

TERMS & CONDITIONS

CHINA EXPERIENCE TERMS AND CONDITIONS

BOOKING FORMS:

A completed and signed China Experience Booking Form along with a clear copy of your passport is required at the time of booking. No Travel Documents will be released without receipt of the above.

DEPOSITS:

A non refundable deposit of R3,000 per person is required at the time of booking escorted tours.

PAYMENTS:

All reservations must be prepaid. Final payment is due 60 days prior to departure. This may vary in the case of cruises and certain other arrangements.

Please take note that until we have received Full Payment, you will still be subject to price changes and ZAR fluctuations. Departure Taxes are to be confirmed at the time of ticketing.

In making payment you confirm that you have read, understood and accepted China Experience's Terms & Conditions. Failure to remit Final Payment on the due date will result in cancellation of reservations, forfeiture of Deposit and may be subject to cancellation fees.

LATE BOOKING FEES:

Reservation made within 15 Days of Departure will be subject to a fee of R250. Once confirmed, these bookings will be subject to cancellation charges. On some trips it is not possible for us to accept late bookings.

AMENDMENTS:

An amendment Fee of R150 will be charged for each amendment made to confirmed reservations, in addition to any cancellation charges which may be applicable.

CANCELLATION:

In the event of cancellation, which must be received in writing, charges will be determined at the time of cancellation. The following can be used as a indication only:
Less than 60 Days - 50 % of Total Costs
Less than 30 Days - 80% of Total Costs
Less than 20 Days - 100 % of Total Costs

Cancellation dates are computed as of the date of our receipt of written cancellation notice. All cancellations need to be made directly with China Experience.

Whilst all Travel Documents are issued on the understanding that all services are Non-Refundable for the unused trip arrangements, refund applications may be considered only under the following advised conditions:

Cancellation or amendment of any Hotel Accommodation after Departure can only be made directly with China Experience

Proof of Cancellation can be substantiated (ie: date, time and name)

Claims are to be received in writing no later than 14 days following completion of services reserved and the original Travel documents are returned to China Experience.

COSTS:

All costs in this Website are based on current Air Fares and Hotel & Tour Tariffs prevailing on 01 January 2014. All costs are subject to change in the event of Fluctuations in tariffs or Exchange Rates and are subject to availability. Please take note that all Cost should be used as Estimate Rates only. Rates can only be guaranteed when full payment has been received and relevant documents has been issued.

Our Tour / Travel Package Prices Excludes the Following:

Travel Insurance

Tipping

Visa and Handling (Visa Letters etc.)

Departure Taxes

Personal Expenses

Anything else not mentioned or specified in the Itineraries

It is an express condition that in any event at the time of final payment – China Experience will not be bound to accept payment if the actual costs vary from our Brochure / Confirmation.

TRAVEL DOCUMENTS:

The onus rests on the passenger to ensure that all their travel documents are in order.

PASSPORTS & VISAS:

The onus rests on the passenger to ensure that their passport is valid and that they have obtained the appropriate visas for their selected tour. Please ensure that your passport is valid for 6 months beyond the duration of your trip. It is your responsibility to ensure that you are in possession of the correct visas for your holiday. China Experience cannot accept responsibility if you are refused entry to a country because you lack the correct visa documentation.

TRAVEL INSURANCE:

China Experience strongly recommends that passengers take out Travel Insurance covering cancellation, medical expenses, personal accident, loss of baggage, curtailment and default at the time of booking.

PASSENGER RESPONSIBILITY:

It is the passenger's responsibility to select a trip / tour appropriate to his/her abilities and interests. Passengers are held responsible for being healthy enough to undertake the Trip / Tour. China Experience will not be liable for any injury, death, loss, damage, accident, delay or inconvenience, caused during any journey, tour, residence or other facility arranged by us. China Experience is not liable for any failure to make satisfactory booking arrangements, whether such failure is occasioned by any of its employees, agents, principals, sub-contractors or otherwise. Any loss or additional expense due to delays, changes or cancellations of air, rail, road, sea or any other service due to, strikes, sickness, theft, war, weather or other causes will have to be borne by the passenger. China Experience reserves the right to cancel any trip prior to departure for any reason whatsoever including insufficient sign up or logistical problems, which may impede the trip in any way.