

2011 – 2012 TAUCK GENERAL TERMS & CONDITIONS

MINIMUM GROUP SIZE:

Tauck requires a minimum of full paid 10 seats for special discounted group pricing to apply otherwise pricing will revert to normal brochured pricing.

MAXIMUM SIZE

Maximum group size is 10 to 24 passengers, this is dependent on destination and whether it is a land, rail or cruise journey.

Larger group requests can be made and confirmation will be at the discretion of Tauck.

Large groups can be requested as an exclusive departure. If an exclusive group travels with less than the minimum numbers set for a particular tour, a fee will be charged for each seat below the minimum. The fee varies by trip and will be provided upon request.

GROUP PRICING

A guaranteed discounted twin per person rate is locked in for your group for the space held on group confirmation. If minimum group numbers are not met pricing reverts to the brochured cruise cost. Pricing is provided in Australian Dollars.

Single Fares

Discounted single fares are offered and are displayed with your group quote

Triple & Quadruple Fares – Discounted triple fares apply. Triple occupancy is on a request basis and subject to availability.

Pricing Includes

All hotel accommodations, motor coaches, safari vehicles, ships, rail journeys and excursion boats as specified within the tour are included. Most meals are included including special dinners. Meal inclusions are specified for each individual itinerary. Meals vary and may include limited / and or set menus and buffets when necessary.

Entertainment sightseeing, portage and the services of local guides, drivers and the Tauck Director

Gratuities for luggage handling bellman, doorman, dining room servers, local guides, ship crew and drivers. Airport Transfers as detailed in the specific itinerary.

Pricing does not include :

- Airfare to the tour departure point
- Hotel Rooms Before or After Tours
- Gratuities for Tauck Director & Driver on land journeys. These gratuities should be extended on a voluntary, individual basis. Recommended gratuities guideline is USD10 per person per day for Tauck Director and USD 5 per person per day for Tauck Driver.
- Personal expenses such as phone calls, room service, alcoholic and bar beverages, mineral water, soft drinks, laundry, airline excess luggage charges and other optional incidental extras
- Personal insurance

BOOKING PROCEDURES

Guests full names as per passport as well as correct titles are required at time of each individual guest booking. At this time any special requests or advice (e.g dietary requirements, medical conditions) need to be advised.

REVIEWS OF GROUP ACTIVITY

It is important to show booking activity on a group. All group space that is held after the 180 or 120 days without reservations can be released back to Tauck inventory. While you release all unsold space at the names/deposit due dates, you may continue to sell into your group on a space available basis. Although space has been contracted Tauck will review activity of group and overall availability of the departure. There may be situations where Tauck will recall unused space held by a group on a sailing. If space is recalled by Tauck no fees will be applied if minimum numbers are reached. If minimum numbers are not reached the group will be reviewed by Tauck and repricing will be at the discretion of Tauck.

FOC – FREE SEAT POLICY

A free seat policy may apply to your group.

Free seats may be offered in lieu of a discounted price.

Free seat policy is dependent on destination and whether it is a land, rail, or cruise journey.

DEPOSITS

Some tours require a holding deposit of AUD110 per person at time of confirmation of your group space. Once names have been advised individual deposits are required to hold the reservation.

Deposit amounts vary depending on the destination and type of journey you are reserving (land, rail, cruise). Tauck's non-refundable Guest Protection Plan and Cruise Protection Plan must also be paid for at time of deposit or up to 10 days from the time your reservation is made. You may cancel within 10 days of making your reservation to receive the full refund of your deposit, and the cost of the Guest or Cruise Protection Plan (if applicable).

GUEST TOUR/CRUISE PROTECTION

When you purchase Tauck's Guest Protection, Tauck's Cruise Protection or Tauck's Event Protection, you can book your vacation with confidence, knowing that you can get a money-back refund if your plans change –right up to the day before departure! The cost varies for land journeys and cruises, but both offer outstanding benefits, including coverage for lost or delayed luggage, airfare and medical expenses. Refunds are based on your original method of payment and certain restrictions apply.

When you purchase Tauck's Guest, Cruise or Event Protection, you are entitled to a money-back refund in the event your plans change. Our travel protection includes coverage for lost luggage, medical emergencies and more. All travelers, with the exception of residents of Puerto Rico, are eligible to purchase one of Tauck's Protection products.

FINAL PAYMENT

Final Payment is due 70 or 100 days before departure

Final payment due date is dependent on destination and whether it is a land, rail, or cruise journey.

If a booking is made within 70 days or 100 days of departure then full payment will be due upon confirmation.

AMENDMENTS:

For any amendments made to your travel arrangements after the due date for final payment, a fee may be charged per person. Amendment fees are not charged for upgrades unless travel documents need to be reissued.

CANCELLATION:

Regardless of reason, cancellations result in costly charges from travel and hotel providers covering penalties and fees incurred by cancelling confirmed bookings. Guests choosing not to purchase Tauck's Guest, Cruise or Event Protection will incur these cancellation penalties. Penalties vary depending on destination, and whether it is a land, rail, or cruise journey.

NO OPTIONS SOLD – Tauck Directors assist with information on free-time activities based on honest opinion and guidance, but they will not sell you anything. This means better value and a more relaxed and pleasant experience for you.

TAUCK DIRECTOR / TAUCK CRUISE DIRECTOR. Each tour is conducted by a Tauck Director who remains with the group throughout the duration of the tour. Your Tauck Director is a professional, fully trained employee of Tauck.

