

ATYRAU OIL & GAS 2011



05-07 April 2011

Atyrau Sports Complex &
The Renaissance Hotel, Atyrau, Kazakhstan

10th North-Caspian Regional Exhibition
"Atyrau Oil & Gas" / "OilTech Atyrau"

ACCOMMODATION & TRAVEL SERVICES MANUAL

ctms
Corporate Travel Management Solutions
The Connection, 198 High Holborn,
London, WC1V 7BD
Tel: +44 (0)20 7421 0001
Fax: +44 (0)20 7117 4526
Email: exhibitor.uk@ctmstravel.com

www.ctms-exhibitions.com

ctms
BEYOND CORPORATE TRAVEL



AN INTRODUCTION TO ctms

ctms - CORPORATE TRAVEL MANAGEMENT SOLUTIONS

ctms has, for the last 16 years, been a leading provider of Travel Management Services to corporate clients throughout the world.

We attribute our success and strategic advantage in the market place to our dynamic customer driven approach – listening to our client's unique needs and requirements, understanding their particular travel service and convenience standards, and then using our existing technology, bargaining power and expertise to provide our clients with maximal value.

ctms offer its clients a host of services in order to ensure that every aspect of company travel is orchestrated according to the exact needs of each client and that we add value and contribute to the travel process in every organisation we work with.

Our broad range of services include:

- Visa supports (invitations)
- Visa procurement
- Hotel accommodation
- Flight / train reservations
- Airport transfers
- Airport Meet & Greet
- Pre and post exhibition tours of Atyrau
- Meeting & Event Planning
- Travel Policy Management & Consulting
- Travel Expenditure Reporting & Analysis
- Private Air Charter
- VIP Services

PAGE DETAILS

Page 02-03: How to obtain your VISA

Page 04: VISA Application checklist

Page 05-07: VISA Support Order Forms

Page 08: VISA Procurement Order Form

Page 09: Exhibition Venue & Hotel Location

Page 10-11: Suggested Accommodation

Page 12: Hotel Booking Form

Page 13: Transfer Order

Page 14-16: Booking Conditions

Page 17: Terms & Conditions



IMPORTANT VISA INFORMATION

What type of VISA do I need?

BUSINESS VISA:

If you are attending the Exhibition as an exhibitor or expect to undertake business whilst there we recommend that you travel on a Business visa. An invitation from the Ministry of Foreign Affairs is required. We can obtain this for you. Business visas are available for varying periods.

TOURIST VISA:

If you are simply visiting the exhibition and not conducting business you can travel on a tourist visa. Your 'invitation' will take the form of a 'Tourist Voucher' and a 'Hotel Booking Confirmation'. We can obtain this for you. Maximum validity for a tourist visa is one month and can be issued for a single or double entry.

All visa supports are issued on the assumption that you will be entering Kazakhstan via Atyrau International Airport. If you are not, please, alert us to this fact before ordering your visa support.

How long does it take to obtain the VISA supports?

Visa supports — these are issued in Kazakhstan by the Ministry of Internal Affairs. The time to process your application varies according to how much you wish to pay — they can process your application as quickly as 3 working days or as slowly as 25 working days. Processing times start the day after the applications are received by them.



IMPORTANT VISA INFORMATION

Remember to give yourself enough time to plan your visa and to make your travel arrangements.

Please note: ITE is not responsible for your visa requirements.

Before your Kazakh visa is granted you need to obtain a Visa Support document first. As part of its continuing liberalization policies Kazakhstan has announced a significant step in easing the procedures for those who want to visit the country to expand their business, trade and investment activities. Since February 15, 2004 businessmen and tourists from 35 countries (see below) no longer need to obtain a Visa Support before applying for their visas – you have to have been born in one of these countries and you have to hold a passport from one of these countries.

The only documentation required (if you are from one of these listed countries) is:

1. Completed application form
2. One passport-type photograph
3. Payment of the Consular fee
4. Letter of introduction explaining, briefly, the purpose of your visit

List of 35 countries

- | | | |
|-------------------|------------------------|-----------------|
| 1. Australia | 15. Israel | 29. Singapore |
| 2. Austria | 16. Italy | 30. Slovakia |
| 3. Belgium | 17. Japan | 31. Spain |
| 4. Canada | 18. Korea, Republic of | 32. Sweden |
| 5. Croatia | 19. Lichtenstein | 33. Switzerland |
| 6. Denmark | 20. Luxemburg | 34. UAE |
| 7. Finland | 21. Malaysia | 35. USA |
| 8. France | 22. Monaco | |
| 9. Germany | 23. Netherlands | |
| 10. Great Britain | 24. New Zealand | |
| 11. Greece | 25. Norway | |
| 12. Hungary | 26. Poland | |
| 13. Iceland | 27. Portugal | |
| 14. Ireland | 28. Saudi Arabia | |

IF YOU ARE NOT ON THE ABOVE LIST YOU WILL NEED A VISA SUPPORT DOCUMENT

Please be aware that it can take up to 30 working days to obtain your visa support; this depends on your nationality. Only once you have this document can you apply for a visa. Single entry visas are issued only for the dates shown on your invitation (these should match those on your application); you do not have the flexibility to change your dates outside of the dates specified.



