

## Customer Travel Itinerary

**Booking Number: 8457218**

*Latest Version: 12 November 2015, 11:11:37*

Dear Mr Berry,

Below are the travel arrangements and details for your forthcoming trip. To assist you with planning your journey please check the details carefully. Each element of your booking has been confirmed unless otherwise stated, if you do have any queries please contact your Travel Agent who will be happy to assist you.

In the unlikely event that you need to contact us whilst you are away please refer to our Important Information where you will find our contact numbers. We wish you a most enjoyable trip.

**Passenger Names:**

Mr David Berry

**Flight Details:**

Vietnam Airlines Flight: VN54

Seats: 1

Class: Economy

Departure Airport: London Heathrow, Terminal 4, on 13 November 2015 at 11:00

Arrival: Noi Bai, Terminal 2, on 14 November 2015 at 05:15

Additional Notes:

Flight Departure Terminal 4

Flight Arrival Terminal 2

Vendor Locator Vn/Uxeukt

**Flight Details:**

Vietnam Airlines Flight: VN834

Seats: 1

Class: Economy

Departure Airport: Siem Reap, on 03 December 2015 at 20:30

Arrival: Noi Bai, Terminal 2, on 03 December 2015 at 22:10

Additional Notes:

Flight Arrival Terminal 2

**Flight Details:**

Vietnam Airlines Flight: VN55

Seats: 1

Class: Economy

Departure Airport: Noi Bai, Terminal 2, on 04 December 2015 at 00:55

Arrival: London Heathrow, Terminal 4, on 04 December 2015 at 07:15

Additional Notes:

Flight Departure Terminal 2

Flight Arrival Terminal 4

## IMPORTANT CUSTOMER INFORMATION

### 24 Hour Assistance:

In the event of an emergency or if urgent assistance is required, please ask your travel agent to contact Travel 2 on the numbers shown on our Travel Itinerary; if calling Travel 2 from overseas the telephone number is +44 141 226 6222.

**IMPORTANT: When calling outside normal business hours please listen to the full recorded message to ensure that you are connected to our 'Out of Hours' consultant.**

### Things to Remember:

Check all your documents are correct including the spelling of names, dates, times of travel, flight numbers and accommodation details where appropriate.

Check-in-times vary - NOTE most airlines offer online check in, check the carrier's website for more information.

Be aware that cancellations or amended bookings may be subject to additional charges.

Ensure you are holding a valid 10 year passport and that you have arranged adequate travel insurance and any appropriate visas for the countries you are visiting – your travel agent will be happy to assist you with these.

Passengers travelling to the USA, must apply for an online authorization (Visa Waiver Program), using the following link: <https://esta.cbp.dhs.gov>. Applications can be submitted anytime prior to travel, but must be done at least 3 days prior to your date of travel to allow sufficient processing time; a fee will apply.

Ensure you have received medical advice and any necessary vaccinations.

Most airlines have the facility to make seat, meal or special service requests in advance of travel. We will do all possible to secure these, but cannot guarantee that these will always be fulfilled by the carrier.

Throughout your trip, please reconfirm your onward or return flights to ensure that no changes have taken place. Some airlines advise this is not necessary, but changes DO happen, and Travel 2 cannot accept liability for airline schedule changes after you have left the UK.

Visit [www.fco.gov.uk](http://www.fco.gov.uk) for up to date advice.

### Vehicle Rental:

Vehicle hire reservations have unique terms & conditions depending on the rental company and where you are driving. These are contained in our brochures, but if you wish a separate copy of these, please contact your travel agent who will obtain them on your behalf. Importantly, rates arranged with our car and motor-home rental partners include as many aspects of the hire as possible. However there are elements which cannot be added to the pre-paid rental, i.e. Vehicle Registration Fee, Airport Concession Recovery, and in most cases One Way Drop fees, as these are payable locally. Please ensure that you have funds to cover these for the duration of your rental.

### Transfers:

If you have booked a 'meet & greet' transfer, our representative will meet you after you have cleared immigration and customs at your destination. Should you experience difficulty locating the representative please request the Information Desk staff to page them (details of the local operator's name and contact telephone number are shown on your voucher).

Please note that in some parts of the world the transfer is operated by scheduled coach services. If this is the case, no representative will meet you from your flight and you should make your own way to the departure location.

### Hotels:

Most hotels will have your room available in the early afternoon. If you arrive at your hotel prior to this and wish to occupy the room immediately, you may be asked to book and pay for the previous night. This arrangement can be made via your travel agent prior to leaving the UK.

Twin / Triple / Quad rooms are based on the number of people who can be accommodated in a room and does not necessarily mean you will have two, three or four separate beds. Where children are staying free of charge, they may be required to share existing bedding arrangements with adults, although additional beds (sofabed or rollaway) may be arranged locally for the appropriate charge. Please read the description carefully to ensure the accommodation booked meets your requirements.

### City Tax:

Various cities impose their own city tax, which must be paid locally. Please check with your travel agent at the time of booking. Please ensure you have sufficient local funds available at your destination.

### Delays & Cancellations:

The EC regulate compensation for delayed boarding and cancellation of flights in and out of countries within the EU, or when flying outside the EU on an EU carrier. The regulations include a right to seek care, a refund, reimbursement, or compensation from the responsible airline, in certain circumstances. Please note that you may claim these remedies only from the relevant airline, and you will need to have a confirmed reservation for your flight, a valid electronic ticket, and you must have checked in for your flight on time. Should you require further information regarding EC regulations, please contact your travel agent.

