

温馨提示：中文翻译和摘录的条款是为了方便顾客理解，任何争议以英文条款为准。请认真阅读如下旅游协议条款的全部内容，在您付款之后我们将默认您已经阅读并认可此协议规定的条款。

***该旅游协议只适用于以下团号的旅游团次：**

一日游直通车：DE

英国境内团（国语讲解）：SC, LS, SK, WE, NI, LN, IW, VSC, VLS, NE_1, NE_2, NS, GE, GL, YL

欧洲和埃及团（国语讲解）：SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, 228, G229, B227

欧洲和埃及团（英语讲解）：TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, TEEG8, TEEP9, TNID8, TCCH10

1. 团次的确认

支付全款并及时发书面邮件通知我们是您报名参团的前提条件，公司在收到您的团款和报名通知邮件后，方确认您的预订。您收到我们的确认文件时，条款自动生效。

若您对此条款的任何一部分没有充分了解，或对我们的条款存在质疑，请您在第一时间联系我们公司。我们在收到您的团款报名时，将默认您已阅读并接受该协议的全部条款。在您报名后出现任何问题，均遵照此协议条款处理。

2. 迟到和离团

2.1 在任何理由及情况下，团员逾时未能按我们网站或电子票所示的集合时间到达，赶不上团次车辆出发，本公司恕不负责及概不退还任何费用。

2.2 出团过程中，团员未能按导游（或领队）要求的时间返回指定的集合地点，导游（或领队）和司机无法等待，恕不能为您接送。由此产生的其他费用自理。导游对于行程中的时间安排拥有决定和调整的权利。

2.3 一旦您中途离开团队，请您携带旅店清单，雇用的士，尽快返回团队，由此产生的费用自理。导游和司机若已超过服务时间，恕不能为您接送。当然您也可以和导游联系，获取归队方案建议。

2.4 团友在任何情况或私人理由下，要求自行出发，个别返回或途中离团，请务必提前与我们旅行社和导游沟通确认，我们会尽量协助安排。但本公司将不负责一切由于交通或任何事上之延误而导致未能赶上预先安排的行程或住宿上间接或直接的损失。

3. 不可抗力因素

3.1 路线行程在实际操作中如遇不可抗拒之力或其他因素，导游有权就酒店安排或路线行程酌情调整，以便确保参观游览尽可能多的旅游景点。除非有证据表明该延误是因为我公司的疏忽，否则我们将不予负责因延误导致的损失等。请您放心，我们将以最大的努力来确保行程顺利。

3.2 在您旅行之前，请您务必给我们留下您的有效的联系电话或 E-mail 地址，如我们的团队因其他原因而改变行程，我们会及时通知您；如因您没有留下您的有效的联系方式，而造成我们未能及时通知到您，由此而产生的后果，我们概不负责。

4. 住宿

酒店提供的标准住宿方式是，[双人标准房间\(Twin Room, Two single beds\)](#)。旅行团费的价格是按照两人共用一个双人标准房间为依据的。如若有任何我们无法预料的情况发生，我们将为您提供行程中所涉及的类似规模或更好的住宿。我们将以最大的努力来为您提供良好的住宿环境。

如果您是独自一个人旅行或是存在单数报名的情况，我们会为您安排一位同性别游客/导游/领队/司机共享一个双人标准就间，或是三人间。如若我公司找不到适合您的同住者，那么您将被安排独自享用一个单人房，此项费用由我们公司负担的，不会产生您的额外费用。（以下团次需要收取单间附加差，例如：团号为 R228, G229, B227 的欧洲团。单间差费用的规定请以网站上各线路的对应说明或咨询客服得到的回复为准）

我们只保证合住同伴是同性别，不能保证合住同伴的年龄、性格和睡眠习惯。如果担心不能跟陌生同伴同房间相处的顾客，不愿意服从分配或是一定要求使用单人间的顾客，请在报名时主动支付单间差。如果因为您临时不服从安排，导致更换或增加房间产生的费用，由您个人承担。

[如需其他特殊房型，请在报名前与客服联系沟通，我们不保证可以提供，但是会尽量为您争取。](#)

出团之前，我们会根据您在顾客信息表中填写的合住要求来分房。未填写合住信息的顾客，我们会按您填写的性别来为您安排同性别团员合住。如因您填写合住信息或性别信息错误，导致房间无法分配，需要为您单独预定单人间，由此产生的单间差需要由您个人承担。

5. 交通

5.1 根据行程以及团次报名人数，我们通常会使用 5-17 座小巴或是 20-60 座大巴。我们保留在特殊情况下为团次安排替代交通工具的权利。

5.2 为了您的安全，我们所有的大巴都配备了安全带。根据欧洲交通法规规定，您必须确保在大巴上系好安全带。如若您因为没有遵循这项条款而产生以外，对您造成的伤害，我们公司以及大巴司机和车公司都将不负任何责任。

6. 儿童和老人

6.1 2- 12 周岁的儿童必须有两位成年人陪伴。车辆公司不允许儿童和他们的父母或者监护人挤在一个车上的位子。如果父母愿意与其孩子共用一个双人间 **Twin Room**（即两张单人床的房间），那么儿童可享受指定团次的相应参团折扣。

6.2 2 周岁以下的儿童如需报名参团，请与我们联系确认参团资格和优惠折扣。

6.3 未满 18 周岁的未成年顾客，需有监护人或成年人陪伴参团，公司不接受未成年人单独参团。

6.4 凡年龄在 60-75 周岁的顾客，需有孩子（或其他年轻同伴）陪同一同报名参团；75 周岁以上的顾客（不论是否有孩子或其他年轻同伴陪同），我们都不接受报名。

7. 个人财产

保管好个人财产是客户的个人责任，司机、导游、酒店、旅行社等任何一方都没有义务为乘客看管个人财产。如遇乘客个人财产损坏、丢失、盗窃等意外状况发生，由顾客自行承担风险和责任，我们不承担由此引发的任何争议。