IMPORTANT VISA INFORMATION (CONTINUED)

Checklist of requirements for VISA support document:

1. A clear colour scanned copy of your passport
2. Visa support order form (see Page 05 - 08)

How your VISA support is delivered to you:

Once we have your invitation it will be emailed to you; however, some Consulates require the original visa support document when you lodge your visa application. You will need to check with them if they will accept emailed copies or need this original; if they want the original it will have to be couriered to you from Kazakhstan. You will have to pay this courier fee.

Only once you have this document can you then apply for your visa.

Once the above has been obtained you will need to submit the following documents to the consulate in order to apply for your visa:

VISA application checklist:

1. VISA Support Letter
2. Completed application form
3. Your original passport
4. One recent passport type photograph
5. An introductory letter
6. Any other documents that may be required
7. Payment of the relevant consulate fees

Kazakh Visa Support Order Form

Please complete the form **in full** and return it to us **along with a clear colour-scanned copy of your passport's information page** (the one with your picture and signature)
Please email this form to visas.uk@ctmstravel.com

Please use this form if you are **NOT** a holder of a passport belonging to, or were **NOT** born in:

Argentina, Australia, Austria, Belgium, Bulgaria, Canada, Chile, Costa-Rica, Cuba, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jamaica, Japan, Republic of Korea, Liechtenstein, Luxemburg, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, USA.

Please type or write clearly. A separate form should be completed for each visa required.

Exhibition Name

City

1 About You & Your Visit

Last Name

First Name

Middle Name

Sex

Male Female

Date of Birth (dd-mm-yyyy)

Country of Birth

Have you been to Kazakhstan before? If yes, when?

Entry date to Kazakhstan

Exit date to Kazakhstan

2 Visa Support Type Required

Tick the type of visa support you require.

Tourist Visa Support (5 working days processing)

Single entry £40 Double entry £50

Business Visa Support (5 working days processing)

Single entry (1 month) £40 Double entry (1-2 months) £60

Multiple Business Visa Support (5 working days processing)

Valid for 3 months £40 Valid for 6 months £60

Valid for 12 months £40

3 Place of Work

Company Name

Position

Phone

Email

Address (including country)

4 Payment

Cardholder's Name (as it appears on the credit card) †

Cardholder's Telephone

Cardholder's Fax

Cardholder's Email

Cardholder's Billing Address †

Card Number

Expiry Date /

Security Code*

Card Type

Visa / MasterCard / Diners / Amex / Credit / Debit (delete as appropriate)

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

Kazakh Visa Support Order Form

Please complete the form [in full](#) and return it to us [along with a clear colour-scanned copy of your passport's information page](#) (the one with your picture and signature)
Please email this form to visas.uk@ctmstravel.com

5 Order an Entry Visa Support

Single Entry Visa Support Fee	£ <input type="text"/>
Processing Fee (incl.of VAT)	£36.00
Total	£ <input type="text"/>

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to ctms's terms & conditions (available on request). **A 3% credit card surcharge applies** for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. Where rates were quoted in USD/EUR etc these are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is applied.

Cardholders Signature*	Date*
<input type="text"/>	<input type="text"/>

* Mandatory fields.

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments	For euro (EUR) payments
Account Name: ctms Ltd	Account Name: ctms Ltd
Sort Code: 20-06-05	Sort Code: 20-06-05
Account Number: 60401382	Account Number: 59819666
IBAN: GB21BARC20060560401382	IBAN: GB16BARC20060559819666
SWIFT: BARCGB22	SWIFT: BARCGB22

Please ensure payment reaches us without any deductions.
VAT applies on the service fee element of the visa rate to UK companies and EU companies unable to provide a VAT number.

VAT number *(required from EU companies / not applicable to UK companies)*

Please inform us once you have sent your bank transfer so we can watch for its arrival.

Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.

Kazakhstan Visa Procurement Application Form

If you are in the UK we can lodge your visa application at the London Consulate for you. Application are lodged at the Consulate at 0900 hours Monday - Friday. All applications will be lodged the day following receipt by our office. The consulate has two processing times for issuing visas; next day or 5 working days. Your passport & visa will be ready the day after we receive them from the Consulate - we will then post back to you or you can collect.

