

OGU 2011



17 – 19 May 2011

NEC UzExpoCentre &
Intercontinental Hotel, Tashkent, Uzbekistan

15th Uzbekistan International Oil & Gas
Exhibition & Conference

ACCOMMODATION & TRAVEL SERVICES MANUAL

ctms
Corporate Travel Management Solutions
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ctms
BEYOND CORPORATE TRAVEL



AN INTRODUCTION TO ctms

ctms - CORPORATE TRAVEL MANAGEMENT SOLUTIONS

ctms has, for the last 16 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.

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 Tashkent
- Meeting & Event Planning
- Travel Policy Management & Consulting
- Travel Expenditure Reporting & Analysis
- Private Air Charter
- VIP Services

PAGE DETAILS

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IMPORTANT VISA INFORMATION

The majority of people travelling will require a VISA

What type of VISA do I need?

BUSINESS VISA:

If you are attending the Exhibition as an exhibitor or expect to undertake business whilst there we recommend that you travel on a Business visa. Your inviting partners from the Republic of Uzbekistan should submit a Visa Support Letter to the Ministry of Foreign Affairs in Tashkent (or one of the departments of the Ministry located in Nukus, Samarkand, Bukhara, Khiva). Visas will only be issued by the Consulate upon confirmation from the MFA that this visa support letter has been accepted and authorised.

Please note: ITE is not responsible for providing this documentation.

TOURIST VISA:

If you are simply visiting the exhibition and not conducting business you can travel on a tourist visa. We can apply for a Visa Support Letter via the Ministry of Foreign Affairs in Tashkent for you if required. ***Please note that visa supports can only be obtained with an actual hotel booking. The hotel will register your arrival with the local police.***

A Visa Support Letter is not required by citizens of Austria, Belgium, France, Germany, Italy, Japan, Spain, Switzerland or the USA provided you apply for the visa in your country of citizenship.

How long does it take to obtain the VISA supports?

These are issued in Tashkent (Uzbekistan) by the relevant ministry. Applications are processed in 20 working days.



IMPORTANT VISA INFORMATION (CONTINUED)

Checklist of requirements for ordering your VISA support letter:

1. A clear colour scanned copy of your passport
2. Visa support order form (see Page 04)

How your VISA support is delivered to you:

Once we have your invitation details and confirmation number it will be emailed to you. The MFA will then authorise your chosen Consulate to issue your visa. Please check with this Consulate that they have received your confirmation number before applying; only once this authority has been received by them can you then apply for your visa.

Once the above has been obtained you will need to submit the following documents to the consulate in order to apply for your visa:

VISA application checklist:

1. VISA Support Letter
2. Completed application form (x2)
3. Your original passport
4. Two recent passport type photograph(s)
5. An introductory letter (if applying for a business visa)
6. Any other documents that may be required
7. Payment of the relevant consulate fees

Uzbekistan Visa Support Order Form

Please complete the form in full and return it to us along with a clear colour-scanned copy of your passport's information page (the one with your picture and signature)
Please email this form to visas.uk@ctmstravel.com

Please type or write clearly. A separate form should be completed for each visa required.

Exhibition Name

City

1 About You & Your Visit

Last Name

First Name

Middle Name

Sex

Male Female

Date of Birth (dd-mm-yyyy)

Country of Birth

Have you been to Uzbekistan before? If yes, when?

Entry date to Uzbekistan

Exit date to Uzbekistan

Visa to be collected in which city/country?

List the cities to be visited during your stay in Uzbekistan

Country of Permanent Residence

2 Passport Information

Your passport must be valid for at least 6 months beyond your exit date from Russia.

Present Citizenship

Passport Number

Issued Date (dd-mm-yyyy)

Expiry Date (dd-mm-yyyy)

3 Place of Work

Company Name

Position

Phone

Email

Address (including country)

4 Payment

Cardholder's Name (as it appears on the credit card) †

Cardholder's Telephone

Cardholder's Fax

Cardholder's Email

Cardholder's Billing Address †

Card Number

Expiry Date

Security Code*

Card Type

Visa / MasterCard / Diners / Amex / Credit / Debit (delete as appropriate)

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

5 Order an Entry Visa Support

Visa Support Fee

£ 80.00

Courier Fee (if applicable)*

-

Processing Fee (incl. of VAT)

£24.00

Total

£104.00

Continued overleaf...

