



# 中国旅行参团须知

Thank you for choosing this tour, please read the guideline below carefully in order to fully understand the details and Terms & Conditions of our tours.

选择报名前须知:					
本团性质 Nature of this Tours	针对北美, 加拿大, 澳洲, 新西兰, 英国, 欧洲的中文华侨客人的中国团促销。 China Tours Target: Overseas Chinese customers from North America, Canada, Australia, New Zealand, UK, Europe				
导游语言 Tour Guide Languages	提供中文, 粤语导游服务, 不承诺提供其他语言服务 Mandarin & Cantonese Tour Guides Only, not any other languages. .				
国际机票 International Flights	自行购买 Customers to make own arrangement & purchase				
报名条件 Booking Conditions	需要全额支付团款, 需要是北美, 加拿大, 澳洲, 新西兰, 英国, 欧洲的公民或持中国护照的长期居住者, 能够中文沟通交流。 Must pay up full tour price ; for North America, Canada, Australia, New Zealand, UK & Europe citizens or Permanent residence only, must be able to communicate in Chinese languages.				
特别日期 Special Dates	行程时间段如可能会遇到中国公众假期, 广州交易会期间等特定时间段, 以及行程单上注明的有效日期以外的日期, 需要得到中国境内确认后方可接收报名, 如果在未得到中国确认前, 客人自行安排行程和机票和旅行社无关, 且机票等损失, 由客人承担。 Travel period may coincide with Chinese Public Bank Holidays, or Guangzhou Trade Expo, etc period, or dates outside of stated tour dates. Customers must wait until after confirmation from Company in China before booking. If they book flights before confirmation from China, the Company is not be responsible for any losses incurred, e.g. flights etc., this is the customers own responsibility.				
	元旦 New Year	春节, 元宵节 Chinese New Year	五一劳动节 Labour Day	十一国庆节 National Day	广州交易会 Guangzhou Trade Expo
	30/12/2012to04/01/2013	01/02/2013 to 24/02/2013	27/04/2013 to 04/05/2013	29/09/2013 to 08/10/2013	Spring: 14/04 to 05/05/2013 Autumn: 14/10 to 05/11/2013

非常感谢您选择本次旅行, 为了让您更多了解本次旅行中需要注意的一些细节方面, 请您仔细阅读以下内容:

Thank you for choosing this tour, please read the guideline below carefully in order to fully understand the details and Terms & Conditions of our tours.

## 一、再次确认旅游行程 Reconfirm the tour

- 1) 请再次确认一下您的出团通知书中的行程内容是否正确, 为证明您的真实参团身份, 您抵达参团报到必须出示出团通知书, 护照证件或绿卡(当地长期有效居住证)。
- 2) 行程中如果有预订机票的客人, 为了避免您在登机的时候出现差错, 请再次确认: 您的姓名(包括字母顺序), 护照号码, 出生年月和您的出团通知书上的是否一致, 因为您登机的信息和出团通知书上的信息是一致的。
- 3) 如果因客人自定机票或者因航空公司原因, 造成变更航线, 取消航班, 或者更改起飞时间, 由此增加的费用完全由游客自己承担, 游客可以直接向航空公司交涉并索赔, 旅行社无法控制航空公司, 无法替航空公司承担任何经济、法律责任, 这是国际惯例, 请游客必须了解。
- 4) 若遇特殊情况, 如天气恶劣、罢工、证件遗失、当地酒店突告客满、原定班机取消或延误、政治等因素, 或在旅行社能力不能控制之情况下, 而必须将行程及住宿更改或取消任何一项旅游节目, 旅行社得依照当时特殊情况尽量安排及全权处理, 惟旅行社将不负责在此情况下所引致之损失, 团员不得借故反对和不得借故要求赔偿, 敬希垂注。

\*.Please reconfirms the details of your Departure Notice (Confirmation) and make sure you read through all the information provided. In order to confirm your ID, upon arrival, please show the Tour Leader your Departure Notice (Confirmation), passport or green card.

\*.If you booked the domestic flight with us, to prevent any problem when boarding your flight, please check & ensure that your name, passport number and the date of birth recorded on your Tour Confirmation document are correct, as these information should be the same as recorded in your boarding document.

\*.If you have booked your own flights, you must be responsible for any cost incurred caused by any change of route, flight cancellations, or change of the departure time. Customers have to negotiate & claim the losses directly with the airlines. The travel agency has no control over the airline company, we cannot assumed any economic, legal responsibilities or be able to handle any problem which is caused by the airlines. This is the International Practice, the tourists must understand and we do not accept any complaint because of this.

