
THE ROMANTIC RHINE VALLEY AND HOLLAND (PORT-TO-PORT CRUISE)

Trip Code: HSA_PP

Duration: 6

Destination: STRASBOURG - RÜDESHEIM - DÜSSELDORF - AMSTERDAM

Travel Dates: 2019/2020

DAY 1 STRASBOURG - BOARD SHIP

Passengers are welcome to board our ship at 6:00 p.m. After comfortably settling into your cabins, we'll introduce our crew at a welcome cocktail. Join us on an optional excursion for both packages: Guided river boat tour of the old city.

DAY 2 STRASBOURG - RÜDESHEIM

The morning will be spent cruising. Join us for the optional excursions proposed: **CLASSIC:** Guided tour of Rudesheim by touristic train, tasting* of the famous wines of the region and guided visit of the Museum of Mechanical Musical Instruments. **DISCOVERY:** Hiking through the vineyards in Rudesheim. In the evening, enjoy time at leisure to discover the Drosselgasse.

DAY 3 RÜDESHEIM - COLOGNE - DÜSSELDORF

The morning will be spent cruising on the romantic Rhine towards Cologne. We'll set out to discover of the city before cruising to Düsseldorf. Tonight is our gala dinner and evening.

DAY 4 DÜSSELDORF - AMSTERDAM

The day will be spent cruising. Join us on an optional excursion for both packages: Tour of Amsterdam by night in a river boat.

DAY 5 AMSTERDAM TOUR

Join us for the optional excursions proposed: **CLASSIC:** Visit of Amsterdam and its diamond merchants. **DISCOVERY:** Bike tour in Amsterdam. You'll be able to explore and learn about all the must-see and out-of-the-way sites. The afternoon, join us on an optional excursion for both packages: The Keukenhof floral gardens(2). Outside the opening dates of the park, guided visit of Volendam and Zaanse Schans.

DAY 6 AMSTERDAM DEPARTURE

Enjoy one last buffet breakfast on board before disembarking at 9:00 a.m. Possibility of a transfer by coach(3) to Strasbourg (as a supplement.) End of our services.

Terms And Conditions

BOOKING TERMS & CONDITIONS

1. BOOKING

Passenger names must be provided exactly as per passport at the time of booking. Any spelling corrections made after a deposit is paid must be sent in writing and will incur additional fees, including local suppliers' fees, admin fees, any ticket/voucher re-issue fees, etc.

Tweet World Travel reserves the right to correct any errors in rates quoted/invoice or calculated, or any omissions made at any time during your booking. Any verbal quote given is an indication only of the final price and is subject to confirmation in writing. Even once payment has been paid in full but an error in price has been found, Tweet World Travel reserve the right to correct any error of outstanding amount.

Any booking valued at or less than \$1,300 must be paid in full amount after booking confirmation. Some airfares or services must be paid in full at the time of booking.

1.1 Deposit

- You will be required to pay **deposit of 30% total price** after booking confirmed. A Booking will be cancelled if deposit is not received by the due date on the invoice
- If you cancel your cruise booking at any time, an amount of \$450 per person from your deposit is non-refundable, *or depend on each package's terms & conditions*

a. Receipt of Deposit

By sending/paid a deposit the client agrees to be bound by the terms, conditions and responsibilities set forth in this booking. The client also agrees that:

- All persons are fit and physically able to partake unaided in their chosen activities/packages/tours /cruise etc. as outlined in the itinerary.
- All parties acknowledge the physical demands and hazards involved in the tour or cruise they will be undertaking and have chosen to participate at their own risk.
- All parties understand that any medical or dietary information provided to us does not, under any circumstances, make Tweet World Travel liable if a particular condition exacerbates while on tour or cruise which might affect their ability to participate in any portion of the tour or cruise

1.2 Final balance

Final balance will be due **110 days before departure date**. If the outstanding payment is not received by the due date, your booking will automatically be cancelled. Then the cancellation rate will be applied.

