

Tour Name \_\_\_\_\_ Booking No \_\_\_\_\_ Room Type:  
Tour Code \_\_\_\_\_ Departure Date \_\_\_\_/\_\_\_\_/\_\_\_\_  Twin  Single  Single/Willing to Share

### Travel Agent Information

Agency \_\_\_\_\_ Consultant \_\_\_\_\_ Agency Licence No \_\_\_\_\_  
Postal Address \_\_\_\_\_ Postcode \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_ Agent Email \_\_\_\_\_

Names that appear on this booking form are used for ticketing purposes and therefore MUST appear exactly as per passport. Any errors in names will incur ticket reissue fees which are at passengers' own expense.

### Passenger 1 (AS PER PASSPORT)

Title \_\_\_\_\_ Surname (CAPITALS) \_\_\_\_\_ First Name \_\_\_\_\_  
Preferred Name on Tour Badge \_\_\_\_\_ Occupation \_\_\_\_\_  
Nationality \_\_\_\_\_ Birth Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Passport No \_\_\_\_\_ Expiry Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### Passenger Requirements

Medical/Special Requirements \_\_\_\_\_  
Dietary Requirements \_\_\_\_\_ Rooming Requests  Non Smoking  Smoking

# Please attach relevant medical certificate and read declaration.

Postal Address \_\_\_\_\_ Postcode \_\_\_\_\_  
Home Phone \_\_\_\_\_ Mobile \_\_\_\_\_ Email \_\_\_\_\_  
Past Passenger  Yes  No If Yes where Travelled to \_\_\_\_\_ When \_\_\_\_\_

### Emergency Contact Details

Name \_\_\_\_\_ Phone \_\_\_\_\_ Relationship to Passenger \_\_\_\_\_

Would you like to receive a copy of our Chinese Whispers newsletter and be contacted about upcoming specials?  Yes  No by  Mail  Email

Travel Insurance is compulsory when travelling with Wendy Wu Tours and must be purchased no later than when final balance is paid.

**# DECLARATION: I have read, understood and agree to abide by the terms, conditions and responsibilities as outlined. All persons named on this form are fit and physically able to partake in tours unaided and travel throughout the destinations described.**

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

### Passenger 2 (AS PER PASSPORT)

Title \_\_\_\_\_ Surname (CAPITALS) \_\_\_\_\_ First Name \_\_\_\_\_  
Preferred Name on Tour Badge \_\_\_\_\_ Occupation \_\_\_\_\_  
Nationality \_\_\_\_\_ Birth Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Passport No \_\_\_\_\_ Expiry Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### Passenger Requirements

Medical/Special Requirements \_\_\_\_\_  
Dietary Requirements \_\_\_\_\_ Rooming Requests  Non Smoking  Smoking

# Please attach relevant medical certificate and read declaration.

Postal Address \_\_\_\_\_ Postcode \_\_\_\_\_  
Home Phone \_\_\_\_\_ Mobile \_\_\_\_\_ Email \_\_\_\_\_  
Past Passenger  Yes  No If Yes where Travelled to \_\_\_\_\_ When \_\_\_\_\_

### Emergency Contact Details

Name \_\_\_\_\_ Phone \_\_\_\_\_ Relationship to Passenger \_\_\_\_\_

Would you like to receive a copy of our Chinese Whispers newsletter and be contacted about upcoming specials?  Yes  No by  Mail  Email

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**# DECLARATION: I have read, understood and agree to abide by the terms, conditions and responsibilities as outlined. All persons named on this form are fit and physically able to partake in tours unaided and travel throughout the destinations described.**

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

## BOOKING CONDITIONS: *It is important that you read and understand the following conditions before making your booking.*

**RESERVATION AND DEPOSIT** - Please complete and forward the attached booking form accompanied by a deposit of \$300.00 per person to Wendy Wu Tours or your travel agent to arrive within 7 days of receiving confirmation we are holding space for you. Wendy Wu Tours reserves the right to correct any errors in rates quoted or calculated or any omissions made at any time during your booking. Any verbal quote given is an indication only of the final price and is subject to confirmation in writing.

**RECEIPT OF DEPOSIT** - Receipt of a deposit will be taken as an understanding by Wendy Wu Tours that the customer has read and agrees to be bound by the terms and conditions set forth in this brochure.

**BALANCE OF PAYMENT** - The final balance of the travel arrangements is due at Wendy Wu Tours no later than 60 days prior to the chosen tour departure date as detailed in the brochure. Failure to pay in full by the due date may result in a late payment fee of \$30 or cancellation. Bookings made within 60 days of departure will automatically incur the late payment fees if payment is not received by Wendy Wu Tours within 3 days of booking. Payments by Credit Cards will incur a fee.

