



## TREMS AND CONDITIONS

### 1.1 How to reserve and confirm the China tours:

1. Please send email or make calls to our telephone to consult the China tours, you could click the [routes](#) to see the different travel routes to choose one among of them, and send email to tell us the tour code, your also could click [Tailor Tour](#) to give us your comments to tailor one tour for you. Please send emails to us by our at least two email addresses for the first time due to the security.

- 1). [echinaromance@yahoo.com](mailto:echinaromance@yahoo.com)
- 2). [judy0520@public.km.yn.cn](mailto:judy0520@public.km.yn.cn)
- 3). [yunotc@hotmail.com](mailto:yunotc@hotmail.com)

2. After receiving your booking request, one of YOTC (Yunnan Overseas Tourist Corporation) experienced travel Corporation will be assigned to assist you in building a pleasant travel plan that best suits your interests.

3. It is highly recommended that your tour reservation with Yangtze River Cruise be made 40 days prior to the actual traveling date while others can be made 30 days prior to the actual traveling date. A full payment by credit card is required at the time of your last-minute booking made within 15 to 1 day prior to the actual traveling date.

4. When your booking is confirmed, you will receive a confirmation letter from YOTC that the proposed flights, hotels, and tours are available. If any conditions should change after the confirmation, YOTC reserves the right to make changes and provide you with the similar alternative options.

5. At the same time, please offer your passport name, numbers to us to book the domestic flights, hotels, Etc. Offer your address, home/office telephone number to us. Please be sure your name list is the same as your passport's.

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### 1.2 Payments

1.2.1 **Payment methods for China Tours:** Means the tours around in China.

1.2.2 **Payment methods for Yunnan Tours:** Means the tours around only in Yunnan.

1.2.3 Payment methods for Golf Tours:

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**1.3 Changes and Cancellations**

1. For any changes made 50 days prior to the confirmed tour, the client may enjoy our free change options.

2. The reservation deposit of USD200.00 per person is non- refundable if the client makes cancellation of the tour but it may be applied for your next trip within 18 months.

3. The cancellation penalty will be a certain percentage of the tour price.

- a) 50 days to 30 days before the arrival day, the penalty is 20% of the full payment;
- b) 29 days to 15 days before the arrival day, the penalty is 50% of the full payment;
- c) 14 days to 8 days before the arrival day, the penalty is 70% of the full payment;
- d) 6 days to 4 days before the arrival day, the penalty is 80% of the full payment;
- e) 3 days to 0 days before arrival day, or no show on arrival, the penalty is 100% of the full payment.

4. After the tour begins, any extra charges caused by clients' changes will be added, as air cancellation fee, hotel cancellation penalty, etc. Any unused portion is neither refundable nor exchangeable. There will be no refund for unused services due to your early departure, late arrival, or missed days on tours.

5. If the client cancels the trip, the client must notify us by mail or by fax. We calculate your refund on the day we receive the written cancellation by Beijing time. All refunds to the client will be processed within 20 days of receipt of your cancellation.

6. If we cancel a tour due to insufficient booking or circumstances beyond our control, we will endeavor to find an alternative tour for the client or refund all money paid. A full refund will constitute final settlement for the client; the Company shall not be held responsible for any expenses that may have incurred as a result of the client's booking.

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**1.4 Passports and Visas**

1. Please make sure that you have got your valid passport and visa 20 days before your entry to China. We can send you a free official invitation to assist you to obtain your visa after the reservation deposit is received.

2. If your tours contain other Asian countries arranged by us, you are requested to check and follow the visa policy of the country you are going to visit the nearest embassy or consulate.

### 1.5 Luggage Allowance

In accordance with regulations of the General Administration of Civil Aviation of China, the free baggage allowance within China is 20kg for the economy class, 30kg for the business class, and 40kg for the first class, plus limited carry-on luggage. Excess baggage charges are the sole responsibility of the client. Regulations within China specify that all suitcases must have a locking device attached. Failure to follow this regulation may result in refusal by airport staff to load suitcases onto the aircraft.

### 1.6 Insurance

#### 1, Tourist Personal Accident Insurance

The Maximum Insurance Amount is 300,000RMB/ per person which includes Personal Accident Insurance amount 200,000RMB, a Acute Disease Death Insurance amount of 50,000RMB, Medical Care Fee 40000RMB for the Personal Accident and a Acute Disease. Remain Transporting fee 20,000RMB,

Remark:

1> The insurance responsibility does not cover the children under 1 year old.