如您下团时把物品或行李遗漏在车上，可在下团后发邮件至 info@titicaca.co.uk，详细描述您的遗失物品以及所在车辆的情况，我们会尽可能帮助您联系车公司或者导游确认是否有拾到对应的物品，但不确保一定可以找到，我们不承担由于未能找到丢失物品引发的任何争议。如能找到您遗漏的物品，我们会安把对应物品通过 **Royal Mail Standard Parcel** 邮寄到您所提供的地址上，需要您支付相应的邮费（邮费参考：<http://www.royalmail.com/delivery/business-delivery-options-uk/standard-parcels/prices>），我们不承担物品在邮寄过程中可能产生的破损或者丢失的可能性。

8. 行李

由于旅游车辆行李空间有限，请确保您的大件行李不超过一件，尺寸不超过 55cm x 40cm x 20cm，重量不超过 15KG。如果您有超规格行李，请务必提前联系我们获得认可，避免出团当天因为行李过大延误您登车。出团当天如遇未与公司联系确认，自行带领超尺寸超规格行李的顾客，导游与司机在出团当天有权利不承载，我们公司不承担由此引发的任何争议。

9. 如果您取消参团:

您在付款预定之后，因为任何原因取消参团或者无法按计划参团，根据您提出取消的书面 **Email** 通知的日期，我们会根据不同团次扣除如下管理费用：

9.1 英国境内团:

针对团号为：DE 的一日游直通车:

不论出团前多少天：团款的 100%（一日游直通车可以自行转让票，但不可转团或退团。您在付款预定并收到我们出具的邮件电子票之后，因为任何原因取消参团或者无法按计划参团，已支付的团费无法退还。）

针对团号为：SC, LS, SK, WE, NI, LN, IW, VSC, VLS, NE_1, NE_2, NS, GE, GL 的英国境内团

出团前 14 天或以上：团款的 25%;

出团前 13-8 天： 团款的 50%;

出团前 7-4 天： 团款的 85%;

出团前 3-0 天： 全部团款。

针对团号为：YL 的英国境内团

出团前 14 天或以上，1000 元人民币;

出团前 13 - 8 天，团款的 50%;

出团前 7-0 天，全部团款。

9.2 英国境外团(欧洲和埃及团):

针对团号：SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, R228, G229, B227, TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, TEEG8, TEEP9, TNID8, TCCH10

出团前 45 天或以上, GBP100;

出团前 45-32 天, 团款的 40%;

出团前 31-17 天, 团款的 60%;

出团前 16-10 天, 团款的 80%;

出团前 9-0 天, 团款的 100%

* 以上涉及到的退款仅限于我们账面收到的旅游团费用。TITICACA 不承担因汇率或者国际转账等产生的手续费用。例如：旅行团费我们收到 200 英镑，但是顾客需要退款到英国境外的指定账户，产生任何手续费用，顾客自行承担，我们将从退款金额中扣除这部分手续费。TITICACA 不承担客户因为预定衔接团次的交通、酒店、签证等任何其他费用。例如：顾客为了衔接参团，自行提前预定了机票、火车或者酒店等交通住宿费，均不在我们退款范围内。

10. 如果您要更改团次

报名参团后如需更改出团日期，或转到其他类型的团次上去，在有空缺的情况下，根据您提出更改团次的书面 Email 通知的日期，我们根据不同团次收取如下变更费用：

10.1 针对团号为：SC, LS 的英国境内团

出团前 7 天外：免费（每个团上限最多 4 名顾客，每人只限一次免费转团机会，只限更改出团日期，不允许转到其他类型团次。已使用一次免费转团机会之后，如因其他原因仍然需要转团或退团，出团前 7 天以外提出扣除团款 50%；出团前 7 天或 7 天以内按照正常取消团处理，参考顾客取消团条例）

出团前 7 天或 7 天以内：按正常取消处理，参考顾客取消团条例

10.2 针对除团号为 SC, LS 之外的其他任意英国境内/境外团

付款报名后如需更改出团日期，或转到其他类型的团次，按正常取消团处理，参考顾客取消团条例

11. 团票转让

如果您因为自身原因不能随团出行，想转让票给其他人(同性别)，那么请您在出团前 14 天外书面通知我们，我们会收取 30 英镑（或者 300 元人民币）的管理费。

12. 如果我们改变或取消出团计划

由于不可抗力、罢工、战争或是参团人数不足等原因造成我们不得不取消某团次，我们会以书面 Email 的形式通知您，您在约定的期限内可以选择全部团款退还或是免费转到其他类型/日期的团次上。一旦您选择了退款，您与我们之间的旅行协议立即终止，我们会在 10 个工作日内将全部团款返还给您；一旦您选择了转团，按照新的团次您和我们之间的协议重新开始。因此在收到我们的出团确认函之前，请不要预定额外的交通和住宿，以避免不必要的损失，我们不承担因为取消团次造成的连带经济损失和责任。

英国境内一日团的取消通知最迟在距离出团前 3 天时间通知您；英国境内多日团的取消通知最迟在距离出团前 5 天时间通知您；英国境外埃及团的取消通知最迟在距离出团前 14 天时间通知您；英国境外欧洲团的取消通知最迟在距离出团前 30 天时间通知您。

如果您在得到我们发送的电子票确认出团后，因为我们的原因取消该团次（任何非不可抗力因素除外，包括自然灾害、政府行为、社会异常事件或天气原因导致道路封阻或景点关闭等），我们除了全款退还团费之外，还会根据距离出团日期的长短支付一笔额外补偿费用，如下：（额外补偿费用仅适用于确认出团的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用，我们不再承担由于意外取消团次产生的连带经济损失和责任）

12.1 英国境内团

针对团号为：英国境内一日团以及“一日游直通车”：

出团前 15 天或以上，无赔偿；

出团前 14-3 天，5 GBP/人；

出团前 2-0 天，实际团款 - 10 GBP/人出团前 2-0 天，实际团款 - 10 GBP/人（团款高于 10 英镑的我们只补偿最多 10 英镑/人；团款少于 10 英镑的我们最高赔偿金额等同于实际支付团款）

针对团号为：SC, LS, SK, WE, NI, IW, LN, VSC, VLS, NE_1, NE_2, NS, GE, GL 的英国境内团

出团前 31 天或以上，无赔偿；

出团前 30-21 天，10GBP/人；

出团前 20-15 天，20GBP/人；

出团前 14-10 天, 30GBP/人;
出团前 9-3 天, 40GBP/人;
出团前 2-0 天, 50GBP/人 (最高赔偿金额 50 英镑/人)

