

TUROGE 2009



11-13 March 2009

Ankara, Turkey
Sheraton Hotel & Convention Centre

8th Turkish & Black Sea International
Oil & Gas Showcase & Conference Centre

ACCOMMODATION & TRAVEL SERVICES MANUAL

CTMS
Corporate Travel Management Solutions
Garden Studios, 11-15 Betterton Street,
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www.ctms-exhibitions.com

ctms
BEYOND CORPORATE TRAVEL

AN INTRODUCTION TO CTMS

CTMS - CORPORATE TRAVEL MANAGEMENT SOLUTIONS

CTMS has, for the last 15 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 Ankara
- Meeting & Event Planning
- Travel Policy Management & Consulting
- Travel Expenditure Reporting & Analysis
- Private Air Charter
- VIP Services

PAGE DETAILS

Page 02: How to obtain your VISA

Page 03-04: VISA Application Form

Page 05: Suggested Accommodation

Page 06-07: Hotel Booking Form

Page 08-10: Booking Conditions

IMPORTANT VISA INFORMATION

What type of VISA do I need?

You may need a visa for Turkey; please contact us for the latest requirements or you may check yourself by visiting www.e-konsolosluk.net where a simple questionnaire will confirm whether you need a visa or not.

Remember to give yourself enough time to obtain your visa, should you require one, and to make your travel arrangements; depending upon your nationality this can take up to 4 weeks.

The visa is placed in your original passport.

A visa may be for single entry or for multiple entries.

Single entry visas are valid for one year and allow you to stay in Turkey, depending on your passport, for up to one year and to visit the country only once.

Multiple entry visas are, depending on your passport, valid for up to five years and allow you to visit multiple times and you can stay up to three months each time you enter the country.

We recommend that you apply for a Business visa if you are conducting business in Turkey; if you are simply visiting the exhibition you may do so on a tourist visa. Generally tourist visas can be issued on arrival at your Turkish entry point however, business visas cannot.

A business visa must be issued ahead of time at the closest Turkish Consulate General in your area, before entering Turkey. We can supply you with a list of Turkish Consulates in your area if required; or, again you can visit www.e-konsolosluk.net for this list. An application form is attached below (2 pages below).

Please note:

ITE is not responsible for obtaining or providing any documentation you may require for your visa.



Visa Application Form

Ministry of foreign affairs, Turkey consular forms

1. Family name (as in passport)		2. Maiden name	
3. First name(s) (as in passport)		4. Date of birth (year-month-day)	
4. ID - number (optional)		6. Sex	
7. Place of birth (city- country)		8. Marital status:	
9. Current citizenship		10. Citizenship at birth	
11. Father's full name		12. Mother's full name	
13. Type of passport		Other (please specify)	
14. Passport number		15. Issue and expiry date	
17. If you are resident in a country other than your country of origin, do you have permission to return to that country?		If yes, please write number and validity:	
18. Present occupation and profession			
19. Present work address		Telephone/ Fax Number	
		E-mail address	
20. Applicant's home address		Telephone Number	
		E-mail address	
21. Type of Visa		22. Number of entries requested	
23. Duration of stay	Visa is requested for: days		
24. Have you ever been refused a visa for Turkey?		If yes when and where:	
25. Have you ever been deported from or required to leave Turkey?		If yes when and where:	
26. In the case of transit, have you an entry permit for the final country of destination?			
27. Purpose of trip			
28. Date of arrival		29. Date of departure	
30. Port of first entry or transit route		31. Means of transport	
32. Who is paying for your trip and costs of living during your stay in Turkey? (State who and how and please submit corresponding documentation)			

Continued overleaf...