The insurance is only responsibility to the death, disable, and remain transport due to the traffic accident for the person over 70 year old or equal to 70 year old. The death Insurance Amount for the Minor (under 18 ) is deal with according to the regulation of China Insurance Regulatory Commission.

2>The insurance benefit for the death due to acute disease: As the insurant suffers from acute disease (the acute disease is the disease that the insurant had not received the treatment and diagnosis before the contract become effective and it attacks suddenly in the tour journey so that the insurant has to been treated in hospital very soon to avoid the damage for the health ), and die in 30 days after attacked by acute disease, the liability of insurance company is terminated after the insurance company paid insurance benefit to insurant according to the acute death of the insurance premiums.

3> The liability of insurance and other not completely matters are in accord with the Insurance Co-operation agreement which is signed with Kunming China Tourism Joint Market Association. Please see the insurance benefit by the table above.

4> Insurance Valid Period: From arrival day to China to the departure day from China.

5> Interpretation: Unexpected Accidental Injuries is the objective event that the insurant suffer some hurt which is extraneous, sudden, non-intent, non-disease so as to make body hurt. The Acute Disease is the disease that the insurant had not received the treatment and

diagnosis before the contract become effective and it attack suddenly in the tour journey so that the insurant has to been treated in hospital very soon to avoid the damage for the health of the insurant.

2, The Travel Agency Responsibility Insurance.

3, Remark: We highly advise you to buy the whole tour insurance from your original country too. Please kindly note that the insurance is not applicable to the sole hotel or flight booking.

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### **1.7 Health Requirements**

Clients should realize the international travel risk and familiarize themselves with health requirements applicable to the areas they intend to visit. The client is solely responsible for checking the safety and security conditions, vaccination, and other health requirements of governments in countries visited or transited. Due to the extreme high altitude, the individual traveler to Tibet is required to provide a doctor's certificate stating that the he/she is fit to travel and his/her blood pressure and heart condition are normal.

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### **1.8 Kind Notice**

1. Please be sure to check carefully your international and domestic air tickets you purchase so that you are fully aware of the policies of different airline companies.

2. You are asked to visit the FAQs and Travel Essential of our website before the tour starts. After your confirmation, you are considered to understand and accept our FAQs and Travel Essential.

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### **1.9 Responsibility**

1. The responsibility of our agent, parent company and affiliated companies is strictly limited. As a tour operator, we organize, promote, and sell tour programs consisting of certain travel services, including guide service, surface transportation, air transportation, water transportation, excursions and accommodations that we purchase or reserve from various suppliers. The suppliers providing services for our tour programs are independent contractors and they are not agents or employees of ours.

2. To the extent that we are involved in booking air and/or cruise transportation for you, we act as your agent and not as an agent for the airline and/or cruise companies. However, we promise that we are responsible for the willful or negligent acts of our partner travel agents for the land services.

3. We reserve the right to change the trains and flights we have arranged for you in the

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itinerary, and we make sure to guarantee your tour going smoothly unless the flights or trains are being cancelled or chartered.

4. We will take all benefits and all losses of any fluctuations, lower or higher in airfares, cruise fares, currency devaluation, park fee increases, taxes, or fuel surcharges after we have received the full payment. And we reserve the right to correct promotional or pricing errors or to increase the tour price in the event of cost increases due to changes in airfares, cruise fares, currency devaluation, park fee increases, taxes, or fuel surcharges before we receive your reservation deposit.

5. We reserves the right to accept or reject any person as a tour participant, to expel any tour participant from the tour, to make changes in the itinerary whenever we deem it necessary for the comfort, convenience, or safety of the other tour participants, or to cancel a tour at any time. We will refund any unused fund to tour participants.

6. We reserve the right to take photographic or film records of any of its trips, and to use any such photographic or film records for promotional and/or commercial purposes.

7. We are not responsible for acts of terrorism, political unrest, war, earthquake, landslide, delay or cancellation of the flights or cruises.

8. We are not responsible for any unauthorized extra services that the client requires with the local agent, local guide or the driver temporarily in different cities beyond our confirmed itinerary. In this case, we do not accept any responsibility for any losses on shopping, extra attractions, destinations etc, but we will try our best to help our clients get out of the difficulties including chase compensation if any damages or losses occur. Our mission is to provide an exceptional experience to every person who travels with us.

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### **1.10 Complaints and Claims**

Shall you feel unsatisfied with any service we has provided, you agree to notify your local tour guide or your travel agent right away to avoid the potential similar problems from happening again during your trip.

In the event of a complaint or claim for compensation, you agree to inform us by email, regular mail, or facsimile in writing within 15 days from the end of your tour. Relevant receipts and substantiating evidence must be attached to the letter of claim.