



ANCIENT WORLD TOURS

General Information and Booking Conditions 2009 / 2010

Overseas Passengers



GENERAL INFORMATION

It is important to us that you enjoy your holiday and we hope that from the time of booking to the time of your return home that you will never need to refer to these booking conditions. However, you *must* read them prior to making your booking with us – and we have to assume that you have. This ensures that both parties are protected against unforeseen circumstances and that we both know what will happen in any eventuality. We look forward to having you with us!

Pre-departure Preparation

In addition to the information given below, we will send you confirmation of your booking and follow this up with tour notes later. About two weeks before your departure you will receive your e-tickets confirmation, itinerary and flight details as applicable.

Passport, Visa and Immigration Requirements

Passengers must carry passports valid for 6 months from their return date. Holders of passports which are not British should take particular care as visa requirements may differ and it is most important that your passport contains the correct visa for your journey. If you would let us know, at the time of booking, what kind of passport you hold, we would be pleased to advise you accordingly. However, it is the personal responsibility of the passenger to make sure his or her passport is valid and contains the necessary visa and travel documents for his or her journey. As visas are issued within a time limit, we strongly advise that no visas are obtained prior to eight weeks before your date of travel. We emphasise that your specific passport and visa requirements, and other immigration requirements, are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Health

Health authorities change vaccination requirements as the need may arise and it is advisable to check the up-to-date position before departure with your own medical practitioner. In the interest of all our passengers we now have a no smoking rule on all transportation.

Special Needs/Pre-existing Medical Conditions

On an AWT holiday, there is inevitably a significant amount of embarkation and disembarkation from vehicles and negotiation of steps, etc. Travellers who will require assistance or who are not independently mobile should contact us before booking to discuss their precise requirements with us so that advice can be given. The essence of group travel is the provision of equal amounts of assistance, attention and advice to all members of a group and this may not always be possible if individual travellers require increased assistance.

High Altitude

Some of our itineraries reach altitudes of over 2,440 metres (8,000 feet) and it may be inadvisable for any passenger suffering from high blood pressure or respiratory problems to undertake these. If in any doubt, we would advise you to consult your doctor before booking on any of these holidays.

Health and Safety Standards

We take health and safety abroad very seriously and have members of staff both from AWT and our Ground Agents who assess and monitor the safety standards for all aspects of your holiday, including the hotels, transportation and sightseeing we feature in the brochure and other ad hoc tours. Many of the properties have been personally visited by AWT employees and they, together with hotel managers and our overseas agents, review and monitor the health and safety provisions. Many of the destinations we feature are less developed countries and health and safety does not conform to British standards. Bearing this in mind, we recommend that you take a few sensible precautions at your hotel (such as checking where the nearest fire exit is and exercising caution when entering the swimming pool). More comprehensive literature regarding health and safety will be enclosed with your final travel documentation and we strongly urge you to read this carefully prior to your departure.

Cost of Holiday Includes:

- Transportation - All travel by cruiser, rail and coach as indicated.
- Transfers - Transportation between airports, hotels, cruisers and rail. This is always private to the AWT group concerned and does not stop to drop off or collect other passengers from other hotels or facilities.
- Accommodation - In twin or double bedded rooms (or cabins/berths on cruisers / trains) with private bath or shower and toilet (where available). Single accommodation is not available in some of the places we visit. The right is reserved to substitute hotels for those named in the brochure when necessary. Double bedded rooms are always on a 'request basis' and are not guaranteed.

Sharing: Individuals who wish to share a twin bedded room should advise us

at the time of booking. Initially the client will be booked on a single basis and charged as such. The position will be finalised at 4 weeks prior to departure when, if another sharing person has been found, the single room supplement will be refunded.

