

## TITICACA 提提卡卡旅游参团旅游协议（参团必读）

### 常规条款

任何团次均适用：

中文翻译和摘录的条款是为了方便顾客理解,任何争议以英文条款为准。请认真阅读如下旅游协议条款的全部内容,在您付款之后我们将默认您已经阅读并认可此协议规定的条款。

### 1. 团次的确认

支付全款并及时发书面邮件通知我们是您报名参团的前提条件,公司在收到您的团款和报名通知邮件后,按照先后顺序确认您的预订。您收到我们的确认文件时,条款自动生效。

若您对此条款的任何一部分没有充分了解,或对我们的条款存在质疑,请您在第一时间联系我们公司。我们在收到您的团款报名时,将默认您已阅读并接受该协议的全部条款。在您报名后出现任何问题,均遵照此协议条款处理。

### 2. 迟到和离团

2.1 在任何理由及情况下,团员逾期未能按我们网站或电子票所示的集合时间到达,赶不上团次车辆出发,本公司恕不负责且概不退还任何费用。

2.2 出团过程中,团员未能按导游(或领队)要求的时间返回到指定的集合地点,导游(或领队)和司机无法等待,恕不能为您接送。由此产生的其他费用自理。导游对于行程中的时间安排拥有决定和调整的权利。

2.3 一旦您中途离开团队,请您携带旅店清单,雇用的士,尽快返回团队,由此产生的费用自理。导游和司机若已超过服务时间,恕不能为您接送。当然您也可以和导游联系,获取归队方案建议。

2.4 团友在任何情况或私人理由下,要求自行出发,个别返回或途中离团,请务必提前与我们旅行社和导游沟通确认,我们会尽量协助安排。但本公司将不负责一切由于交通或任何事上之延误而导致未能赶上预先安排的行程或住宿上间接或直接的费用损失。

### 3. 不可抗力因素

3.1 路线行程在实际操作中如遇不可抗拒之力或其他因素,导游有权对酒店安排或路线行程酌情调整,以便确保参观游览尽可能多的旅游景点。除非有证据表明该延误是因为我公司的疏忽,否则我们将不予负责因延误导致的损失等。请您放心,我们将以最大的努力来确保行程顺利。

3.2 在您旅行之前,请您务必给我们留下您的有效的联系电话或 E-mail 地址,如我们的团队因任何原因改变行程,会第一时间通知您;如因您没有留下您的有效联系方式而造成我们未能及时通知到您,由此而产生的后果我们概不负责。

### 4. 住宿

酒店提供的标准住宿方式是,双人标准间(Twin Room: Two single beds)。旅行团费的价格是按照两人共用一个双人标准间为依据的。如若有任何我们无法预料的情况发生,我们将为您提供行程中所涉及的类似规模或更好的住宿。我们将尽最大的努力来为您提供良好的住宿环境。

如果您是独自一个人旅行或是存在单数报名的情况,我们会为您安排一位同性别游客/导游/领队/司机共享一个双人标准间,或是三人间。如若我公司找不到适合的同住者,那么将安排您独自享用一个房间,此项费用由我们负担,不会产生您的额外 费用。(以下团次需要收取单间附加差,例如:团号为 OG7, OY7, OR7, OG9Z, OR9Z, OY9Z, OB 等欧洲团。单间差费用的规定请以网站上各线路的对应说明或咨询客服得到的回复为准)

**【注】**我们只保证合住同伴是同性别,不能保证合住同伴的年龄、性格和睡眠习惯。如果担心不能跟陌生同伴同房间相处的顾客,不愿意服从分配或是一定要求使用单人间的顾客,请在报名时主动支付单间差。如果因为您临时不服从安排,导致更换或 增加房间产生的费用,由您个人承担。

如需其他特殊房型,请在报名前与客服联系沟通,我们不保证可以提供,但是会尽量为您争取。出团之前,我们会根据您在顾客信息表中填写的合住要求来分房。未填写合住信息的顾客,我们会按您填写的性别来为您安排 同性别团员合住。如因您填写合住信息或性别信息错误,导致房间无法分配,需要为您单独预定单人间,由此产生的单间差需 要由您个人承担。

## 5. 交通

5.1 根据行程以及团次报名人数,我们通常会使用 5-17 座小巴或是 20-65 座大巴。TITICACA 保留在特殊情况下为团次安排替代交通工具的权利。

5.2 为了您的安全,我们所有的大巴都配备了安全带。根据欧洲交通法规规定,您必须确保在大巴上系好安全带。如若您因为 没有遵循这项条款而产生以外,对您造成的伤害,我们公司以及大巴司机和车公司都将不负任何责任。

## 6. 特殊人群

6.1 **2-12 周岁的儿童参团必须有成年人陪伴。**车辆公司不允许儿童和他们的父母或者监护人挤在车上的同一个座位。

**2-12 周岁儿童出示护照扫描件,即可享受指定团次的儿童折扣,详情请联系 我们。**

6.2 **2 周岁以下的儿童(不含 2 周岁),如由 2 个成人带领参团,儿童在不占车辆座位和不占酒店房间床位的前提下,可免团费,**具体事宜请联系我们的客服。

6.3 **未满 18 周岁的未成年人参团,须有至少一名成人陪同且履行监护义务, 负责未成年人安全;**旅行过程中由于未成年团员自身原因或者陪同人照看失职造成的一切后果, 由团员自负。

6.4 **凡年龄在 60-75 周岁的顾客,需有孩子(或其他年轻成人同伴)陪同一同报名参团;****75 周岁以上的顾客(不论是否有孩子或其他年轻同伴陪同),我们都不要接受报名。**

6.5 **孕妇**报名时必须如实说明; 孕妇身孕周期超过 24 周以上的, 原则上不建议参团, 坚持报名参团的, 须有一名家属陪同, 并填写《免责声明》, 但我公司有权视情况拒收; 身孕周期不足 24 周又坚持报名参团的, 须有一名家属陪同, 并填写《参团声明》, 但我公司有权视情况拒收。旅行过程中由于团员个人原因造成的一切后果, 由团员自负。

## 7. 个人财产

保管好个人财产是客户的个人责任,司机、导游、酒店、旅行社等任何一方都没有义务为乘客看管个人财产。如遇乘客个人财 产损坏、丢失、盗窃等意外状况发生,由顾客自行承担风险和责任,TITICACA 不承担由此引发的任何争议。

如您离团时把物品或行李遗漏在车上,可及时发邮件至 [info@titicaca.co.uk](mailto:info@titicaca.co.uk),详细描述您的遗失物品以及所在车辆的情况, 我们会尽可能帮助您联系车公司或者导游确认是否有拾到对应的物品,但不确定一定可以找到,我们不承担由于未能找

到丢失 物品引发的任何争议。如能找到您遗漏的物品,我们会安把对应物品通过 Royal Mail Standard Parcel 邮寄到您所提供的地 址上,需要您支付相应的邮费(邮费参考:<http://www.royalmail.com/personal/sending-mail>),TITICACA 不承担物品在邮寄过程中可能产生的破损或者丢失的可能性。

## 8. 行李

由于旅游车辆行李空间有限,请确保您的大件行李不超过一件,同时也建议您精简行李,贵重物品或行李请随身携带和保管。行李不可避免会遇到搬运和挪动情况,司机和导游以及 TITICACA 旅游都不承担在搬运行李造成意外损坏的责任,借此也建议您不要携带贵重行李箱。一旦发生行李破损、丢失等意外,请您联系您的保险公司索赔。

## 9. 个人旅游保险

旅游保险不是参团旅游的必需条件,但我们强烈建议您外出旅行请务必购买个人旅游保险,以保证在出现个人意外,例如:生病、丢失财物等个人意外情况时,有保险公司保障您的权益。我们保留检查顾客所购买的旅游保险并拒绝没有购买旅游保险的顾客上团的权利。

## 10. 顾客的责任和赔偿

10.1 在车上, 司机对车辆和乘客有最终处理权。任何团员若蓄意妨碍导游或司机工作 (例如上车前后醉酒, 车上吸烟或滥说脏话以及有威胁性的行为), 危害他人人身安全, 影响团体正常活动及利益时, 导游和司机视具体情况或在大多数团员赞同下有权取消其随团资格, 命令该团员离团, 其未完成部分旅程之的费用, 概不退还, 其离团后一切行动, 概与本公司无关。我们甚至会通过法律途径向您索赔因您的不当行为所造成的直接和间接损失。

10.2 团员在旅游期间, 如因故意或鲁莽、粗心等原因损坏了酒店设施、交通工具, 造成损失的团员需要遵守当地法律和地方规定, 予以赔偿。

## 11. 我们的责任

组团运营方仅代理导游、酒店、交通工具的组织、安排服务, 凡参加本行程内团员或客人如遇有财务损失、盗窃、意外身亡、或天灾人祸、交通延误、失火、罢工、战争、政局不安、无法控制及政府更改条例而招致损失额外费用时, 概与组团运营方无关及不需负任何责任。更多赔偿责任请参考英文条款。

## 12. 我们公司旅行社责任险中的责任免除包括

- 1、下列原因造成的损失、费用和责任, 保险人不负责赔偿:
  - (一) 战争、敌对行为、军事行动、武装冲突、恐怖主义活动、罢工、暴动、骚乱;
  - (二) 核爆炸、核裂变、核聚变;
  - (三) 放射性污染及其他各种环境污染;
  - (四) 行政行为、司法行为;
  - (五) 投保人、被保险人或其代表的故意行为、重大过失、犯罪行为;
  - (六) 旅游者的故意行为、犯罪行为或自身疾病;
  - (七) 旅游者因挑衅或故意行为而导致的打斗、被袭击或被谋杀;

- (八) 因旅游者妊娠、流产、分娩、药物过敏;
- (九) 因旅游者接受整容手术和任何医疗事故;
- (十) 因旅游者未遵医嘱，私自服用、涂用、注射药物;
- (十一) 因旅游者不服从旅游区或旅游团管理规定;
- (十二) 因旅游者酗酒或受毒品、管制药物的影响;
- (十三) 旅游者驾驶交通工具;
- (十四) 旅游者从事赛车、赛马、攀崖、滑翔、探险性漂流、潜水、滑雪、滑板、跳伞、热气球、蹦极、冲浪等高风险活动。