**Checked and Hand Baggage:**

Baggage allowances vary depending on the airline, route and cabin. Please check security restrictions of your airline prior to packing your hold and hand baggage.

Travel documentation provided by Travel 2 will show which baggage allowance system applies and details of the permitted weight allowance. On internal flights generally your luggage allowance will be less than on your international flights.

Some airlines charge locally for checked baggage and additional charges may be applied for excess baggage. Baggage allowances change constantly - therefore check the most recent information on the airline website.

**Lost or Damaged Luggage:**

Should your checked in luggage not arrive or if it turns up damaged, you must report it to the airline staff or customer service desk before you leave the luggage collection area, and comply with their procedures for the recovery of your baggage. You should ensure that you keep the baggage receipts you were given at the check-in desk.

**US Bound Passengers:**

All visitors to the USA who are eligible for the Visa Waiver Program are required to complete the Electronic System for Travel Authorization (ESTA) at least 72 hours before they travel. This is to strengthen border security by verifying personal and flight information prior to arrival in the USA. For more information visit: <https://esta.cbp.dhs.gov>; a fee will apply.

**Canada Bound Passengers:**

New entry requirement is coming into effect from 15 March 2016.

Under Canada's Electronic Travel Authorization (eTA) program, citizens from countries other than the United States (U.S.) who do not need a visa to enter Canada will need to obtain an online authorization before flying to Canada, unless otherwise exempted. This new entry requirement is not mandatory until March 15, 2016. However, beginning on August 1, 2015, eligible travellers will have the opportunity to go online and apply for their eTA ahead of time. For more information visit [www.canada.ca/eta](http://www.canada.ca/eta)

**Kenya Bound Passengers:**

As of 2 July 2015, UK and Irish travellers may apply for their visas in advance of arrival in Kenya via the e-visa portal: [www.ecitizen.go.ke](http://www.ecitizen.go.ke)

The e-visa process will become compulsory from 1 September 2015 and visitors are advised to register their application well in advance of travel as approvals may take up to seven days to process.

**South Africa Bound Passengers:**

New immigration law is coming into effect on 1 June 2015.

Under the new law, all minors under the age of 18 years will be required to produce, in addition to their passport, an Unabridged Birth Certificate (showing the particulars of both parents) when exiting and entering South African ports of entry. Further information can be found on the UK Foreign and Commonwealth website: [www.gov.uk/foreign-travel-advice/south-africa](http://www.gov.uk/foreign-travel-advice/south-africa)

**EU Notice Requirements:**

In accordance with EU Regulations – (EC) No.211/2005, Article 9, we are required to bring to your attention the existence of a 'Community List' which contains details of air carriers that are subject to an operating ban with the EU. The Community List is available for inspection at: [www.ec.europa.eu/transport/modes/air/safety/air-ban/index\\_en.htm](http://www.ec.europa.eu/transport/modes/air/safety/air-ban/index_en.htm).

We are also obliged to notify you of the airline(s) to be used in your booking. For details, please see your itinerary.

You will be notified of any carrier changes as soon as possible and in all cases at check-in or at the boarding gate.

Please note that a change of carrier is not a significant change to your arrangements.

When you travel by air or sea, your journey may be subject to certain international conventions such as the Warsaw Convention or Athens Convention. You agree that the transport company's own Conditions of Carriage will apply to you on that journey. When arranging this transportation for you, we rely on these terms and conditions contained within these international conventions and those Conditions of Carriage.

**Complaints:**

In the unlikely event that you have any reason to complain about any arrangements whilst you are travelling, you must immediately inform the airline, supplier of the service or the hotel in which you are staying to request assistance locally to resolve the matter. If you remain unhappy with the outcome, details of our complaints procedure can be found in the Booking Conditions of our brochure.

**All that remains is to wish you safe travels and a very pleasant trip.  
Thank you for choosing to book with Travel 2**

## Flight Tickets

Your flight details are listed below:

- **Airline Booking Reference:** This may be used to access and manage your flight reservation to check in online and pre book seats on the airline website.
- **Ticket Number:** The number shown against the first flight will also apply to subsequent flights unless otherwise stated.
- **Baggage Allowance:** Airlines use the following abbreviations on their tickets to indicate their Baggage allowance: a 'piece' (PC) i.e. number of bags to check in. Weight (KG or K) to indicate the weight in kilograms to check in. Your airline allowance may be shown below, if not please check your allowance on your Airline website. Please note for US Domestic Flights, airlines now charge locally for checked in baggage (including those sold in combination with International flights).

Date	Flight Details	Passenger(s)	Airline Booking Reference	PNR Number (travel agent use)	Ticket Number	Baggage Allowance
13/11/15 (Arrives +1)	Vietnam Airlines VN54 London Heathrow - Noi Bai	BERRY/DAVIDMR	UXEUKT	RXJZH2	7386599358397	30K
03/12/15	Vietnam Airlines VN834 Siem Reap - Noi Bai		UXEUKT	RXJZH2		30K
04/12/15	Vietnam Airlines VN55 Noi Bai - London Heathrow		UXEUKT	RXJZH2		30K