Uzbekistan Visa Support Order Form

Please complete the form [in full](#) and return it to us [along with a clear colour-scanned copy of your passport's information page](#) (the one with your picture and signature)
Please email this form to visas.uk@ctmstravel.com

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to ctms' 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. 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 applied.

Cardholders Signature*

Date*

--	--

* Mandatory fields.

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments

Account Name: ctms Ltd

Sort Code: 20-06-05

Account Number: 60401382

IBAN: GB21BARC20060560401382

SWIFT: BARCGB22

For euro (EUR) payments

Account Name: ctms Ltd

Sort Code: 20-06-05

Account Number: 59819666

IBAN: GB16BARC20060559819666

SWIFT: BARCGB22

Please ensure payment reaches us without any deductions. VAT applies on the service fee element of the visa rate to UK companies and EU companies unable to provide a VAT number.

VAT number *(required from EU companies / not applicable to UK companies)*

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.

Uzbekistan Visa Procurement Application Form

If you are in the UK we can lodge your visa application at the London Consulate for you. Application are lodged at the Consulate at 0900 hours Monday - Friday. All applications will be lodged the day following receipt by our office. The consulate has two processing times for issuing visas; next day or 5 working days. Your passport & visa will be ready the day after we receive them from the Consulate - we will then post back to you or you can collect.

Please complete this form and send it to us along with the following documents:

- Your passport (valid for at least 6 months after your invitation expiry date)
- One passport-type photograph
- Visa support letter (invitation)
- Visa application form (typed on-line then printed off and signed)
- Letter of introduction (if you're applying for a Business visa)
- + any others documents required

1 About You & Your Visit

Last Name

First Name

Entry date Exit date

Lodging Fee	£60.00
Consulate Fee	£
Total	£

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.

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.

2 Uzbekistan Consulate Fees

Consular Processing Time	Single Entry
Up to 15 days	USD \$70
Up to 30 days	USD \$80
Up to 6 months	USD \$140

Card Holders Signature* **Date***

* Mandatory fields.

3 Payment (Card Holder Details)

Name

Tel Fax

Email

Billing Address

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments	For euro (EUR) payments
Account Name: ctms Ltd	Account Name: ctms Ltd
Sort Code: 20-06-05	Sort Code: 20-06-05
Account Number: 60401382	Account Number: 59819666
IBAN: GB21BARC20060560401382	IBAN: GB16BARC20060559819666
SWIFT: BARCGB22	SWIFT: BARCGB22

Please inform us once you have sent your bank transfer so we watch for its arrival.

Please ensure ALL bank charges are paid for; the amount shown above must reach our account without any deductions

Card Type

Please debit my Visa / MasterCard / Diners / Amex / Credit / Debit
(delete as appropriate)