**2、下列损失、费用和责任，保险人不负责赔偿：**

- (一) 被保险人应该承担的合同责任，但无合同存在时仍然应由被保险人承担的经济赔偿责任不在此限;
- (二) 发生未经公安部门认定或无外来明显痕迹的盗窃、抢劫所导致的财产的损失;
- (三) 金银、首饰、珠宝、文物、软件、数据、现金、信用卡、票据、单证、有价证券、文件、账册、技术资料及其他不易鉴定价值财产的丢失和损坏。
- (四) 被保险人或其雇员所有的财产的损失;
- (五) 以美容或整形为目的的外科手术或治疗，除非这种手术或治疗是在患者因意外事故受伤后为维持生命或避免永久性伤残必须进行的;
- (六) 罚款、罚金及惩罚性赔偿;
- (七) 精神损害赔偿;
- (八) 任何间接损失

TITICACA 提提卡卡旅游境外欧洲游

参团须知

针对团号：EG9, EG10, ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU, OG7, OY7, OY7\*, OR7, OG9Z, OR9Z, OY9Z, OY9Z\*, OB9Z 的英国境外团次

请以收到电子确认票（E-Ticket）作为报团成功的依据，如需预定相关交通，请尽量留出灵活的时间换乘，避免交通堵塞或者意外延迟而耽误您的行程，协议须知阅读如下：

**1) 我方涉及改变或取消出团计划：**

1. 由于不可抗力、罢工、战争或是参团人数不足等原因造成我们不得不取消某团次，我们会以书面Email的形式通知您，您在约定的期限内可以选择全部团款退还或是免费转到其他类型/日期的团次上。一旦您选择了退款，您与我们之间的旅行协议立即终止，我们会在10个工作日内将全部团款返还给您；一旦您选择了转团，按照新的团次您和我们之间的协议重新开始。因此在收到我们的出团确认函之前，请不要预定额外的交通和住宿，以避免不必要的损失，我们不承担因为取消团造成的连带经济损失和责任。

**埃及、土耳其团的取消通知最迟在距离出团前 14 天通知您；英国境外欧洲团的取消通知最迟在距离出团前 30 天通知您。**

2. 如果您在得到我们发送的电子票确认出团后，因为我们的原因取消该团次（任何非不可抗力因素除外，包括自然灾害、

政府行为、社会异常事件或天气原因导致道路封阻或景点关闭等），我们除了全款退还团费之外，还会根据距离出团日期的长短支付一笔额外补偿费用，如下：（额外补偿费用仅适用于确认出团的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用，我们不再承担由于意外取消团次产生的连带经济损失和责任）。

2.1 针对团号为：EG9, EG10, ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU, OG7, OY7, OR7, OR7\*, OG9Z, OR9Z, OY9Z, OY9Z\*, OB9Z的团次的改变或取消赔偿

出团前 29 天或以上，20GBP/人；

出团前 28-14 天，30GBP/人；

出团前 13-7 天，50GBP/人；

出团前 6-0 天，70GBP/人（最高赔偿金额70 英镑/人）

2.2 如果涉及到申请签证产生费用：

请出示您办理签证并产生费用的证明，欧洲申根签证我们给予最多60GBP/人的签证费用补偿；埃及签证我们给予最多20GBP/人的签证费用补偿。注意：额外补偿费用仅适用于如上类型已经确认了出团日期和接人地点的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用及签证赔偿费用，我们不再承担由于意外取消团次产生的任何其他连带经济损失和责任（不承担的连带经济损失包括顾客自行预定的机票等交通或是与团次衔接的酒店）。

2.3 针对团号为 EG9, EG10, ED7, ED8, ED9Z, ED10Z, GR, EN, TU 的英国境外团，如果涉及到预定机票产生费用：

如您在收到我们电子票之后并在我们发出的取消团书面邮件之前，预定了衔接团次的往返机票，请出示您预订机票的订单并产生费用的证明，我们给予最多150 英镑/人的费用补偿（高于150 英镑的机票预订单我们只补偿150 英镑/人；少于150 英镑的机票根据票面实际价值给予补偿）。请注意，机票费用补偿只适用于不可取消退款（non-refundable）的机票预订单，如果您预订的机票可取消不产生费用，我们无法给予任何补偿；如果您的机票预订单可取消会产生一笔手续费，我们只补偿您取消费用。如您在收到电子票之前，或者是在我们取消团之后预定的机票，不享受以上补偿政策，无法给予任何补偿。

\* 以上涉及到的退款仅限于我们账面收到的旅游团费用以及可能产生的、额外补偿费用。**TITICACA**提提卡卡旅游不承担因汇率或者国际转账等产生的手续费。例如：旅行团费我们收到200 英镑，但是顾客需要退款到英国境外的指定账户，产生任何手续费，顾客自行承担，我们将从退款金额中扣除这部分手续费。除去以上描述的特定条件范围内的签证费用和机票费用补偿，**TITICACA**提提卡卡旅游不承担客户因为预定衔接团次的其他交通、酒店、签证等任何其他费用。例如：顾客为了衔接参团，自行提前预定了衔接团次的火车、机车或者酒店等任何交通住宿费，均不在我们退款范围内。

2) 参团方涉及以下：

1. 退团

您在付款预定之后，因为任何原因取消参团或者无法按计划参团，我们会根据我们接到您取消的邮件通知距离出团日期的天数扣除如下管理费用：

1.1 针对团号为：EG9, EG10, ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU, OR7\*, OY9Z\*的团次  
出团前 11天或以上，70英镑/人；

出团前 10-8天, 45%团款/人;

出团前 7-0天, 全部团款

1.2 针对团号为: OG7, OY7, OR7, OG9Z, OR9Z, OY9Z, OB9Z的团次

出团前 17天或以上, 30%团款/人

出团前 16-10天, 50%团款/人;

出团前 9-0天, 全部团款

## 2. 如果您要更改团次

报名参团后如需更改出团日期, 或转到其他类型的团次上去, 在有空缺的情况下, 根据您提出更改团次的书面Email通知的日期, 我们根据以下条款处理:

2.1 针对除团号为EG9, EG10, ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU的欧洲境外团

出团前20天(不含第20天)以外: 免费(每人只限一次免费转团机会, 可以转到尚未满团的其他任意英国境内或境外的5天以上常规团次, 已使用一次免费转团机会之后, 如因其他原因仍需要转团或退团, 按照正常取消团处理, 参考顾客取消团条例)

出团前20天(含第20天)以内: 按正常取消团次处理, 参考顾客取消团条例

2.2 针对团号为: OY7, OR7, OG7, OG9Z, OR9Z, OY9Z, OB9Z的英国境外团

出团前30天(不含第30天)外: 免费(每人只限一次免费转团机会, 可以转到尚未满团的OY7, OR7, OG7, OG9Z, OR9Z, OY9Z, OB9Z这些欧洲境外团。已使用一次免费转团机会之后, 如因其他原因仍然需要转团或退团, 按照正常取消团处理, 参考顾客取消团条例)

出团前30天(含第30天)以内: 按正常取消团次处理, 参考顾客取消团条例

## 3. 团票转让

如果您因为自身原因不能随团出行, 想转让票给其他人, 在不影响我们房间分配的前提下, 请您在出团前7天外书面通知我们, 我们会尽量安排, 不收取任何费用。

## 4. 签证

顾客须自行负责办理及持有有效的旅游证件(护照)及签证, 在任何情况下或即使团员持有效旅游证件及入境签证, 如在入境时为当地移民局(海关)拒绝入境, 概与本公司无关, 一切损失团员自行负责。

因无法准备有效签证材料、无法成功办理签证、无法顺利入境等任何原因导致不能参团的顾客, 不在旅游团费退款保障条款内, 均按照退款条例处理, 我们不承担由此引起的任何争议或产生的任何经济损失。

因极少数情况下, 遇到使馆无理由拒签的客人, 本公司也非常体谅, 故如因使馆无理由拒签, 可享受我们的签证意外拒签退款保证, 细则请查看如下:

### **重要提示:**

**签证申请是由使馆官员处理及决定。所有签证申请人必须符合使馆规定的要求才可能通过签证审核, 最终签证结果由使馆决定。如果您完全按照使馆要求, 准确、准时、完整地提交了签证材料, 一旦发生使馆无理由拒签的情况, 我们会按照以下拒签保障条款进行处理。**

4.1 对于团号为EG9, EG10, ED10, ED8, ED7, EA, ED9Z, ED10Z, EN, GR, TU, OY7\*, OY9Z\*, 的英国

## 境外团次

### 4.1.1 在英国办理申根签证:

如果您在有效时间递交了完整准确的签证材料，却遭到使馆无理由拒签：

对于选择A套餐顾客，只要在出团前7天（不含第7天）以上通知我们并出示被拒签证明，我们仅扣除25英镑的手续费，其他团款全部返还（使馆签证费不退），7天（含第7天）以内扣除全部团款；

选择B套餐顾客，只要在出团前7天（不含第7天）以上通知我们并出示被拒签证明，我们会将团款和签证服务费全部返还，不收手续费（使馆签证费不退），7天（含第7天）以内扣除全部团款；

选择C套餐顾客，只要在出团前7天（不含第7天）以上通知我们并出示被拒签证明，我们会将团款和签证服务费全部返还，不收手续费（使馆签证费不退），7天（含第7天）以内扣除全部团款；

选择D套餐顾客，任何时间被拒签，团款全部退回（使馆签证费和签证服务费不退）。

### 4.1.2 在中国办理申根签证:

如果您在有效时间递交了完整准确的签证材料，却遭到使馆无理由拒签，

a)对于自行办理申根签证的顾客，要在出团前7天（不含第7天）以上通知我们并出示被拒签证明，我们仅扣除25英镑的手续费，其他团款全部返还（使馆签证费不退），7天（含第7天）以内扣除全部团款；

b)选择代办签证的顾客，只要在出团前7天（不含第7天）以上通知我们并出示被拒签证明，我们会将团款全部返还不收手续费（签证服务费不退）

### 4.1.3 在其他国家（非中国和英国）办理签证的顾客:

如果您在有效时间递交了完整准确的签证材料，却遭到使馆无理由拒签，在出团前7天（不含第7天）以上通知我们并出示被拒签证明，我们仅扣除25英镑的手续费，其他团款全部返还（使馆签证费不退），7天（含第7天）以内扣除全部团款。

## 4.2 针对于团号为OY7, OR7, OR9Z, OY9Z, OB9Z的英国境外团次

一旦发生使馆无理由拒签的情况，在出团前16天外（不含第16天）通过info@titicaca.co.uk书面通知我们有关您被拒签的情况并提供拒签信，我们仅扣除25英镑的手续费，其他团款全部返还（使馆签证费不退），16天（含第16天）以内按照正常取消团次条款扣除相应团款；