Single and triple rooms: Whilst the facilities in these rooms are comparable to those of the twin or double bedded rooms, it should be noted that single rooms may not always be in the same area of the hotel as the twin or double bedded rooms and may tend to be on the small side. In the case of triple rooms, this usually consists of a standard size twin or double bedded room with an extra bed which may be of a camp bed type.

d) Meals - For ease of reference, meals included in any given itinerary are specified each day and are indicated with the letters B – Breakfast, L – Lunch & D – Dinner.

e) Sightseeing - Excursions are detailed in the itineraries (except optional excursions), including guides, cars, coaches and entrance fees for places visited. Visits to local shops or emporiums are sometimes made during or at the end of the main sightseeing excursion without any obligation for clients to make purchases.

f) Gratuities - Tipping is included in the cost of your holiday only for included services on holidays accompanied by a tour manager or tour manager/guide. This includes portage, transfers, hotel and restaurant staff and included sightseeing. Personal tipping, as always, must remain a matter for the discretion of the individual. Tipping is not included for tour managers, optional excursions, extensions, unescorted holidays and Tailor Made holidays. Specific guidance on tipping for each tour is provided on a tour by tour basis in the final itinerary booklet which is sent out to passengers two – three weeks prior to departure.

g) Tour manager - The service of a tour manager in all matters pertaining to the tour operation of an accompanied holiday. Please note that the role of Tour Manager is occasionally filled by the Guide in the country of operation.

h) U.K. /overseas airport taxes and applicable fuel surcharges. The Government imposed stealth tax, 'Air Passenger Duty', and the passenger service charges pertaining to the departure airport plus overseas airport taxes and applicable fuel surcharges are included in the price of the holiday if the point of origin is the UK. Airport taxes for those passengers originating outside the UK are the responsibility of the passenger. These will usually be included in the price of the international air fare you pay.

Cost of Holiday does not include:

Passport and visa charges, insurance, optional excursions, personal items such as wine, spirits and laundry, or any government taxes or compulsory charges introduced after the publication of this brochure.

Brochure Accuracy

All the information given in our brochure has been thoroughly checked before going to press in August 2009. However we realise that there may be subsequent changes due to circumstances beyond our control and occasionally a holiday may not operate as planned. An airline may change its flight schedule half way through the season thereby upsetting the whole itinerary which we hastily have to amend or a hotel may be taken over or even closed down unexpectedly causing us difficulty in finding one of a comparable standard.

Government action has been known to affect holidays in certain areas and the weather can be unpredictable. Should there be any changes within a holiday on which you are booked to travel, we shall do our best to keep you informed of the situation prior to departure. The travel arrangements featured in our brochure are planned up two years in advance. We reserve the right to alter any of the prices and services offered in our brochure at any time prior to the issue of our Confirmation Invoice when a contract will exist. Any such changes will be advised at the time that you make your booking.

Validity of Brochure

The programme of travel in our current brochure operates from January 2010 to December 2010. Bookings for departures after this date will be treated as advance registrations. The validity of this brochure expires on the publication of the Company's new brochure for 2010/11 which will typically be around September 2010.

International Air Transport Association / ATOL Licence

The itineraries in our brochure use the regular airlines of IATA as appropriate. Holidays involving international air travel not booked by the individual passenger themselves are booked via our travel partner Bales Worldwide who hold the relevant ATOL licence to enable them to make this booking.

Data Protection Act

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name and address, passport details and any special needs/dietary requirements, etc. We take full responsibility for ensuring that proper

security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies, etc. The information may also be provided to security or credit checking companies, public authorities such as customs and immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information on to any person who is not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary or religious requirements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, then we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.

Medical Health Requirements

An insurance policy is designed to cover you for unforeseen illnesses and accidents occurring during the period of insurance AND IS COMPULSORY FOR TRAVEL ON AN AWT HOLIDAY. You will be asked to provide proof of insurance before departure and AWT reserves the right to cancel your holiday if you do not do so with 100% loss of deposit and 50% loss of any other sum that has been paid prior to departure.

We recommend you contact an insurance company to discuss the details of your proposed holiday before you pay your deposit.

BOOKING CONDITIONS 2009/2010 – Non UK Resident Passengers

YOUR CONTRACT IS WITH ANCIENT WORLD TOURS LTD

1. Your Holiday Contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts.

If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us within 7 days of receiving these booking conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 10 weeks of travel.

2. Your Holiday Price

We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

When you make your booking you must pay a deposit of between £250 and £400 per person or the approximate equivalent in your local currency. For certain destinations, Tailor Made holidays and Tailor Made extensions a higher deposit may be required and you will be advised of this at the time your booking is made. Any amounts required to be paid by way of deposits will be considered as non-refundable deposits.

