

HOW TO CONTACT US

CALL US 01904 521900
ONLINE GreatRail.com



Mr D Berry
72 Walton Drive
High Wycombe
Buckinghamshire
HP13 6TT

24 May 2015

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Holiday Confirmation

Dear Mr D Berry

We're delighted that you've booked on the Vietnam, Cambodia & The Mekong Delta tour.

We're sure it will be a wonderful trip, and we will do our best to help you with any special requests. Your booking confirmation details are:

Departure Date	Duration	Number of Passengers	
Tuesday 17 November 2015	22 days	1	
Passenger Names			
Mr David Martin Berry			
Accommodation			
Accommodation	Nights	Date	Room
Asian Trails Co. LTD	4	14 November 2015	1 x Sapa Package Extension Single
Melia Hotel Hanoi	1	18 November 2015	1 x Single
Bhaya Classic	1	19 November 2015	1 x Single
Soft Sleeper Train	1	20 November 2015	1 x Single
Best Western Premier Indochine Palace	1	21 November 2015	1 x Single
Anantara Hoi An Resort	2	22 November 2015	1 x Single
Novotel Nha Trang	2	24 November 2015	1 x Single
Grand Hotel Saigon	2	26 November 2015	1 x Single
Hotel Victoria Can Tho	1	28 November 2015	1 x Single
Sunway Hotel Phnom Penh	2	29 November 2015	1 x Single
Borei Angkor Hotel	2	01 December 2015	1 x Single

Special Requirements

Mr David Martin Berry. Other request noted - please see the "Things you should know" in the brochure.

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**

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Additional Information

You will require a visa for this tour and you will need to submit your passport for up to 4 weeks to complete the process. Details of how to apply through our recommended visa agency will be sent to UK residents 10 - 14 weeks prior to departure. If you have any queries regarding the application process please contact the Visa team on 01904 521924.

Special Diets

We are committed to ensuring all our suppliers are aware of any special diets or food allergens you may have. If you do require a special diet or are allergic to any particular food type then please let us know.

Journeys

Outbound Departure	Departure	Arrival
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Vietnam Airlines Flight VN54	13 Nov 2015 14:45	14 Nov 2015 07:50
Departing: LHR Heathrow		
Arriving: HAN Hanoi		

Inbound Arrival

Vietnam Airlines Flight VN834	03 Dec 2015 20:25	03 Dec 2015 22:05
Departing: REP Siem Reap		
Arriving: HAN Hanoi		
Vietnam Airlines Flight VN55	04 Dec 2015 01:30	04 Dec 2015 07:40
Departing: HAN Hanoi		
Arriving: LHR Heathrow		

Travel timings will be confirmed in your Holiday Update letter, sent 8 - 10 weeks prior to departure.

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The Cost of your holiday

£2,995.00 per person
Sapa Package Extension Single £1,370.00
Single £875.00
Total Holiday Cost
Less Monies Paid
Amount due by 18 Sep 2015

YOUR HOLIDAY

Vietnam, Cambodia & The Mekong Delta

YOUR DEPARTURE

17 November 2015

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Total

£2,995.00
£1,370.00
£875.00
£5,240.00
£400.00
£4,840.00

Important Information about your holiday

1. Your Confirmation of Booking is an important document. You should retain this as you will need it if your travel arrangements are protected under a scheme of financial protection and you need to make a claim. Our Booking Conditions are displayed in our main brochure and on our website.
2. In issuing the confirmation of booking both we (Great Rail Journeys Ltd) and you (the customer) are entering into a legally binding contract on the terms of our Booking Conditions, which you accept.
3. Please check your confirmation carefully to ensure that all of the details of your holiday are correct, including passengers names, accommodation details, dates and times. Please contact us within 7 days of the date on this letter if any information on the confirmation appears to be incorrect or incomplete as it may not be possible to make changes later. After this point we will assume all arrangements detailed in your confirmation are accurate.
4. The balance of the cost of your holiday must be paid no less than 60 days before departure. The balance due date is shown on your holiday confirmation.
5. If you are unable to make payment by the due date, or feel you may not be able to travel, please contact us without delay. Cancellations received after the due date will be subject to increased cancellation charges. If we do not receive all payments in full and on time, we reserve the right to cancel your booking, in which case, cancellation charges (up to the full holiday cost) will be applied.

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.

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Ways to pay your outstanding balance

Your balance of £4,840.00 is due by 18 September 2015

YOUR HOLIDAY

Vietnam, Cambodia & The Mekong Delta

YOUR DEPARTURE

17 November 2015

YOUR BOOKING REFERENCE

VMG518/440504

Credit/Debit card* To pay by credit / debit card please call us on 01904 527105. Please have your card ready.

If you prefer to pay another way please choose the payment method that suits you best from the following options:

Cheque Made payable to **Great Rail Journeys**
return this form and cheque to
Great Rail Journeys
Saviour House
9 St Saviourgate
York YO1 8NL

Bank Transfer Please quote your booking reference number to your bank
Payee name Great Rail
Account name Lloyds York Bank
UK **Sort Code** 30 99 99 **Account number** 01919091

Overseas **IBAN** GB49LOYD30999901919091 **BIC** LOYDGB21225

The balance of the cost of your holiday must be paid no less than **60 days before departure**.

* An additional 2% charge (**£96.80**) will be automatically be added to all credit card payments

If you are unable to make payment in by the due date, or feel you may not be able to travel, please contact us without delay. Cancellations received after the due date will be subject to increased cancellation charges.

If we do not receive all payments in full and on time, we reserve the right to cancel your booking. In this case, cancellation charges (up to the full holiday cost) will be applied.

SAVIOUR HOUSE
9 ST. SAVIOURGATE
YORK Y01 8NL

Great Rail Journeys Limited
Registered in England No: 3208093



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Important information needed. Please complete the following forms.

Passport details

It is important we have your passport details. Please complete and return to the address below, or email the details to PassportDetails@Greatrail.com.

Passenger 1	
Passport number	
Surname	Berry
Given names	David Martin
Date of birth	already provided
Place of birth	
Date of issue	
Date of expiry	
Nationality of passport	
Country of issue	
Issuing authority	

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Insurance Details

Please note if any of the details on this page are blank or need updating, please can you amend and return to us by post or email as soon as possible.

Policy number	
Insured persons	Mr David Martin Berry
Age at date of travel	67
Insurance company name	
Insurance cover dates	from to
Date of issue	

Please note you must contact your insurance company to advise them of any medical conditions you or any of travelling companions or other non-travelling close family members may have. It is a condition of all travel insurance policies that this information is declared and can affect the validity of your cover. Also if you develop any new medical conditions since purchasing the insurance you must tell your insurance company.

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 21 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).

If Great Rail Journeys stops trading, you must follow the instructions at 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. 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 in the Travel and Transport section.

Unique reference number:	Date of issue:	ATOL Certificate Issuer:	ATOL number:	Package sale
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Flight Details:

LHR Heathrow HAN Hanoi 13 Nov 2015
REP Siem Reap HAN Hanoi 3 Dec 2015
HAN Hanoi LHR Heathrow 4 Dec 2015

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.

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