Card Number

Expiry Date / Security Code*

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

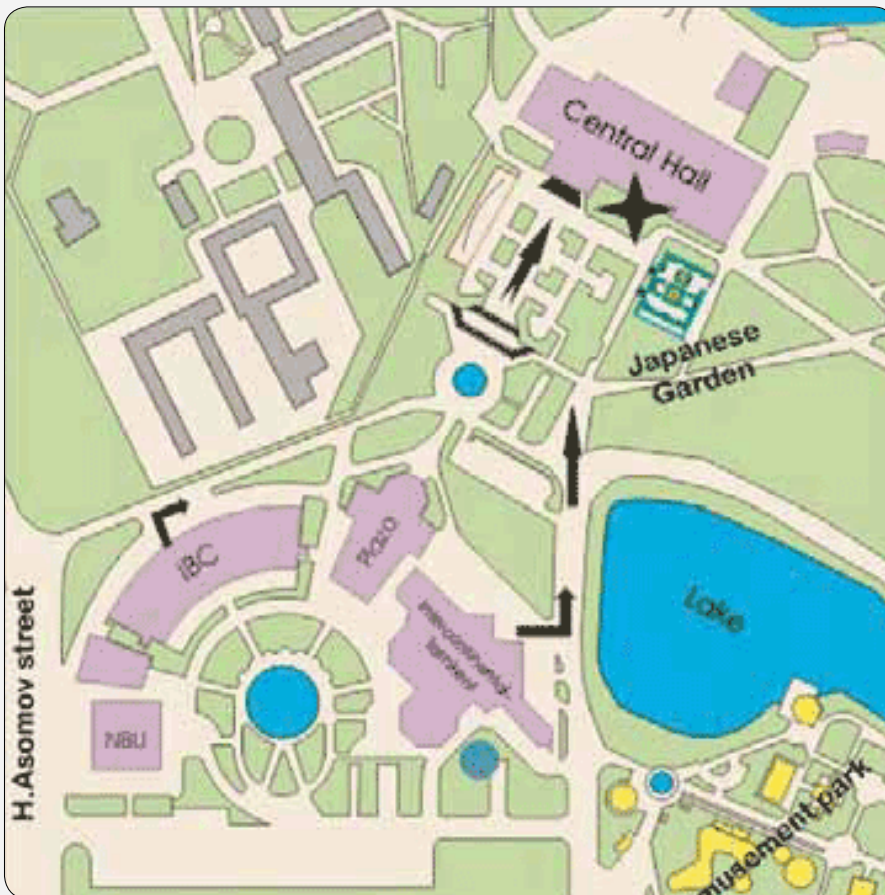
EXHIBITION VENUE & HOTEL LOCATIONS

There is a very high demand for hotel rooms in Tashkent, 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.



“Uzexpocentre” NEC
107, Amir Temur street
Tashkent, 700084

Nearest Metro station is “Bodomzor”

Nearest Bus stop is located outside the “Inter-Continental Tashkent”
Tashkent is the only city in the Central Asia, which has a metro.
The metro construction was started in 1973 and in 1977 the first line began to operate. Today Tashkent metro - has 36 stations and they all differ from each other. Architectural and artistic decoration of each station depicts its name.

SUGGESTED ACCOMMODATION INCLUDES...

Intercontinental Hotel ★★★★★

Address:

Room Rates: Available on Application Breakfast: TBA

Nearest underground station: Bodomzor

This hotel is ideally situated; it is within walking distance of the International Exhibition Centre (UzExpo Centre); located next to the National Bank, close to shopping arcades and the business district.

Two gourmet restaurants, Fitness Club, Therapy Centre with pool, sauna, solarium, steam bath, massage, and gym. The "Crystal Ballroom", the "Amir Timur Hall. 24- hour room service.

Room features include: Telephone, Satellite-TV, Hairdryer, Writing Desk, Mini-bar, Internet access, air conditioning.

The hotel offers an airport pick-up service.

Cancellation Policy: Available on Application

107 A, Amir Temur Street
Tashkent 700084

Tel.: +998 71 12 07 000

Fax: +998 71 12 06 459



Radisson SAS Hotel ★★★★★

Address:

Room Rates: Available on Application Breakfast: TBA

Nearest underground station: Bodomzor

Centrally located this hotel is close to the International Exhibition Centre (UzExpo Centre), Capital Business Centre, Japanese garden, Aqua and Entertainment parks.

The hotel offers 111 well designed rooms equipped with air- conditioning, satellite-TV, internet, safe, minibar. The "Bosphorus" restaurant serves an exciting variety of Mediterranean dishes. Fitness club. swimming pool, sauna, steam bath, and massage.

The rooms have Telephone, satellite TV, minibar, air-conditioning, bathroom.

Cancellation Policy: Available on Application

88, Amir Temur Street,
Tashkent 700084

Tel.: +998 71 12 04 900

Fax: +998 71 12 04 905



SUGGESTED ACCOMMODATION INCLUDES...

Hotel Dedeman Silk Road ★★★★★

Room Rates: Available on Application Breakfast: TBA

Nearest underground station: TBA

Hotel Dedeman is centrally located perfect on the junction of two of the city's main streets - Amir Temur and Navoi streets, not far from the Amir Temur Square. Most of the business and government offices are located within 10 minutes drive from the hotel.