Please complete this form and send it to us along with the following documents:

- Your passport (valid for at least 6 months after your invitation expiry date)
- One passport-type photograph
- Visa support letter (invitation)
- Visa application form (typed on-line then printed off and signed)
- Letter of introduction (if you're applying for a Business visa)
- + any others documents required

1 About You & Your Visit

Last Name

First Name

Entry date Exit date

Lodging Fee	£60.00
Consulate Fee	£
Total	£

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to ctms's terms & conditions (available on request). **A 3% credit card surcharge applies** for settlement by credit card; debit cards, cash & bank transfers do not incur this charge.

Where rates were quoted in USD/EUR etc these are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.

2 Kazakhstan Consulate Fees

Consular Processing Time	Single Entry
Business	£33
Tourist	£23

Card Holders Signature* Date*

* Mandatory fields.

3 Payment (Card Holder Details)

Name

Tel Fax

Email

Billing Address

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments	For euro (EUR) payments
Account Name: ctms Ltd	Account Name: ctms Ltd
Sort Code: 20-06-05	Sort Code: 20-06-05
Account Number: 60401382	Account Number: 59819666
IBAN: GB21BARC20060560401382	IBAN: GB16BARC20060559819666
SWIFT: BARCGB22	SWIFT: BARCGB22

Please inform us once you have sent your bank transfer so we watch for its arrival.

Please ensure ALL bank charges are paid for; the amount shown above must reach our account without any deductions

Card Type

Please debit my Visa / MasterCard / Diners / Amex / Credit / Debit
(delete as appropriate)

Card Number

Expiry Date / Security Code*

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

ATYRAU OIL & GAS 2011

10th North-Caspian Regional Exhibition "Atyrau Oil & Gas" / "OilTech Atyrau"



OILTECH
ATYRAU



ATYRAU
OIL & GAS

Accommodation & Travel
Services Manual

SUGGESTED ACCOMMODATION INCLUDES...

Renaissance Hotel

The Renaissance Atyrau Hotel, situated on the European side of Atyrau, the oil capital of Kazakhstan, is located along the main high street overlooking the Ural River. The hotel is conveniently located to offices, with Atyrau International Airport only 10 minutes away by car.

The Hotel with its 202 guestrooms is the only international brand hotel in Atyrau and the second Renaissance hotel in Kazakhstan. The hotel has the biggest conference facilities in Atyrau with state-of-the-art audio-visual equipment, the newest and largest gym and health facilities and a 13 m. swimming pool. The hotel also provides hi-speed Internet access wired in all guest-rooms and wireless in all public areas.

Cancellation Policy:

Available on Application

Address:

Address:
15 B, Satpaeva Street,
Mosque District, Atyrau,
060011 Kazakhstan

Tel: +7 3122 909600

Fax: +7 3122 909606



Hotel Atyrau ★★★★★

Hotel "Atyrau" is a truly distinguished international hotel, located in the very heart of Atyrau city and tranquilly set in beautiful landscaped gardens. It's only a few steps away from the main business, shopping and entertainment area, with street access to the legendary Ural river. Situated in its privileged position the hotel "Atyrau" provides an elegant and comfortable atmosphere for its guests to relax with gracious and efficient service. Full Breakfast Buffet in "Le Bistro" Restaurant, complimentary Fruit Basket and Mineral Water upon arrival, and free admission to the Health Club & Sauna (1 hour per day) are included in the cost of the room.

Room Features include Bathroom with shower (and/or bathtub); Telephone; Satellite-TV; Hairdryer; Windows that may be opened; Writing desk; Minibar – stocked; Internet access; Air-conditioning.

Hotel Facilities include bar; Full service restaurant; Conference facilities; Elevator; Hotel safe; Non smoking rooms; Sauna; Massage; Fitness room; Family rooms available; Business centre; 24 Hour room service; Laundry service

Cancellation Policy:

Available on Application

Address:

Address:
Satpayev Str., 6.
Atyrau, Kazakhstan

Tel: +7-7122-921100 .





SUGGESTED ACCOMMODATION INCLUDES...

Victoria Palace Hotel ★★ ★

"Victoria Palace" hotel is located in quiet district of Atyrau city close to Ural river. There are 36 single and double rooms on two floors with 5 suites on the top floor. The 80 seat restaurant offers European cuisine. Hotel facilities include bar; full service restaurant; sauna with swimming-pool and lounge; beauty shop; hotel safe; billiard room; laundry; high-speed Internet access; airport meeting & greet; 24-hour room service. Room facilities include stocked mini bar, satellite TV, telephone, separate air conditioning systems, shower.