1. PAYMENT

- All airfares must be paid in full at the time of booking confirmation
- Deposit will due **immediately** or **within three day** of your booking confirmed. It will be applied

based on the specific product

- Final balance will be due 110 days before departure date
 - You can make a payment by *Enett, Bank Transfer, Cheque, Credit Card*

Credit Card Fee

- The following Card Fees apply:
- Visa Credit Card - 1.8% fee and MasterCard Credit Card ? 1.76% fee applies.
- American Express (Amex) ? 2.8% fee applies.
- For late payment or urgent bookings, please notify us via email at payments@tweetworldtravel.com.au

3. LATE BOOKING

Any booking made within 110 days before departure will require payment in full when the booking is confirmed.

Bookings made less than 60 days prior to departure will incur a late booking fee of \$120 per person and must be paid in full at the time of booking.

4. AMENDMENTS FEES

After bookings are deposited, any amendment has to be requested in writing and incurs \$69 fee per person, plus any additional costs and administrative expenses incurred in arranging the alteration.

Alterations will be made at our discretion and may not always be possible.

5. SAFETY NET PROTECTION

- Safety Net Protection is not included in our tour/cruise packages. If you wish to purchase safety net protection, an additional fee of \$95 per person will occur. This is only valid for one-time use (claim).
- Safety Net Protection enables passengers to amend their tour and/or river cruise 15 days prior to departure, to another tour/cruise on the same destination departing in the same year (once only) without any applicable cancellation charges or penalties. The new tour must be at the same cost or higher, but cannot be at lower cost than the initial tour booked. If the passengers choose the higher cost option, then the additional difference amount must be paid. ***However, no modifications shall be accepted less than 15 days prior to departure.***
- Safety Net Protection is payable immediately at the time of making deposit payment. Once purchased, Safety Net Protection is not refundable
- Safety Net Protection does not apply for airfares, or third-party fees and charges.
- Safety Net Protection allows for amendment ONLY, not cancellation.

6. TRAVEL VOUCHER

Your travel voucher will be issue and send that to you or your travel agent from 15 -30 days before your departure. Make sure you have your travel voucher before you travel.

7. CANCELLATION

Please check with your consultant, your travel insurance provider or read our cancellation policy carefully before cancelling or amending your booking. For a specific tour / cruise package, a

separate cancellation policy might be set out and applied to your booking.

Please see the below for our general cancellation policy.

7.1 Cancellation by customer

Before the travel date, the following fees will be applied:

- Cancel at any time: \$450 per person is non-refundable
- From 110 days to 91 days before departure: 45% of total price
- Between 91 and 61 days prior to departure: 55% of total price
- Between 61 and 45 days prior to departure: 65% of total price
- Between 45 and 35 days prior to departure: 75% of total price
- Within 35 days prior to departure: 100% of total price
- Any 'no show' – 100%

After the trip has commenced, we are unable to refund any amount for unused services due to your unwillingness, early departure, late arrival, or missed days on cruise.

If your cruise package includes international/domestic flights the airlines cancellation policies will be apply.

7.2 Cancellation by Tweet World Travel

For group set departure, if the minimum number of the group is not reached, we reserve the right to cancel or vary the cruise 110 days prior to departure. If this event occurs, an alternative guaranteed travel date will be offered. Should these options not be acceptable by you, Tweet World Travel will refund the full price paid.

If a cruise booking is cancelled or varied prior to departure due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Tweet World Travel will refund all monies prior to departure.

7.3 Cancellation by Cruise Company or Third-Party Provider

If the Cruise Company or Third Party Travel Provider changes any part of your booking for reasons beyond its control, for example, if a Cruise Company or Third Party Travel Provider changes its schedules, overbooks, or if there are any changes in applicable surcharges, fees or taxes, we will use our reasonable endeavours to notify you.

