

# HOW TO CONTACT US

CALL US 01904 521900  
ONLINE [GreatRail.com](http://GreatRail.com)

## Booking Acknowledgement

Dear Mr David Martin Berry

Thank you for choosing to holiday with Great Rail Journeys and we are pleased to acknowledge your booking for Vietnam, Cambodia & The Mekong Delta.

Our Customer Services team will send you your booking confirmation in the next few days which confirms all holiday details, including any additional requests, upgrades or variations that you have asked for. That booking confirmation will form your legally binding contract with Great Rail Journeys Ltd.

Your personal reference number for this booking is 440504, please quote this reference whenever you wish to contact us regarding this holiday.

The Customer Services team will look after your booking until your holiday departs, please contact them to update any details, to upgrade your hotel or travel arrangements, make an amendment to your holiday or if you have any questions regarding your booking.

We can also help you to enhance your holiday with additional services including upgrades, connecting UK Rail and UK hotels and holiday travel insurance.

## Your Financial Protection

Package holidays which do not include air travel are financially protected through our ABTA bond. ABTA protection extends primarily to customers who book and pay in the United Kingdom. Our ABTA membership number is V2170.

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists the flight, accommodation and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong.

For more information on both ABTA and ATOL financial protection please see our booking terms and conditions.

**You can contact Customer Services on 01904 521900 or email us at [CustomerServicesEnqs@greatrail.com](mailto:CustomerServicesEnqs@greatrail.com).** Or alternatively you can write to us or book an appointment to visit us at our York office during normal office hours.

Thank you again for booking with us, we look forward to welcoming you to Great Rail Journeys and hope you have a wonderful holiday.

Yours sincerely

Lynne Broadley  
Tour Advisor



G R E A T   R A I L  
J O U R N E Y S

## YOUR HOLIDAY

Vietnam, Cambodia & The Mekong Delta

## YOUR DEPARTURE

17 November 2015

## YOUR BOOKING REFERENCE

VMG518/440504

## Holiday extras

Time to make a great holiday even better



Can we help by booking your UK Rail travel to and from the start of your tour?



Do you need overnight accommodation before or after your trip?



Have you thought about upgrading your hotel room, flights or rail ticket?



Do you have all the insurance you need?



Have you thought about extending your trip? We have a range of holiday extension packages available.



Would you like to book our airport parking and hotel package?



Do you need help with your visa applications?



Would you like to hear more about any of these? Call us on **01904 521900**

This is an important document. Make sure that you take it with you when you travel.

# ATOL Certificate

**This confirms that your money is protected by the ATOL scheme and that you can get home if your travel company collapses.**

This certificate sets out how the ATOL scheme will protect the people named on it for the parts of their trip listed below.

**Who is protected?**

Mr David Martin Berry

**Number of passengers:** 1

**What is protected?**

Vietnam, Cambodia & The Mekong Delta to Vietnam for 17 nights  
Flight details are listed on Page 2 of this schedule.

You can find more detailed information on your booking, including price, on the confirmation you will receive from Great Rail Journeys

**Who is protecting your trip?**

Great Rail Journeys 3278  
440504

## Your protection

You are protected from when you were given this certificate to the end of your trip.  
If Great Rail Journeys stops trading, the passengers named above will either:

- 1 complete their trip and return to the UK; or
- 2 receive a refund.

Your protection depends on the terms of the ATOL scheme (available at [www.atol.org.uk](http://www.atol.org.uk)).

If Great Rail Journeys stops trading, you must follow the instructions at [www.atol.org.uk](http://www.atol.org.uk) (where there will be details of arrangements to bring people back to the UK, and information on how people can claim their money back) or you can call (+44) 20 7453 6350.

By issuing this ATOL Certificate, under Regulation 17 of the Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012, Great Rail Journeys confirms that the trip to which it applies is sold in line with the ATOL held by the organiser named above.

The ATOL scheme is run by the Civil Aviation Authority and paid for by the Air Travel Trust. To see what that is and what you can expect, together with full information on its terms and conditions, go to [www.atol.org.uk](http://www.atol.org.uk). As well as the protection of the ATOL scheme, you have protection under the Package Travel Regulations. For more information see [www.direct.gov.uk](http://www.direct.gov.uk) in the Travel and Transport section.

Unique reference number:	Date of issue:	ATOL Certificate Issuer:	ATOL number:	<b>Package sale</b>
440504 1	03/04/2015	Great Rail Journeys	3278	

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**Page 2 of 2**

**Flight Details:**

LHR Heathrow HAN Hanoi 17 Nov 2015  
REP Siem Reap HAN Hanoi 3 Dec 2015  
HAN Hanoi LHR Heathrow 4 Dec 2015

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