The hotel offers swimming pool, fitness centre, the Pasha night club, Business centre with fax, internet, computers, and copy machine.

Room features include: Telephone, Satellite-TV, Hairdryer, Writing Desk, Mini-bar, Internet access, air conditioning.

Cancellation Policy: Available on Application

Address:

Amir Temir Str., C 4, N
7/8 700000, Tashkent

Tel.: +998 71 12 03 700

Fax: +998 71 13 44 242



Tashkent Palace Hotel ★★★★★

Room Rates: Available on Application Breakfast: TBA

Nearest underground station: TBA

This is a former Le Méridien property ideally located in the heart of Tashkent, opposite the famous Alisher Navoi Opera House and only 15-20 minutes from the airport.

The Hotel offers 250 elegantly appointed and uniquely decorated rooms with an excellent views of the Opera House. 3 international style restaurants, private dining room, "Piano" and "Jazz" bars. Swimming pool, sauna, massage, solarium and fully equipped fitness club.

Room features include: Telephone, Satellite-TV, Hairdryer, Writing Desk, Mini-bar, air conditioning.

Cancellation Policy: Available on Application

Address:

56, Buyuk Turon Street
Tashkent 700029

Tel.: +998 71 12 05 800

Fax: TBA



SUGGESTED ACCOMMODATION INCLUDES...

Grand Mir Hotel ★★★★★

Address:

Room Rates: Available on Application Breakfast: TBA

Nearest underground station: TBA

The Grand Mir Hotel designed in classic oriental style, with elegant restaurants, well appointed rooms and many other extra services. The Hotel is located in one of the colourful parts of downtown of Tashkent, only 5 km from Tashkent International Airport.

Bar, "Sultan" restaurant, Fitness & Business Centres.

Room features include: Telephone, Satellite-TV, Hairdryer, Writing Desk, Mini-bar, Internet access, air conditioning.

Cancellation Policy: Available on Application

2, Kunaeva Street,
Tashkent 700031

Tel.: +998 71 14 02 000

Fax: +998 71 14 02 040



Hotel Expo ★★★★★

Address:

Room Rates: Available on Application Breakfast: TBA

Nearest underground station: TBA

Built in spring of 2004, the hotel is located in the centre of Tashkent next to the International Exhibition Centre (Uzexpo Centre) on the bank of the Boz-Su River .

The hotel is situated in a park and within walking distance can be found the Aquapark and the Japanese Garden . The hotel is located within 10 minute drive from main business and administrative centre of the city.

Well equipped business centre with internet access, fax, printer, copier, and scanner.

Restaurant "Sindbad" offers a variety meals on the open terrace on the bank of the Boz-Su.

It offers 30 twin rooms and 2 luxury rooms. Each room is well furnished and includes airconditioning, minibar, satellite TV, phone and radio.

Cancellation Policy: Available on Application

107 Amir Temir Str.,
Tashkent 700080

Tel.: +998 71 13 43 494

Fax: TBA



Accommodation Request Form (Individual)

Please type or write clearly. A separate form should be completed for each room required.

Exhibition Name

1 Personal Details

First Name*

Last Name*

Accompanying Person's Name* (if sharing)

Nationality*

Email Address*

Telephone Number*

*Mandatory fields

2 Hotel Confirmation

I am confirming my individual accommodation requirement as follows.

Your Hotel Choice:

Please provide your 3 preferred choices here:

1st Choice

2nd Choice

3rd Choice

Room Type

Per Night Rate

Single

Twin

Double

Suite

Arrival Date

Departure Date

Number of Nights

Do you require an early check in? *(field to tick)*

If yes, what time do you expect to arrive at the hotel:

Please note: International check in time is normally from 15:00hrs onwards. Check in prior to this time is dependent on occupancy of the hotel space the night before, and is at the discretion of the hotel management. To guarantee check in before 15:00hrs accommodation must be booked for the previous night.

