

GENERAL INFORMATION

OUR GROUPS

To enhance your enjoyment of our tours we like to keep our groups small and manageable. We normally restrict to a maximum of 25 people and a minimum of 10.

All our inclusive groups are accompanied by a local representative throughout and/or tour manager. A tour manager will travel with the group from UK when 10 persons or more.

For tailor made and private tours a local representative will be appointed in each city and accompany. (Unless otherwise specifically requested)

On arrival and in each city you will be met at each airport, railway station or quay etc.

For road journeys we use air-conditioned vehicles appropriate to the size of the group. On rail journeys our groups are booked in the best class.

ACCOMMODATION

We have carefully chosen a selection of hotels up to 5 star standards. The star rating we specify against each hotel is the official one allocated by the National Tourist Administration of the relevant country

All accommodation has private en-suite facilities. Unfortunately we have no direct control over the daily management of the hotels and, in the event that we have to change a hotel, every effort will be made to substitute a hotel of the same standard. We must stress that in some parts of China & other countries included in our programme (Such as Dali, Yuanyang etc) the hotels are "basic" and therefore hotel standards could be lower in these locations.

SPECIAL REQUESTS

Should you have any special requests e.g. Diet, room location, flight seat preference etc. please advise us in writing when the booking is made. Whilst every effort will be made to meet reasonable requests, they cannot be guaranteed. With reference to seat preference on international flights we strongly recommend that you check-in as early as possible. (Up to 3 ½ hours before departure) We can only pass on your requests to the airline concerned. We do not have any control over the allocation of seats on the aircraft.

FLIGHTS

Most of our inclusive tours are based on flights departing from either Heathrow or Gatwick airports. In most cases we will be pleased to supply details of regional connections at a small supplement. We will also be pleased to advise prices of any up-grade requests.

TRAVEL INSURANCE

Each traveler who books any of our tours MUST have adequate travel insurance. The premium has to be paid at the time of booking and is non-refundable. You must indicate on our booking form if you require us to take out the insurance and pay the required premium with your deposit. You must indicate if you have alternative insurance and provide us with full details of your policy and insurance company.

HEALTH REQUIREMENTS

Regulations of each country vary and we advise that you should be immunized against Hepatitis A, Typhoid, Tetanus & Polio. Please consult your doctor for further information.

ALTITUDE SICKNESS

Some of our tours cover regions above 10,000feet (3048m) above sea level. Some visitors may experience altitude sickness. We take care to ensure time is allowed for acclimatization within the itinerary; however people are affected in different ways. If clients are affected badly it may be necessary for them to return to lower levels as soon as possible. We advise all passengers planning to visit these areas to seek advice from their doctor BEFORE traveling.

DRINKING WATER

Do not drink the tap water in China or any other country that our tours cover. Boiled water and Chinese tea is served in most hotels. Usually, some free bottles of water are supplied in most of the hotels we use. This is also applicable to Hong Kong.

PASSPORT/VISA

All travelers MUST have a full passport valid for at least 6 months.

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All British citizens require a visa to China, Vietnam, Cambodia, Laos, Myanmar, & India. Visa application forms will be forwarded with our booking confirmation. Please ensure you apply in good time and allow for return of your passport from the Embassy.

CURRENCY

For travel to China we recommended you bring your currency in Sterling Travellers cheques and/or cash plus small notes in US\$

For travel to Vietnam, Laos & Cambodia we suggest US\$ CASH.

Traveller's cheques can be exchanged in major hotels in China. It is sometimes difficult to cash travelers cheques in other countries. Your passport must be submitted at the time of encashment. Credit cards are getting more widely accepted and are accepted for payment in larger hotels and shops. ATM machines are available but not all accept International cards. We suggest you use a major bank where available. The currency is controlled and it is almost impossible to change the currency back to sterling or US\$.

ITINERARY

As a result of unforeseen timetable changes or other reasons, sometimes travel arrangements may need to be adjusted by ourselves or our handling agents. The authorities reserve the right to make alterations at any time. Any adjustments that may occur we will handle in your best interests.

OVERNIGHT TRAIN JOURNEYS

These are always in soft-sleeper. Each compartment sleeps 4 people with 2 bunk beds on either side of the carriage. In some cases we can obtain 2 berth compartments at a supplement.

CRUISE BOAT ON THE YANGSTE RIVER

Passengers are accommodated in twin berth cabins. Double beds are not normally available. For single cabin supplement please refer to our itinerary and booking conditions.

AIRPORT TAXES

All taxes are included in our group departures and special tours that include an international flight. Local and regional departure tax is payable in Cambodia.

BAGGAGE

Most airlines now have strict restrictions on the size and weight of both stowed AND carry-on luggage. Please ensure that you are fully aware of these restrictions and it is your responsibility to ensure that you conform to any regulation imposed by the airline.

Some airlines in also have strict regulations regarding the luggage weight allowance and may make charges if your luggage is in excess. You will be advised at the time of booking the regulations known by us at that time. All airline luggage regulations are subject to change without notice.

TIPPING

Tips are NOT INCLUDED in our tour price. Normal recommendation is \$2 per person per day for your local guide and \$1 per person per day for your driver. On board the Yangste River cruise boat tipping is different and you will be advised by the cruise director of the recommended figure.

OPTIONAL TOURS

All optional tours offered during our tours are payable local currency. Credit cards are not accepted (except in Hong Kong)

AIRLINES

It is our policy to use scheduled flights on airlines with a reputation for service and punctuality. Normally we utilise the following airlines (depending on the tour and or departure date/s): British Airways, Air China, KLM (Dutch), SAS, Thai Airways, EVA Air, Emirates, Qatar Airways. Flights within China on domestic carriers are arranged by our local Chinese agents. (Air China, China Eastern airlines, China Southern airlines, Sichuan airlines) Please be assured that these airlines only use Boeing and/or Airbus or other European aircraft types.

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