针对条款4.1、4.2的补充说明：下列情况，不能享受意外拒签退款保障：

- a) 因为材料提供的不及时、不准确、不充分导致的拒签。例如：没有递交有效学校或工作证明文件，护照过期，银行帐单/个人资产证明或旅游保险不符合使馆规定等；
- b) 顾客自行签证，无论是在中国、英国或是其他国家，未预约到合适面签位置的顾客不能享受退款保障服务。
- c) 顾客在出团前7天或7天内通知被拒签。

\* 以上涉及到的退款仅限于我们账面收到的旅游团费用。**TITICACA**旅游不承担因汇率或者国际转账等产生的手续费用。例如：旅行团费我们收到200英镑，但是顾客需要退款到英国境外的指定账户，产生任何手续费用，顾客自行承担，我们将从退款金额中扣除这部分手续费。**TITICACA**旅游不承担客户因为预定衔接团次的交通、酒店、签证等任何其他费用。例如：顾客为了衔接参团，自行提前预定了机票、火车或者酒店等交通住宿费，均不在我们退款范围内。

## TITICACA 提提卡卡旅游英国境内

### 参团须知

针对团号：

LS,SC,NL,NS,LN,NI,NE,SK,WE,IW,BZ3,DH7,Z6-51A,Z6-42B,LS-41B ,Z6-15C ,BH7 ,Q6-51A ,Q6-42B ,LN -41B ,Q6-15C ,DH9-CZ ,DH10-TCZ ,DH11-TBCZ ,BH9-CZ ,BH10-TCZ,BH11-TBCZ,XH5-CZ,XH6-TCZ,XH7 -TBCZ,ZH7-CZ,ZH8-TCZ,ZH9-TBCZ,Z6-15CCZ,Z6-51ACZ,Q6-51ACZ,LSCZ,LS-SKI,SC-SKI,Bris-LS,Sur-S C,Exe-LS,UEA-LS,Yor-SC,Lee-SC,Hud-SC,Bra-SC,Liv-SC,PRE-SC,LAN-SC,RHULL-SC,LS-Tat,SC-Tat,LS(H ogmanay),SC(Hogmanay),Hud-SC(Hogmanay),Yor-SC(Hogmanay),Bris-LN,Sur-NI,Exe-LN,UEA-LN,Yor- NI,Lee-NI,Hud-NI,Bra-NI,Liv-NI,PRE-NI,LAN-NI,RHULL-NI 的英国境内团次。

请以收到电子确认票 (E-Ticket) 作为报团成功的依据，如需预定相关交通，请尽量留出灵活的时间换乘，避免交通堵塞或者意外延迟而耽误您的行程，协议须知阅读如下：

#### 1) 我方涉及改变或取消出团计划：

1. 由于不可抗力、罢工、战争或是参团人数不足等原因造成我们不得不取消某团次，我们会以书面 Email 的形式通知您，您在约定的期限内可以选择全部团款退还或是免费转到其他类型/日期的团次上。一旦您选择了退款，您与我们之间的旅行协议立即终止，我们会在 10 个工作日内将全部团款返还给您；一旦您选择了转团，按照新的团次您和我们之间的协议重新开始。因此在收到我们的出团确认函之前，请不要预定额外的交通和住宿，以避免不必要的损失，我们不承担因为取消团造成的连带经济损失和责任。

**英国境内多日团的取消通知最迟在距离出团前 5 天通知您**

2. 如果您在得到我们发送的电子票确认出团后，因为我们的原因取消该团次（任何非不可抗力因素除外，包括自然灾害、政府行为、社会异常事件或天气原因导致道路封阻或景点关闭等），我们除了全款退还团费之外，还会根据距离出团日期的长短支付一笔额外补偿费用，如下：（额外补偿费用仅适用于确认出团的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用，我们不再承担由于意外取消团次产生的连带经济损失和责任）

#### 2.1 英国境内团

针对团号为： LS-41A, LS-14B, SC, NL, NS, NE, LN-41A, LN-14B, NI, SK, WE, LS-SKI, SC-SKI, Bris-LS, Sur-SC, Exe-LS, UEA-LS, Yor-SC, Lee-SC, Hud-SC, Bra-SC, Liv-SC, PRE-SC, LAN-SC, RHULL-SC, LS-Tat, SC-Tat, LS(Hogmanay), SC(Hogmanay), Hud-SC(Hogmanay), Yor-SC(Hogmanay), Bris-LN, Sur-NI, Exe-LN, UEA-LN, Yor- NI, Lee-NI, Hud-NI, Bra-NI, Liv-NI, PRE-NI, LAN-NI, RHULL-NI 的英国境内团

出团前 31 天或以上，无赔偿；

出团前 30-21 天，10GBP/人；

出团前 20-15 天，20GBP/人；

出团前 14-10 天，30GBP/人；

出团前 9-3 天，40GBP/人；

出团前 2-0 天，50GBP/人（最高赔偿金额 50 英镑/人）

针对团号为： DH6-141A ,DH6-42B,DH6-24C,DH7-142A,DH7-241B,DH7-43C,DH9-Z,DH10-1Z,DH11-2Z, DH12-3Z, BH6-141A ,BH6-42B,BH6-24C,BH7-142A,BH7-241B,BH7-43C,BH9-Z,BH10-1Z,BH11-2Z,

BH12-3Z, ZH4, ZH5, ZH7-Z, ZH8-1Z, ZH9-2Z, ZH10-3Z, IDH9, IDH11-Z, IDH12-1Z, IDH13-2Z, IZH7, IZH9-Z, IZH10-1Z, IZH11-2Z 的英国境内团  
出团前 7 天或以上, 500GBP/人;  
出团前 7 - 0 天, 1000GBP /人 (最高赔偿金额 1000GBP/人)

## 2.2 如果涉及到申请签证产生费用:

请出示您办理签证并产生费用的证明, 英国签证我们给予最多 80GBP/人的签证费用补偿。注意: 额外补偿费用仅适用于如上类型已经确认了出团日期和接人地点的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用及签证赔偿费用, 我们不再承担由于意外取消团次产生的任何其他连带经济损失和责任 (不承担的连带经济损失包括顾客自行预定的机票等交通或是与团次衔接的酒店)。

\* 以上涉及到的退款仅限于我们账面收到的旅游团费用以及可能产生的、额外补偿费用。**TITICACA**提提卡卡旅游不承担因汇率或者国际转账等产生的手续费。例如: 旅行团费我们收到200 英镑, 但是顾客需要退款到英国境外的指定账户, 产生任何手续费, 顾客自行承担, 我们将从退款金额中扣除这部分手续费。除去以上描述的特定条件范围内的签证费用和机票费用补偿, **TITICACA**提提卡卡旅游不承担客户因为预定衔接团次的其他交通、酒店、签证等任何其他费用。例如: 顾客为了衔接参团, 自行提前预定了衔接团次的火车、机车或者酒店等任何交通住宿费, 均不在我们退款范围内。

## 2) 参团方涉及以下:

### 1. 退团

您在付款预定之后, 因为任何原因取消参团或者无法按计划参团, 根据您提出取消的书面E-mail 通知的日期, 我们会根据不同团次扣除如下管理费用:

针对团号为: LS-41A, LS-14B, SC, NL, NS, NE, LN-41A, LN-14B, NI, SK, WE, DH6-141A , DH6-42B, DH6-24C, DH7-142A, DH7-241B, DH7-43C, DH9-Z, DH10-1Z, DH11-2Z, DH12-3Z, BH6-141A , BH6-42B, BH6-24C, BH7-142A, BH7-241B, BH7-43C, BH9-Z, BH10-1Z, BH11-2Z, BH12-3Z, ZH4, ZH5, ZH7-Z, ZH8-1Z, ZH9-2Z, ZH10-3Z, IDH9, IDH11-Z, IDH12-1Z, IDH13-2Z, IZH7, IZH9-Z, IZH10-1Z, IZH11-2Z, LS-SKI, SC-SKI, Bris-LS, Sur-SC, Exe-LS, UEA-LS, Yor-SC, Lee-SC, Hud-SC, Bra-SC, Liv-SC, PRE-SC, LAN-SC , RHULL-SC , LS-Tat , SC-Tat , LS(Hogmanay) , SC(Hogmanay) , Hud-SC(Hogmanay) , Yor-SC(Hogmanay) , Bris-LN, Sur-NI, Exe-LN, UEA-LN, Yor-NI, Lee-NI, Hud-NI, Bra-NI, Liv-NI, PRE-NI, LAN-NI, RHULL-NI 的英国境内团

出团前 8 天或以上: 25 英镑/人;

出团前 7-4 天: 50 英镑/人;

出团前 3-0 天: 全部团款。

### 2. 转团

报名参团后如需更改出团日期, 或转到其他类型的团次上去, 在有空缺的情况下, 根据您提出更改团次的书面Email通知的日期, 我们根据以下条款处理:

针对团号为: LS-41A, SC, LN-41A, NI 的英国境内团

出团前 7 天外: 免费 (每个团上限最多 4 名顾客, 每人只限一次免费转团机会, 只限更改出团日期, 不允许转到其他类型团次。已使用一次免费转团机会之后, 如因其他原因仍然需要转团或退团, 按正常取消处理, 参考顾客取消团条例

出团前 7 天或 7 天以内: 按正常取消处理, 参考顾客取消团条例

注: 针对除团号为 LS-41A, SC, LN-41A, NI 之外的其他任意英国境内团付款报名后如需更改出团日期, 或转到其他类型的团次, 按正常取消团处理, 参考顾客取消团条例

### 3. 团票转让

如果您因为自身原因不能随团出行，想转让票给其他人，在不影响我们房间分配的前提下，请您在出团前7天外书面通知我们，我们会尽量安排，不收取任何费用。

### 4. 签证

顾客须自行负责办理及持有有效的旅游证件（护照）及签证，在任何情况下或即使团员持有效旅游证件及入境签证，如在入境时为当地移民局（海关）拒绝入境，概与本公司无关，一切损失团员自行负责。因无法准备有效签证材料、无法成功办理签证、无法顺利入境等任何原因导致不能参团的顾客，不在旅游团费退款保障条款内，均按照退款条例处理，我们不承担由此引起的任何争议或产生的任何经济损失。

因极少数情况下，遇到使馆无理由拒签的客人，本公司也非常体谅，故如因使馆无理由拒签，可享受我们的签证意外拒签退款保证，细则请查看如下：

#### 重要提示：

**签证申请是由UKBA官员处理及决定。所有签证申请人必须符合英国移民规定的要求才可能通过签证审核，我们尽量提供合理建议提高您的签证通过率，最终签证结果由英国使馆决定。如果您完全按照使馆要求，准确、准时、完整地提交了签证材料，一旦发生使馆无理由拒签的情况，我们会按照以下拒签保障条款进行处理。**

