

# BOOKING CONDITIONS & other important information

For full booking conditions, please visit: [www.luxurygold.com/booking-conditions](http://www.luxurygold.com/booking-conditions). Should any conflict arise between this summary and the full booking conditions, the full booking conditions will prevail.

## SUMMARY BOOKING AND CANCELLATION TERMS

	Level 1	Level 2	Level 3	Additional Air Tickets	Extra Accommodation
Deposit due per person	\$200	\$350	\$500	As per airline policy	No additional deposit required
Final Payment Due (before journey start date)	60 days	90 days	120 days	As per airline policy	In accordance with guided holiday
<b>Cancellation Charges (per person) if you cancel your holiday</b>					
<b>No. of days (before journey start date)</b>					
120 days and over	Deposit	Deposit	Deposit	\$75	\$35
119 – 90 days	Deposit	Deposit	30%	\$75	\$35
89 - 60 days	Deposit	30%	60%	\$75	\$35
59 - 16 days	30%	60%	90%	\$75	Higher of \$35 or 25% of accommodation price
15 - 8 days	50%	90%	100%	\$75	Higher of \$35 or 30% of accommodation price
7 - 1 days	90%	100%	100%	\$75	100% of accommodation price
Departure Day/No show	100%	100%	100%	\$75	100% of accommodation price

**Note:** Included flights are outlined in each itinerary page price panel. Guests traveling must provide their full name (as appears on passport), date of birth and gender. Incomplete or inaccurate information may result in additional charges payable directly to the airline or in a worst-case scenario, be denied boarding.

Level 1: Level 1 cancellation fees are the minimum cancellation fee charged and is used unless the trip is categorised as Level 2 or Level 3.

Level 2: Level 2 trips can be found at [www.LuxuryGold.com/Booking-Levels](http://www.LuxuryGold.com/Booking-Levels), but are trips which include cruise/ferry, train or intra-trip flight elements.

Level 3: Level 3 cancellation fees apply to the following trips:

- Ultimate Italy with Venice Simplon-Orient-Express
- Elegance of Egypt (with all deck and suite options)
- Elegance of the Nile (with all deck and suite options)
- Elegance of the Pharaohs (with all deck and suite options)
- Remarkable Russia with Trans-Siberian Express

## YOUR GUIDED HOLIDAY BOOKING

See our website for detailed terms on what's included and not included in the guided holiday price and for information on reservations and payments including your travel documents.

## BOOKING CHANGES, CANCELLATIONS & REFUNDS

See our website for details on Name Changes, Booking Changes, Cancellations and Cancellation Fees, Illness or Absence.

## GENERAL INFORMATION AND CONDITIONS

See our website for detailed terms on Guided Holiday Prices, Other Fees and Taxes, and Travel Insurance.

## COMPLAINT PROCEDURES & CONSUMER PROTECTION

**Complaint Procedure:** If you have a problem during your holiday please inform Luxury Gold's Travelling Concierge/Local Representative immediately, who will try to make things right. If the matter was not resolved locally, please write to Luxury Gold's Guest Relations Department at the address below within sixty (60) days of the end of the Luxury Gold holiday, as it is important that you provide us the information quickly. Please quote your booking reference number and all relevant information. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, which may affect the way your complaint is dealt with and your rights under this contract. In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms of this Agreement, or concerning any grievance relating to the trip, the prevailing party shall be entitled to recover its actual reasonable legal fees, costs and expenses.

**Booking Arrangements:** Your booking arrangements can be made through your Travel Agent or with us directly. When you make a booking you must be at least 18 years of age at the time of booking. You are guaranteeing that you understand and have the authority to accept and do accept on behalf of yourself and all members of your party the terms of these booking conditions. We will deal only with the lead booking name in all subsequent correspondence and dealings. You are responsible for making all payments due, ensuring the accuracy of all personal details and other information supplied in respect of yourself and your party, notifying us of any changes or cancellations and for receiving correspondence and keeping your party informed.

## IMPORTANT NOTICES

**Passports, Visas and other Entry/Exit Requirements:** All guests including children must be in possession of a machine-readable passport valid for 6 months after their trip return date along with applicable visas. Please refer to "Passport and Visas" section. Due to government imposed security/immigration measures, passport and emergency contact information is required for all guests prior to the release of travel documents.

It is the guest's sole responsibility to secure and/or pay for any and all visas, reciprocity fees, affidavits, immunisations, etc. that are required to be permitted entry into each destination. You should also contact your doctor or a specialist vaccination centre for details of any measures you may need to take prior to departure.

In some countries you may be subject to entry (reciprocity) fees and/or departure taxes/exit fees which will be collected at the airports upon entry/departure by local government authorities.

For up-to-date detailed information on travel documents and visas, entry/exit taxes and further information on entry and exit requirements please check with your Travel Agent or local consular services. Obtaining and carrying these documents is your sole responsibility. **Luxury Gold bears no responsibility for such information and will not be responsible for advising and/or obtaining required travel documentation for any guest, or for any delays, damages, and/or losses including missed portions of your holiday related to improper documentation or government decisions about entry.**

## CONDITIONS FOR SAVINGS & DISCOUNTS

### GENERAL CONDITIONS:

Discounts and savings only apply to the land portion of your holiday, may not be available on all journeys and departures, and are not applicable with extra nights' accommodations, optional extensions, airfares, taxes and fees, flight supplements, surcharges and airport transfers. Sometimes more than one discount can apply. See trip planner box on the individual journey page for details.

