

# Terms and Conditions

## RESERVATION PROCEDURES

Reservations should be made at least 60 days prior to departure. Late reservations may be accepted up to 30 days prior to departure, subject to availability and may be subject to a rush surcharge.

## DEPOSITS & PAYMENT

Deposit is due within 7 days from date of booking. A deposit of \$350 per person is required for China, Asia and India Packages. The deposit for the Yangtze River Tours is \$550 per person. A second deposit of \$1,500 per person is required 2 weeks after the initial deposit. Deposits are fully refundable if booking is not guaranteed. Balance of payment is due no later than 45 days prior to departure date. Failure to comply with this requirement will result in automatic cancellation of reservations and forfeiture of deposit.

## CANCELLATIONS OF A TOUR BY A CLIENT

Once the tour is guaranteed, deposits received are 100% non-refundable. Cancellations made 95 days before departure will receive a refund less deposit per person. Penalty for cancellations made within 95 days of departure will be assessed as follows:

30 to 95 days..... 50% of the tour cost

Within 30 days..... 100% of the tour cost

All unused services during the tour, including hotel accommodation, ground transportation, domestic or international flights, meals, and sightseeing tours are neither refundable nor exchangeable.

## PACKAGE PRICES & DEPARTURE DATES

Package prices and departure dates are listed on our website under separate covers. Prices listed are in Canadian dollars unless otherwise specified. They are subject to change without notice. Full package prices are based on departures from Vancouver, BC commencing January 1, 2011.

## AMENDMENT FEES

Once a booking has been confirmed, any changes are subject to communication and handling fees of \$25 per change. Once documents have been issued, any changes will be subject to availability and an administration fee of \$50 per change plus any applicable penalties from the suppliers will be billed.

## TOUR PACKAGE COST INCLUDES:

Full package price includes round trip economy transpacific airfare, hotel and hotel taxes, round trip airport and hotel transfers, ground transportation, domestic flights and trains within China, Yangtze cruise cabin, shore excursions, sightseeing and admissions to attractions, and meals as specified in the itinerary. Locally hosted English-speaking guide in each city. Some tours will be conducted on a seat in coach basis.

## TOUR PACKAGE COST DOES NOT INCLUDE:

Land package prices do not include any international transpacific flights to and from China and/or regional flights between China, Hong Kong and other Asia destinations; all visa fees, domestic airport taxes, fuel, security, aviation surcharge, gratuities, meals that are not specified in the itineraries, and optional tours; trip cancellation and medical insurance, excess baggage fees, items of a personal nature such as laundry, telephone calls, alcoholic beverages and soft drinks. Land tours also do not include entry and exit transfers for passengers who deviate from the itinerary and arrive on different dates.

## VISAS & PASSPORTS

All passports must be valid for a length of 6 months or more when exiting the last country visited. One passport-size photo and a completed China visa application must be sent to Chinapac 45 days prior to departure, along with your actual passport. This is mandatory in order for Chinapac International to process visas for the People's Republic of China and to return all documents to tour participants' travel agents in good time. Please refer to our FAQ site for details about the requirements for Asia and India. In the event you do not obtain the required documentation and you are denied boarding by the air carrier or refused entry into the country of destination, NO REFUND WILL BE GIVEN.

## ACCOMMODATIONS, CRUISES & TRAINS

Rooms with private facilities in first class or traditional hotels/cruise cabins are based on double occupancy as specified in the itineraries. Overnight train consists of soft sleeper beds with 4 berths to one private compartment. Chinapac International reserves the right to substitute accommodations of similar standard when necessary. If you are travelling alone and would like to share accommodations with another Chinapac passenger of the same gender, Chinapac will contact other passengers who have also made the same request. In the event that Chinapac is unable to find a co-sharing arrangement 30 days prior to departure, the cost of a single supplement will be applied to the invoice. Chinapac accepts no responsibility if the co-sharing does not work out. The client will be 100% responsible for any upgrades or changes to accommodations made during the tour.