针对团号为: YL 的英国境内团

出团前 7 天或以上, 5000 元人民币/人;
出团前 7 - 0 天, 10000 元人民币 /人 (最高赔偿金额 10000 元人民币/人)

12.2 欧洲团和埃及团

针对团号为: SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, R228, G229, B227 的
国语讲解团

出团前 29 天或以上, 20GBP/人;
出团前 28-14 天, 30GBP/人;
出团前 13-7 天, 50GBP/人;
出团前 6-0 天, 70GBP/人 (最高赔偿金额 70 英镑/人)

针对团号为: TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14,
TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15 的英语讲解

出团前 40 天或以上, 无赔偿;
出团前 39-26 天, 20GBP/人;
出团前 25-11 天, 30GBP/人;
出团前 10-4 天, 40GBP/人;
出团前 3-0 天, 80GBP/人 (最高赔偿金额 80 英镑/人)

如果涉及到申请签证产生费用:

请出示您办理签证并产生费用的证明, 欧洲申根 签证我们给予最多 60GBP/人的签证费用补偿; 埃及签证我们给予最多 20GBP/人的签证费用补偿。注意: 额外补偿费用仅适用于如上类型已经确认了出团日期和接人地点的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用及签证赔偿费用, 我们不再承担由于意外取消团次产生的任何其他连带经济损失和责任 (不承担的连带经济损失包括顾客自行预定的机票等交通或是与团次衔接的酒店)。

针对团号为 EG8, EG10, SS, SN, IT, SP, GR 的英国境外团, 如果涉及到预定机票产生费用:

如您在收到我们电子票之后并在我们发出的取消团书面邮件之前, 预定了衔接团次的往返机票, 请出示您预订机票的订单并产生费用的证明, 我们给予最多 150 英镑/人的费用补偿 (高于 150 英镑的机票预订单我们只补偿 150 英镑/人; 少于 150 英镑的机票根据票面实际价值给予补偿)。请注意, 机票费用补偿只适用于不可取消退款 (non-refundable) 的机票预订单, 如果您预订的机票可取消不产生费用, 我们无法给予任何补偿; 如果您的机票预订单可取消会产生一笔手续费, 我们只补偿您取消费用。如您在收到电子票之前, 或者是在我们取消团之后预定的机票, 不享受以上补偿政策, 无法给予任何补偿。

*** 以上涉及到的退款仅限于我们账面收到的旅游团费用以及可能产生的、额外补偿费用。TITICACA 不承担因汇率或者国际转账等产生的手续费。例如: 旅行团费我们收到 200 英镑, 但是顾客需要退款到英国境外的指定账户, 产生任何手续费, 顾客自行承担, 我们将从退款金额中扣除这部分手续费。**

除去以上描述的特定条件范围内的签证费用和机票费用补偿, TITICACA 不承担客户因为预定衔接团次的其他交通、酒店、签证等任何其他费用。例如: 顾客为了衔接参团, 自行提前预定了衔接团次的火车、机车或者酒店等任何交通住宿费, 均不在我们退款范围内。

13. 签证

顾客须自行负责办理及持有有效的旅游证件 (护照) 及签证, 在任何情况下或即使团员持有有效旅游证件及入境签证, 如在入境时为当地移民局 (海关) 拒绝入境, 概与本公司无关, 一切损失团员自行负责。

因无法准备有效签证材料、无法成功办理签证、无法顺利入境等任何原因导致不能参团的顾客, 不在旅游团费退款保障条款内, 均按照退款条例处理, 我们不承担由此引起的任何争议或产生的任何经济损失。

签证意外拒签退款保证:

13.1 针对于所有英国境内团次和团号仅为 SS, SN, EG8, EG10, SP, IT, GR, TH_APT, TH_BTC, TH_FOE 的英国境外团次

一旦发生使馆无理由拒签的情况, 只要您符合下面的条件, 我们依然会退还您的旅游团费用 (仅扣除 25 英镑/300 元人民币管理费用): a) 您完全按照使馆要求, 准确、准时、完整地提交了签证材料; b) 在遭到使馆拒签之后的三天之内, 通过 info@titicaca.co.uk 书面通知我们, 并通过扫描或传真的方式提供使馆拒签的书面证明; c) 您是在出团前七天外 (不含出团

前七天)通过 info@titicaca.co.uk 书面通知的我们有关您被拒签的情况; d) 您在发出通知后的 24 小时内得到了我们书面 Email 的回复, 确认收到了您的通知邮件。

针对条款 13.1 的补充说明: 下列情况, 不能享受意外拒签退款保障: a) 因为材料提供的不及时、不准确、不充分导致的拒签。例如: 没有递交有效学校或工作证明文件, 护照过期, 银行帐单/个人资产证明或旅游保险不符合使馆规定等; b) 顾客自行签证, 无论是在中国还是英国, 未预约到合适面签位置的顾客不能享受退款保障服务。c) 顾客在出团前 7 天或 7 天内通知被拒签。

13.2 对于团号为 ED、EA 的英国境外团次

如果您在有效时间递交了完整准确的签证材料, 却遭到使馆无理由拒签, 对于选择 A 套餐顾客, 只要在出团前七天以上通知我们并出示被拒签证明, 我们仅扣除 100 英镑的手续费, 其他团款全部返还(使馆签证费不退), 7 天以内扣除全部团款; 选择 B 套餐顾客, 只要在出团前七天以上通知我们并出示被拒签证明, 我们会将团款全部返还不收手续费(使馆签证费和签证服务费不退), 7 天以内扣除全部团款; 选择 C 套餐顾客, 任何时间被拒签, 团款全部退回(使馆签证费和签证服务费不退)。

13.3 针对于团号为 TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15 的英国境外团次(英语讲解)