#### 4.1 参团同时选择签证服务的顾客：

- ★ 最晚出团前7天尚未得到签证结果，只要书面联系我们并提供递交签证资料的收据证明，即可免费转团一次。
- ★ 出团前7天以上（不包括第7天）书面通知我们报名参团的顾客被拒签，我们可以免费为您再代办一次英国签证。如受时间限制或其他原因，无法再次递签，我们将退还旅游团款和服务费（使馆费用不退）。

#### 4.2 自行办理签证的顾客：

- ★ 最晚出团前7天尚未得到签证结果，针对团号为LS-41A, SC, LN-41A, NI的团次，只要书面联系我们并提供递交签证资料的收据证明，即可免费转团一次，除LS-41A, SC, LN-41A, NI以外团次均按照取消团次处理
- ★ 出团前7天以上（不包括第7天）通过info@titicaca.co.uk书面通知我们有关您被拒签的情况并提供拒签信，我们仅扣除25英镑的手续费，其他团款全部返还（使馆签证费不退）
- ★ 出团前7天以内按照正常取消团次条款扣除相应团款；

针对条款4.1、4.2的补充说明：下列情况，不能享受意外拒签退款保障：

- a) 因为材料提供的不及时、不准确、不充分导致的拒签。例如：没有递交有效学校或工作证明文件，护照过期，银行帐单/个人资产证明或旅游保险不符合使馆规定等；
- b) 顾客自行签证，无论是在中国、英国或是其他国家，未预约到合适面签位置的顾客不能享受退款保障服务。
- c) 顾客在出团前7天或7天内通知被拒签。

# TITICACA 提提卡卡旅游英国境内一日游

## 参团须知

针对团号为 DE 的一日游团次

请以收到电子确认票 (E-Ticket) 作为报团成功的依据，如需预定相关交通，请尽量留出灵活的时间换乘，避免交通堵塞或者意外延迟而耽误您的行程，协议须知阅读如下：

### 1) 我方涉及改变或取消出团计划：

1. 由于不可抗力、罢工、战争或是参团人数不足等原因造成我们不得不调整或取消某团次，我们会以书面 Email 的形式通知您，对于修改团次，征求 50% 以上参团人同意方可变动行程，不赞成变更行程的客户，可申请退团并全额退款；对于取消团次，您在约定的期限内可以选择全部团款退还或是免费转到其他类型/日期的团次上。一旦您选择了退款，您与我们之间的旅行协议立即终止，我们会在 5 个工作日内将全部团款返还给您；一旦您选择了转团，按照新的团次您和我们之间的协议重新开始。因此在收到我们的出团确认函之前，请不要预定额外的交通和住宿，以避免不必要的损失，我们不承担因为取消团造成的连带经济损失和责任。

#### 英国境内一日团的调整或取消通知最迟在距离出团前 3 天通知您

2. 如果您在得到我们发送的电子票确认出团后，因为我们的原因取消该团次（任何非不可抗力因素除外，包括自然灾害、政府行为、社会异常事件或天气原因导致道路封阻或景点关闭等），我们除了全款退还团费之外，还会根据距离出团日期的长短支付一笔额外补偿费用，如下：（额外补偿费用仅适用于确认出团的团次。任何因满团而无法参团或其他各种原因未收到我们发送的电子票确认出团的顾客不适用于额外补偿条款。除了额外的补偿费用，我们不再承担由于意外取消团次产生的连带经济损失和责任）

出团前 7 天（含第 7 天）以上，无赔偿；

出团前 6-3 天， 5 英镑/人；

出团前 2-0 天， 10 英镑/人（最多赔偿 10 英镑/人，不足 10 英镑按团款等额赔偿）

### 2) 参团方涉及以下：

#### 1. 退团

您在付款预定之后，因为任何原因取消参团或者无法按计划参团，根据您提出取消的书面 E-mail 通知的日期，我们会根据不同团次扣除如下管理费用：

出团前 7 天（含第 7 天）或以上，不收取任何费用；

出团前 6-3 天， 50% 团款；

出团前 2-0 天， 100% 团款。

#### 2. 转团

报名参团后如需更改出团日期，或转到其他类型的团次上去，在有空缺的情况下，根据您提出更改团次的书面 Email 通知的日期，我们根据以下条款处理：

出团前 7 天（含第 7 天）或以上：免费转团

出团前 7 天（不含第 7 天）以内按取消团次处理

#### 3. 团票转让

如果您因为自身原因不能随团出行，想转让票给其他人，请您在出团前 7 天外书面通知我们，我们会尽量安排，不收取任何费用。

## 签证套餐服务须知：

### 签证服务免责声明：

1. 签证申请是由使馆官员处理及决定。所有签证申请人必须符合使馆规定的要求才可能通过签证审核，我们尽量提供合理建议提高您的签证通过率，最终签证结果由英国或申根国使馆决定。如果您完全按照使馆要求，准确、准时、完整地提交了签证材料，一旦发生使馆无理由拒签的情况，我们会按照以下拒签保障条款进行处理。
2. 如因个人原因，迟迟不发送签证材料或未能按时提供所需全部材料，导致签证日期不得不延后，影响计划日期出行，恕概不负责。
3. 由于我们无法对您提供的材料和信息的真实性做判断，请您自觉提供真实有效的材料和信息，如因提供虚假材料造成拒签或者其他严重后果的情况，无法享受签证保障条款，请您理解。

### 1) 在中国大陆地区选择签证的相关套餐服务

注：我们仅能为现持有中国护照，且长期居住在中国的顾客办理英国普通访问签证。持有其他国家护照或者长期居住在其他国家的顾客不提供此签证代办服务。

#### 1. 代办英国签证：

##### 1.1 取消代签服务

1.1.1 由于个人材料以及具体情况，申请英国签证有风险，签证顾问建议取消：

如果您选择取消代签服务，我们将退回全部代签费用；如果您继续选择代签服务，不论签证结果如何，我们将无法退回代签费用。

1.1.2 收到电子确认函后，还未发送任何材料前，如果您取消办理签证服务，我们可以为您全额退款；如果您已经发送了部分或者全部材料，由于任何原因取消代办服务，我们将无法为您退款。

##### 1.2 拒签保障

1.2.1 单独代办英国签证的顾客：我们可以免费为您再代办一次英国签证，如受时间限制或其他原因，无法再次递签，我们将退回服务费（使馆费用不退）。

##### 1.2.2 参团同时选择签证服务的顾客：

★ 出团前7天尚未得到签证结果，只要书面联系我们并提供递交签证资料的收据证明，即可免费转团一次。

★ 出团前7天以上（不包括第7天）书面通知我们报名参团的顾客被拒签，我们可以免费为您再代办一次英国签证。如受时间限制或其他原因，无法再次递签，我们将退还旅游团款和服务费（使馆费用不退）。

#### 2. 代办申根签证：

2.1 针对单独代办的顾客：如果您完全按照使馆要求，准确、准时、完整地提交了签证材料，在出行前7天以外，一旦发生使馆无理由拒签的情况，我们将退还您全部服务费，使馆收取您的签证费用不退。

2.2 针对参加我们以法国为主要目的团次同时选择我们代签的顾客：如果您完全按照使馆要求，准确、准时、完整地提交了签证材料，在出行前7天以外，一旦发生使馆无理由拒签的情况，我们将退还您全部团费以及服务费，使馆收取您的签证费用不退。

##### 针对1和2的补充说明：

凡享受优惠折扣（或特价）办理签证业务的顾客，在顺利拿到签证后，如想取消团次，团款方面请参考退团条款处理，签

证费用需按原价支付，将直接从退回团款中扣除，如有疑问，请与客服联系确认。

## 2) 在英国地区购买签证服务

### 1. 申根签证

如果您在有效时间递交了完整准确的签证材料，却遭到使馆无理由拒签，

1.1 针对参加团号ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU, OY7\*, OY9Z\*并选择A/B/C套餐顾客：对于选择A套餐顾客，只要在出团前7天（含第7天）以上通知我们并出示被拒签证明，我们仅扣除25英镑的手续费，其他团款全部返还（使馆签证费不退），7天（不含第7天）以内扣除全部团款；

选择B套餐顾客，只要在出团前7天（含第7天）以上通知我们并出示被拒签证明，我们会将团款和签证服务费全部返还，不收手续费（使馆签证费不退），7天（不含第7天）以内扣除全部团款；

选择C套餐顾客，只要在出团前7天（含第7天）以上通知我们并出示被拒签证明，我们会将团款和签证服务费全部返还，不收手续费（使馆签证费不退），7天（不含第7天）以内除全部团款；

### 1.2 针对参加OG7,OY7,OR7, OG9Z, OR9Z,OY9Z, OB9Z团次顾客：

出团前16天以外书面通知公司被拒签，同时提供大使馆拒签章和拒签信，公司会退还客户团款全款扣除25英镑手续费，服务费和使馆签证费不退

出团前16天以内，按照退团条款处理

### 1.3 不参团顾客：

选择B/C套餐，由于审核等服务费用已经产生，任何原因导致的签证失败，服务费用无法退还。

## 2. 埃及签证

### 针对参加团号EG9, EG10

选择A套餐的顾客：客户如果在出团前7天以外书面通知公司被拒签，同时提供使馆拒签章和拒签信，公司会退还客户团款全款，仅扣除25英镑手续费；

选择B套餐的顾客：客户如果在出团前7天以外书面通知公司被拒签，同时提供使馆拒签章和拒签信，公司会退还客户团款全款，不扣手续费，服务费和使馆签证费不退。

## [Titicaca Full Booking Conditions and Instructions \(ENGLISH\)](#)

### All the tours

#### 1. Confirmation of the tours

Once we have received your tour fees, we will issue you with the appropriate documentation / e-ticket. You will need to bring your e-ticket with you on the tour and show it to the tour manager.

These terms and conditions come into effect between you and us once we have received your written notice regarding the fulfilment of the full payment for the booking and also the booking details. It is understood that by booking a tour with us, and having paid a full fees for the tour, you have read and agree to abide by the terms set out here. If you are unsure please contact us.

#### 2. Joining / rejoining the tour

2.1 Your tour will depart promptly at the departure point as set out in your itinerary. If you fail to join the tour due to

your lateness or any other reason we won't refund any tour fees.

2.2 If you are late arriving to any departure point, whether at the beginning of the tour or during the tour, you are responsible for any consequential loss if you are unable to join / rejoin the tour. The guide/tour manager and the driver will not wait for any late coming customers, and the driver will not be responsible to pick up any late coming customers. Also the guide / tour manager has the final decision on the timing of departure.