Cancellation Policy:

Available on Application

Address:

Address:
17 Vatulina St.,
Atyrau,
Kazakhstan

Tel: 007 7122 452-760



Kazakhstan Hotel ★★ ★

Room Features include Bathroom with shower; - Bathroom with shower; Telephone; Satellite-TV; Hairdryer; Windows that may be opened; in-room safe; Writing desk; Minibar – stocked; Internet access; Air-conditioning

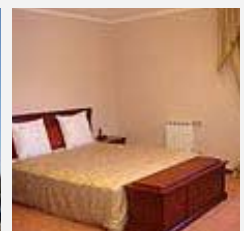
Hotel Facilities include bar; Full service restaurant; Conference facilities; Elevator; Hotel safe; Non-smoking rooms; Sauna; Massage; Fitness room; Business centre; 24-hour room service; Hairdresser; currency exchange; laundry service.

Cancellation Policy:

Available on Application

Address:

Address:
Satpayev str. Atyrau
Kazakhstan



ATYRAU OIL & GAS 2011

10th North-Caspian Regional Exhibition "Atyrau Oil & Gas" / "OilTech Atyrau"



OILTECH
ATYRAU



ATYRAU
OIL & GAS

Accommodation & Travel
Services Manual

SUGGESTED ACCOMMODATION INCLUDES...

River Palace ★★★★★

Located in the heart of Atyrau, on the western bank of the Ural River, the 170-room River Palace offers contemporary facilities in a strikingly modern building (built 2002). 147 rooms are apartment type. Fitness Centre. Pool. The Dolce Vita restaurant serves Italian and International cuisine.

Cancellation Policy:
Available on Application

Address:

Address:
55 Aiteke Bi St., Atyrau

Tel: 007 7122 3552.41/39



Accommodation Request Form (Individual)

Please type or write clearly. A separate form should be completed for each room required.

Exhibition Name

1 Personal Details

First Name*

Last Name*

Accompanying Person's Name* (if sharing)

Nationality*

Email Address*

Telephone Number*

*Mandatory fields

2 Hotel Confirmation

I am confirming my individual accommodation requirement as follows.

Your Hotel Choice:

Please provide your 3 preferred choices here:

1st Choice

2nd Choice

3rd Choice

Room Type

Per Night Rate

Single

Twin

Double

Suite

Arrival Date

Departure Date

Number of Nights

Do you require an early check in? *(field to tick)*

If yes, what time do you expect to arrive at the hotel:

Please note: International check in time is normally from 15:00hrs onwards. Check in prior to this time is dependent on occupancy of the hotel space the night before, and is at the discretion of the hotel management. To guarantee check in before 15:00hrs accommodation must be booked for the previous night.

Do you require late check out? *(field to tick)*

Late check out is subject to availability and at the discretion of the hotel management. Some hotels will charge a 'Reduced day rate' for check outs past midday and before 19:00hrs. After that time, a full 24hr rate will normally apply. Charges can be supplied on request.

It is the responsibility of each individual traveller to inform the hotel directly of any medical or dietary requirements.

3 Payment

Please provide your credit card details to confirm your reservation. Your booking cannot be accepted without these details. **All sections must be completed.**

Please debit my Visa / MasterCard / Amex *(delete as appropriate)*

Card Number

Expiry Date

/

Security Code*

Cardholder's Name *(as it appears on the credit card)* †

Cardholder's Billing Address †

Invoice Address

Signature †

Date

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments

Account Name: ctms Ltd

Sort Code: 20-06-05

Account Number: 60401382

IBAN: GB21BARC20060560401382

SWIFT: BARCGB22

For euro (EUR) payments

Account Name: ctms Ltd

Sort Code: 20-06-05

Account Number: 59819666

IBAN: GB16BARC20060559819666

SWIFT: BARCGB22

Please ensure payment reaches us without any deductions.

VAT applies on the service fee element of the hotel rate to UK companies and EU companies unable to provide a VAT number.

VAT number *(required from EU companies / not applicable to UK companies)*

4 Hotel Booking Conditions

A) Confirmation of Reservation

When your request form has been received, ctms will send an email to you confirming your reservation.

B) Availability

All booking requests are subject to availability.

C) Changes

Any changes should be made in writing to ctms. Changes must not be made directly with the hotel. An amended accommodation confirmation will be sent to you to confirm that the change has been made. Any amendments to arrival dates that are made within **1 week** of arrival cannot be guaranteed.

D) Cancellations

Cancellations must be made in writing to ctms. Verbal cancellations are not acceptable. Cancellations may incur the payment of the full cost of your stay.

E) Non-arrivals/No-shows

If you do not arrive on the date previously advised your room will be subject to the same charge applied to cancellations.

F) Booking Fee

ctms charge a GBP30+VAT administration fee for all hotel reservations made. This fee is not refundable.

G) Credit Card Charges

The card services provider makes a charge for making payment by credit card. This is currently 3%. Debit cards or payment by bank transfer, bank draft or cheque do not incur this fee.