一旦发生使馆无理由拒签的情况, 只要您符合下面的条件, 我们依然会退还您的旅游团费用(仅扣除 25 英镑管理费用): a) 您完全按照使馆要求, 准确、准时、完整地提交了签证材料; b) 在遭到使馆拒签之后的三天之内, 通过 info@titicaca.co.uk 书面通知了我们, 并通过扫描或传真的方式提供使馆拒签的书面证明; c) 您是在出团前 28 天外(不含出团前 28 天)通过 info@titicaca.co.uk 书面通知的我们有关您被拒签的情况; d) 您在发出通知后的 24 小时内得到了我们书面 Email 的回复, 确认收到了您的通知邮件。

针对条款 13.2 的补充说明: 下列情况, 不能享受意外拒签退款保障: a) 因为材料提供的不及时、不准确、不充分导致的拒签。例如: 没有递交有效学校或工作证明文件, 护照过期, 银行帐单或旅游保险不符合使馆规定等; b) 顾客自行签证, 无论是在中国还是英国, 未预约到合适面签位置的顾客不能享受退款保障服务。c) 顾客在出团前 28 天或 28 天内通知被拒签。

13.4 针对于团号为 R228, G229, B227 的英国境外团次

在出团前 16 天以外, 提供使馆的拒签证明, 扣除 25 英镑/人管理费, 其他费用退回

出团前 15-9 天, 提供使馆的拒签证明, 扣除 50% 团款

出团前 8-0 天, 扣除全部团款

。

* 以上涉及到的退款仅限于我们账面收到的旅游团费用。TITICACA 不承担因汇率或者国际转账等产生的手续费用。例如: 旅行团费我们收到 200 英镑, 但是顾客需要退款到英国境外的指定账户, 产生任何手续费用, 顾客自行承担, 我们将从退款金额中扣除这部分手续费。TITICACA 不承担客户因为预定衔接团次的交通、酒店、签证等任何其他费用。例如: 顾客为了衔接参团, 自行提前预定了机票、火车或者酒店等交通住宿费, 均不在我们退款范围内。

14. 个人旅游保险

旅游保险是参团旅游的必需条件。我们强烈建议您出外旅行请务必购买个人旅游保险, 以保证在出现个人意外, 例如: 生病、丢失财物等个人意外情况时, 有保险公司保障您的权益。我们保留检查顾客所购买的旅游保险并拒绝没有购买旅游保险的顾客上团的权利。

15. 顾客的责任和赔偿

15.1 在车上, 司机对车辆和乘客有最终处理权。任何团员若蓄意妨碍导游或司机工作, (例如上车前后醉酒, 车上吸烟或滥说脏话以及有威胁性的行为。) 危害他人人身安全, 影响团体正常活动及利益时, 导游和司机视具体情况或在大多数团员赞同下有权取消其随团资格, 命令该团员离团, 其未完成部分旅程之的费用, 概不退还, 其离团后一切行动, 概与本公司无关。我们甚至会通过法律途径向您索赔因您的不当行为所造成的直接和间接损失。

15.2 团员在旅游期间, 如因故意或鲁莽、粗心等原因损坏了酒店设施、交通工具, 造成损失的团员需要遵守当地法律和地方规定, 予以赔偿。

16. 我们的责任

组团运营方仅代理导游、酒店、交通工具的组织、安排服务, 凡参加本行程内团员或客人如遇有财产损失、盗窃、意外身亡、或天灾人祸、交通延误、失火、罢工、战争、政局不安、无法控制及政府更改条例而招致损失额外费用时, 概与组团运营方无关及不需负任何责任。更多赔偿责任请参考英文条款。

FULL Booking conditions and instructions (ENGLISH)

These terms and conditions cover the following tours:

All One Day Express Tour with the prefix DE

UK tours (Chinese Speaking Guide) with the prefix of SC, LS, SK, WE, NI, IW, LN, VSC, VLS, NE_1, NE_2, NS, GE, GL, YL

Europe and Egypt Tours (Chinese Speaking Guide) with the prefix of SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, R228, G229, B227

Europe and Egypt Tours (English Speaking Guide) with the prefix of TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, TEEG8, TEEP9, TNID8, TCCH10

1) Confirmation of the tours

Once we have received your tour fees, we will issue you with the appropriate documentation / e-ticket. You will need to bring your e-ticket with you on the tour and show it to the tour manager.

These terms and conditions come into effect between you and us once we have received your written notice regarding the fulfilment of the full payment for the booking and also the booking details. It is understood that by booking a tour with us, and having paid a full fees for the tour, you have read and agree to abide by the terms set out here. If you are unsure please contact us.

2) Prices

2.1 What is included and not included in the tour price will be in accordance with the description on the web site at the time of booking.

2.2 All prices in our adverts are correct at the time of printing. These may not be the most up to date prices. In case of any errors, our operator will give you the accurate pricing before you make payment. We reserve the right to change any prices without any prior notice. However once you have paid your fees, we will honour the prices we have quoted you except in exceptional circumstances.

3) Joining / rejoining the tour

3.1 Your tour will depart promptly at the departure point as set out in your itinerary. If you fail to join the tour due to your lateness or any other reason we won't refund any tour fees.

3.2 If you are late arriving to any departure point, whether at the beginning of the tour or during the tour, you are responsible for any consequential loss if you are unable to join / rejoin the tour.

3.3 The guide / tour manager has the final decision on the timing of departure.

3.4 If you deviate from the tour, for instances to visit a friend will not board the coach at a certain departure point, you must inform the guide so we do not wait for you. You can rejoin the tour at any time provided you arrive to the requested pickup point at your own accord and you have informed the guide to expect you in advance. We will not pay you any travel costs for the deviation nor will we be able to refund you for any parts of the services you have missed.

4) Unforeseen circumstances

4.1 There may be unforeseen circumstances during your tour to which we will have no control. These may include traffic situations, breakdowns, natural disasters etc. We reserve the right to make changes to the itinerary / hotel / meal arrangements as a result of these unforeseen circumstances. This may mean that some points on the itinerary are missed, but we will do our best to ensure we stick to the itinerary as much as possible.

4.2 Before you travel, you must give us a valid contact mobile number and your email address, so we can contact you in case of sudden changes to the itinerary. We will do our best to inform you of any material changes before or during the tour as it happens. We can not be held responsible for the consequential loss due to you failing to receive the information or us unable to send you the information because you have failed to provide valid contact details.