The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. For certain destinations, Tailor Made holidays and Tailor Made extensions, the balance may be required earlier than 8 weeks before your departure date and you will be advised of this at the time your booking is made. This will normally be the case for passengers whose point of origin is the USA, where typically final payment will be required 14 weeks in advance. This provides sufficient time for our UK bank to received cleared funds from any US bank on which a check may be drawn. Payments will be made by either a wire transfer or via a check drawn on a United States bank account. If the deposit and/or balance are/is not paid in time we reserve the right to cancel your travel arrangements, retain your deposits and you will be subject to our normal cancellation charges.

The price of your travel arrangements will be calculated in US Dollars on the day the invoice is issued. Until that time, any price quoted in any other literature is subject to variation according to the changes in the international currency exchange market.

Your travel arrangements featured in our brochure are planned up to two years in advance and changes may be necessary. We reserve the right to alter any of the services offered in our brochure at any time prior to the issue of our Confirmation Invoice when a contract will exist. Any such changes will be advised at the time that you make your booking.

Following the issue of our Confirmation Invoice, any increase in your holiday price will be as a result of changes in our costs of providing your holiday resulting from:

- transportation charges such as fuel, airport charges, scheduled airfares and other transport charges which form part of our contract with the transport provider;
- government action such as increases in TAX or any other Government imposed increases;
- currency fluctuations.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums

and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges.

Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

3. If You Change Your Booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge as set out below and any further costs we may incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Scheduled airlines normally regard name changes as a cancellation and rebooking, and any alteration may incur a 100% cancellation charge in respect of the airfare.

It will not be possible to make changes to your departure date or chosen holiday within 56 days of your departure although if you are prevented from proceeding with your holiday you may be able to transfer the booking to another person provided that you give us no fewer than 28 days notice.

Charges for changes -

70 days or more prior to departure:

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|----------------------|-----------------|
| Name change: | £35 per person |
| Date or tour change: | £100 per person |

Fewer than 70 days and more than 56 days prior to departure:

| | |
|----------------------|-----------------|
| Name change: | £50 per person |
| Date or tour change: | £150 per person |

4. If You Cancel Your Holiday

If you wish to cancel or transfer your booking for any reason other than for there being additional charges (see above) or alterations to the arrangements (see below) you may do so providing that you give us written notice of cancellation which must be signed by the person who made the booking or the travel agent as appropriate. Cancellation is effective from the date upon which we receive your written notice. If we receive the notice of cancellation or transfer up to 56 days before the departure date you merely forfeit your deposits. After that date you will additionally be liable for the following cancellation or transfer charges based on the time we receive your written notice:

- Fewer than 56 days but more than 42 days before departure: 30% of the total price of the holiday.
- Fewer than 43 days but more than 28 days before departure: 60% of the total price of the holiday.
- Fewer than 29 days but more than 14 days before departure: 75% of the total price of the holiday.
- Fewer than 15 days but more than 7 days before departure: 90% of the total price of the holiday.
- Fewer than 8 days before departure date: 100% of the total price of the holiday.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. You are advised to ensure that your policy has sufficient financial protection to cover you in the event of cancellation.

5. If We Change or Cancel Your Holiday

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements.

All group departures are subject to a minimum number of passengers. Normally this number is 10 but does vary from tour to tour. All group departures are reviewed at least eight weeks prior to departure which is the latest date that a tour would be cancelled on account of low numbers. If we have to cancel a departure you will be offered an alternative holiday or a full refund of the tour price.

However, we will not cancel your travel arrangements after the date when the balance of the price becomes due, unless you are otherwise advised at the time of booking, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can

either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay compensation as set out in this clause. If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below: Within 14 days £100 per person, Within 28 days £ 50 per person, Within 56 days £ 25 per person. In any case the limit will be £100 per person.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

You will be advised of the airline operating your flight and aircraft type with your e-tickets confirmation and flight schedules. We reserve the right to change airlines or change aircraft types at any time and this will not be a major change for the purposes of these Booking Conditions nor will the re-scheduling of a flight providing it arrives within 12 hours of the original schedule. In the event that you choose to cancel your holiday as a result of such change, our normal scale of cancellation charges will apply.