## ITINERARIES

Chinapac International has no control over the actual day-to-day itinerary of tours. Tours are arranged solely by our local agents. Itineraries are subject to change without prior notice by the local tour companies who undertake the

tour. The final schedule for sightseeing and visiting arrangements is detailed for tour participants upon arrival in each city. In the case that the tour has to be prolonged under circumstances beyond the control of the local tour companies, any additional tour costs must be borne by the tour members and is payable immediately. Unused portions of the tour are not refundable. No individual deviation from the itinerary is permitted.

## HEALTH & FITNESS

Travellers should have a basic level of physical fitness and mobility, and must be able to negotiate uneven surfaces, climb stairs and board boats. Travellers are advised to check with their local health unit and/or physician at least 45 days prior to departure, as some vaccinations require 30 days or more to be effective. It is recommended that you bring your medical history with you if you are receiving medical treatment or have a continuing medical condition. Proof of vaccination is usually not required unless you are coming from an infected area.

## INSURANCE

We highly recommend all travellers cover themselves with trip cancellation, hospital, medical, and baggage insurance to protect their travel plans. Trip cancellation insurance must be obtained at the time of booking and payment of deposit.

## BAGGAGE REQUIREMENTS

At the time of print, transpacific economy flights allow up to 2 suitcases with a maximum of weight of 23 kg each (50 lbs) and dimensions not to exceed 158 cm (62 inches). No single suitcase may exceed 62 inches. Domestic baggage allowance in China, Asia and India are restricted to 20 kg (44 lbs) per passenger. Carry-on baggage allowance for international flights is limited to one standard carry-on bag not to exceed 5 kg (11 lbs) and dimensions of 20 cm x 40 cm x 55 cm (8 in x 15 in x 21 in). Baggage handling for hotels, cruise and trains is limited to one piece, as included in the package price. You may be required to carry your own bags on and off trains, and up and down stairs when porters are not available. Baggage is at the owner's risk throughout the tour. No responsibility is accepted for loss or damage to baggage or any passengers' belongings, however caused. It is recommended baggage is kept locked and insurance is purchased.

## TAXES & TIPS

All taxes/surcharges for accommodations are included for the duration of the stay. Tour participants are responsible for taxes and gratuities incurred during their optional tours and extensions. Advance reservations for all extensions are required prior to departure. Foreign airport taxes are not included. Tipping is appreciated and expected from the service providers. Suggestions for gratuity amounts for guides, drivers and porters will be included in your final documents before your departure.

## RESPONSIBILITIES

Chinapac International acts only as an agent for local suppliers and contractors providing transportation, accommodation and other related travel services. Chinapac International assumes no responsibility or liability for any injury, damage, loss, accident with any services resulting directly or indirectly from acts of God, strikes, government regulations, thefts, failure of any means, discrepancies or changes over which it has no control. Reasonable changes in the itinerary may be made when necessary for the comfort and safety of tour participants. We reserve the right to decline, accept or retain any person as a tour member at any time. Airline companies are not to be held responsible for any act, omission or event during the time passengers are not on board their plane or conveyance. The passenger contract in use by the carriers concerned when issued shall constitute the sole contract between the airline and the purchase of this tour and/or passenger. The operator shall not be responsible for any delays, substitutions or equipment or any act of omission whatsoever by the carrier, its agent, servants and employees, and the participant hereby waives any claim arising thereof. The right of the participant is reserved to claims against the carrier. All claims against tour operators must be filed in writing within 60 days after completion of the tour.

## SPECIAL NOTE

Clients should be aware there may be different living standards and practices outside North America, including but not limited to, provision of utilities such as water, electricity, accommodation, food preparations and services of all kinds. Chinapac International is not responsible for any loss, damage or injury resulting from these conditions. All photographs, images and text in this brochure are copyrighted and may not be used without permission.

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