If any such changes result in your Travel Product costing more or otherwise being materially different, then you may cancel the Travel Product and we will refund any monies already paid less any fees charged by us under these terms and conditions and by the Cruise Company or Third Party Travel Provider under the terms and conditions you agreed with them.

8. PUBLICITY

When you book with Tweet World Travel, you agree that we may use images of you taken during the trip and any comments made in writing by you regarding the trip, without recourse to you and without compensation to you, for publicity and promotion purposes only through whatever medium

we choose.

If you do not want your images to be displayed, you have to advise us in writing at the time of booking, or when you collect your travel documents.

9. PRIVACY

Tweet World Travel collects information about you (including health information where necessary) to process your travel arrangements, facilitate your participation in loyalty programs and conduct marketing activities and market research. If the information is not provided, we may not be able to make travel arrangements for you. We may disclose your personal information to our related companies, carriers, travel service providers, organisations which provide services to you.

For our full Privacy Policy, see enclosed [LINK](#)

Please see the link below for our full Terms and Conditions:

[Full Terms & Conditions](#)

Liability

Tweet World Travel (herewith called the Company) acts as a co-ordinator for all persons taking these tours in the making of all arrangements for transportation, sightseeing and hotel accommodation. The Company does not own, manage, control or operate any transportation vehicle, any hotel or restaurant or any other supplier of services. All vouchers and tickets issued are subjected to the terms and conditions specified by the supplier and all services are subjected to the laws of the country where the services are provided. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour services by independent suppliers/operators or airlines to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service provider and Tweet World Travel shall not be liable for any claim whatsoever arising from such events. We strongly urge all customers to undertake a high level of personal responsibility in order to ensure that possessions, equipment and personal documents are closely monitored and protected at all times. We also strongly advise all customers to purchase appropriate travel insurance to protect you from financial loss and personal injuries in the event of an emergency.

You acknowledge and agree that there are inherent risks involved in participating in the tour, including without limitation possible contact with native flora/fauna, local residents, unforeseen events and travel in remote locations. By making a booking, you agree to accept all risks associated with the tour. You agree to unconditionally release us from, all liability, including without limitation in contract and in tort, for any cause or action, including any injury, damage, loss, cost, delay, additional expense or inconvenience caused directly or indirectly as a result of the inherent risks associated with the tour, or any force majeure events or other events which are beyond our control, including but not limited to war, civil disobedience, terrorism, insurrection, accident, explosion, sickness, fire, floods, severe weather, acts of God, acts of Government, alteration or cancellation of scheduled air services, accidents to or failure of machinery or equipment or industrial action.

If we or our service providers are affected in any way by a force majeure event, we may in our discretion vary or cancel any itinerary or arrangement in relation to the tour as we consider necessary, without incurring any liability to you.

Each service provider is responsible for the part of the tour it conducts. Service providers are not our agents or employees and are not under our direct control. We therefore do not warrant the performance of any service provider. We do not accept, and you release us from, all liability for any injury, loss, damage, costs

or expenses, including without limitation any property damage or personal injury, that you may suffer which arises out of any act or omission of a service provider or operator who provides services in connection with your tour. Any claim that you may have in relation to a service provider should be raised directly with that service provider.

You are responsible for any injury, loss, damage, costs or expenses arising through your own fault. You agree to indemnify us against all actions, proceedings, claims, demands, expenses and costs (including legal costs on a full indemnity basis and whether incurred by or awarded against us) as a result of, or arising in relation to, whether directly or indirectly, your participation in the tour or any act or omission by you in relation to the tour. To the extent permitted by law, we do not accept any liability in contract, or otherwise for any injury, damage, loss (including consequential loss), delay, additional expenses or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over which we have no direct control.

Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth). Additional expenses incurred due to delay, accident, natural disaster, political action & un-rest must be borne by the traveller.

Programs, prices & services plus conditions are based on those valid at the time of print and therefore subject to change without prior notice. Participation to tours implies your agreement to the above condition.