to 2% of the holiday price (excluding the insurance premium and any other amendment charges) before passing on any surcharge to the Client. Should surcharges exceed 10% of the holiday price shown on the original Confirmation Invoice, the Client can decide to cancel the holiday and receive a full refund, excluding any non refundable cost such as visas. This option must be exercised within 14 days of the issue date shown on the surcharge invoice.

3. INSURANCE

In your interest, we insist you are adequately insured before traveling. The Company will require a copy of the paid up policy and your Insurer must provide you with a 24 hour emergency telephone number. If you fail to mention any pre-existing medical conditions on application of your insurance, it may invalidate your insurance policy. Please contact Silk Steps on 01278 722460 or e-mail info@silksteps.co.uk if you would like to discuss or needs.

4. AMENDMENTS BY THE CLIENT

The Company will make every effort to assist you if you wish to alter your arrangements. A fee of £75 per booking will be charged for each amendment to a confirmed booking to cover administration costs, plus all charges of whatever nature levied by the Company's suppliers. Client's should be aware that some suppliers, particularly airlines, may charge 100% cancellation fee and the cost of a new ticket. For an alteration within 8 weeks of departure, the Company will treat the alteration as a cancellation of the original holiday (attracting cancellation charges) and regard it as a new holiday booking. If the Client is prevented from taking up his booking by illness, jury service, redundancy, unavoidable work commitment or the death or serious illness of a close family member, the Client may transfer his booking to another person acceptable to the Company provided that:-

a) the transfer is requested in writing at least four weeks in advance and

b) the request is accompanied by documentary proof of the reason for the transfer, any tickets or vouchers already received from the Company, full details of the person who will take over

the booking, any balance due for the booking and the appropriate administration fee (see above) and

d) the person taking over the agreement agrees to be bound by the booking conditions.

5. CANCELLATION BY THE CLIENT

a) All cancellations must be advised in writing to the Company and signed by the signatory of the booking form. Insurance premiums are non-refundable. Should one or more member(s) of a party cancel it may increase the person holiday price of those still travelling. In the event of cancellation by the Client the following cancellation charges will be made together with the insurance premiums:-

Cancellation Period Before Departure Charge as a proportion of Tour Invoiced Cost:-

49 days - or more	Deposit only
48 days - 29 days	30%
28 days - 15 days	60%
14 days - 0 days	100%

b) Cancellation shall only be effective from the day written notification is received by the Company by recorded or registered mail. Attention is drawn to the insurance cover available.

6. CANCELLATION OR AMENDMENT BY THE COMPANY

Occasionally we do have to cancel bookings - the main reason being low bookings (Low bookings is where an insufficient number of people have booked the arrangements to make their operation financially viable in the advertised form). The company reserves the right to do so at any time up to 56 days before departure date. If the Company cancel in such circumstances we offer an alternative holiday or refund all monies paid by you, but the Company will be under no other liability. The Company will never cancel a holiday because of low bookings less than eight weeks before departure.

a) If the Company makes a major change or cancels the holiday within 56 days of departure the Client will have the choice of:-

- accepting the cancellation or changed arrangements; or
- taking another available holiday with the Company (if it is more expensive the Client must pay the difference, but if it is cheaper the Company will make an appropriate refund); or
- (in the case of a major change) cancelling the holiday and receiving a full refund.

A major change is a change of International airport (except between airports serving the same city), a change of destination offered. Any other changes are minor. Compensation will not be paid to the Client where a major change arises from 'force majeure'. Force Majeure means unusual and unforeseeable circumstances beyond the Company's control, the consequences of which neither the Company nor its suppliers could avoid, including, but not limited to war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, fire, flood, adverse weather conditions or the threat of any of these. If there is a minor change, the Company is not obliged to notify the Client, although it will try to do so, nor is liable to pay compensation.

b) Occasionally, local difficulties or circumstances beyond our control necessitate minor changes to routes, accommodation or other arrangements. If the Company becomes unable to provide a significant proportion of a holiday after it has commenced, the Company will make suitable alternative arrangements for the Client at no extra charge to the Client or, alternatively, arrange for the Client to be returned to his point of departure and to receive a pro-rata refund for any ground arrangements not received.

c) If the Client fails to pay the balance of the holiday price at least 48 days before departure, the Company will treat the booking as cancelled and levy the cancellation charges set out in clause 5.

7. AIRLINES

Flight times are provided by the airlines and are subject to change because of such matters as air traffic control restrictions, weather conditions and technical problems. Flight timings are therefore estimates only and cannot be guaranteed. The Company will not be liable if the flight is delayed. In the event of a delay, airlines generally provide refreshments and accommodation as they deem appropriate. Where it is able to do so, the Company will use its best endeavours to ensure that appropriate arrangements are made. In addition, the Client may be entitled to claim under the flight delay section of their travel insurance policy.

As between the Client and any individual airline, the airline's standard conditions of carriage will apply. These may limit or exclude liability in accordance with relevant international Conventions. Copies of these Conventions are available from the Company on request.