H) Signature

By signing this form I, declare to accept the hotel booking conditions as well as the cancellation policy. Full T&Cs available on request.

Signature*

Date*

* Mandatory fields.

Please type or write clearly.

Exhibition Name

1 Personal Details

Lead Passenger's Name (as it appears in passport)

Accompanying Person's Name (if sharing)

Mobile Phone Number (for driver)

*Mandatory fields

2 Flight Details

I am confirming my individual transfer requirements as follows.

Arrival details

Flight No.	<input type="text"/>	Date	<input type="text"/>
From	<input type="text"/>	To	<input type="text"/>
Arrival time	<input type="text"/>	To (Drop off point)	<input type="text"/>

Departure details

Flight No.	<input type="text"/>	Date	<input type="text"/>
From	<input type="text"/>	To	<input type="text"/>
Departure time	<input type="text"/>	From (Pick up point)	<input type="text"/>

Car Type

Standard	<input type="checkbox"/>	Luxury	<input type="checkbox"/>
Mini-bus	<input type="checkbox"/>	Number of seats required (Mini bus only)	<input type="text"/>

Meeting text

Please indicate whether you have any special requirements

3 Payment

Please provide your credit card details to confirm your reservation. Your booking cannot be accepted without these details. **All sections must be completed.**

Please debit my Visa / MasterCard / Amex (delete as appropriate)

Card Number

Expiry Date / **Security Code***

Cardholder's Name (as it appears on the credit card) †

Cardholder's Address †

Signature† **Date**

<input type="text"/>	<input type="text"/>
----------------------	----------------------

* Last 3 digits on the signature box of your card, 4 for Amex † Mandatory fields.

If you prefer to pay by bank transfer please tick here

For pounds sterling (GBP) payments	For euro (EUR) payments
Account Name: ctms Ltd	ctms Ltd
Sort Code: 20-06-05	20-06-05
Account Number: 60401382	59819666
IBAN: GB21BARC20060560401382	GB16BARC20060559819666
SWIFT: BARCGB22	BARCGB22

Please ensure payment reaches us without any deductions.

VAT applies on the service fee element of the hotel rate to UK companies and EU Companies unable to provide a VAT number.

VAT number (required from EU companies only / not applicable to UK companies)

4 Transfer Booking Conditions

Reservations can only be accepted if you have previously booked, or are booking simultaneously, your hotel accommodation.

A) Confirmation of Reservation

When your request form has been received, ctms will send an email to you confirming your reservation.

B) Availability

All booking requests are subject to availability.

C) Changes

Any changes should be made in writing to ctms. Changes must not be made directly with the supplier. An amended transfer confirmation will be sent to you to confirm that the change has been made. Any amendments to arrival transfers that are made within 1 week of arrival cannot be guaranteed.

D) Cancellations

Cancellations must be made in writing to ctms. Verbal cancellations are not acceptable. Cancellations may incur the payment of the full cost of your transfer(s).

E) Non-arrivals/No-shows

If you do not arrive on the date previously advised your transfer(s) will be subject to the same charge applied to cancellations.

IMPORTANT: If for some reason you are unable to locate the driver or are unhappy with the services received, you must contact the supplier (detailed on your voucher) immediately. Do not arrange alternative transportation first; it is almost impossible for us to investigate and we can not guarantee any potential compensation/refund.

F) Waiting time

Waiting time at airport is free of charge for 2 hours. Upon expiration of this time the driver is entitled to leave the airport without further notice. If you are delayed at immigration or customs, for example, please contact the supplier so the driver can be informed. Additional waiting time shall be billed at standard hourly rates. On departure free waiting time is 30 minutes, all additional waiting time is charged at an hourly rate and will be billed to you additionally.

G) Booking Fee

ctms charge a GBP20+VAT administration fee for all transfers reservations made (either one-way or return). This fee is not refundable.

H) Credit Card Charges

The card services provider makes a charge for making payment by credit card. This is currently 3%. Debit cards or payment by bank transfer, bank draft or cheque do not incur this fee.

I) Signature

By signing this form I, declare to accept the hotel booking conditions as well as the cancellation policy. Full T&Cs available on request.

Signature*

Date*

<input type="text"/>	<input type="text"/>
----------------------	----------------------

* Mandatory fields.

BOOKING CONDITIONS (1/3)

These conditions and the information in this brochure, or web site, and relevant inserts form the basis of an agreement between you and the person(s) on whose behalf you book ("the client") and Corporate Travel Management Solutions Ltd., also known as ctms ("the Company").