**FEES AND CHARGES** - All fully inclusive prices indicated in the brochure are based on group travel and any deviation from the set itinerary will incur additional airline ticket costs (Breakaway Fee) of up to \$195. Other arrangements such as transfers, accommodation, etc outside the set group arrangements/dates are at an additional cost and are not covered by the Breakaway Fee.

**AIRLINE FUEL LEVY SURCHARGE** - Since 2004 all airlines to Asia have been charging a fuel levy surcharge, on top of the normal airline ticket price, in order to cover the increased cost of aviation fuel. As fuel prices have increased, so too has the amount the airlines charge for this levy. Wendy Wu Tours does not include the cost of this levy in the price you pay for your holiday, as such you will be liable to pay the current fuel levy surcharge prior to your ticket being issued. This amount will be advised to you at the time of your booking and added to your package and is subject to change until your airline ticket is issued.

**AMENDMENT FEES** - The following fees will apply:-

Amendment to confirmed and deposited itineraries - \$25 per change

Amendments within 30 days of departure - \$50 per change

Transferring between tours (outside of 60 days) - \$100 per person

Transfer fees must be paid at the time of change. Passengers will then have 7 working days to decide which tour they wish to be transferred to; otherwise an instant cancellation will occur.

Transferring between tours (within 60 days) – See '**Cancellation by Client**' for applicable fees and details.

Reissue of airline tickets - \$100 per person (other fees may apply)

Bookings of only 3 night's accommodation or less - \$30 per booking

Rail tickets and passes only - \$50 per booking

Once a booking is confirmed no name transfers are permitted as this will be regarded as a cancellation.

**CANCELLATION BY CLIENT** - All cancellations must be made in writing to Wendy Wu Tours and will be subject to the following cancellation charges from the date the written cancellation is received:

1. More than 60 days prior to departure; loss of deposit

2. Between 59-50 days prior to departure; 25% of total tour cost

3. Between 49-40 days prior to departure; 50% of total tour cost

4. 39 days or less prior to departure; 100% of total tour cost

In the event of a cancellation, any refunds will be less administration fees including visa, transfer fees and any applicable amendment fees. Regrettably cancellation charges and fees cannot be waived. There can be no exceptions.

No refund will be made for any unused portions of the holiday after the departure date. Please note that employees of any overseas company or staff of Wendy Wu Tours outside Australia are not authorised to make any promises or agreements to customers in respect of refunds or any other matters.

**LATE BOOKINGS** - Bookings made less than 60 days prior to departure from Australia will incur a late booking fee of \$30, less than 30 days \$50, plus any applicable urgent visa processing fees.

**CANCELLATION BY WENDY WU TOURS** - Wendy Wu Tours reserves the right to cancel or vary a tour prior to departure due to insufficient numbers. In such an event alternative guaranteed travel dates will be offered. Should these options not be acceptable Wendy Wu Tours will refund the full price paid less visa cost. If a tour is cancelled due to unforeseeable circumstances, such as, but not restricted to, severe weather conditions or force majeure, Wendy Wu Tours will refund all monies except visa cost and any cancellation fees levied by airlines and other third parties. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour services by independent operators to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service provider and Wendy Wu Tours shall not be liable for any claim whatsoever arising from such events.

**REFUSAL OF CARRIAGE** - Wendy Wu Tours retains the right to remove passengers from our group tours for reasons that impact on the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of passengers to undertake the arrangements of the tour, unsocial or unruly behaviour, or the carriage of prohibited substances and materials.

**HOTEL DESCRIPTIONS, MAPS & PICTURES** - Hotel descriptions featured in this brochure are based on current hotel guides provided by suppliers and contractual agreements. Any facilities described are subject to change at any time. Maps and photographs are included for general information only and may not necessarily reflect actual routings location or services. Hotel room photographs may not be specific to the actual room occupied. Wendy Wu Tours has made reasonable enquiries to verify that the descriptions and details are accurate but does not warrant that they are.

**TRAVEL INSURANCE** - It is a condition of joining one of our tours that clients are adequately insured for the full duration of their travel arrangements including cover for illness, injury, death, loss of baggage and personal items, cancellation and curtailment. Wendy Wu Tours has a right to require a client to produce, at our request a copy of the policy of insurance taken out by the client.

