

A CHINA EXPERIENCE TOUR 2012– BOOKING REQUEST FORM



Complete one form per room, fax to: 011 886 9548 along with CLEAR copies of all passports. Advise information as it appears in your passport. Documents will be issued as per information given; incorrect information will result in additional cost for your account. Passports MUST be valid for at least SIX months from date of travel.

| | |
|-----------------------|------------------|
| Departure Date | Tour code |
|-----------------------|------------------|

| PASSENGER INFORMATION | PASSENGER ONE | PASSENGER TWO |
|---|------------------|---------------|
| Title | | |
| Surname (as per passport) | | |
| First Name | | |
| Preferred Name for Badge | | |
| Date of Birth | | |
| Nationality | | |
| Passport Number | | |
| Full expiry date | | |
| Special requirements eg dietary, handicap requirements, disabilities | | |
| Rooming Request | Non smoking room | Smoking room |
| PASSENGER CONTACT DETAILS | | |
| Area code | Work Tel | Home tel |
| Cell number | email | |
| EMERGENCY CONTACT DETAILS | | |
| Full name of contact person in case of Emergency | | |
| Relationship to passenger | | |
| Area code | Work Tel | Home tel |
| Passengers aged 70 years or more or passengers with a pre existing medical condition or medical dietary requirement must submit a letter of fitness from their doctor confirming ability to undertake the demands of thier tour unaided | | |
| If you are not travelling from Johannesburg and wish us to book flights for other centres in South Africa, please complete the following. Flights required from: - | | |

To be signed by the Passenger: IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE TERMS & CONDITIONS OF BOOKING
 "I herewith confirm information supplied as being correct (this information will be used for the issuing of documents) and understand that it is my/our responsibility to obtain the relevant passports, visa and medical documentation required. I confirm that all persons named on this form are fit and physically able to partake in tour unaided and travel throughout the destinations described by this tour. If Travel Insurance purchased, I understand the terms & conditions. I confirm that I am authorized to sign this Booking Form for all of the above mentioned persons and that on behalf of all persons named above I have read, understood and agree to the Terms and Conditions of this Booking Reservation Form and have acknowledged the conditions by initialling each page of these conditions. By signing this booking reservations form I acknowledge responsibility for all payments"

Name (In Block Letters): _____ **ID Number:** _____

Signature: _____ **Date:** _____

DUE TO AIRLINE REQUIREMENTS A CLEAR COPY OF ALL PASSPORTS –SHOWING FULL NAMES MUST ACCOMPANY THIS FORM BEFORE ANY RESERVATION CAN BE CONFIRMED

TERMS & CONDITIONS OF BOOKING WENDY WU TOURS

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 ZAR 3 000 per person within 3 days of receiving the 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. Deposit payment does not secure the rate of exchange.

RECEIPT OF DEPOSIT – Receipt of 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 is due 65 days prior to departure. Failure to pay in full by the due date may result in a late payment fee of 5% of outstanding balance or cancellation. Bookings made within 65 days of departure will automatically incur the late payment fees if payment is not received within 3 days of booking.

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 a breakaway fee of R 800.00 per person. Additional arrangements for instance transfers and accommodation etc outside the set group arrangements/dates are at an additional cost and are not covered by the breakaway fee.

AIRPORT TAXES – All packages that are inclusive of flights will be subject to airport taxes and will be in addition to the cost of the tour. As fuel prices fluctuates, so too has the amount the airlines charge for these taxes. This amount is detailed against every tour featured in this brochure and will also be advised to you at the time of your booking and is subject to change until your airline ticket is issued. Some countries also charge an additional departure tax when leaving the country, which is not included in the International airport tax amount, but this amount will be advised at time of booking.

AMMENDMENT FEES – The following fees will apply
Amendment to confirmed itineraries – ZAR600 per person/ per change
Amendments within 30 days of departure – ZAR300 per change
Transferring between tours (outside of 65 days) – ZAR800 per person fee must be paid at the time of the change. Passengers will have 7 working days to decide which tour they want to transfer to; otherwise an instant cancellation will occur.
Transferring between tours (within 65 days) – See ‘cancellation by client’ for applicable details
Reissue of airline tickets – ZAR800 per person, plus additional fees will apply as per the specific airline’s terms and conditions.
Once a booking is confirmed no name changes are permitted as this will be regarded as a cancellation.