Please note that the terms of this agreement vary dependent upon whether the Client purchases "travel" or "other travel arrangements". "Travel" is a combination of at least 2 of travel (excluding transfers), accommodation or other component which forms a significant part of arrangements purchased by the Client from the Company, provided that the combination is booked at the same time and full payment is made direct to the Company. Anything else will constitute "other travel arrangements".

1. When requesting a booking to be confirmed the client must sign the Booking form accepting these conditions and the other information given to him by the Company to form part of the agreement.

2. No contract exists between the Company and the Client until the Company's confirmation accepting the Client's booking request has been dispatched to the Client or his travel agent. Confirmation will not take place until the Company can confirm all components in the clients requested itinerary. The Company reserves the right to offer suitable alternatives if any component of the Client's requested itinerary is not available. No variation of these conditions shall form part of any contract between the Company and the Client, unless confirmed in writing by the Company to the person signing the booking form. Any money paid by the client to a travel agent in respect of a booking with the Company and held by the agent in respect of a booking with the Company and held by the agent is held on behalf of the Client until the Company dispatches to the Client confirmation of his booking. Thereafter, any money held by the travel agent in respect of the booking is held on behalf of the Company.

3. The Booking form must be accompanied by full payment together with the administration charge (also referred to as booking fee or service fee). The administration fee is non-refundable.

4. (a) The Company reserves the right in any circumstances to cancel the Client's travel arrangements more than 4 weeks before departure, in which case the client shall be informed as soon as possible and shall be offered alternative arrangements, if available. The Company shall cancel the travel within 4 weeks of departure only for reasons beyond the control of the Company, or should the Company not receive from the Client the balance of the travel payments. Reasons beyond the control of the Company constitute Force Majeure events, which are defined as unusual and unforeseeable circumstances beyond the Company's

control, the consequences of which could not be avoided even if all due care has been exercised, such as war, threat of war, riots, civil strike, industrial dispute, terrorist activities, natural and nuclear disaster, fire or adverse weather conditions or other similar events beyond the Company's control. Should travel arrangements be cancelled for any reason, including those above, the Company will not refund to the Client any monies paid by the Client to the Company, where the Company has had to pay its supplier and is unable to obtain a refund from them.

On occasion we may need to cancel your booking (such as due to a cancellation by our supplier). We will take reasonable steps to avoid having to cancel your booking. If we are to cancel your booking we will notify you and we will provide a full refund.

The Company will have no other legal liability whatsoever, and, in particular, no liability to compensate the Client for loss of opportunity to travel.

4 (b) This brochure, or web site, and relevant inserts were prepared many months in advance of your travel. As a result changes to travel arrangements are possible. First, the Company reserves the right to change any service, facility or price described in this brochure, or web site, and relevant inserts before the Client books. In this case the Client will be advised of relevant changes before his booking is accepted. Second, the Company reserves the right to change the Client's travel arrangements after the booking has been confirmed. A change may be "major" or "minor". A major change is a change of UK departure airport to one less convenient to the Client, a change of departure time by more than 12 hours (except a flight delay), or a change of accommodation to a lower grade than that booked. All other changes are minor. If there is a minor change to travel arrangements, the Company is under no obligation to notify the Client, nor to compensate the Client. However, in practice, the Company will endeavour to notify the Client of the change. If there is a major change to travel arrangements, the Client will be offered the choice of alternative arrangements, if available, or a full and prompt refund of all money paid. If the Client chooses the alternative arrangements and they are more expensive than the travel originally booked, the Client must pay the difference, but, if they are cheaper, the Client will receive an appropriate refund.

5. After acceptance of the booking, if the Client cancels his arrangements, or does not take the flight booked, or does not arrive at his hotel on the expected date, or does not pay the balance of the travel price by the prescribed time, the Company (or supplier) may cancel the booking whereupon the Client will be liable to pay to the Company (or supplier) cancellation charges in accordance with the following scale:

Period before departure within which written cancellation is received	Cancellation charges as % of total price
More than 50 days	10%
49-31 days	50%
Less than 30 days	100%

NB. Certain special fare air tickets and other services, such as hotel bookings during exhibition and other busy periods, are subject to different cancellation charges, in which case the Client will be informed at the time of booking, or it will be made clear in the brochure or web site. All cancellations from Clients must be sent in writing to the Company by recorded delivery and are only effective from the date of receipt.

6. If the Company consents in writing to a Client's request for any amendment of a confirmed booking, the following scale of alteration charges will apply:

Alteration made more than 50 days before	£25
49-31 days	10% of the total travel cost
30-15 days	25% of the total travel cost
14-1 day	50% of the total travel cost
Day of departure	100% of the total travel cost

NB. Certain special fare air tickets and other services, such as hotel bookings during exhibition and other busy periods, are subject to different cancellation charges, in which case the Client will be informed at the time of booking, or it will be made clear in the brochure or web site. All cancellations from Clients must be sent in writing to the Company by recorded delivery and are only effective from the date of receipt.

