

Booking Conditions and OTHER IMPORTANT INFORMATION

WHAT'S INCLUDED IN THE TOUR PRICE

Inter-city Travel: By private motorcoach, trains and ferries (see itineraries).

Touring: By air-conditioned luxury motorcoaches.

- In the UK and Ireland jet air-ventilated motorcoaches are used.

Hotel Accommodation: Prices per person are based on two persons sharing a twin-bedded room with private bath or shower.

- When booking triple rooms please note that the third bed may be a 'roll-away'. Availability of triple rooms is limited.
- Substitute hotels may be used at certain times and will be of similar standard and location whenever possible.
- Please note that single rooms in Europe will generally be smaller than twin-bedded rooms.
- Please note European hotel standards & services provided may vary from those in other parts of the world and are often in the local style.
- Passengers who are members of Hotel Frequent Traveller programmes are not entitled to earn points with any of the hotels featured on an Insight Vacations tour.
- Any special room request will be made on a REQUEST basis only. Insight cannot guarantee special room request although every effort will be made to request from respective hotels.

Tour Director: Escorted tours are conducted in English only by a professional multi-lingual Tour Director.

Meals: Continental or buffet breakfasts in the local style are included as indicated on all tours except in Ireland and provincial Britain where full national style breakfasts are served. Dinners are included as detailed in itineraries. All meals are included on cruises. In-flight meals and snacks are served according to airline policy.

- Any special meal requirements will be made on a REQUEST basis only. Insight can not GUARANTEE special meal requests nor will it assume any responsibility or liability if clients' special meal requests are not fulfilled.

Sightseeing: Excursions and entrance fees to places of interest as detailed on each itinerary with an English-speaking guide where necessary.

London Airport Transfers: Passengers will only be entitled to transfers to and from London Airports providing the following conditions have been met:

1. Transfers can only be booked in conjunction with a tour of 7 days or more
2. You must be staying at the London tour hotel, booked by Insight, on the night of your arrival and the night before the date of your departure flight.
3. Either flights are booked directly by Insight or detailed information on flights is provided to Insight from your travel agent not less than 21 days before flight departure. Once transfers are booked, they may not be changed.
4. In the event of flight delays outside of Insight's control, the transfers will be deemed to be cancelled.
5. Only one inbound and one outbound transfer per tour booked is included by Insight.
6. All transfers are on a group basis; therefore, no refund is available for missed transfers or for passengers not utilising this service.
7. Inbound transfers operate from 06.00 to 22.00 at London Heathrow and 06.00 to 12.30 at London Gatwick. Inbound transfers outside of these times are at passengers' own expense.
8. Outbound transfers are timed to connect with scheduled flights departing from Heathrow or Gatwick between 08.00 - 23.00. Outbound transfers for departing flights outside of these times are at the passenger's own expense.
9. In the event of unforeseen events (road works, demonstrations or such like), Insight cannot be held responsible for delayed transfers.

Continental Europe Airport Transfers: Passengers will only be entitled to transfers to and from European Gateway Airports providing the following conditions have been met:

1. Coach transfers only operate at the scheduled times & days specified for each tour departure.
2. Flights are booked directly with Insight. For those who choose to make their own flight arrangements, flight details must be provided to Insight by the Travel Agent not less than 21 days before the flight departure for entitlement to the transfers. Once transfers are booked they may not be changed.
3. Your flights should be timed to allow you to clear customs in good time for the scheduled transfers – your travel agent will advise you of the most appropriate arrangement.

4. As these are group transfers, in the unlikely event of a missed transfer through flight delays outside Insight's control, passengers will need to make their own alternative transfer arrangements at their own expense.

5. Complimentary transfers are given in exchange for a voucher.

6. In the unlikely event that passengers who have booked their Land & Air with Insight can only be booked on flights which arrive outside the scheduled transfer times, transfers will still be provided for them. If passengers who make their own flight arrangements arrive outside the scheduled transfer times, they must make their own alternative transfer arrangements at their own expense.