**HEALTH REQUIREMENTS** - All customers are required to familiarise themselves with any health requirements specific to the countries being visited. All customers are given a Medical Information Form with their deposit or quote documents. Customers who are aged 70 years or more, or with a pre-existing condition that affects their fitness to travel, or any medical dietary requirement must complete and return this document with their booking form. All customers should visit their Doctor for these aforementioned purposes, and/or to confirm that they are physically able to undertake the day-to-day requirements of the tour. Should any ailments either exist at the time of booking, or arise before their departure from Australia, the customer must inform Wendy Wu Tours of these by completing a Medical Information Form.

**TRAVEL DOCUMENTS** - A passport with minimum of 6 months validity is required for passengers travelling to all countries in our program. Visa fees are included for Australian passport holders in all fully inclusive packages. Non Australian passport holders will incur additional fees. If passports are not received by Wendy Wu Tours 60 days prior to departure at the specified time the customer will be required to pay an urgent visa processing fee. Unless otherwise requested your passport will be returned with final documentation approximately 2 weeks prior to departure. Responsibility for documentation accuracy, passport validity and dispatch of documents rests with the customer. Wendy Wu Tours accepts no responsibility for any failure in this respect.

**CONSULAR ADVICE** - We recommend that you review information provided by the Australian Department of Foreign Affairs and Trade prior to making your booking by calling 1300 555 135 or by visiting their website [www.dfat.gov.au](http://www.dfat.gov.au) for the latest information. We strongly recommend that you familiarise yourself with the latest Government Consular advice and information.

**TIPPING** - Tipping is a firm and expected element in the Tourism industry today and Indochina is no exception. The nominated tip amount is to be given to your National Escort at the beginning of the tour and they will do all the necessary tipping on your behalf. Wendy Wu Tours will advise the amount required per person as it is dependant on the length of the Group Tour undertaken. Tipping amounts will range from \$60AUD to \$140AUD per person based on the tour itinerary and length and are subject to change at any time.

**SHOPPING** - Shopping can be fun and entertaining, especially in local markets. However, Wendy Wu Tours, its staff and employees are not qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited and the security of using a credit card to purchase such goods. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the clients own risk and at all times the clients must use their own discretion.

**RESPONSIBILITY** - Wendy Wu Tours (herewith called the Company) acts as a co-ordinator for all persons taking these tours in the making of all arrangements for transportation sightseeing and hotel accommodation. The Company does not own, manage, control or operate any transportation vehicle any hotel or restaurant or any other supplier of services. All coupons receipts and tickets are issued subject to the terms and conditions specified by the supplier and all services are subject to the laws of the country where the services are provided. The Company acts only as an agent for the owners, contractors and suppliers of transportation and/or other related travel services provided and assumes no responsibility for the loss or damage to baggage or property or for any injury, illness or death or for any damages or claims howsoever caused arising directly or indirectly from accidents loss or damage to person or property delays, transport failure, strikes, wars and uprisings or acts of God etc. over which the Company has no control.

**PROCEDURES FOR LODGING COMPLAINTS OR CLAIMS** - Should the customer not be satisfied with any aspect of their arrangements they must immediately inform the guide or National Escort who will endeavour to resolve the issue at the time. If this is not possible and you wish to lodge a complaint or claim this must be done in writing with Wendy Wu Tours in Sydney within 30 days of the date of the completion of your Wendy Wu Tours arrangements. Relevant receipts and substantiating evidence must be attached to the letter of claim.

**AIRLINES** - Airlines featured in this brochure do not by virtue of their endorsement represent themselves either as contracting with any purchaser of a holiday from Wendy Wu Tours or as having any legal relationship with such a purchaser. Frequent flyer miles are not accrued on packaged fares using Singapore Airlines.

**BROCHURE VALIDITY** - Tour itineraries and prices in this brochure are accurate at the time of printing and prices are based on exchange rates as at 31 August 2008. Once a customer has paid in full, the price of the tour is guaranteed, subject to any tax changes or levies imposed by any government or their agencies or any airline. The prices for tours after 01 January 2010 are subject to change without notice. The departure dates of tours after 31 March 2010 are subject to change due to future airline schedules. Wendy Wu Tours reserves the right to make alterations to itineraries, departure dates and prices due to circumstances beyond their control.

**AGENT RESPONSIBILITIES** - It is the Travel Agent's responsibility to ensure that all invoice and itinerary details and documentation issued by Wendy Wu Tours are correct and that the customer is aware of amendment and cancellation conditions and other clauses in these booking conditions.

**LAW OF CONTRACT** - This contract is governed by the laws of the State of New South Wales and any legal action arising there from shall be litigated only in the appropriate court in that state having jurisdiction in that claim.