Flight timings are provided by the airlines and are subject to weather conditions, air traffic control and all passengers checking in on time. We can give no guarantee that the flight will depart at the time shown on the your e-tickets confirmation. Where an airline is unable to operate your confirmed domestic flights, travel by road or railway may be an alternative.

Force Majeure:

This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, pandemic illness, fire, adverse weather conditions.

6. If You Have A Complaint

If you have a problem during your holiday, please immediately inform your tour manager or our agent **immediately** who will endeavour to put things right. Should a problem not be resolved satisfactorily, you may call our Emergency Telephone number which will be given to you with your documentation. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to us at PO Box 12950, London, W6 8GY, United Kingdom giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

For independent clients, it is strongly suggested that you communicate any complaint to the supplier of the services in question as well as to our agent without delay, and not await your return home before reporting. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on tour and this may affect your rights under this contract.

7. What Happens To Complaints

Any complaints are referred to the CEO of AWT at the earliest opportunity who will telephone you with a view to hearing your complaint in person and resolving the issue immediately. This will be followed up by a written letter confirming the contents of the telephone conversation and stating, if applicable, the amount of any compensation due. You will be asked to return a signed slip that the compensation is satisfactory at which point your compensation will be paid. Disputes arising out of, or in connection with, this contract which cannot be amicably settled may (if you wish) be referred to independent arbitration which will be sought from the Chartered Institute of Arbitrators.

8. Our Liability to You

If the contract we have with you is not performed or is improperly performed by our suppliers or us, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However, we will not be liable where any failure in the performance of the contract is due to:

- (i) you, or a third party unconnected with the provision of the travel arrangements, and where the failure is unforeseeable or unavoidable; or
- (ii) unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
- (iii) an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to:

- (a) The contractual terms of the companies which provide the transportation for your travel arrangements. These terms are incorporated into this contract; and
- (b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the

Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

Under EU law you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in above.

9. Additional Assistance

If the contract we have with you for your holiday is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services that make up the package, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such assistance as is reasonable in the circumstances.

10. Passport, Visa and Immigration Requirements

Passengers must carry passports valid for 6 months from their return date. Holders of passports which are not British should take particular care as visa requirements may differ and it is most important that your passport contains the correct visa for your journey. If you would let us know, at the time of booking, what kind of passport you hold, we would be pleased to advise you accordingly. However, it is the personal responsibility of the passenger to make sure his or her passport is valid and contains the necessary visa and travel documents for his or her journey. As visas are issued within a time limit, we strongly advise that no visas are obtained prior to eight weeks before your departure date. We emphasise that your specific passport and visa requirements, and other immigration requirements, are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

11. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

12. Conditions of Carriage

This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit, the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

13 Older Passengers

We are always delighted to receive bookings from clients over 70 years of age and feel we have much to offer within the range of holidays we feature. However, we would stipulate that those clients in this age group ensure that we are fully advised of any special requirements, as the success of these holidays depends upon us being provided with the necessary information as to their particular needs. With this information we hope to ensure that we avoid any problems regarding health on the holiday to either themselves or other participants.

Please note that on some of our holidays the local agents ask for medical certificates from our clients above a certain age and you will be advised of this at the time of booking. We regret to advise that we cannot accept any clients over 80 years of age unless they are accompanied by a younger person.

14. Adequate Insurance Protection

We regret we are unable to accept clients who have not taken out adequate holiday travel insurance protection. If you do not have holiday insurance cover at the time of booking, you may personally be liable for cancellation charges. For all clients arranging their own insurance, we must receive full details of the insurance company, policy number and 24-hour emergency contact number. It is imperative that you familiarise yourself with the details and conditions of your policy and that you notify your insurance company of any pre-existing medical condition. Failure to do so can invalidate the policy.

15. Time Schedules

Many destinations featured in our itineraries are to less developed countries. Whilst everything possible is done to ensure the smooth running of your holiday, unavoidable delays do occasionally occur, especially in respect of domestic airlines, security clearance at airports, and unforeseeable action on the part of government offices.

16. General Information

General Information, set out on the previous page, should be read in conjunction with the foregoing Booking Conditions. Further general information will be provided before departure in the itinerary booklet that accompanies all tours.