7. Passengers who have booked pre tour or post tour accommodation with Insight, regardless of whether they booked flights with Insight, will NOT be entitled to be transferred to or from the Airport. All transfers to and from the Airport will be at the clients expense.

Baggage Allowance and Porterage: Porterage for one suitcase on tour is included in the tour price and at arrival or departure from each tour hotel. Due to limited coach capacity this single bag should have a weight not exceeding 27kg (60lbs) and dimensions not exceeding 76cm (30in) x 46cm (18in) x 25cm (10in). Charges will be levied in the event these limits are exceeded and our promise to transport you as indicated may be invalidated.

- **Note:** Airlines may restrict check-in baggage to 20kgs per person.

Tips & Taxes: All tips are included for services on tour provided by dining-room waiters, chambermaids and porters at hotels, airports, docks and stations.

WHAT'S NOT INCLUDED IN THE TOUR PRICE

Airfares to and from Europe, airport taxes and charges imposed by third parties, passport and visa fees, insurance, laundry, phone calls, beverages, meals not detailed in the itinerary, tips to Tour Directors, motorcoach drivers and local city guides, items of a personal nature, excess baggage, optional excursions.

TRAVEL INSURANCE IS HIGHLY RECOMMENDED

PAYMENTS

Deposit: US\$200 per person per tour.

Final Payment: 45 days prior to departure.

1. Your land reservation will be confirmed on receipt of a non refundable deposit of US\$200 per person, per tour which is required within 7 days of booking, (except on some departures where space is limited and your deposit may be required sooner. You will be advised at time of booking.) Your reservation will automatically be cancelled if the deposit is not received within the specified period.
2. Payment in full is required at time of booking for reservations made less than 45 days before departure.
3. Insight reserves the right to cancel the reservation and apply cancellation charges should payments not be received within the above specified periods.
4. Some tours offer add-on flights from London to European Gateways. This supplement must be paid in full within 7 days of booking and is non-refundable.
5. Your agent shall, on the receipt of any monies, hold such monies for each and every person named in the booking until the booking is confirmed at which times those monies shall be remitted promptly by your agent to us. All such monies received by us will be deposited as required by law. We will be entitled to keep for each account any interest earned on such monies. It is a condition of our confirmation of your booking and acceptance of your deposit in respect of your tour, that all monies paid by you to us through your agent, whether by way of deposit or otherwise in respect of your tour, may be disbursed by us as and when we see fit or in respect of the services to be provided or fees payable under the tour programme, and the payment of a deposit or otherwise for your tour shall be deemed to be a direction to disburse such monies as aforesaid.
6. Travel documents and instructions for joining your tour can be collected from your Agent approximately 14 days before departure (provided full payment has been received).

CANCELLATIONS, REFUNDS & BOOKING CHANGES

1. Notice of cancellation must be made in writing either directly to Insight or through your Travel Agent.
2. A fee of US\$30 per person will be charged for any revision or alteration made to a reservation after the booking is confirmed unless the change increases the value of the booking. A change of tour date or tour itinerary within 45 days of tour departure will be

treated as a cancellation, and normal cancellation fees will apply except when the change is to an earlier tour departure of equivalent value or greater value in which case a US\$30 per person amendment fee will be charged.

3. There are no refunds for any unused services including unused London airport transfers.

4. The following scale of charges will apply when cancellation is notified.

No. of days prior to tour commencement	Cancellation fee as % of total price
Over 45 days	US\$200 p.p. per tour
45-22 days	25%
21-8 days	30%
7-1 days	50%
Day of departure	100%

The following scale of charges will apply when cancellation is notified for additional hotel accommodation.

No. of days prior to date of stay	Cancellation fee as % of hotel price
46 days or more	US\$30 p.p.
45 - 22 days	25%
21 - 15 days	30%
14 days or less	100%

5. **Airlines & Airfares:** If a promotional airfare contained in this brochure is broken or extended for any reason, an additional cost may be payable.

Cancellation Fee Waiver US\$89 per person, per tour: In the event that one or more European countries should not grant you a visa, we have devised this unique scheme to protect you against the necessary cancellation fees detailed above.