Do you require late check out? *(field to tick)*

Late check out is subject to availability and at the discretion of the hotel management. Some hotels will charge a 'Reduced day rate' for check outs past midday and before 19:00hrs. After that time, a full 24hr rate will normally apply. Charges can be supplied on request.

It is the responsibility of each individual traveller to inform the hotel directly of any medical or dietary requirements.

3 Payment

Please provide your credit card details to confirm your reservation. Your booking cannot be accepted without these details. **All sections must be completed.**

Please debit my Visa / MasterCard / Amex *(delete as appropriate)*

Card Number

Expiry Date

Security Code*

Cardholder's Name *(as it appears on the credit card)* †

Cardholder's Billing Address †

Invoice Address

Signature †

Date

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments

Account Name: ctms Ltd

Sort Code: 20-06-05

Account Number: 60401382

IBAN: GB21BARC20060560401382

SWIFT: BARCGB22

For euro (EUR) payments

Account Name: ctms Ltd

Sort Code: 20-06-05

Account Number: 59819666

IBAN: GB16BARC20060559819666

SWIFT: BARCGB22

Please ensure payment reaches us without any deductions.

VAT applies on the service fee element of the hotel rate to UK companies and EU companies unable to provide a VAT number.

VAT number *(required from EU companies / not applicable to UK companies)*

4 Hotel Booking Conditions

A) Confirmation of Reservation

When your request form has been received, ctms will send an email to you confirming your reservation.

B) Availability

All booking requests are subject to availability.

C) Changes

Any changes should be made in writing to ctms. Changes must not be made directly with the hotel. An amended accommodation confirmation will be sent to you to confirm that the change has been made. Any amendments to arrival dates that are made within **1 week** of arrival cannot be guaranteed.

D) Cancellations

Cancellations must be made in writing to ctms. Verbal cancellations are not acceptable. Cancellations may incur the payment of the full cost of your stay.

E) Non-arrivals/No-shows

If you do not arrive on the date previously advised your room will be subject to the same charge applied to cancellations.

F) Booking Fee

ctms charge a GBP30+VAT administration fee for all hotel reservations made. This fee is not refundable.

G) Credit Card Charges

The card services provider makes a charge for making payment by credit card. This is currently 3%. Debit cards or payment by bank transfer, bank draft or cheque do not incur this fee.

H) Signature

By signing this form I, declare to accept the hotel booking conditions as well as the cancellation policy. Full T&Cs available on request.

Signature*

Date*

* Mandatory fields.

Please type or write clearly.

Exhibition Name

1 Personal Details

Lead Passenger's Name (as it appears in passport)

Accompanying Person's Name (if sharing)

Mobile Phone Number (for driver)

*Mandatory fields

2 Flight Details

I am confirming my individual transfer requirements as follows.

Arrival details

Flight No.	<input type="text"/>	Date	<input type="text"/>
From	<input type="text"/>	To	<input type="text"/>
Arrival time	<input type="text"/>	To (Drop off point)	<input type="text"/>

Departure details

Flight No.	<input type="text"/>	Date	<input type="text"/>
From	<input type="text"/>	To	<input type="text"/>
Departure time	<input type="text"/>	From (Pick up point)	<input type="text"/>

Car Type

Standard	<input type="checkbox"/>	Luxury	<input type="checkbox"/>
Mini-bus	<input type="checkbox"/>	Number of seats required (Mini bus only)	<input type="text"/>

Meeting text

Please indicate whether you have any special requirements

3 Payment

Please provide your credit card details to confirm your reservation. Your booking cannot be accepted without these details. **All sections must be completed.**

Please debit my Visa / MasterCard / Amex (delete as appropriate)

Card Number

Expiry Date / **Security Code***

Cardholder's Name (as it appears on the credit card) †

Cardholder's Address †

Signature†

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments	For euro (EUR) payments
Account Name: ctms Ltd	ctms Ltd
Sort Code: 20-06-05	20-06-05
Account Number: 60401382	59819666
IBAN: GB21BARC20060560401382	GB16BARC20060559819666
SWIFT: BARCGB22	BARCGB22

Please ensure payment reaches us without any deductions.

