



## THE CONFERENCE GROUP, LLC

### **Booking Terms and Conditions**

#### 1. Your Contract

When you book your conference the terms set out below form the basis of the contract between The Conference Group, LLC ("the Company") and you and your party. The contract is established only when the Company's travel affiliates confirm your booking.

#### 2. Your Ticket's Conditions

Passengers and their luggage are carried on services subject to the affiliate carrier's current Conditions of Carriage of Passengers and their Luggage. Carriage by rail, air, river or sea services operated by other carrier(s) is subject to the terms and conditions of the carrier with which you travel, including the Conditions of Carriage of Passengers and their Luggage of the carrier or carriers. Conditions of Carriage are subject to international conventions and agreements as well as to any applicable law. Any tickets for or used on such transport shall be issued by the travel affiliate carriers as agents only for the carrier(s) concerned.

Given that you will be in the care of our Affiliates during our entire conference, please refer to the Conditions of Carriage of Passengers and Luggage for the Orient Express, or the Travel Policy for Windstar cruises for specific issues concerning affiliate obligations, passenger obligations and limits of liability.

#### Travel Affiliates:

Tickets are issued by the Venice Simplon – Orient–Express (VSOE). In some cases, VSOE may also issue tickets for related travel on other carriers.

Copies of all Conditions of Carriage applicable to your conference journey are available for inspection at the Company's Office, or through Company's web site. Making a deposit or full payment on a booking indicates your acceptance of such conditions.

### 3. How to Register for a Conference

Our staff will be pleased to discuss your requirements and make a provisional reservation for you. To confirm, please complete the on-line registration form or call our toll free number. When we receive an on-line registration, a representative will contact you within 48 business hours to answer questions and arrange for the required initial payment. Full payment for your conference is due within 60 days of booking. Completion of the registration form requires that you accept these Booking Terms & Conditions.

On receipt of the registration and payment we will confirm your reservation in writing to the address you provide. If you have made your reservation through the credit union, we will confirm to the credit union. A Booking Form will then be forwarded for completion.

**NOTE THAT HOTELS, TRAINS AND CRUISES CANNOT BE BOOKED UNTIL THE BOOKING FORM AND PAYMENT ARE RECEIVED.**

Failure to meet payment requirements may result in conference cancellation by the Company.

### 4. If You Change or Cancel Your Booking

The Company will do its best to make any changes that you may request after your confirmation has been issued. If an amendment or cancellation by you or any member of your party is necessary this must be confirmed in writing and a fee is payable by you to the Company, on the following scale:

Written notice received before the scheduled departure date	Cancellation Fee*
90 days or more	40%
89 - 31 days	75%

< 30 days 100%

Amendment Fee for each change\*

90 days or more	One free then 10%
89 – 55 days	20%
3 — 20 days	30%
Within 2 days of departure	100%

\* Fees are expressed as a % of the conference price.

Notification of a cancellation to a confirmed booking will be valid only if made in writing to the Company's Mail Office and signed by the person who made the booking or the credit union representative who made the booking on your behalf. The company reserves the right, in its absolute discretion, to request notification of consent from each member of the party in respect of whom the cancellation is made.

No cancellation fee will be payable where cancellation is due to an increase in the total price of your journey provided that such cancellation is made within seven days of receiving notification of the increase from the Company.

## 5. Changes or Cancellations by the Company

Arrangements for each journey are made many months in advance and changes may have to be made to published itineraries, for example, a change of departure schedule. Any change will be communicated to you at time of booking or as soon as is reasonably possible.

Occasionally circumstances occur that involve either a major change or cancellation of an itinerary. For the purposes of these Booking Conditions, the changes/reasons for cancellation may include:

- i) a change of departure date, point, time or return time by more than five hours

- ii) a portion of the journey is not available for reasons beyond the control of the Company and/or of any carrier or supplier
- iii) insufficient number of bookings have been taken
- iv) security risks
- v) industrial action

If after your reservation has been confirmed but before departure, a major change to your itinerary becomes necessary there are various options available to you:

- (i) accept the changes as given to you
- (ii) cancel your reservation and receive a full refund. (In the case of industrial action, which affects only part of the journey you may not choose this option.)

The Company does not guarantee and will not be liable with respect to changes or delays to departures or arrivals where such changes or delays are reasonably required or beyond the control of the Company and/or of any affiliate, carrier or supplier.

If after departure, a major change occurs, the Company and its affiliates are committed to making suitable alternative arrangements at no cost to you. If this is not possible or if you choose not to accept the alternative arrangements made, the Company will, where appropriate, provide transport back to the place of departure or to such a place as can be agreed. The Company will not accept any liability for any changes or delays which become reasonably or sensibly necessary or which occur as a result of industrial action or any other circumstances unforeseeable or beyond the control of the Company and/or of any affiliate, supplier or carrier.

## 6. Company Commitment

The Company accepts responsibility for ensuring that all elements of the conference/journey we are contractually obliged to provide are as described on its web site and are of a reasonable standard. However, circumstances may subsequently change and in the event of any significant or long-term changes you will be informed of these at time of booking or as soon as reasonably possible.

The Company does not accept responsibility for any loss or damage suffered as a result of any event beyond its control or the control of the relevant agent or carrier or supplier.

## 7. Insurance

The Company includes travel insurance to cover the interests of you and your family. Additional coverage for your airfare can be purchased.

## 8. Transfers

Ground transfers to and from the airport, dock, hotel and rail station are included in your conference rate.

## 9. Sightseeing

Most Orient Express conference venues include half-day sightseeing tours. Sightseeing tours are available, but not included in the price of, our cruise programs.

## 10. Visas

Please consult with the relevant embassy or consulate to confirm passport and visa requirements. (At this time, The Conference Group, LLC programs do not visit countries that have Visa requirements for US citizens.)

## 11. Hotels

Hotels included in your conference package each have their own style and character. Check-in/out is usually between noon and 2:00 PM. Rooms cannot be guaranteed outside of these times.

## 12. Web Site Accuracy

Every effort has been made to ensure the accuracy of descriptions and information contained on this web site. However, circumstances may subsequently change and in the event of any significant or long-term changes you will be informed of these at the time of booking or as soon as reasonably possible if there is time before your departure.