Waiver fee is payable at the time of booking and is non-refundable. It does not apply to cancellations due to changes of mind or for medical reasons. To protect yourself against these and other eventualities, you should ask your Travel Agent about a suitable insurance policy. N.B. This scheme is applicable only in the event that you provide documentary proof of having a visa application refused by the embassy.

These cancellation fees are in addition to any cancellation fees that may be levied by your Travel Agent.

Illness or Absenteeism: In case you have to withdraw from a tour after it has begun for reasons such as illness, be sure to obtain a medical certificate in support of any insurance claim. We regret that we are not able to make refunds for absences from a tour, including but not limited to missed meals or sightseeing. Please ensure you consult your Travel Agent for an appropriate travel insurance policy.

GENERAL INFORMATION & CONDITIONS

Tour Prices: Are based on costs, charges, tariffs, rates, prices, taxes, levies and exchange rates as at 12 September 2007. Should any of these costs change a surcharge may be made on the price of your vacation. If the total tour price increases by more than 10%, passengers will have the right to cancel within 7 days of notification of the surcharge without penalty. No surcharges in respect of cost or currency fluctuations will be made once payment for the deposit of your land tour is received. This guarantee does not apply to pre-registered bookings, or departures where prices are still subject to confirmation. This guarantee also excludes fuel surcharges and does not apply to any taxes, charges or levies imposed by any government or its agencies. In exchange for these guarantees no refund will be made if costs are reduced. All prices are in US\$ unless otherwise specified.

Pre-registered Bookings: As the published price for subsequent years may vary depending on a number of factors including, but not limited to, international exchange rates, possible changes to the itinerary or different product content, the final price may need to be adjusted.

Tour Membership:

1. Children under 5 years of age are ineligible.
2. Passengers with disabilities are welcome on Insight's tours providing they are accompanied by a person capable of providing all assistance required, and do not require special assistance from Insight personnel. Insight reserves the right to refuse to carry anyone it is felt cannot cope with the requirements of coach tour travel and who may require services and facilities that Insight cannot guarantee will be available. You agree to not hold the Insight group of companies responsible for any decision made by any of them or any service provider to refuse to carry you, provide any facilities or accommodation to you or to provide any services to you.

Itinerary Variations: Insight constantly strives to improve tour itineraries and features. If such improvements can be made, or

unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. At peak periods, duplicate departures may operate, sometimes in reverse, in which case hotels will probably vary from those listed in this brochure. Trade fairs and other events occasionally cause changes from scheduled hotels. In these and in other cases substitute hotels may be used and will be of a similar standard and location whenever possible.

- **Holidays & Changes:** During closing days, local or national holidays abroad, certain facilities such as museums, sightseeing tours and shopping may be limited. In such instances, and whenever possible, slight itinerary adjustments are made by Insight Vacations to minimise inconvenience to our passengers. If, however you feel your enjoyment might be diminished by such minor limitations please check with the respective national tourist office before selecting a specific departure.
- **Pre or post tour accommodation** is subject to availability. If not available, an alternative may be offered, however, additional transfers to or from the tour hotel are not included.
- **Note that hotel information is provided as a guide;** Information on facilities has been provided by the hotels concerned. Whilst every effort has been made to ensure accuracy, facilities may change without notice.
- **Ports of call** on the Mediterranean cruise may sometimes be curtailed if weather conditions do not permit docking.

Tour Cancellation: Insight reserves the right to cancel or reschedule any tour departure in accordance with operating requirements or circumstances beyond its control. Between 01 May & 30 September Insight will give at least 50 days notice of any tour cancellation or re-scheduling. At other times, at least 30 days notice will be given. Should this occur, we will offer you an alternative arrangement. If there is a difference in cost this will be for your account. If you do not accept this alternative arrangement within 7 days we may treat this contract as at an end. We will refund all monies & will be under no further liability.

Insight is not responsible for the costs of any other travel arrangements affected due to our cancellations or re-scheduling of any tour departure.