VAT applies on the service fee element of the hotel rate to UK companies and EU Companies unable to provide a VAT number.

VAT number (required from EU companies only / not applicable to UK companies)

4 Transfer Booking Conditions

Reservations can only be accepted if you have previously booked, or are booking simultaneously, your hotel accommodation.

A) Confirmation of Reservation

When your request form has been received, ctms will send an email to you confirming your reservation.

B) Availability

All booking requests are subject to availability.

C) Changes

Any changes should be made in writing to ctms. Changes must not be made directly with the supplier. An amended transfer confirmation will be sent to you to confirm that the change has been made. Any amendments to arrival transfers that are made within 1 week of arrival cannot be guaranteed.

D) Cancellations

Cancellations must be made in writing to ctms. Verbal cancellations are not acceptable. Cancellations may incur the payment of the full cost of your transfer(s).

E) Non-arrivals/No-shows

If you do not arrive on the date previously advised your transfer(s) will be subject to the same charge applied to cancellations.

IMPORTANT: If for some reason you are unable to locate the driver or are unhappy with the services received, you must contact the supplier (detailed on your voucher) immediately. Do not arrange alternative transportation first; it is almost impossible for us to investigate and we can not guarantee any potential compensation/refund.

F) Waiting time

Waiting time at airport is free of charge for 2 hours. Upon expiration of this time the driver is entitled to leave the airport without further notice. If you are delayed at immigration or customs, for example, please contact the supplier so the driver can be informed. Additional waiting time shall be billed at standard hourly rates. On departure free waiting time is 30 minutes, all additional waiting time is charged at an hourly rate and will be billed to you additionally.

G) Booking Fee

ctms charge a GBP20+VAT administration fee for all transfers reservations made (either one-way or return). This fee is not refundable.

H) Credit Card Charges

The card services provider makes a charge for making payment by credit card. This is currently 3%. Debit cards or payment by bank transfer, bank draft or cheque do not incur this fee.

I) Signature

By signing this form I, declare to accept the hotel booking conditions as well as the cancellation policy. Full T&Cs available on request.

Signature*

Date*

<input type="text"/>	<input type="text"/>
----------------------	----------------------

* Mandatory fields.

TOURS

In centuries past, the present capital of Uzbekistan was called Chachkand / Shashkand before being slightly changed to Tashkand and eventually Tashkent.

Tashkent has always been an important international transport junction. Unfortunately, only a small part of its architectural past is preserved, due to demolition of historical and religious buildings after the revolution of 1917 and a massive earthquake on 26 April 1966.

Some old buildings lie in the old town to the west of downtown. A myriad of narrow winding alleys, it stands in sharp contrast to the more modern Tashkent. Of interest among the older buildings are the 16th century Kukeldash Madrassah, which is being restored as a museum, and the Kaffali-Shash Mausoleum. Many of the Islamic sites in Tashkent, like Khast-Imam structure, are not open to non-Muslims, and visitors should always ask permission before entering them.

Tashkent houses many museums of Uzbek and pre-Uzbek culture. These include the State Art Museum, which houses a collection of paintings, ceramics and the Bukharian royal robes. The Museum of Decorative and Applied Arts exhibits embroidered wall hangings and reproduction antique jewellery. As important historical figures, such as Amir Timur - better known as Tamerlane in the West - are being given greater prominence, the exhibits and perspective of the museums are also changing.

DAY TRIP TO SAMARKAND

Early morning transfer to the train station. Take a comfortable and fast train at 7:00 am to Samarkand.

Arrival to Samarkand at 11:00 a.m. Guided sightseeing tour in Samarkand.

At 16:30 transfer to the train station. Take the train back to Tashkent. Transfer to the hotel.





BOOKING CONDITIONS (1/3)

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 total price
More than 50 days	10%
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 alteration charges will apply:

Alteration made more than 50 days before	£25
49-31 days	10% of the total travel cost
30-15 days	25% of the total travel cost
14-1 day	50% of the total travel cost
Day of departure	100% of the total travel cost

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

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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 sub-contractor 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.

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 web-site. 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,



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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 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.