LUGGAGE

Luggage handling is included in the tour or cruise cost; however due to space limitations aboard motor coaches, Tauck ask that you limit your checked luggage to one average size suitcase per person. Tours with on-tour flights as part of the itinerary are subject to separate weight restrictions for checked luggage. This is dependent on destination.

Guests on tour should limit their hand luggage to a small carry-on piece. Items too large to fit underneath seats or in overhead racks must be stored in the luggage bays beneath the motor coach and may not allow for access during daytime travel.

Luggage Responsibility – Although every effort is made to handle your luggage carefully, we cannot be responsible, assume liability or accept claims for loss or damage to luggage and personal effects due to breakage, theft, or fair wear and tear through hotel, airline and group carrier handling. It is important for your own self-interest and protection that you make certain you have adequate insurance to cover these eventualities.

DOCUMENTATION

Final tour documentation is sent after final payment is received, and will include additional information about clothing and packing, weather and more, along with a day-by-day itinerary of your journey. Documents are prepared in the USA and will be sent to you approximately 14 days prior to the tour. It is most important that all reservations be made in the full passport name of the passengers. If a name change is required after documents have been issued a fee may be charged for a reissue. Your departure date Ex Australia should be provided so that documents can be issued in time. Booking forms should be returned with the deposit to avoid any delays with documentation.

INSURANCE

Tauck cancellation charges will be applied in all cases – no exceptions. We strongly recommend that, at the time of booking you purchase comprehensive travel insurance.

CONDITIONS OF CARRIAGE

Travel the World is pleased to present this quality tour by arrangements with Tauck World Discovery whose conditions of carriage apply. Full details are available upon request.

RESPONSIBILITIES

Travel the World accepts bookings subject to the following conditions –

Travel the World acts as the co-ordinator for all persons taking any service*, and in the making of arrangements for the service. Travel the World does not own, manage, control or operate any component of the delivery of services and all coupons, receipts and tickets are issued subject to the terms and conditions specified by the laws of the country where a service is provided.

Travel the World only as an agent for the owners contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc over which we have no control. Clients are strongly advised to insure adequately for the full duration of their travel arrangements in respect of illness or injury death baggage and personal effects.

While Travel the World will use its best endeavours to ensure services* are performed as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by Travel the World or the operator. Further, whilst Travel the World will take all

reasonable steps to provide enjoyable services*, Travel the World accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

All matters rising to any service* provided by Travel the World but not in respect of other things governed by the law of the state of New South Wales.

** Service/s refer to all accommodation & hotels or accommodation, cruises, flights, ground transportation / transfers, meals & beverages, shore excursions and tours.*

NB: These Terms & Conditions are subject to change at any time without prior notice

Travel The World ABN 069 001 429 250 itself or through entities that are related or affiliated to it (all of whom are included in the expressions "Travel The World" or the "Operator" in this site) provide the service of selling holidays/tours/cruises and ancillary services such as bookings, arrangements and ticketing. The Operator does not itself provide the transport, accommodation, meals or other facilities described (collectively the "services") that may be received by any person taking advantage thereof, all of which are provided by air carriers, land carriers, cruise operators, hoteliers or other service providers as principal. Travel The World agrees to make the reservations with the principals offering the services described on the terms and conditions set out in the brochure. All coupons, exchange orders, contracts, tickets or vouchers issued by Travel The World (collectively "vouchers") are issued subject to all tariffs, terms and conditions contained in the contracts in use by the principals when used and constitute the sole contract between the principal and any person taking advantage of the services.

Acceptance of such contracts constitutes acceptance of the foregoing. Travel The World is responsible only for the services it provides and it accepts no responsibility for any loss or injury to persons or property caused by any act or omission, whether negligent or otherwise, on the part of any principal providing any services to any person taking advantage thereof, including but not limited to any loss or damage in respect of luggage or other property or inconvenience in respect of the handling thereof nor for any dissatisfaction with the properties or services provided by the principals. Travel The World is not liable in contract or tort for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or other events which are beyond the control of Travel The World or are not preventable including, without limitation, the acts or omissions of any person taking advantage of the services, dangers incident to the air or sea, delays, change of or alteration in any aircraft, itinerary, schedule or other travel service, illness, injury, strikes, war whether declared or not, failure of equipment, civil disturbance, medical or customs regulations, quarantines, floods, severe weather, acts of God, acts of government or other authority de jure or de facto or other disturbance of whatsoever nature, thefts, pilferage, improper or insufficient passport, visa or other documentation or anything else that interferes with, alters or adds to the cost of the services requested or booked.

The foregoing exclusions of liability are subject to all Australian and State laws, such as the Trade Practices Act and Fair Trading legislation which prohibits the exclusion of certain liability, but remain effective to the full extent permitted by such laws. Travel The World will take due care to ensure the services provided by the principals are as described in the brochure subject to the qualifications and exceptions stated, but accepts liability for and only to the extent that loss or damage results directly from its own negligence or that of its employees. The making of a booking constitutes acceptance by all persons taking advantage of the services described in this site that the terms and conditions contained in this site constitute the entire agreement between them and Travel The World and that the agreement can only be varied by an officer of Travel The World in writing.

CONSUMER PROTECTION

Travel The World holds a Travel Agents Licence 2TA 003774, is a member of the Travel Compensation Fund and is a member of the Australian Federation of Travel Agents ("AFTA")