RESPONSIBILITY

All British Isles tours are operated by: Insight Operations (Bermuda) Ltd. All Continental Europe tours are operated by: Insight Tours International (Bermuda) Ltd.

Insight Tours International (Bermuda) Ltd and Insight Operations (Bermuda) Ltd, referred to as the Operators, are agents for Insight Travel Group Limited who have empowered the Operators on its behalf to undertake the following duties:

1. The Operators shall be responsible to the passenger for supplying the services and accommodations described in this brochure, except where such services cannot be supplied or the itinerary used is changed due to delays or other causes of whatever kind of nature beyond the control of the Operators. In such circumstances, the Operators will do their best to supply comparable services, accommodation and itineraries and there shall be no refund in this connection.
2. This brochure represents the entire agreement between the passenger and the Operators.
3. In the absence of their own negligence, neither the Operators nor their agents or co-operating organisations shall be responsible for any cancellations, delays, diversions or substitution of equipment or any act or omission whatsoever by air carriers, transportation companies, hotels or any other persons providing any of the services and accommodations to passengers including any results thereof, such as changes in services or accommodations necessitated by same. Nor shall they be liable for any loss or damage to baggage or property, or for injury, illness or death, or for any damages or claims whatsoever arising from loss, negligence or delay from the act, error, omission, default or negligence of any person not its direct employee or under their exclusive control, including any act, error, omission, default or negligence of any country, government or governmental authority, officer or employee. All baggage and personal effects are at all times and in all circumstances at the risk of the tour participant. Baggage insurance is recommended. The carriers, accommodation and other suppliers providing services are independent contractors and are not agents, employees, servants or joint venturers of the operators or their affiliates. All certificates and other travel documents for services issued by the operators are subject to the terms and conditions specified by the carriers and suppliers and to the laws of the countries in which the services are supplied. Carriage by sea is subject to the Carrier's Conditions of Carriage which are expressly incorporated into this contract, copies of which are available upon request. The Operators are not responsible for any criminal conduct by third parties.
4. Where the passenger occupies a motorcoach seat fitted with a safety belt, neither the Operators nor their agents or co-operating organisations will be liable for any injury, illness or death or for any damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn, or the passenger is not seated when the coach is moving, at the time of such accident or incident.
5. Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time passengers are not on board planes, transportation or conveyances. We rely on international convention which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of

those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel, or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for Hotels. We are to be regarded as having all benefit of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage and delay to passengers and luggage. Enrollment in and payment for a tour shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in this brochure which cannot be varied except in writing by an officer of the Company.

6. Insight Vacations (S) Pte Ltd, is only responsible for the services of reservations and ticketing, it does not accept any responsibility or liability for any of the acts, omissions, or defaults, whether negligent or otherwise, of its principal Insight Travel Group Limited or any of the companies of the Insight group of companies. All matters arising in relation to the services provided by Insight Vacations (S) Pte Ltd, but not in respect of other things, are subject to the Laws of Singapore.
7. Every effort is made to ensure brochure accuracy at the time of going to press; however Insight cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances.

All bookings made with any provider of any transport, facilities, meals, other goods or, of any services, are subject to terms and conditions imposed by them in relation to matters not covered particularly and expressly by our agreement with any of the above mentioned two Operators in the Insight group of companies..

DATA PROTECTION STATEMENT

In order to process your tour booking, Insight Vacations will need to use personal information for you and other passengers included in your booking. This personal information may include each passenger's name, address, phone number, email address, passport number, credit/debit card number and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities such as customs and immigration, security and credit checking organisations, and otherwise as required by law. Similarly, we may also need to provide personal information to contractors who provide services to or for us e.g. sending mail, processing payments, providing marketing assistance. This may involve sending personal information including sensitive information to other countries that may not afford the same level of protection of personal information.

We may also use the personal information you provide us to review and improve the tours and services that we offer, and to contact you (by post, email and/or telephone) about other tours and services offered by Insight Vacations that you may be interested in. If you don't want to receive this information, or if you want a copy of the personal information we hold about you, write to us at info@insightvacations.com.sg. Insight Vacations may charge a fee for supplying you with this information as permitted by law.