2.3 Once you leave the team, would you please carry the hotel list, hire a taxi, to return to the team as soon as possible, and you are responsible for the expenses. If a tour guide and driver have finished their service, we are sorry to say that we will not be able to provide any pick up/drop off service. Of course you can contact the tour guide for any advice of returning the team as soon as possible.

2.4 If you deviate from the tour, for instances to visit a friend will not board the coach at a certain departure point, you must inform the guide so we do not wait for you. You can rejoin the tour at any time provided you arrive to the requested pickup point at your own accord and you have informed the guide to expect you in advance. We will not pay you any travel costs for the deviation nor will we be able to refund you for any parts of the services you have missed.

### 3. Unforeseen circumstances

3.1 There may be unforeseen circumstances during your tour to which we will have no control. These may include traffic situations, breakdowns, natural disasters etc. We reservethe right to make changes to the itinerary / hotel / meal arrangements as a result of these unforeseen circumstances. This may mean that some points on the itinerary are missing, but we will do our best to ensure we stick to the itinerary as much as possible. Unless there are relevant evidence showing that the delay have happened because of the negligence of Titicaca Travel, otherwise we will not be responsible for the losses caused by the delay.

3.2 Before you travel, you must give us a valid contact mobile number andyour email address, so we can contact you in case of sudden changes to the itinerary. We will do our best to inform you of any material changes before or during the tour as it happens. We cannot be held responsible for the consequential loss due to you failing to receive the information or us unable to send you the information because you have failed to provide valid contact details.

### 4. Accommodation

4.1 Hotels we will provide all include twin shared rooms (with two single beds). All tour prices are worked on the basis of twin sharing rooms, and if you are a single person, we will endeavor to find you a sharer of the same sex on the tour. If we are unable to find the sharer, we will provide you with a single room at no extra cost (except tour codes OY7, OR7, OR9Z, OY9Z, OB9Z). However, if you decline to accept the room sharer we have chosen for you, or you request that you must be placed in a single room, you must pay us a single room supplement of 30GBP per person per night. If you request a single room for your tour, you must put this to us in writing at the time of your booking.

4.2 In all cases, we will ask you for your gender and your preferred room sharer. If you need a room sharer, we will endeavor to place you with a room sharer of the same gender. However, if you have informed us the wrong gender, resulting in you being unable to share with your allocated sharer, you will be responsible for your own single room supplement as we will need to place you in a single room.

4.3 If you have made a request for room other than the standard twin room, you must put this to us in writing at least 72 working hours before tour departure. We will endeavor to accommodate your request, but this is not

guaranteed. We will not be able to compensate you if we are not able to fulfil your request for any reason.

\*note We only guarantee that the sharing roommate is on the same gender basis, we cannot guarantee the age of your roommate, personal character and sleeping habits. If you are worried that you can't get along with your roommate, and you are not willing to accept the room that have already been allocated for you or you require a single room, please state this information when you join the tour and pay for additional money.

## 5. Transport

5.1 Depending on the nature of the tour and the itinerary, we will use minibuses (5-17 seats) and coaches (20-65 seats). We reserve the right to allocate the transport provided in the circumstances.

5.2 All vehicles are fitted with seat belts for your safety. You must wear your seat belts at all times whilst on the bus. Neither we nor the coach operator can be held responsible for injuries caused by you not wearing seat belts according to the instructions.

## 6. Special Population

6.1 Children 2 – 11 years of age are offered special prices on the tours if they can show the passport

6.2 Children younger than 2 may travel with a small fee if they can sit on the parents lap. Please contact us beforehand if you have young children on the tour, as we need to consult the coach operator in each circumstance.

6.3 Under 18's are not allowed to join the tour on their own, they have to be with their guardian or looked after by an adult in order to join the tour. During the tour, if the underage member have caused any problems by themselves, or because of the breach of duty of the underage member's guardian, Titicaca Travel will not take any responsibilities, you have to take all consequences.

6.4 For their own safety and to ensure they are properly looked after, we can only accept passengers between the ages of 60 – 75 if the passenger is also accompanied by an adult aged between 18–60. We regret that we are not able to accept passengers aged above 75 in any circumstance.

6.5. If the participant is pregnant, she have to state this information when applying for the tour. If you are pregnant for more than 24 weeks, Titicaca will not advise you to join the tour. For any pregnant participants above 24 weeks, they have to be in the company of a family member, and fill in a <Disclaimer Statement>, but Titicaca have the right to reject your application. For pregnant participant who are under 24 weeks that wish to apply for the tour, they have to be in the company of a family member and fill in the <Disclaimer Statement>, but Titicaca have the right to reject your application. For members have caused any problems by themselves, they have to take the full responsibilities.

## 7. Personal property

Keep personal property is the customer's personal responsibility, the driver, tour guide, any one party, such as hotels and travel agencies are under no obligation to take care for passenger's personal property. Passengers in case of personal wealth from damage, loss, theft and other accidents happen, their own risk and responsibility by the customer, the TITICACA do not assume that any dispute.

If you put the items when you leave the group or missing luggage in the car, can timely send email to info@titicaca.co.uk, a detailed description of your lost items and the vehicle, we will help you as much as possible to contact the car company or guide to confirm whether to have picked up the corresponding items, but not ensure can find, we are not responsible for any dispute caused by failed to find lost items. If we can find your

missing items, we will put the corresponding item by Royal Mail Standard to provide by Parcel post to your address, you need to pay the postage (postage on: <http://www.royalmail.com/personal/sending-mail>), TITICACA not bear items in the Mail may be produced in the process of the possibility of damaged or lost.

## 8. Luggage capacity

Some coaches and minibuses may have limited luggage capacity. In general, the vehicles will have sufficient luggage space for all the passengers if all passengers carry a reasonable amount of luggage for their particular trip. Normally, we require your luggage to have a maximum luggage size of 55cmx40cmx20cm, with a maximum weight of 15kg. If your luggage is bigger than this, we may still be able to accommodate. However you must give us notice in advance in writing, and must also have received our written permission in advance. If you have an oversized luggage and have sort our permission, in certain extreme cases we reserve the right to ask you to split your luggage and we will pay for temporary storage. If you have an oversized luggage and you did not seek our permission in advance, we will try our best to accommodate your luggage, but if that if not possible, then we regret that we cannot carry your oversized luggage on tour.

## 9. Travel insurance

Person travel insurance is not included as part of the tour price and is mandatory. You must ensure you have purchased adequate cover for the tour. We reserve the right to check your insurance policy document on the tour and refuse you boarding if you do not have your policy with you.

## 10. Customer's responsibilities

10.1 During the tour, you must ensure you comply with the wishes of the driver and the tour manager at all times. Many of these requests may be given for your safety and the safety of other passengers. You must not do anything which prevents the work of the driver or the tour manager, or to use threatening behavior to our staff. The driver and the tour manager reserve the right, at their discretion to remove you from the tour at any time if your behavior threatens the safety or the well-being of the driver, the tour manager, other passengers or other members of the public. This behavior includes but is not limited to smoking or drinking alcohol on the coach or in the hotel. In such cases you will not be refunded for any portion of the tour which you have not enjoyed.

10.2 If you damage any property such as our vehicle or hotel facilities during the tour, whether it is deliberate or accidental, you will be liable to pay for the damages caused.

## 11. Our responsibilities:

11.1 We do not accept liability for any loss, damage or expense resulting from war or terrorist activities threatened or actual, civil unrest, industrial action threatened or actual, weather conditions, fire, flood, drought, closures, unforeseen alterations to public transport schedules, rescheduling of aircraft or boats, epidemic or outbreaks of illness or any other event outside our control which either delays or extends or reduces the trip, or compels a change in the trip arrangements after departure.

11.2 We will not be responsible for any loss or damage sustained by you as a result of a contravention of any law or regulation of any of the countries visited while on the trip.

11.3 If you have a medical condition or disability which may affect your trip, we ask that you inform us in writing at the time of booking the trip of any special arrangements required by you so that we are able to advice as to the suitability of those arrangements. If we reasonably feel we are unable to satisfactorily accommodate your particular

needs, we reserve the right to decline the booking or ask for you to be accompanied by a person who is able to provide full assistance to you throughout your trip.

11.4 Save where the provisions of Force Majeure apply, in the event that the trip does not reasonably comply with the description on the website, we may compensate you to a maximum value equal to the price of the trip but excluding insurance premiums and we will only be liable to pay the maximum amount of compensation where there has been a total failure of consideration for your payment. Where the failure to provide such trip is not caused by any fault of ours, its agents or suppliers or is caused by or contributed to by you, we will not be liable to pay any compensation.

## **12. The liability exemption of Titicaca's responsibility insurance includes:**

1. For any of the following reason that have causes damages, expenses and responsibilities, the insurer is not responsible for the compensation:

- (a) War, hostilities, military actions and armed conflicts, terrorism, strikes, riots, unrest;
- (2) Nuclear explosion, nuclear fission and fusion;
- (3) The radioactive pollution and other environmental pollution;
- (4) The administrative behavior, judicial behavior;
- (5) Of the applicant, the insured or his representative, the intentional act, gross negligence, crime;
- (6) The intentional act of tourists, criminal behavior, or their own illness;
- (7) The tourists because of the provocation or intentional act of fighting, being attacked or murdered;
- (8) Pregnancy, abortion, give birth, and drug allergy;
- (9) Cosmetic surgery for tourists and any medical accident;

### **Noncompliance**

- (10) For the tourists who didn't follow doctor's advice, take unauthorized application, injecting drugs.
- (11) For tourists do not obey the tourist area or group management regulations;
- (12) For tourists take alcohol or other drugs, the influence of controlled substances;
- (13) Tourists driving vehicles;
- (14) Tourists engaged in car racing, horse racing, climbing cliffs, gliding, exploration sex rafting, diving, skiing, skateboard, parachuting, balloons, high-risk activities such as bungee jumping and surfing.