CANCELLATION BY CUSTOMER – All cancellations must be made in writing and will be subject to the following cancellation charges from the date the written cancellation is received.
Land portion of tour:
More than 65 days prior to departure loss of deposit.
Between 64-50 days prior to departure 50% of total tour cost
Between 49-40 days 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, *airline cancellation fees* and any applicable amendment fees. For independent tailor made bookings during peak periods, full cancellation fees will apply as per our supplier’s terms and conditions. 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 departure date. Please note that employees of any overseas company or staff of Wendy Wu Tours outside South Africa are not authorized to make any undertakings to clients in respect of refunds or any other matters.

CANCELLATION BY WENDY WU TOURS – Wendy Wu Tours reserves the right to cancel a tour prior to departure due to insufficient numbers or other unforeseen circumstances. 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 costs 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.

LATE BOOKINGS – Bookings made less than 60 days prior to departure from South Africa will incur a late booking fee of ZAR600 per person and must be paid in full within 3 days of receiving confirmation we are holding space for you. No bookings are accepted less than 30 days prior to tour departure.

REFUSAL OF CARRIAGE – Wendy Wu tours reserves the right to remove clients from our group tours for reasons that impact the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of clients to undertake the arrangements of the tour, unsocial or unruly behaviour or the carriage of prohibitive substances & materials

HOTEL DESCRIPTIONS MAPS & PICTURES – Hotel descriptions featured in this brochure are based on current hotel guides and contractual agreements provided by suppliers. 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 cannot be made liable for any cost incurred by the customer on any tour if not adequately insured.

HEALTH REQUIREMENTS – Clients are required to familiarise themselves with any health requirements specific to the countries being visited. It is highly recommended that clients consult their GP for this purpose. All passengers will be given a medical certificate when given their quote which must be completed and returned with their booking form. Passengers aged 70 years or more, or those with a pre existing condition or any medical dietary requirement must also submit a letter of fitness completed by their Doctor confirming they can undertake the demands of their tour unaided.

TRAVEL DOCUMENTS – A passport with minimum of 6 months validity is required for passengers travelling to all countries in our program. Visa fees, where applicable, are included for South African passport holders in all fully inclusive packages. Non South African passport holders may incur additional fees. If passports are not received by Wendy Wu Tours 60 days prior to the specified time the client 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. If the customer request the passports to be returned prior to this, there will be an additional fee incurred. Responsibility for documentation accuracy, passport validity and dispatch of documents rests with the client. Wendy Wu Tours accepts no responsibility for any failure in this respect. Wendy Wu Tours cannot guarantee that any visa will be issued by the relevant authority and accepts no responsibility if a visa application is refused. Any cancellation fees or other expenses incurred by the customer due to the refusal of a visa will be entirely the customer’s liability.

CONSULAR ADVICE – We recommend that you review information provided by the South African Department of Foreign Affairs and Trade prior to making your booking by visiting their website www.dfa.gov.za for the latest information. We strongly recommend that you familiarise yourself with the latest Government Consular advice and information regarding the country you intend to visit.

TIPPING – Tipping is a firm and expected element in the Tourism industry today and the Asia region 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 dependent on the length of the Group Tour undertaken as well as the number of participants.

SHOPPING - Shopping can be fun and entertaining, especially in local markets, where many copies of international brand names can be purchased for next to nothing. 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 client 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 South Africa 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.

BROCHURE VALIDITY – Prices including international airfares are subject to particular booking classes being available on these airlines. Should the booking class that price is based on not be available and a higher cost booking class be required, Wendy Wu Tours reserves the right to amend quoted prices due to this supplement. Tour itineraries and prices in this brochure are accurate at the time of printing and prices are based on USD exchange rates as at 17 October 2011. Only once a client 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 2013 are subject to change without notice. The departure dates of tours after 31 March 2013 are subject to change without any prior notice, due to future airline schedules. Wendy Wu Tours reserves the right to make alterations to itinerary's departure dates and prices due to circumstances beyond their control.

AGENT RESPONSIBILITIES - It is the travel agents' 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.

LEGAL JURISDICTION - South African law and the jurisdiction of South African courts will govern the relationship between the Client and the Operator. The Operator shall be entitled to institute any legal proceedings arising out of or in connection with this contract in any Magistrates Court having jurisdiction in terms of Section 28 of the Magistrates Court Act no. 32/1944 as amended, notwithstanding that the amount in issue may exceed the limits of such jurisdiction.

Please note: Changes in operator land costs, airfares, taxes, fuel surcharges and currency exchange rates may affect the price of particular group tours. For these reasons, it is essential that the agent/customer reconfirms all arrangements at the time of booking and prior to paying the final payment