THINGS TO KNOW BEFORE YOU GO

Tour Documents: Your tour documents, travel literature, wallet and comprehensive pre-departure documentation will be sent to you prior to departure. Please read this information carefully as it contains essential information and helpful advice to make your vacation as enjoyable as possible.

Passports & Visas: All passengers require a valid passport valid for 6 months after their trip return date and may require visas. Some countries require multiple visas. It is the passengers' responsibility to ensure he/she travels with the appropriate documents. Your Travel Agent will advise you of the necessary documents required.

Travel Insurance: Insight recommends that all passengers purchase comprehensive Travel Insurance. Certain European countries have a requirement for foreign visitors to have medical insurance on entry. Insight cannot be held responsible for denied entry should a passenger be unable to provide details to the authorities of such insurance.

Walking Tours: Many of Insight Vacations' tours feature walking tours and comfortable walking shoes are recommended for all passengers.

Plan Your Budget: You are advised to do this well in advance and be sure to allocate funds for special events whilst on tour, such as theatre, celebration meals, shopping and side trips, and 'Optional Excursions'.

Optional Excursions: With Insight Vacations you will enjoy many of Europe's famous highlights as included features on your tour. However, there is an exciting array of additional 'Optional Excursions' available to further enhance your enjoyment. A detailed list and cost is included in your tour documentation. You can only book and pay for them through your Tour Director by cash, Travellers Cheques, Visa, Mastercard or American Express credit cards.

Complaints Procedure: Should you have a complaint in respect of your holiday, you should inform your Insight Tour Director or Representative during the course of your holiday. If the matter cannot be resolved after the representative's best endeavours to do so during the holiday, your complaint should be made in writing to Insight Vacations as soon as possible after the holiday.

Smoking Policy: There is a No Smoking policy whilst travelling. However, we make plenty of convenience stops, allowing you ample opportunity to smoke if you wish, use local restroom facilities, take a scenic snapshot or just relax and enjoy a cup of coffee.

SUSTAINABLE TOURISM

Sustainable tourism and protecting the environment are real issues of our time. Most people want to travel and experience the world and by doing it in a responsible way tourism can bring many benefits to the countries we visit. We at Insight are committed to doing our part, alongside our guests, to ensure travel is sustainable in the long term.

OUR RESPONSIBILITY

There are many ways in which you will travel as part of your vacation. We are pleased to advise that by choosing a Insight escorted tour, you are opting for one of the most environmentally friendly ways to travel. Coach travel has been proven to emit less carbon or greenhouse gases on a per passenger basis than either train or car travel*.

Insight's coach fleet is among the best in Europe and is continually upgraded to adopt the most fuel efficient engines available. You can find more about this on our website along with details of our other commitments to sustainable tourism.

YOU CAN MAKE A DIFFERENCE

There is a lot you can do to support sustainable tourism while you're traveling, from respecting cultural differences to limiting your impact on the local environment you are visiting. Climate change can only be effectively addressed by reducing carbon emissions but another way to assist the transition to a lower carbon environment is to 'carbon offset' those emissions which you can't reduce. We are pleased to provide you links on our website www.insightvacations.com/sustainabletourism where you can calculate the carbon footprint of your travel and contribute towards projects that will reduce the CO2 emissions in the atmosphere on your behalf. There is a lot you can do to support sustainable tourism while you're traveling so visit our website to find out more.

OUR CONSERVATION FOUNDATION

To show our commitment we have set up *The Leading Travel Companies of the World Conservation Foundation*, a not-for profit organisation that will invest in supporting long term sustainable tourism.

Our group of companies is donating US\$1 million per year to fund much-needed conservation, community and sustainable tourism projects that will create a better world for future generations to enjoy.

To ensure every dollar goes to people and places in need, each project is carefully vetted by the Foundation's independent board of trustees, with Insight also donating staff time and additional resources to the Foundation.

* Source: Department for Transport/National Atmospheric Emission Inventory 2004 UK



INSIGHT
LOWER EMISSIONS
Fuel Efficient Touring
for a Cleaner Planet