2. For any of the following reason that have causes damages, expenses and responsibilities, the insurer is not responsible for the compensation:

- (1) The insured should contract responsibility, but when there are no contract shall be borne by the insured still those economic liability to pay compensation;
- (2) Without the public security departments or external obvious traces of property damage caused by theft, robbery;
- (3) Jewelry, gold and silver jewelry, cultural relics, software, data, cash, securities, credit CARDS, bills, documents, files, books, and other technical data value is not easy to identify the loss and damage of the property.
- (4) The insured or its employees of all property losses;
- (5) For the purpose of cosmetic or plastic surgery or treatment, unless the procedure or treatment is due to an accident injury in patients in order to maintain life or avoid permanent disability must be carried out;
- (6) Fining and punitive damages;

- (7) Moral damages;
- (8) Any indirect losses;

**Europe and Egypt tours:**

For the tours with the prefix of EG9, EG10, ED10, ED8, ED7, EA, EN, GR, TU, OY7, OR7, OG7, OG9Z,

OR9Z, OY7\*, OY9Z\*, OB9Z, you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

**1) If we cancel the tours:**

1. Many of our tours are confirmed departure many weeks or months before your departure date. However, as many tours will require a certain number of participants, and some tours may be cancelled if there are not enough participants. All tours will have a latest confirmation date, which we promise you that we will give you a definite answer as to whether a tour can depart. If in the event that a non-confirmed tour is cancelled and you have paid us a deposit or tour fees, we will refund you the fees you have paid within 10 days of the cancellation notice. We will not pay you any compensation, hence we recommend that you do not buy any plane / transport tickets etc. before your tour is confirmed departure.

For Europe tours this is usually 30 days in advance, for Egypt and Turkey tours this is usually 14 days in advance.

2. If you are have we send the electronic ticket confirmation after the regiment, because our reason to cancel the group time (except any factors other than force majeure, including abnormal events, government behavior, social or natural disasters weather led to the closing of road blocked or scenic spots, etc.), we in addition to full refund the membership fee, can also according to the length of the distance to date payment of an additional compensation, as follows: (additional compensation fees only apply to identify regiment. Full regiment to tuxedo or any other reason not received the e-ticket confirmation we send out mass of customers shall not apply to additional compensation terms. In addition to additional compensation fees, we can no longer bear the joint economic loss due to accident cancel group time and responsibility).

2.1 For the tours with the prefix of EG9, EG10, ED10, ED8, ED7, EA, EN, GR, TU, OY7, OR7, OG7, OG9Z,

OR9Z, OY7\*, OY9Z\*, OB9Z, you will be compensated the following amount depending on how far in advance of departure we cancel the confirmed tour:

29 days or above: 20 GBP per person

28 – 14 days: 30 GBP per person

13 – 7 days: 50GBP per person

6 – 0 days: 70 GBP per person (The maximum compensation we will pay is 70GBP).

2.2 For Europe tours, if you are applying for your visa directly with the embassy, and you have already applied for your visa or incurred costs in applying for your visa, we will compensate you for your loss up to a maximum of 60GBP. This is in addition to the compensation set out above.

2.2 For Egypt tours, if you are applying for your visa directly with the embassy, and you have already applied for your visa or incurred costs in applying for your visa, we will compensate you for your loss up to a maximum of

20GBP. This is in addition to the compensation set out above.

2.3 For EG9, EG10, ED7, ED8, ED9Z, ED10Z, TU, GR, EN tours, if you have booked your flight ticket after you have received our tour confirmation, and the flight is solely to be used to join the tour, and we have cancelled the tour after we have confirmed your tour and you have purchased your plane ticket, then we will compensate you the amount you paid for your ticket, up to a value of 150GBP. If you have paid over 150GBP for your ticket then the maximum we will compensate you is still 150GBP. Please note we will need to see the plane ticket and proof of payment, and the ticket must be non-refundable, in order to process the compensation. If the ticket is refundable, or refundable subject to a cancellation charge, then the maximum compensation we will pay you is the cost of the cancellation charge up to the value of 150GBP. Please note that we will not be able to compensate you any other losses such as advances hotel bookings and other form of transport such as airport shuttle or trains. Please also note we will not compensate you if you booked the plane ticket after we sent you our cancellation notice or if you booked the plane ticket before you received our written confirmation that you have successfully booked on our tour.

2.4 Please note that terms only applies if the tour is confirmed departure and we have confirmed your place on the tour. This does not apply if for example you applied for the tour, paid for the tour and it is already full.

It must be stated that it is very unlikely a confirmed tour is cancelled. You will not be compensated if the cancellation is cause by force majeure such as a natural disaster, dangerous weather conditions, government actions, general strike or an act of war.

For any refunds or compensation, we will not be responsible for the losses to you caused by foreign exchange differences between the time you paid for the tour and the time we refunded you, or the losses of the pre-booked accommodation and transportation in conjunction with your tours.

All the fee refund mentioned above are depending on the tour fee and some possible additional compensation fee. TITICACA Travel does not undertake any lost during exchange rate or international transfer. For example, the customer needs 200 pounds refund to an outside UK account, we will deduct the international transfer fee from 200 pounds refund. Apart from those specific conditions of the visa fee and flight tickets fee, TITICACA travel will not undertake any other expense such as transportation, hotels relate to the trip. For instance, the cost of train tickets or hotel to join the tour, are not contained in the refund.

## 2) The customer's terms as follow:

1. If you cancel your tour, we need to be informed in writing. Verbal cancellations will not be accepted. Once we received your written cancellation confirmation, we will process your request. You will be charged a cancellation fee based on the number of days before departure that we receive your cancellation notice. The cancellation charges are:

1.1 For the Europe and Egypt tours with the prefix of: EG9, EG10, ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU, OR7\*, OY9Z\*:

- 11 days or above before departure: 70GBP
- 10 days to 8 days before departure: 45% of tour fees
- 7 days to 0 days before departure: 100% of tour fees

1.2 For the Europe tours with the prefix of OG7, OY7, OR7, OG9Z, OR9Z, OY9Z, and OB9Z:

- 17 days or above before departure: if we give you the materials of the tour, the cancellation charges is 30% of tour fees, if we not give you the materials of the tour yet, the cancellation charges is free

- 16 days to 10 days before departure: 50% of tour fees
- 9 days to 0 days before departure: 100% of tour fees

## 2. Transfer of tour dates:

If you find that you are unable to join the tour at the date you have applied for, but are willing to transfer to the same tour departing on a different date, as long as you inform us in writing e-mail before your scheduled departure date, we will allow you to transfer to the new date subject to availability. And you will be charged a transfer fee:

2.1 For European tours with the prefix of EG9, EG10, ED10, ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU: You will be permitted to transfer to a different tour or the same tour departing on a different date subject to a transfer charge.

If you tell us in writing 20 days prior to tour departure you can change to a different tour for free subject to availability. If you inform us within 20 days prior to departure you will be treated as a normal cancellation.

\*Note-Each person have one free chance to transfer to another tour group (UK Tour, Europe Tour, Egypt tour) which isn't in a full member status. Once you have used your free transfer chance, for any other reason that you wish to quit the tour or change to another tour, please follow the regular cancellation process with reference to customer's cancellation rules.

## 2.2 For European tours with the prefix of OY7, OR7, OG7, OG9Z, OR9Z, OY9Z, and OB9Z:

You will be permitted to transfer to a different tour or the same tour departing on a different date subject to a transfer charge.

If you tell us in writing 30 days prior to tour departure you can change to a different tour for free subject to availability.

If you inform us within 30 days prior to departure you will be treated as a normal cancellation.

## 3. Transfer of places to friends:

If you are unable to attend a tour, you may transfer your place to a friend of the same gender. You must inform us in writing 7 days prior to the tour departure. We reserve the right to refuse anyone on the tour unless they are the ticket holder or we have not been informed of the transfer.

## 4. Cancellations due to visa problems

It is your responsibility to ensure you have a valid passport and valid visa for all countries you will visit on your tour. If you are not able to join the tour because you did not acquire the correct visa, or even if you have acquired the correct visa, but for whatever reason, the immigration department of any of the countries you visit would not allow you to enter the country, your situation will be treated as a normal cancellation. In addition, we will not be responsible for any costs you have incurred as a result of your visa problems.

We do provide you with some additional guarantees in the event that you failed to obtain the visa to visit the countries that your tour will be visiting. These guarantees and their conditions are listed below:

### Important note:

The visa application is handled by the embassy officials and decision. All visa applicants must meet the requirements of the embassy can through the visa audit, the final result is decided by the embassy visa. If you are completely in

accordance with the requirements for the embassy, accurate, and complete on time to submit the visa materials, in the event of the embassy without reason for a visa, we will according to the following visa safeguards for processing.

4.1 For ours with the prefix of EG9, EG10, ED10, ED8, ED7, EA, ED9Z, ED10Z, EN, GR, TU, and OY7\* and OY9Z\*:

#### 4.1.1 Applying for visa in the UK:

If you have submitted relevant documents in the valid time, but got rejected from the embassy:

For package A customers: if you inform us more than 7 days before departure (excludes the 7<sup>th</sup> day) with relevant evidence, we will only deduct 25 pounds administration fee and refund you back the rest of the money (excludes the embassy visa see); if you inform us less than 7days (includes the 7<sup>th</sup> day), we will not refund you back any money.

For package B customers: if you inform us more than 7 days before departure (excludes the 7<sup>th</sup> day) with relevant evidence, we will refund you back all the money including the visa service fee and administration fee (excludes embassy visa fee); if you inform us less than 7 days (includes the 7<sup>th</sup> day), we will not refund you back any money.

For package C customers: if you inform us more than 7 days before departure (excludes the 7<sup>th</sup> day) with relevant evidence, we will refund you back all the money including the visa service fee and administration fee (excludes embassy visa fee); if you inform us less than 7days (includes the 7<sup>th</sup> day), we will not refund you back any money.

For package D customers: if you got rejected at any time, we will refund you back all the money (excludes visa fee and service fee).

#### 4.1.2 Applying for visa in China

If you have submitted relevant documents in the valid time, but got rejected from the embassy:

- a) For customers who applying for visa by themselves, if you inform us more than 7 days before departure (excludes the 7<sup>th</sup> day) with relevant evidence, we will only deduct 25 pounds administration fee and refund you back the rest of the money (excludes the embassy visa see); if you inform us less than 7days (includes the 7<sup>th</sup> day), we will not refund you back any money.
- b) For customers who needs help to apply for visa, if you inform us more than 7 days before departure (excludes the 7<sup>th</sup> day) with relevant evidence, we will refund you back all the money excluding the visa service fee.

#### 4.1.3 Applying for visa in other countries

For customers who applying for visa by themselves, if you inform us more than 7 days before departure (excludes the 7<sup>th</sup> day) with relevant evidence, we will only deduct 25 pounds administration fee and refund you back the rest of the money (excludes the embassy visa see); if you inform us less than 7days (includes the 7<sup>th</sup> day), we will not refund you back any money.