5) Accommodation

5.1 Hotels we will provide all include twin shared rooms (with two single beds). Some tours may also give you the option of other room (e.g. double rooms or triple rooms), but whilst we will endeavour to provide these, these are not guaranteed. All tour prices are worked on the basis of twin sharing rooms, and if you are a single person, we will endeavour to find you a sharer of the same sex on the tour. If we are unable to find the sharer, we will provide you with a single room at no extra cost (except tour codes R228, G229 or B227). However, if you decline to accept the room sharer we have chosen for you, or you request that you must be placed in a single room, you must pay us a single room supplement of 30GBP per person per night. If you request a single room for your tour, you must put this to us in writing at the time of your booking.

5.2 In all cases, we will ask you for your gender and your preferred room sharer. If you need a room sharer, we will endeavour to place you with a room sharer of the same gender. However, if you have informed us the wrong gender, resulting in you being unable to share with your allocated sharer, you will be responsible for your own single room supplement as we will need to place you in a single room.

5.3 If you have made a request for room other than the standard twin room, you must put this to us in writing at least 72 working hours before tour departure. We will endeavour to accommodate your request, but this is not guaranteed. We will not be able to compensate you if we are not able to fulfil your request for any reason.

6) Transport and luggage capacity

6.1 Depending on the nature of the tour and the itinerary, we will use minibuses (9-17 seats) and coaches (20-60seats). We reserve the right to allocate the transport provided in the circumstances.

6.2 All vehicles are fitted with seat belts for your safety. You must wear your seat belts at all times whilst on the bus. Neither we nor the coach operator can be held responsible for injuries caused by you not wearing seat belts according to the instructions.

6.3 Some coaches and minibuses may have limited luggage capacity. In general, the vehicles will have sufficient luggage space for all the passengers if all passengers carry a reasonable amount of luggage for their particular trip. Normally, we require your luggage to have a maximum luggage size of 55cmx40cmx20cm, with a maximum weight of 15kg. If your luggage is bigger than this, we may still be able to accommodate. However you must give us notice in advance in writing, and must also have received our written permission in advance. If you have an oversized luggage and have sort our permission, in certain extreme cases we reserve the right to ask you to split your luggage and we will pay for temporary storage. If you have an oversized luggage and you did not seek our permission in advance, we will try our best to accommodate your luggage, but if that if not possible, then we regret that we can not carry your oversized luggage on tour.

7) Seating allocations

7.1 Most tours give you the option of reserving seats on the coach, but there is an extra charge for this.

7.2 All unreserved seats are allocated by the tour manager on a fair basis, and we reserve the right to ask you to change seats during the tour if the circumstances requires.

8) Children and the elderly

8.1 Children 2 – 12 years of age are offered special prices on the tours if they can share a standard twin room (two single beds) with their parents.

8.2 Children younger than 2 may travel with a small fee if they can sit on the parents lap. Please contact us beforehand if you have young children on the tour, as we need to consult the coach operator in each circumstance.

8.3 For their own safety and to ensure they are properly looked after, we can only accept passengers between the age of 60 – 75 if the passenger is also accompanied by an adult aged between 18 – 60. We regret that we are not able to accept passengers aged above 75 in any circumstance.

9) If we cancel the tours

9.1 Many of our tours are confirmed departure many weeks or months before your departure date. However, as many tours will require a certain number of participants, and some tours may be cancelled if there are not enough participants.

9.2 All tours will have a latest confirmation date, which we promise you that we will give you a definite answer as to whether a tour can depart. For Europe tours this is usually 30 days in advance, for other tours this may be shorter.

9.3 If in the event that a non-confirmed tour is cancelled and you have paid us a deposit or tour fees, we will refund you the fees you have paid within 10 days of the cancellation notice. We will not pay you any compensation, hence we recommend that you do not buy any plane / transport tickets etc before your tour is confirmed departure.

9.4 If your tour is confirmed, and is subsequently cancelled, we will refund you the fees you have paid within 10 days of the cancellation notice and pay you appropriate compensation. The compensation level will vary with each tour and will be communicated to you on the tour ticket. If this is not noted, please use the default compensation level as shown below:

UK Tours:

For the tours with the daytrip and one day express tour with the prefix of DE, you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

15 days or above: No compensation

14 – 3 days: 5 GBP per person

2 – 0 days: tour fee - 10 GBP per person (The maximum compensation we will pay is 10GBP, if the tour fee less than 10GBP, the maximum compensation is equal to the tour fee)

For the tours with the prefix of SC, LS, SK, WE, NI, IW, LN, VSC, VLS, NE_1, NE_2, NS, GE, GL, you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

31 days or above: No compensation

30 – 21 days: 10 GBP per person

20 – 15 days: 20 GBP per person

14 – 10 days: 30 GBP per person

9 – 3 days: 40 GBP per person

2 – 0 days: 50 GBP per person (The maximum compensation we will pay is 50GBP)

For the tours with the prefix of YL, you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

7 days or above: 5000 RMB per person

6 – 0 days: 10000 RMB per person (The maximum compensation we will pay is 10000 RMB)

Europe and Egypt tours:

For the tours with the prefix of SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, R228, G229, B227, you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

29 days or above: 20 GBP per person

28 – 14 days: 30 GBP per person

13 – 7 days: 50GBP per person

6 – 0 days: 70 GBP per person (The maximum compensation we will pay is 70GBP).

For the tours with the prefix of TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, TEEG8, TEEP9, TNID8, TCCH10 you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

40 days or above: No compensation

39 – 26 days: 20 GBP per person

25 – 11 days: 30GBP per person

10 – 4 days: 40 GBP per person

3 – 0 days: 80 GBP per person (The maximum compensation we will pay is 80GBP).

9.5 For Europe tours, if you are applying for your visa directly with the embassy, and you have already applied for your visa or incurred costs in applying for your visa, we will compensate you for your loss up to a maximum of 60GBP. This is in addition to the compensation set out above.

9.6 For Egypt tours, if you are applying for your visa directly with the embassy, and you have already applied for your visa or incurred costs in applying for your visa, we will compensate you for your loss up to a maximum of 20GBP. This is in addition to the compensation set out above.