7. Sub-clauses (a) – (e) below apply in respect of travel. Sub-clauses (f) applies in respect of other travel arrangements.

7. (a) Subject to clauses 8. (c) and 8. (d) below where the Client does not suffer personal injury or death, the Company accepts liability should any part of the Travel arrangements which the Client books with the Company not be supplied as described, and not be

BOOKING CONDITIONS (2/3)

of a standard considered reasonable for the country being visited, in such a case, the Company will pay the Client reasonable compensation.

7. (b) Subject to clauses 8. (c) and 8. (d) below where the Client suffers personal injury or death as a result of an activity forming part of the travel arrangements, the Company accepts limited responsibility.

7. (c) The Company's acceptances of liability in Clauses 7. (a) and 7. (b) do not apply where there has been no fault on the part of the Company or its suppliers and the cause of the deficient travel arrangements or death or personal injury is the Client's own fault, the actions of someone unconnected with the Client's travel arrangements or one which the Company or its suppliers could not have anticipated or avoided, even with the exercise of all due care. Further the Company's acceptance of liability is subject to assignment by the Client to the Company of all the Client's rights against any agent or supplier of the Company, or any sub-contractor to such agent or supplier, who is in any way responsible for the deficient travel arrangements or for the Client's death or personal injury.

7. (d) The Company's acceptance of liability to pay compensation pursuant to Clauses 7. (a) and 7. (b) is limited in accordance with international conventions governing air, sea, rail and road transport, copies of which are available for purchase through the International Civil Aviation Organisation on +44 (0)161 499 0023 or for download at <http://www.jus.uio.no/lm/air.carriage.unification.convention.montreal.1999/doc>. Additionally, the Company's products offered for sale are provided by carriers, hotel keepers, car hire companies and other parties who have their own booking conditions of carriage and business and over whom we may have no direct control. Their booking conditions may strictly limit the circumstances in which compensation is payable to you by them and you agree to be bound by their booking conditions. Copies of their booking conditions are available on request. Please allow at least 28 days for the provision of such information.

Our liability is limited to a maximum of twice the price of the services that you have booked attributable to the person affected even if the actual loss you suffer is more than that. This maximum applies where everything possible has gone wrong and you prove that no benefit or enjoyment has been obtained.

7. (e) Where the Client suffers any accidental illness, personal injury or death as a result of any activity not part of the travel arrangements made by the Company, the Company shall provide prompt advice and assistance. Where the personal injury, illness or death is the responsibility of a third party, excluding any supplier of any component part of the travel arrangements booked with the Company, the Company's advice

and assistance will include financial assistance, at the Company's discretion and where appropriate, up to a maximum of £1,000 for the Client and any other person in the Client's party, to assist with the bringing of legal proceedings against such third party and you must repay this if you are successful in any claim against the person responsible. You must notify us in writing of the steps that you intend to take against the person responsible within 90 days of the relevant occurrence and obtain our written approval which will not be unreasonably withheld.

7. (f) As regards other travel arrangements, the Company acts only as a booking agent and has no liability whatsoever for any aspect of the arrangements made, and, in particular, has no liability for any death, personal injury or loss of whatever nature the Client may suffer.

8. Quotations, information and timetables provided by the Company to the Client are compiled in good faith, and are based on schedules, tariffs, prices, advance information and current exchange rates. Prices of travel are subject to change without notice until a confirmation as been issued by the Company to the Client. The prices of other travel arrangements, and the prices of travel after confirmation, are subject to change only in accordance with the terms of clause 9.

9. The price of other travel arrangements is subject at any time. The price of travel is subject to surcharges on the following items for increases in: transportation costs, e.g. fuel, scheduled airfares, and any other airline surcharges which are part of the contract between airlines (and their agents) and the Company. Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations. In the case of favourable currency fluctuations the Company reserves the right to keep prices the same.

Where surcharges are applied, the Company will absorb an amount equivalent to 2% of the travel price which excludes any amendment charges. Only amounts in excess of 2% will be surcharged but where a surcharge is payable there will be an administration charge of £1 together with an amount to cover agent's commission. In no event will a surcharge be imposed within 10 days of departure.

If a surcharge on travel means paying more than 20% of the travel price the Client will be entitled to cancel his travel with a full refund of all money paid, except for any amendment charges and any money Company has paid out to its suppliers and has been unable to obtain a refund. Should the Client decide to cancel because of this, he must exercise his right to do so within 14 days from the issue date printed on the surcharge invoice. The exchange rates used to calculate prices are taken from www.xe.com.