### EARLY PAYMENT DISCOUNT:

Only applies to the land portion of journeys featuring the Early Payment Discount in the journeys planner. See itinerary pages. Can be combined with other discounts, where applicable. Pay your deposit when booking and the balance by the date shown on page 171. Offer is subject to availability and may be withdrawn at any time and without notice. Please see booking conditions at [luxurygold.com/epd](http://luxurygold.com/epd) for details.

### PAST GUEST SAVINGS:

If you are a repeat Luxury Gold traveler, or a previous guest of any TTC company, you can unlock special offers such as up to 5% off certain journeys and departures with us or our sister companies. Repeat Luxury Gold travelers are automatically enrolled into Club Bon Voyage where they enjoy access to exclusive sales and savings, including a guaranteed 5% off all journeys and departures featured in new brochures for 60 days from launch and 5% off select departures thereafter – combinable with Early Payment Discount. Redeeming this discount is limited to one journey per calendar year (you must book after your initial journey is completed) and will be applied to an eligible, higher priced journey, if you book two journeys at once. Can be combined with other discounts. Visit [TTC.com/loyalty](http://TTC.com/loyalty) for details.

### YOUNG TRAVELLER DISCOUNT:

Must be aged 5-17 at time of travel and accompanied by at least one adult sharing a twin room. Discounts are limited to one per room and

Please note that entry to any country may be refused even if the required information and travel documents are complete. Luxury Gold will also not be liable in circumstances where entry is refused to another country for any reason. We do not accept any responsibility and will not make any refunds if you cannot travel because you have not complied with any passport, visa or immigration requirements or if you have lost or mislaid any necessary documents (including travel documentation).

**Price changes:** Unfortunately it is inevitable that some of the prices or details contained within this brochure or on our website may have changed since the brochure was printed, and we reserve the right to alter the prices of any of our holidays before you book. You will be informed about any changes to any of the relevant details within this brochure before you book either with your Travel Agent or with ourselves as part of our commitment to high quality customer service.

### The Travel Corporation (2011) Pte Ltd

600 North Bridge Road, Parkview Square #06-06, Singapore 188778

### Tour Operators

Insight Vacations Limited, Travel House, Rue du Manoir, St Peter Port, Guernsey, GY1 2JH  
Destination America Inc, 5551 Katella Avenue, Cypress, California 90630  
AAT Kings Tours (Pty) Limited, 82 – 86 Bourke Road, Alexandria NSW 2015, Australia  
Travel Corporation NZ Limited, 131, New North Road, Eden Terrace, Auckland, New Zealand

### The Insight group of companies has Marketing/Sales/Administrative offices/agents in:

Australia, Brazil, Brunei, Canada, China, Guernsey, Hong Kong, India, Indonesia, Israel, United Kingdom, Ireland, Japan, Malaysia, Myanmar, New Zealand, Philippines, Singapore, South Africa, South Korea, Sri Lanka, Switzerland, Taiwan, Thailand and the USA.

### For further information visit our website at: [www.luxurygold.com](http://www.luxurygold.com)

This brochure supersedes any other prior brochure on the market. See back cover for brochure version and print date.

Major Credit Cards Accepted

are not available on our Egypt, India, South Africa, Australia, New Zealand or Japan journeys, or trips with cruises. Can be combined with other discounts.

### SECOND JOURNEY DISCOUNT:

Book two Luxury Gold journeys of seven days or more and save on the lower priced journey. Take three journeys and save on two. All journeys must be booked at the same time and on the same booking number to qualify. Savings may vary by journey – see individual journey planner box on relevant itinerary page for details. Does not apply to India, Asia, Africa, Australia and New Zealand trips, or journeys with trains, cruises or cruise extensions.

### TRIPLE ROOM:

Triple rooms are suitable for two adults and one child (three adults may find rooms too small as they often have one double and one foldaway bed and limited suitcase space). Triple rooms are limited on cruises and not available on all journeys. A savings or supplemental charge may apply depending on the journey. See trip planner box on the individual journey page for details.

### DEPOSIT PROTECTION:

Should your plans change and you cancel your booking 60 days or more before your trip start date, you will receive a credit of \$200 per person, valid for up to five years from date of cancellation. This credit cannot be used as a deposit against your future booking and can only be used as a credit against your final payment. Only one credit per person can be applied to each booking.

### SMALL GROUP DISCOUNT:

Available when five or more guests are booked together at the same time and on the same booking. Not applicable to trips with train or cruise components. Can be combined with other discounts. Contact [asiagroups@insightvacations.com](mailto:asiagroups@insightvacations.com) or call (65) 6922 5950 / 6299 3382 for trip ideas and savings.

Further conditions apply to all offers – visit [luxurygold.com/special-offers](http://luxurygold.com/special-offers) for details or call your travel agent.