9.7 For EG8, EG10, SS, SN, IT, SP, GR tours, if you have booked your flight ticket after you have received our tour confirmation, and the flight is solely to be used to join the tour, and we have cancelled the tour after we have confirmed your tour and you have purchased your plane ticket, then we will compensate you the amount you paid for your ticket, up to a value of 150GBP. If you have paid over 150GBP for your ticket then the maximum we will compensate you is still 150GBP. Please note we will need to see the plane ticket and proof of payment, and the ticket must be non refundable, in order to process the compensation. If the ticket is refundable, or refundable subject to a cancellation charge, then the maximum compensation we will pay you is the cost of the cancellation charge up to the value of 150GBP. Please note that we will not be able to compensate you any other losses such as advances hotel bookings and other form of transport such as airport shuttle or trains. Please also note we will not compensate you if you booked the plane ticket after we sent you our cancellation notice or if you booked the plane ticket before you received our written confirmation that you have successfully booked on our tour.

9.8 Please note all terms in 9.1 – 9.7 only applies if the tour is confirmed departure and we have confirmed your place on the tour. This does not apply if for example you applied for the tour, paid for the tour and it is already full.

It must be stated that it is very unlikely a confirmed tour is cancelled. You will not be compensated if the cancellation is cause by force majeure such as a natural disaster, dangerous weather conditions, government actions, general strike or an act of war.

For any refunds or compensation, we will not be responsible for the losses to you caused by foreign exchange differences between the time you paid for the tour and the time we refunded you, or the losses of the pre-booked accommodation and transportation in conjunction with your tours.

10) If you cancel the tours

If you cancel your tour, we need to be informed in writing. Verbal cancellations will not be accepted. Once we received your written cancellation confirmation, we will process your request. You will be charged a cancellation fee based on the number of days before departure that we receive your cancellation notice. The cancellation charges are:

10.1 For all the one day express tours with the prefix DE, there are no refund for any cancellation under any circumstances.

10.2 For the UK tours with the prefix of SC, LS, SK, WE, VSC, VLS, NE_1, NE_2, NS, GE, GL:

14 days or more before departure: 25% of tour fees

13-8 days before departure: 50% of tour fees

7-4 days before departure: 85% of tour fees

3-0 days before departure: Full tour fees

10.3 For the UK tours with the prefix of YL

14 days or more before departure: 1000RMB

13-8 days before departure: 50% of tour fees

7-0 days before departure: Full tour fees

10.4 For the Europe and Egypt tours with the prefix of SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, R228, G229, B227, TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, TEEG8, TEEP9, TNID8, TCCH10

45 days or above before departure: 100GBP

45 days to 32 days before departure: 40% of tour fees

31 days to 17 days before departure: 60% of tour fees

16 days to 10 days before departure: 80% of tour fees

9 days to 0 days before departure: 100% of tour fees

10.6 We will not be responsible for the losses to you caused by foreign exchange differences between the time you paid for the tour and the time we refunded you, or the losses of the pre-booked accommodation and transportation in conjunction with your tours.

11) Transfer of tour dates:

11.1 For the tours with the prefix of SC and LS (Scotland Luxury 4 and 5 day tours)

If you find that you are unable to join the tour at the date you have applied for, but are willing to transfer to the same tour departing on a different date, as long as you inform us in writing seven or more days before your scheduled departure date, we will allow you to transfer to the new date subject to availability. You are allowed a maximum of one transfer per booking. If you have already transferred once and would like to transfer again, and you have informed us seven or more days before your last confirmed departure date, you will be charged a transfer fee equating to 50% of your tour fees.

If you inform us of your desire to transfer within 7 days of departure, you transfer will be treated as a normal cancellation. Please note we limit a maximum of four passenger transfers per departure date, which means for example that if four other passengers have already transferred out of the tour you have booked, we reserve the right to refuse your transfer or to treat your transfer as a cancellation.

11.2 For the UK tours with the prefix of SK, WE, VSC, VLS, NE_1, NE_2, NS, GE, GL:

You will be permitted to transfer to a different tour or the same tour departing on a different date subject to a transfer charge.

If you tell us in writing 14 days prior to tour departure you can change to a different tour subject to a fee of 30GBP.

If you inform us within 14 days prior to departure you will be treated as a normal cancellation.

11.3 For the one day express tours with the prefix of DE, there are no refund if you need to change the travel date.

11.4 For the UK tours with the prefix of YL:

You will be permitted to transfer to a different tour or the same tour departing on a different date subject to a transfer charge.

If you tell us in writing 14 days prior to tour departure you can change to a different tour subject to a fee of 500RMB.

If you inform us within 14 days prior to departure you will be treated as a normal cancellation.

11.5 For European and Egypt tours with the prefix of SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE, R228, G229, B227:

You will be permitted to transfer to a different tour or the same tour departing on a different date subject to a transfer charge.

If you tell us in writing 30 days prior to tour departure you can change to a different tour subject to a fee of 50GBP.

If you inform us within 30 days prior to departure you will be treated as a normal cancellation.

11.6 For European and Egypt tours with the prefix of TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, , TEEG8, TEEP9, TNID8, TCCH10: Any transfer request will be treated as a normal cancellation

12) Transfer of places to friends:

If you are unable to attend a tour, you may transfer your place to a friend of the same gender. You must inform us in writing 14 days prior to the tour departure and will be charged a 30GBP or 300RMB transfer fee. We reserve the right to refuse anyone on the tour unless they are the ticket holder or we have not been informed of the transfer.

13) Cancellations due to visa problems

13.1 It is your responsibility to ensure you have a valid passport and valid visa for all countries you will visit on your tour. If you are not able to join the tour because you did not acquire the correct visa, or even if you have acquired the correct visa, but for whatever reason, the immigration department of any of the countries you visit would not allow you to enter the country, you situation will be treated as a normal cancellation. In addition, we will not be responsible for any costs you have incurred as a result of your visa problems.