10. At the time of going to press a visa is required to enter certain countries featured by the Company. Confirmation of the Client's booking does not guarantee the granting of such a visa nor does the visa, if granted, guarantee entry to the country concerned. The grant of a visa and/or permission to enter a country are exclusively within the domain of the relevant authority and are not matters for which the Company has, or accepts, any contractual responsibilities or liabilities. It is the Client's responsibility to make the necessary applications and to comply with any rules or regulations governing entry to a relevant country. If a visa is not obtained by the Client, cancellation charges in accordance with the scale set out in Clause 5. will apply. In addition, the Company will not accept liability or consider a refund in cases when the Client is unable to travel due to an invalid or mislaid visa or passport.

11. As a condition of booking, it is the Client's responsibility to take out travel insurance and to make sure they have adequate cover.

12. As between the Client and airlines, railways, coach or shipping companies, the conditions of carriage of the relevant airline, railway, coach or shipping company will apply. Some of these conditions of carriage may limit or exclude liability and are often the subject of international agreements between countries. Copies of these conditions, where applicable, may be available for inspection at the offices of the Company or at the carrier concerned.

13. Flight times are provided by airlines and are subject to air traffic control measures. All methods of transportation are subject to weather conditions and the need for constant maintenance, and the ability of passengers to check in on time. While the vast majority of methods of transportation do depart on time, delays can occur and there is no guarantee that flights, ferries, ships, trains or coaches will depart at the time stated by the Company to the Client or on the ticket sent to the Client. The timings are estimates only and the Company does not have any liability to you for any delay which may arise. Where such delays arise the Company will not be liable for additional refreshments or appropriate meals, although in the cases of international flights the carrier, where possible, may provide refreshments and take further appropriate action. We suggest you check your travel insurance for possible cover for these events.

14. The information the Company provides is based on the information provided by the hotels, air, cruise and other travel products displayed in the brochure or on our web-site. For this reason the suppliers remain responsible for the correctness of this information. We therefore cannot guarantee that all the information is accurate and faultless, nor can we be held responsible for errors or inaccuracies in the supplied information. You should always check the provided information,



BOOKING CONDITIONS (3/3)

before acting on the basis of the supplied information. Inclusion or offering for sale any of the products or services in this brochure, or web site does not constitute any endorsement or recommendation of such products or services by the Company. The Company and its suppliers hereby disclaim all warranties, terms and conditions with regard to this information, products and services including all applied warranties, and conditions, of suitable quality, fitness for purpose.

15. The Company reserves the right in its absolute discretion to terminate the travel arrangements of any Client whose behaviour is such that it is likely in the opinion of the Company to cause distress, damage, annoyance or danger to the employees or property of the Company or any third party.

If a Client is prevented from travelling on an aircraft, or staying in a hotel, because in the opinion of any person in authority at the airport or hotel (including, for example, the police, pilot, hotel manager, or security personnel) the Client appears by reason of intoxicating liquor, or misuse of drugs, or for any other reason, either to be unfit to travel or likely to cause discomfort or disturbance to other passengers or hotel guests, the Company responsibility for the Client's journey or travel, including any return flight, or other travel services arranged, thereupon ceases. Full cancellation charges then apply and no refunds will be given. Furthermore the Company is then under no obligation whatsoever for compensation or costs the Client may incur in respect of, or as a result of, alternative arrangements the Client may make.

16. No claim will be entertained by the Company arising from the loss or confiscation of items from the Client by any authority, whether arising from a breach of laws or regulations of the relevant country, or otherwise.

17. In the unlikely event that the client has complaints about the accommodation or any other service provided by the Company, this should be reported to the relevant supplier so that steps can be taken to resolve the matter locally. Further, written evidence of any complaint should be obtained in the resort. Failure to comply with these requirements will substantially affect the client's legal rights. In particular, any entitlement which the Client would otherwise have to compensation may be extinguished or reduced. On return home the Client should follow up the complaint within 28 days of arrival, stating clearly all relevant travel details to enable the Company to identify and fully respond to the Client's complaint. The Company will not consider any claims outside this period.

18. Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. The Company urges passengers to review

any travel prohibitions, warnings, announcements and advisories issued by The Foreign and Commonwealth Office Travel Advice Unit prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found on the FCO's website currently located at <http://www.fco.gov.uk/travel>; or BBC Ceefax. Online medical advice for travelers can be found at the Department of Health's website currently located at <http://www.doh.gov.uk>. Otherwise, for medical advice regarding your journey, please contact your GP or the Department of Health. By offering for sale a particular international destination the Company does not represent or warrant that travel to such points is advisable or without risk and, is not liable for damages or losses that may result from travel to such destinations.

19. The Client agrees that in any action arising out of, or in connection with, this contract, English Law will govern and exclusive jurisdiction is conferred on English Courts, subject only to the permissible arbitration set out above.