8. THE RESPONSIBILITY OF THE COMPANY

The Company will take reasonable care to ensure appropriate standards are met in the provision of the Client's holiday. The descriptions, information and opinions given in the general information and brochures by the Company are given in good faith, based on information available at the time of printing.

a) Subject to paragraphs (c) and (e) below, the Company accepts liability if the Client suffers illness, personal injury or death ('a misadventure') as a result of an activity forming part of the holiday booked with the Company.

b) Subject to paragraph (c) and (e) below, in any case other than a misadventure, the Company accepts responsibility, if the arrangements which the Company has agreed to provide are not as described in this brochure and are not of a reasonable standard ('a deficiency'). In such circumstances, the Company will pay the Client reasonable compensation having regard to the Client's particular circumstances.

c) The Company's acceptance of liability in paragraph (a) and (b) above does not apply where there has been no fault on the part of the Company nor any of its suppliers because the cause of the misadventure or deficiency is the Client's own fault, the actions of someone unconnected with the holiday booked with the Company or a cause which neither the Company nor its suppliers could have anticipated or avoided even exercising all due care. Further, the Company's acceptance of liability is conditional upon the misadventure or deficiency in question and on the Client giving his full co-operation if the Company or its insurers wishes to enforce those rights or exercise a right of subrogation.

d) Notwithstanding any other provisions of this clause, the Company's liability and/or the amount of compensation payable by the Company is limited in accordance with relevant international Conventions, as amended, namely the Warsaw Convention, the Geneva Convention and the Paris Convention. Copies of all relevant Conventions are available from the Company on request.

9. RESPONSIBILITIES OF THE CLIENT

General information concerning passport, visa and health requirements applicable to British Citizens are set out in the Essential Information (If you are not a British Passport holder contact Silk Steps for further information). However, such requirements are subject to change and the Client is responsible for checking current requirements before departure. The Company will not be liable for Client's missing flights, losing or destroying travel documents, nor will refunds be given for failing to take up any component of the holiday. The Company will not be liable for any failure by the Client to discharge these responsibilities and the Client will have to reimburse the Company for any costs it incurs as a result of such failure on the part of the Client.

10. PROBLEMS OR COMPLAINTS

In the unlikely event that you have a complaint about any aspect of your itinerary, we will always do our best to resolve it. All complaints must be made at the time of occurrence to the Company's Courier or Local Agent and to the suppliers of the facility or service concerned to allow the Company the opportunity to rectify the cause of the complaint, failing which the Client's legal rights will be reduced or even extinguished. Any claims whatsoever against the Company must be submitted in writing to the Company in the UK within 28 days of the Client's return. Disputes arising out of or in connection with this contract which cannot be amicably settled may (if the Client wishes) be referred to a Court of Law.

11. PROTECTION OF CLIENTS MONIES

Silk Steps Ltd has arranged a bond lodged with the Civil Aviation Authority for holidays and travel arrangements in this brochure and we hold Air Travel Organisers Licence (ATOL) number 9722.

12. THE LAW

These conditions, together with relevant brochure descriptions, form part of the Client's contract with the Company. These booking conditions apply to the signatory of the booking form and everyone named in the booking or added subsequently. This contract and any matters arising from it are governed by the law of England and Wales and are subject to the jurisdiction of the courts of England and Wales.

Silk Steps, Odyssey Lodge, Holy Well Rd, Edington
Bridgwater, Somerset, England, TA7 9JH
E-Mail: info@silksteps.co.uk, Web: www.silksteps.co.uk

Please read the booking conditions carefully before completing this form in BLOCK CAPITALS. Please return to Silk Steps Ltd with your deposit or full payment.

Details of persons travelling (as shown on the passport)

	Title	Forenames	Surname
1			
2			
3			
4			
5			

Visa application details (as shown on the passport)

	Passport number	Nationality	Date of Birth	Expiry Date	Occupation
1					
2					
3					
4					
5					

Travel Insurance

It is your responsibility to ensure that you take out adequate insurance cover.

You MUST complete the name of your insurance company with their emergency service company and its telephone number.

Insurer:

Policy number:

Emergency Service Telephone:

Holiday Details

Destination:

Booking number:

Your Silk Steps Consultant:

Travel Dates Departure Return

Type/no. Of Twin Double Singles Triples

Rooms Required

Departure Airport:

Special diets:

Special requests:

Travel Agent's Stamp

Declaration

I confirm that I have read, understood and accept the Silk Steps Ltd Booking conditions together with the brochure description and prices quoted. I am authorised to accept these on behalf of all persons included in this booking form.

Details of person signing the booking form to whom all documents will be sent

Full Name:

Address:

Post Code:

Daytime Tel:

Evening Tel:

E-Mail:

Emergency Contact Tel when travelling:

Payment Details

Credit card(Access, Visa, Eurocard, Delta and Mastercard only), cash, bank transfers and personal cheques are all accepted and payable to 'Silk Steps' (or if applicable to your travel agent). A service charge of 2% will be levied to cover costs incurred when paying with a credit card.

Deposit @£250 per person.....£

Full Payment.....£

Donation to DORS.....£

Total.....£

Credit Card No. _ _ _ _ _

Expiry Date/Name

Security code _ _ _ Issue No. _ _ _ (if applicable)

Signature/Date

Name

Date

Signature