Visa Application Form

Ministry of foreign affairs, Turkey consular forms

33. Name of host or company in Turkey and contact person in host company. If not applicable, give name of hotel or temporary address in Turkey.			
Address:	Telephone/ Fax Number		
	E-mail address		
34. Means of support during your stay			
Travel and/or health insurance (optional) is valid until:			
35. Spouse's			
Family name		Nationality	
Maiden name		Date of birth	
First name		Place of birth	
36. Children (Application must be submitted seperately for each passport)			
(1) Family name		(2) Family name	
First name		First name	
Date of birth		Date of birth	
(3) Family name		(4) Family name	
First name		First name	
Date of birth		Date of birth	
37. I certify that I have read and understood all the questions set forth in this application form and the answers I have furnished on this form are true and correct to the best of my knowledge and belief. I understand that possession of a visa does not automatically entitle me to enter the Republic of Turkey upon arrival at a port of entry.			
If I fail to comply with the relevant provisions of the Turkish Passport Law No: 5682 and Law on the Residence and Travel of Aliens in Turkey No: 5683, my entry will be refused and in case of refusal, I will not claim any compensation.			
38. Place and date		39. Signature (for minors, signature of custodian /guardian)	

FOR OFFICIAL USE ONLY (Please do not write anything in this section)				
Date of application:		Visa:	<input type="checkbox"/> Refused <input type="checkbox"/> Granted	Valid From: To:
Supporting documents:	Valid passport Financial means Invitation Means of transport Other:	Type of Visa:	<input type="checkbox"/> Single Entry <input type="checkbox"/> Multiple Entry <input type="checkbox"/> Transit <input type="checkbox"/> Double Transit <input type="checkbox"/> Tourist <input type="checkbox"/> Business <input type="checkbox"/> Work <input type="checkbox"/> Education <input type="checkbox"/> Other	



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SUGGESTED ACCOMMODATION INCLUDES...

Sheraton Ankara Hotel & Towers ★★★★★

Breakfast: Buffet Breakfast included

A major renovation has just taken place where all the rooms, lobby and restaurants were refurbished between 2001 and 2004.

Lobby Bar. Brasserie One offering international cuisine in a cozy setting with interesting views – including an open kitchen. L'angoletto Restaurant offers Italian cuisine and Copper Club, a trendy, contemporary bar, both with terraces. Health club. Pool.

All rooms have in-room safes, modem connection, fast/wireless internet access, plugs suitable for both 110 & 220 V and energy saver, voicemail, Pay TV/satellite channels, IP telephones, energy saver system.

The new Convention Centre, which is an extension to the existing building was opened in October 2005 and offers a Grand Ballroom to accommodate society weddings and congresses; meeting rooms with the latest technology to enable guests to make most of their presentations, exhibition halls, additional luxurious hotel rooms, movie theatres and a shopping arcade.

Cancellation Policy Cancellations permitted up to 21Dec09 free of charge – booking fee is not refundable; after 21Dec09 no refunds.



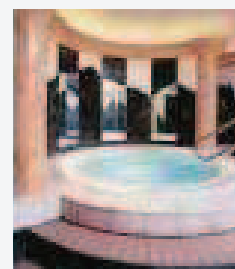
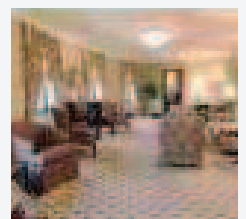
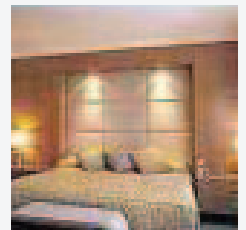
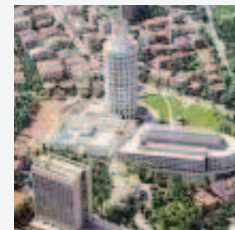
Address:

Address:
Noktali Sokak 06700,
Kavaklidere Ankara

Tel: +7 3122 909600

Fax: +7 3122 909606

International Airport:
22 miles / 40 minutes



Please complete this form and return it by e-mail to exhibitor@ctmslondon.co.uk or fax it to **+44 (0) 20 7117 45 26**. Please note we do not process any orders without pre-payment.

NAME OF EXHIBITION	CITY
---------------------------	-------------

DATES AND ROOM TYPE					
Room No.	Guest Name(s)	Check-in Date	Check-out Date	No. of Nights	Room Type (Single/Twin/Double)
1.	1.				
	2.				
2.	1.				
	2.				
3.	1.				
	2.				
4.	1.				
	2.				