#### 4.2 For other tours with the prefix of OY7, OR7, OR9Z, OY9Z, OB9Z:

If you got rejected by the embassy, you can inform us 16 days before departure by emailing to: [info@titicaca.co.uk](mailto:info@titicaca.co.uk) with relevant evidences and documents. Once we confirmed we have received the information and your statement was true, we will refund you all the money back, but please note we will deduct 25 pounds administration fee and the embassy visa fee will not be refunded. If you didn't inform us 16 days before departure (including the 16<sup>th</sup> day), we will follow the normal cancellation rules to deduct all the money you have paid.

According to clause 4.1, 4.2, added: the following circumstances, cannot enjoy unexpectedly refused a refund guarantee:

- A) Invalid relevant documents. For example, customer didn't submit university enrollment letter or employment letter, bank statement etc.
- B) Customers apply visa, whether in China, Britain and other countries, didn't make an appointment to the appropriate visa application time, cannot enjoy the fee refund services.
- C) Visa rejection received 7 days before the regiment or within 7 days of notification.

\*For any refund regulations mentioned above, Titicaca will only refund you the currency in which you have paid. Titicaca will not take the responsibility for any costs that have caused in the transaction process. For example, if we have received 200 pounds, but the customers wants the refund money to be paid to another outside UK account, for any costs that have caused during the transaction process, the customers have to take all responsibilities, we will deduct the transaction fee from the refund money automatically. Titicaca travel does not take responsibility for any other costs including transportation, hotels, visa etc. that have caused by the customers during the connecting process. For example, if the customers have bought any flight tickets, train tickets and accommodation to join the tour team, Titicaca will not take responsibility in the refund range.

#### **All the UK tours:**

For the UK tours with the prefix of LS-41A, LS-14B, SC, NL, NS, NE, LN-41A, LN-14B, NI, SK, WE, DH6-141A, DH6-42B, DH6-24C, DH7-142A, DH7-241B, DH7-43C, DH9-Z, DH10-1Z, DH11-2Z, DH12-3Z, BH6-141A, BH6-42B, BH6-24C, BH7-142A, BH7-241B, BH7-43C, BH9-Z, BH10-1Z, BH11-2Z, BH12-3Z, ZH4, ZH5, ZH7-Z, ZH8-1Z, ZH9-2Z, ZH10-3Z, IDH9, IDH11-Z, IDH12-1Z, IDH13-2Z, IZH7, IZH9-Z, IZH10-1Z, IZH11-2Z, LS-SKI, SC-SKI, Bris-LS, Sur-SC, Exe-LS, UEA-LS, Yor-SC, Lee-SC, Hud-SC, Bra-SC, Liv-SC, PRE-SC, LAN-SC, RHULL-SC, LS-Tat, SC-Tat, LS(Hogmanay), SC(Hogmanay), Hud-SC(Hogmanay), Yor-SC(Hogmanay), Bris-LN, Sur-NI, Exe-LN, UEA-LN, Yor-NI, Lee-NI, Hud-NI, Bra-NI, Liv-NI, PRE-NI, LAN-NI, RHULL-NI.

Please show E-Ticket as a proof of joining the group, if you need any extra transportation to connect to the group, please try to set a flexible connecting time, to avoid traffic jams or any accidents that might cause delay to your trip, see more information below:

#### **1) If we have changed or cancelled the tour:**

1. Due to force majeure, strike, war or any other reasons that have caused that there are not enough people join the group, we will inform you by email. If we need to change the tour time, we will ask our customers, if more than 50% people agree, we will change the itinerary. For the customers that not in the favor of the changed itinerary, they could apply for cancellation and get the refund. If you choose to get the refund, our contract will be terminated immediately, we will refund you within the 10 working days; if you choose to transfer to another group, we will start another contract based on the new tour. Thus, before you receive any confirmation document, please don't book any extra accommodation and transportation to avoid any unnecessary costs, Titicaca will not take the responsibility of any extra costs that have caused by the customers.

**\*For any changes that have made to the UK day tour, we will inform you 5 days before departure by the latest.**

2. If you have already received the E-tickets, but we have to change or cancel the tour (unforeseen circumstances, natural disaster, government behavior, society problems, weather issues and attraction closed etc.), we will not only refund you the money but also pay you some compensation fee depending on the period in advance before departure. Please note: extra compensation will only be paid to those tours that have already been confirmed. For any tours that have reached the maximum member of the tour or any other reason that make you haven't received the E-ticket, will not get the extra compensation regulation. Apart from the extra compensation, Titicaca will not be responsible for any other costs that have caused during the process.

## 2.1 UK Tours

For group prefix of LS-41A, LS-14B, SC, NL, NS, NE, LN-41A, LN-14B, NI, SK, WE, LS-SKI, SC-SKI, Bris-LS, Sur-SC, Exe-LS, UEA-LS, Yor-SC, Lee-SC, Hud-SC, Bra-SC, Liv-SC, PRE-SC, LAN-SC, RHULL-SC, LS-Tat, SC-Tat, LS(Hogmanay), SC(Hogmanay), Hud-SC(Hogmanay), Yor-SC(Hogmanay), Bris-LN, Sur-NI, Exe-LN, UEA-LN, Yor-NI, Lee-NI, Hud-NI, Bra-NI, Liv-NI, PRE-NI, LAN-NI and RHULL-NI

31days or above before departure, no compensation;

30-21 days before departure, 10GBP per person;

20-15 days before departure, 20GBP per person;

14-10 days before departure, 30GBP per person;

9-3 days before departure, 40GBP per person;

2-0 days before departure, 50GBP per person (Maximum 50GBP per person)

For group prefix of DH6-141A , DH6-42B,DH6-24C, DH7-142A, DH7-241B, DH7-43C, DH9-Z, DH10-1Z, DH11-2Z, DH12-3Z, BH6-141A , BH6-42B, BH6-24C, BH7-142A, BH7-241B, BH7-43C, BH9-Z, BH10-1Z, BH11-2Z, BH12-3Z, ZH4, ZH5, ZH7-Z, ZH8-1Z, ZH9-2Z, ZH10-3Z, IDH9, IDH11-Z, IDH12-1Z, IDH13-2Z, IZH7, IZH9-Z, IZH10-1Z and IZH11-2Z.

7days or above before departure, 500GBP per person;

7-0days before departure, 1000GBP per person (Maximum 1000GBP per person)

## 2.2 When it comes to applying for a visa fee:

Please show us a proof of your visa application fee, for UK visa we will be pay a maximum extra compensation of 80GBP per person. Notes: extra compensation will only be applied to the above group prefix with a confirmed tour dates. For any other reason including no available spaces or haven't received the E-tickets will not be included in the compensation rules. Apart from the extra compensation and visa compensation, Titicaca will not take any other responsibilities of any other costs that have made by the customers (including connection transportation costs, hotels etc.)

\*For any refund regulations mentioned above, Titicaca will only refund you the currency in which you have paid. Titicaca will not take the responsibility for any costs that have caused in the transaction process. For example, if we have received 200 pounds, but the customers wants the refund money to be paid to another outside UK account, for any costs that have caused during the transaction process, the customers have to take all responsibilities, we

will deduct the transaction fee from the refund money automatically. Titicaca travel does not take responsibility for any other costs including transportation, hotels, visa etc. that have caused by the customers during the connecting process. For example, if the customers have bought any flight tickets, train tickets and accommodation to join the tour team, Titicaca will not take responsibility in the refund range.

## **2)Customer's Responsibilities:**

After you have paid the deposit, if you have any other reasons that make you unable to join the group, please email us to [info@titicaca.co.uk](mailto:info@titicaca.co.uk), and we will be deduct some managing fee based on your group prefix.

### **1. Quit the tour**

For the UK tours with the prefix of LS-41A, LS-14B, SC, NL, NS, NE, LN-41A, LN-14B, NI, SK, WE, DH6-141A, DH6-42B, DH6-24C, DH7-142A, DH7-241B, DH7-43C, DH9-Z, DH10-1Z, DH11-2Z, DH12-3Z, BH6-141A, BH6-42B, BH6-24C, BH7-142A, BH7-241B, BH7-43C, BH9-Z, BH10-1Z, BH11-2Z, BH12-3Z, ZH4, ZH5, ZH7-Z, ZH8-1Z, ZH9-2Z, ZH10-3Z, IDH9, IDH11-Z, IDH12-1Z, IDH13-2Z, IZH7, IZH9-Z, IZH10-1Z, IZH11-2Z, LS-SKI, SC-SKI, Bris-LS, Sur-SC, Exe-LS, UEA-LS, Yor-SC, Lee-SC, Hud-SC, Bra-SC, Liv-SC, PRE-SC, LAN-SC, RHULL-SC, LS-Tat, SC-Tat, LS(Hogmanay), SC(Hogmanay), Hud-SC(Hogmanay), Yor-SC(Hogmanay), Bris-LN, Sur-NI, Exe-LN, UEA-LN, Yor-NI, Lee-NI, Hud-NI, Bra-NI, Liv-NI, PRE-NI, LAN-NI, RHULL-NI.

8 days or more before departure: 25GBP per person

7-4 days before departure: 50GBP per person

3-0 days before departure: Full tour fees

### **2. Transfer of tour dates:**

For the UK tours with the prefix of LS-41A, SC, LN-41A, NI. If you find that you are unable to join the tour at the date you have applied for, but are willing to transfer to the same tour departing on a different date, as long as you inform us in writing seven or more days before your scheduled departure date, we will allow you to transfer to the new date subject to availability. You are allowed a maximum of one transfer per booking. If you have already transferred once and would like to transfer again, and you have informed us seven or more days before your last confirmed departure date, you will be charged a transfer fee.

If you inform us of your desire to transfer within 7 days of departure, your transfer will be treated as a normal cancellation.

Notes: apart from the group prefix of LS-41A, SC, LN-41A, NI, if you wish to change or transfer to another group, we will be following the regular cancelation process with reference to the customer's cancellation regulations.

### **3. Transfer of places to friends:**

If you are unable to attend a tour, you may transfer your place to a friend of the same gender. You must inform us in writing 7 days prior to the tour departure and will be no charge of transfer fee.

#### 4. Visa

It is your responsibility to ensure you have a valid passport and valid visa for all countries you will visit on your tour. If you are not able to join the tour because you did not acquire the correct visa, or even if you have acquired the correct visa, but for whatever reason, the immigration department of any of the countries you visit would not allow you to enter the country, your situation will be treated as a normal cancellation. In addition, we will not be responsible for any costs you have incurred as a result of your visa problems.

If you got rejected by the embassy with no reason, we totally understands your situation, so Titicaca travel will be following the visa rejection refund regulations, please see rules below:

##### Important note:

The visa application is handled by the embassy officials and decision. All visa applicants must meet the requirements of the embassy can through the visa audit, the final result is decided by the embassy visa. If you are completely in accordance with the requirements for the embassy, accurate, and complete on time to submit the visa materials, in the event of the embassy without reason for a visa, we will according to the following visa safeguards for processing.