13.2 We do provide you with some additional guarantees in the event that you failed to obtain the visa to visit the countries that your tour will be visiting. These guarantees and their conditions are listed below:

For all UK tours and tours with the prefix of SS, SN, EG8, EG10, ED, EA, SP, IT, GR, TH_APT, TH_BTC, TH_FOE:

If you have applied for your visa to visit the countries which your tour will be visiting, and your application is rejected by the embassy, then we will cancel your tour and refund you the full tour fees you have paid us, less 25GBP or 300RMB in administration costs, provided you satisfy the following conditions:

- 1) You have followed all instructions given by us and the embassy and have submitted complete and genuine application materials before the agreed submission date.
- 2) You must ensure that you have submitted your application to an embassy which is approved by us. For example, if we specify that you must submit your application to the French embassy and you instead submitted your application to the Italian embassy, we will not refund your tour fees if your application is rejected.
- 3) You must have applied to the embassy on time. We will not refund your tour fees if your application is delayed for any reason, meaning that you have not received your visa before the tour departure date.
- 4) You will be able to show us the rejection confirmation from the embassy. A letter from the embassy stating they need more information from you is not a rejection, this simply means you have not submitted the complete information, and you will not receive a refund in such instances.
- 5) Once you have received the rejection notification from the embassy, you inform us in writing within 3 days of receiving the notification. In addition, you must inform us at least 7 days before your tour is scheduled to depart. So for example, if your visa application is rejected less than 7 days prior to departure, we are unable to refund you.
- 6) Within 24 working hours of informing us, we will reply to you in writing. If you do not receive our confirmation of receiving your notification, you must inform us in case we did not receive your notification.

For the Europe and Egypt tours with the prefix of TWWR8, TWFD22, TCER9, TEFV10, TEDB7, TG10, TDEB7, TLR15, TPAR9, TGER14, TDLR11, TEF22, TEDA21, TDE26, TED36, TSH10, TEF22, TSC15, TEEG8, TEEP9, TNID8, TCCH10:

If you have applied for your visa to visit the countries which your tour will be visiting, and your application is rejected by the embassy, then we will cancel your tour and refund you the full tour fees you have paid us, less 25GBP in administration costs, provided you satisfy the following conditions:

- 1) You have followed all instructions given by us and the embassy and have submitted complete and genuine application materials before the agreed submission date.
- 2) You must ensure that you have submitted your application to an embassy which is approved by us. For example, if we specify that you must submit your application to the French embassy and you instead submitted your application to the Italian embassy, we will not refund your tour fees if your application is rejected.

- 3) You must have applied to the embassy on time. We will not refund your tour fees if your application is delayed for any reason, meaning that you have not received your visa before the tour departure date.
- 4) You will be able to show us the rejection confirmation from the embassy. A letter from the embassy stating they need more information from you is not a rejection, this simply means you have not submitted the complete information, and you will not receive a refund in such instances.
- 5) Once you have received the rejection notification from the embassy, you inform us in writing within 3 days of receiving the notification. In addition, you must inform us at least 28 days before your tour is scheduled to depart. So for example, if your visa application is rejected less than 28 days prior to departure, we are unable to refund you.
- 6) Within 24 working hours of informing us, we will reply to you in writing. If you do not receive our confirmation of receiving your notification, you must inform us in case we did not receive your notification.

13.3 The following are specifically excluded from the refund promised in clause 13.2.

- 1) If you have not submitted your application on time
- 2) Your application is not complete
- 3) If you have not managed to secure an appointment with the embassy in time for your departure.

13.4 Please note that tours with the prefix of R228, G229 and B227 are not provided with any guarantees, and should your visa application be rejected by the embassy for whatever reason, it will be treated as a normal cancellation as outlined in section 10.

13.5 For any refunds, we will not be responsible for the losses to you caused by foreign exchange differences between the time you paid for the tour and the time we refunded you, or the losses of the pre-booked accommodation and transportation in conjunction with your tours.

14) Travel insurance

Person travel insurance is not included as part of the tour price and is mandatory. You must ensure you have purchased adequate cover for the tour. We reserve the right to check your insurance policy document on the tour and refuse you boarding if you do not have your policy with you.

15) Compensation

We use quality vehicles from reputable suppliers for all our tours. However, even the best maintained vehicles may breakdown. In the unlikely event of a breakdown, we will do our best to ensure that your tour is disrupted as little as possible, and to repair or replace the faulty vehicle as soon as possible. We will also compensate you based on the following scale:

Breakdown repaired within 2 hours: No compensation

2 to 3 hours delay: 2.5 GBP per person

3 to 4 hours delay: 5 GBP per person

4 to 5 hours delay: 7.5 GBP per person

Over 5 hours delay: 10 GBP per person (maximum compensation is 10 GBP per person)

The above compensation does not include delays caused by third party transport (such as boat, railways, flights, public transports etc) and exclude any non mechanical problems causing delays such as traffic condition or accidents, delays caused by police / border checks and delays caused by fellow passengers etc.

16) Complaints

If you are unhappy with your tour for what ever reason, the first point of call is your tour manager, who should help you to deal with any problems on the spot. If the manager is unable to help you, you should call our office on 0207 043 9949 during office hours (or our emergency contact which will be given to you by answer phone when you call our office during out of office hours) and report the problems.

If we are unable to resolve your problems after you have tried the above two approaches, please write to us by email to info@titicaca.co.uk with your complaint within 7 days of returning. We will usually reply to your complaint within 7 days of receiving your complaint. Please note we will not process any complaints which are submitted to us more than 7 days after your return.

17) Termination of tour due to bad behaviour or non compliance

17.1 During the tour, you must ensure you comply with the wishes of the driver and the tour manager at all times. Many of these requests may be given for your safety and the safety of other passengers. You must not do anything which prevents the work of the driver or the tour manager, or to use threatening behaviour to our staff. The driver and the tour manager reserve the right, at their discretion to remove you from the tour at any time if your behaviour threatens the safety or the well being of the driver, the tour manager, other passengers or other members of the public. This behaviour includes but is not limited to smoking or drinking alcohol on the coach or in the hotel. In such cases you will not be refunded for any portion of the tour which you have not enjoyed.

17.2 If you damage any property such as our vehicle or hotel facilities during the tour, whether it is deliberate or accidental, you will be liable to pay for the damages caused.