PAYMENT DETAILS					
CARD HOLDER BILLING ADDRESS					
Street Address				Country	
City				Postal Code	
State					
CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)					
Valid from date			Expiry date	CVC No. (3-4 Digit Security Code)	
Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex				
CHARGES			<p>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. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.</p>		
Per Night Rate	£				
Booking Fee (Inc. of VAT)	£35.25 per room				
Per Night Fee	£				
No. of Nights x No. of Rooms					
Total	£				

Card holder's signature			Date	
If you prefer to pay by bank transfer our bank details are: Barclays Bank, 180 Oxford St., London W1D 1EA Account name: Ltd. CTMS Account no.: 60401382 IBAN: GB21BARC20060560401382. SWIFT: BARCGB22			Please inform us once you 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.	
Please email this form to exhibitor@ctmslondon.co.uk along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.				
CTMS Garden Studios, 11 -15 Betterton St. Covent Garden, London WC2H 9BP Tel: +44 (0)20 7866 8107 Fax: +44 (0)20 7117 4526 Email: exhibitor@ctmslondon.co.uk Web: www.ctms-exhibitions.com			Subsidiary of CTMS Inc. / Payless Travel Inc. 5000 Dufferin Street, Suite 219B Toronto, Ontario M3H 5T5 IATA: 67504194	



We recommend that you start your visit with a private car transfer to your hotel. We can organise transfers using a wide variety of car types, minibuses, coaches, western saloons through to prestigious luxury makes.

You will arrive at Ankara's Esenboga airport; located 35km (22 mls) from the city centre. Journey time is 30-45 minutes depending on traffic. Alternatively, buses and taxis (negotiate your fare) are available from the airport.

Please complete this form and return it by email to exhibitor@ctmslondon.co.uk or fax it to **+44 (0) 20 7117 4526**

Please note we do not process any orders without pre-payment.

Note: We only book transfers in combination with hotel accommodation; if you have booked your accommodation through an alternative party please contact them to arrange your transfers.

Standard Car (for 1-3 pax) / One-way GBP 55	Standard Car (for 4-8 pax) / One-way GBP 85
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NAME OF EXHIBITION	CITY
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NAME(S)			
1.	2.	3.	4.
5.	6.	7.	8.

ARRIVAL FLIGHT DETAILS				
Flight No.	Arrival Date	From (City)	To (City)	Arrival Time

DEPARTURE FLIGHT DETAILS				
Flight No.	Departure Date	From (City)	To (City)	Departure Time

TRANSFER DETAILS		
Date	From	To
	Name of Airport	Name of Hotel & Address
	Name of Hotel	Name of Airport

PAYMENT DETAILS			
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CARD HOLDER BILLING ADDRESS			
Street Address		Country	
City		Postal Code	
State			

CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)															

Valid from date		Expiry date		CVC No. (3-4 Digit Security Code)	
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Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Swtich <input type="checkbox"/> Amex
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CHARGES		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. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.
Arrival Transfer	£	
Departure Transfer	£	
Booking Fee (inc. of VAT)	£23.50	
Total	£	

Card holder's signature		Date	
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If you prefer to pay by bank transfer our bank details are: Barclays Bank, 180 Oxford St., London W1D 1EA Account name: Ltd. CTMS Account no.: 60401382 IBAN: GB21BARC20060560401382. SWIFT: BARCGB22	Please inform us once you 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.
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Please email this form to exhibitor@ctmslondon.co.uk along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.

CTMS Garden Studios, 11 -15 Betterton St. Covent Garden, London WC2H 9BP Tel: +44 (0)20 7866 8107 Fax: +44 (0)20 7117 4526 Email: exhibitor@ctmslondon.co.uk Web: www.ctms-exhibitions.com	Subsidiary of CTMS Inc. / Payless Travel Inc. 5000 Dufferin Street, Suite 219B Toronto, Ontario M3H 5T5 IATA: 67504194	
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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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BOOKING CONDITIONS (2/3)

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 an 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 Clients 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

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BOOKING CONDITIONS (3/3)

for errors or inaccuracies in the supplied information. You should always check the provided information, 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.

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BEYOND CORPORATE TRAVEL