##### 4.1 For customers who choose visa service and joining the tour:

- If you haven't received any result 7 days before departure by the latest, you can inform us by emailing to: [info@titicaca.co.uk](mailto:info@titicaca.co.uk) with relevant evidence and documents, once we have confirmed your situation, you will be able to transfer to another tour group with no other costs.
- If you got rejected by the embassy 7 days before departure (excluding the 7<sup>th</sup> day), and you have informed us with relevant documents, once we have confirmed your situation, we will help you to apply for the visa with no extra costs. If there are timing issues or any other problems that make you can't re-applying for visa, we will refund you the joining fee and service fee, the embassy fee will not be refunded.

##### 4.2 For customers who apply for visa by themselves:

- If you haven't received the visa result 7 days before departure by the latest, for group prefix of LS-41A, SA, LN-41A, NI, you can inform us by email to: [info@titicaca.co.uk](mailto:info@titicaca.co.uk) with relevant evidence and documents, you will be able to transfer to another tour group with no extra costs. For any other group prefix excludes LS-41A, SA, LN-41A, and NI, you will be treated as the normal cancellation process.
- If you got rejected by the embassy, you can inform us 7days before departure (excluding the 7<sup>th</sup> day) by emailing to: [info@titicaca.co.uk](mailto:info@titicaca.co.uk) with relevant evidences and documents. Once we confirmed we have received the information and your statement was true, we will refund you all the money back, but please note we will deduct 25 pounds administration fee and the embassy visa fee will not be refunded.

##### 4.3 We do provide you with some additional guarantees in the event that you failed to obtain the visa to visit the countries that your tour will be visiting. These guarantees and their conditions are listed below:

If you have applied for your visa to visit the countries which your tour will be visiting, and your application is rejected by the embassy, then we will cancel your tour and refund you the full tour fees you have paid us, less 25GBP in administration costs, provided you satisfy the following conditions:

- 1) You have followed all instructions given by us and the embassy and have submitted complete and genuine application materials before the agreed submission date.

- 2) You must ensure that you have submitted your application to an embassy which is approved by us. For example, if we specify that you must submit your application to the French embassy and you instead submitted your application to the Italian embassy, we will not refund your tour fees if your application is rejected.
- 3) You must have applied to the embassy on time. We will not refund your tour fees if your application is delayed for any reason, meaning that you have not received your visa before the tour departure date.
- 4) You will be able to show us the rejection confirmation from the embassy. A letter from the embassy stating they need more information from you is not a rejection, this simply means you have not submitted the complete information, and you will not receive a refund in such instances.
- 5) Once you have received the rejection notification from the embassy, you inform us in writing within 3 days of receiving the notification. In addition, you must inform us at least 7 days before your tour is scheduled to depart. So for example, if your visa application is rejected less than 7 days prior to departure, we are unable to refund you.
- 6) Within 24 working hours of informing us, we will reply to you in writing. If you do not receive our confirmation of receiving your notification, you must inform us in case we did not receive your notification.

4.4 The following are specifically excluded from the refund promised in clause 4.2.

- 1) If you have not submitted your application on time
- 2) Your application is not complete
- 3) If you have not managed to secure an appointment with the embassy in time for your departure.

4.5 For any refunds, we will not be responsible for the losses to you caused by foreign exchange differences between the time you paid for the tour and the time we refunded you, or the losses of the pre-booked accommodation and transportation in conjunction with your tours.

According to clause 4.1, 4.2, added: the following circumstances, cannot enjoy unexpectedly refused a refund guarantee:

- A) Invalid relevant documents. For example, customer didn't submit university enrollment letter or employment letter, bank statement etc.
- B) Customers apply visa, whether in China, Britain and other countries, didn't make an appointment to the appropriate visa application time, cannot enjoy the fee refund services.
- C) Visa rejection received 7 days before the regiment or within 7 days of notification.

#### **All One Day Express Tour with the prefix DE:**

Please show E-Ticket as a proof of joining the group, if you need any extra transportation to connect to the group, please try to set a flexible connecting time, to avoid traffic jams or any accidents that might cause delay to your trip, see more information below:

- 3) If we have changed or cancelled the tour:
  3. Due to force majeure, strike, war or any other reasons that have caused that there are not enough people join the group, we will inform you by email. If we need to change the tour time, we will ask our customers, if more than 50% people agree, we will change the itinerary. For the customers that not in the favor of the changed itinerary, they could apply for cancellation and get the refund. If you choose to get the refund, our contract will be terminated immediately, we will refund you within the 5 working days; if you choose to transfer to another group, we will start another contract based on the new tour. Thus, before you receive any confirmation document, please don't book any extra accommodation and transportation to avoid any

unnecessary costs, Titicaca will not take the responsibility of any extra costs that have caused by the customers.

**\*For any changes that have made to the UK day tour, we will inform you 3 days before departure by the latest.**

4. If you have already received the E-tickets, but we have to change or cancel the tour (unforeseen circumstances, natural disaster, government behavior, society problems, weather issues and attraction closed etc.), we will not only refund you the money but also pay you some compensation fee depending on the period in advance before departure. Please note: extra compensation will only be paid to those tours that have already been confirmed. For any tours that have reached the maximum member of the tour or any other reason that make you haven't received the E-ticket, will not get the extra compensation regulation. Apart from the extra compensation, Titicaca will not be responsible for any other costs that have caused during the process.

7days before departure (including the 7<sup>th</sup> day), No compensation;

6-3days before departure, 5 pounds per person;

2-0days before departure, 10 pounds per person (10 pounds maximum per person, if less than 10 pounds we will follow the group fee for compensation)

4) The customer's terms as follow:

1. If you have paid the deposit, for any reason that have caused you are not able to join the tour, we will follow how long in advance you have informed us, to deduct any managing fee based on the group prefix:

7 days before departure (including the 7<sup>th</sup> day) or above, no fees will be asked to pay;

6-3 days before departure, 50% group fee;

2-0 days before departure, 100% group fee.

2. Change or transfer to another tour group

If you wish to change or transfer to another tour after your application, we will see the date of your email to make the following changes if there are still places available in other tours:

7 days or above before departure (including the 7<sup>th</sup> day): transfer to another tour with no extra costs;

Within 7 days (excluding the 7<sup>th</sup> day): please follow the normal cancellation rules

3. Transfer your place to another person

If you are unable to join the tour by accident, and you wish to give your place to another person, please inform us by email to: [info@titicaca.uk](mailto:info@titicaca.uk) 7 days in advance, Titicaca will try the best to make the changes for you with no extra costs.

#### **Visa service disclaimer:**

1. The visa application is handed and decided by the embassy officers. All applicants have to meet the requirements of the visa audit. We will give the suggestions to help customers get the visa, and the finally decision will be made by British embassy or Schengen countries. If you submit all the materials completely according to the embassy requirements on time, once the application refused with no reasons, we will deal it with The Terms of Visa Denials

2. If the visa application date needs to be delayed due to personal reasons, for example, the customers reluctant to send the whole materials on time. TITICACA ravel will not take any responsibility.

**3. Because we can't judge the authenticity of the material provided by customers. All the results of providing false materials will undertake by the customers themselves and will not have the benefit of visa clause.**

**Visa Services:**

**1) the visa related services package in mainland**

Notes: we only provide the service to the customer is holding the Chinese passport and based in mainland.

**1. Visa Application Processing Services**

**1.1 Cancel the service**

1.1.1 Due to personal circumstances, the adviser recommended to cancel the application due to the high risk of denial.

1.1.2 If the customer wants to cancel the service before sending any material, we can provide a full refund. If the customer wants to cancel the service after sending some materials, we will not be able to give any refund.

**1.2 The Terms of Visa Denials**

1.2.1 For the customer's only choice visa application services, we can offer a free service for the second time. If we can't apply again, we will refund the service charge (the embassy charge is not refundable).

**1.2.2 For the customer's choice both tour and visa services.**

If the customers haven't get the result 7 days before the tour, it's free to change the tour date if we received the visa application receipt.

If the visa is denial 7 days before the tour, we can offer a free service for the second time. If we can't apply again, we will refund the service charge (the embassy charge is not refundable).

**2. Schengen Visa Application Processing Services**

2.1 For the customers only choice visa application services, if you submit all the materials completely according to the embassy requirements on time, once the application refused 7 days before the tour, we will refund the service charge (the embassy charge is not refundable).

2.2 For the customers who choice both tour and visa services, if you submit all the materials completely according to the embassy requirements on time, once the application refused 7 days before the tour, we will refund both the tour fee and service charge (the embassy charge is not refundable).

PS: if the customers enjoy the promotion price of our tour and visa services, and want to cancel the tour after getting the visa. The amount of the tour fee refund will depend on THE TERMS OF TOUR REFUND and the customers have to pay the original price of visa service. Those costs will be deducted directly from the tour refund. If there is any hesitation, please contact the customer service to confirm the information.

**2) Buy visa services in the UK region**

**1. The Schengen visa**

If you have applied for your visa to visit the countries which your tour will be visiting, and your application is rejected by the embassy,

1.1 For group number: ED10 ED8, ED7, ED9Z, ED10Z, EA, EN, GR, TU, and OY7 \*, OY9Z \* package and A/B/C customer:

For package A, show the proof of rejection 7 days before departure, we will only deduct 25 pounds service fee, and refund you the rest of the money (visa fee not included), but if you inform us within 7 days, no money will be refunded.

For package B, show the proof of rejection 7 days before departures, we will refund you all money back (visa fee not included), but if you inform us within 7 days, no money will be refunded.

For package C, show the proof of rejection 7 days before departures, we will refund you all money back (visa fee not included), but if you inform us within 7 days, no money will be refunded.

#### 1.2 For OG7 OY7 OR7, OG9Z, OR9Z, OY9Z, OB9Z group time customer:

If the customer inform us 16 days before departure, and provide us with rejection letter and relevant documents, Titicaca will refund all the money. (Service fee of 25 pounds and visa fees not included)

#### 1.3 For customers only choose visa services:

For B/C packages, because that the service have already been done, for any other reasons that causes failure of the visa, service fee will not be refunded.

### 2. Egypt visa

For group EG9, EG10

For package A customers: if you inform us 7days before departure and provide us with relevant rejection letter, Titicaca will refund all the money, only administration fee of 25 pounds will deducted.

For package B customers: if you inform us 7 days before departure and provide us with relevant rejection letter, Titicaca will refund you all the money, no administration fee will be deducted, but service fee and visa fee will be charged.