18) Booking on behalf of others

If you book the tour on behalf of others, you must ensure that all passengers agree with the terms set out in this contract. By booking on behalf of others, you accept that all people in your party agree to the terms set out in this contract.

19) Group photos

The tour manager may take photos of your or other members of the group during the tour, and we may subsequently use these photos for promotional purposes. If you do not wish us to do that, you must inform the tour manager at the time.

20) Prepayment protection

For your protection, all prepayment you make to us are deposited in a third party trust account to ensure that you will be refunded in case of our bankruptcy before you take your tour.

20) Personal belongings

The personal belongings should always be under the protection of the travellers' themselves in any circumstance. The travellers themselves will be responsible for the loss, damage or stolen of their personal belongings if they are left unattended for example in the hotel, coach or any places during the tours. The driver, tour manager, hotel, guide and any operating parties won't be responsible for the loss, damage or stolen of the travellers' personal belongings.

21) Our responsibilities:

21.1 We do not accept liability for any loss, damage or expense resulting from war or terrorist activities threatened or actual, civil unrest, industrial action threatened or actual, weather conditions, fire, flood, drought, closures, unforeseen alterations to public transport schedules, rescheduling of aircraft or boats, epidemic or outbreaks of illness or any other event outside our control which either delays or extends or reduces the trip, or compels a change in the trip arrangements after departure.

21.2 We will not be responsible for any loss or damage sustained by you as a result of a contravention of any law or regulation of any of the countries visited while on the trip.

21.3 If you have a medical condition or disability which may affect your trip, we ask that you inform us in writing at the time of booking the trip of any special arrangements required by you so that we are able to advise as to the suitability of those arrangements. If we reasonably feel we are unable to satisfactorily accommodate your particular needs, we reserve the right to decline the booking or ask for you to be accompanied by a person who is able to provide full assistance to you throughout your trip.

21.4 Save where the provisions of Force Majeure apply, in the event that the trip does not reasonably comply with the description on the website, we may compensate you to a maximum value equal to the price of the trip but excluding insurance premiums and we will only be liable to pay the maximum amount of compensation where there has been a total failure of consideration for your payment. Where the failure to provide such trip is not caused by any fault of ours, its agents or suppliers or is caused by or contributed to by you, we will not be liable to pay any compensation.

21.5 If you are killed, injured or become ill during or as a result of, carriage by aircraft, ship, train or coach forming part of the trip in circumstances where such death, injury or illness is not caused by or contributed to by you, our liability to pay damages and/or the amount of compensation we will be liable to pay is limited in accordance with the liability of a carrier under any international Convention applicable to such events, including, but not limited to:

In respect of carriage by air, the Montreal Convention 1999 or the Warsaw Convention 1929 (including as amended by the Hague Protocol of 1955 and by any of the Montreal Additional Protocol of 1975)

In respect of carriage by sea: the Athens Convention 1974

In respect of carriage by rail, the Berne Convention 1961; and

In respect of carriage by road, the Geneva Convention 1973.

The terms of these Conventions are incorporated into and form part of our contract with you. In respect of death or personal injury, the liability of an air carrier under the Montreal Convention and the Warsaw Convention is limited to death or bodily injury caused by an accident which takes place on board the aircraft or in the course of any of the operations of embarking or disembarking.

You should also note that these Conventions may limit or remove the carrier's liability to you and the amount which the carrier has to pay to You. You should also know that the carrier will rely upon its 'conditions of carriage' which may limit or remove the carrier's liability to You and limit compensation under any international Conventions.

21.6 In the event that we (or our insurers) make any payment to you for death, personal injury or illness, you must give us or our insurers all and any rights you may have to take action against the party responsible for causing the death, personal injury or illness and you must co-operate fully with us in seeking recovery of any payment we may make from such party.

21.7 Your booking is accepted on the understanding that You appreciate the possible risks inherent in travel and that you undertake the trips featured of your own volition. Every effort will be made to operate all trips featured but because of the number of countries visited on trips there may be a necessity to vary the itinerary from that stated, and delays may occur for a variety of reasons beyond our control. The final decision on the itinerary and the content of the trip will be taken by the Trip Leader, as appointed by us in the interest of the group as a whole.

22) No refund will be made for services made available by us but which for whatever reason are not used by you once the trip has departed.

23) Third party services

Our services to you are limited to those that have advertised, such as coach travel, hotels etc. During your tour, we may help third parties such as boat operators, restaurants and attractions to advertise their services. All these services are optional and are not part of our responsibility. We do not accept responsibilities for the actions of these non contracted third parties, or their failure to perform any services they have advertised.

24) Contracted parties

All tours listed under the said terms and conditions are sold by Dikai CES Co. Limited, Titicaca Dikai Operations Centre, B-15F Innoc Tower, 239 Nanjing Road, Tianjin 300052, China, with consultancy provided by Mont Everest International Limited, One Victoria Square, Birmingham, B1 1BD, United Kingdom. All tours with the prefix of DE,SC,LS,SK,WE,NI, LN,IW,VSC,VLS,NE_1,NE_2,NS,GE,GL,SS,SN,EG8,EG10,SP,IT,GR,YL are operated by Dikai CES Co. Limited, Titicaca Dikai

Operations Centre, B-15F Innoc Tower, 239 Nanjing Road, Tianjin 300052, China; All tours with the prefix of TH_APT,TH_BTC,TH_FOE,ED,EA are operated by Tong Hang Tour management Limited, St. Stephens House, Cressingham Road, London, SE13 5AG, United Kingdom; All tours with the prefix of R228,G229,B227 are operated by AM Europe Travel, Karel Doormanstraat 16, 3012 GJ Rotterdam, The Netherlands; All tours with the prefix of TWWR8,TWFD22, TCER9,TEFV10,TEDB7,TG10,TDEB7,TLR15,TPAR9,TGER14,TDLR11,TEF22,TEDA21,TDE26,TED36,TSH10,TEF22,TSC15,TEE G8,TEEP9,TNID8,TCCH10 are operated by Top Deck Tours Limited, Level 2, 107 Power Road, Chiswick, London W4 5PY, United Kingdom.