\*.In case of special circumstances, such as bad weather, strikes, passport lost, hotel fully booked, scheduled flight is cancelled or delayed, political, etc reasons, or under circumstances beyond the control of the travel agency, that we are forced to change the itinerary Or accommodation, or to cancel any tour programme, we will try our best to make alternative arrangement as allow by the unforeseen circumstances.; however, the travel agency will not be responsible for any loss resulting from these situations. Customers cannot object & use these as an excuse to seek compensation.

## 二、医药及保险 Medical and insurance

- 1) 所有参团客人已经享有¥10万中国境内旅行社责任险和¥20—50万中国境内旅游巴士意外险, 发生责任赔付, 完全依照中国相关保险公司的条款(中国的保险公司和境外的保险公司保险条款解释可能存在不同理解)。
- 2) 为保障客人利益, 我们均提议各团友提前在所在国购买各类境外旅游保险, 如意外、医疗、行李及赔偿因取消旅行团之罚款保险等。游客由于伤病或其他特殊原因出发后不能参团, 所交付的团费无法退还, 产生的其他的费用如餐费、酒店、机票等等损失, 由游客自己承担。

3) 在中国旅游期间, 由于水土不服, 个别客人会有腹泻、咳嗽等症状, 去云南, 四川等高原地区的旅游客人, 会有高原反应症状, 以上这些是旅游期间常见的症状, 跟游客的体质有关。游客不能未有确切证据的情况下责怪是旅行社安排的餐饮问题。虽然我们没有办法为您的健康负责, 但在旅途中如果您有任何健康问题, 请及时通知导游, 我们会尽力帮您联络医生, 尽力提供医疗协助。

\*All the guests will entitle to ¥100,000 Chinese Travel Agency Liability Insurance and ¥200,000 to ¥500,000 Chinese Tour Bus Accident Insurance, following rules & regulations of the Chinese Insurance Company, if guests need to make any claim. (The rules & regulations of Chinese Insurance Companies are different from foreign countries.)

\*We suggest our clients to purchase overseas travel insurance to cover unexpected accident, medical, luggage and tour cancellation, etc in advance. Travel insurance need to be purchased separately at the time of booking. The tour fare are non refundable after booking due to injury or any other special reasons. The tourists also need to pay for any other costs incurred such as meals, hotel or air tickets etc.

\*During the tour in China, you may have altitude sickness, especially in Sichuan or Yunan, etc., high altitude areas. The symptoms include diarrhea, cough and others. The tourists should not claim from the travel agency for any sickness/ symptoms that they experience, as this is out of the control of the travel agency. Although we are not responsible for your health, but if you have any health concerns during the tour, we will try our best to help you contact the doctor immediately in order to providing the best medical assistance.

### 三、个人重要资料保管 Personal information storage

个人旅行证件, 签证, 信用卡, 联络电话, 重要地址, 旅行机票, 银行资料等, 请复印留底, 妥善保管。现金, 证件和机票最好分开存放, 分散风险。如果旅游途中遗失任何证件或机票, 临时补办的所有费用都需要游客自己承担, 旅行社不负任何责任由此造成的损失, 如果以此延误游客的行程, 任何已经交付的费用都无法退还, 不得以任何理由要求退款。

You must safely keep the copy of Individual travel documents, visa, credit cards, contact number, emergency contact address, air tickets, and bank detail on your own. Meanwhile, it's safer to put the cash, documents and air tickets separately. Travel agent is not responsible for any losses. In addition, there is no reason to request a refund for non used service if the delay of this travel is caused by the lost of personal certificate or documents. Please check your documents are with you at all times.

### 四、行李物品携带及保管 Baggage carrying and storage

1) 为了旅途方便, 行李请尽可能的轻省精简, 以每人托运一大件行李, 手提一小件行李为原则。并请预留空间存放沿途旅游购买之纪念品。如果行李超重, 航空公司要收取行李超重托运费, 此费用完全由客人自理, 旅行社不予承担。

2) 因长途旅行, 行李需多次搬运, 行李箱必须坚固, 有锁, 有滑轮。夫妻, 家人物品可考虑混合放入箱内, 以免行李延误或丢失等造成不便。行李在托运过程中, 由于航空公司或者铁路部门造成损坏, 要根据有关部门的规定索赔, 旅行社可帮助联系解决, 但是旅行社没有任何责任来代替运输部门赔偿损失。

\*It's better to have light luggage in order to making your journey more convenient and comfortable. There is only one check in luggage and one hand luggage allowance. Please reserve some space in your luggage for putting souvenirs purchased during the tour. If the luggage is overweight, tourists must pay the extra fee themselves. Travel agency will not be responsible for paying any of these fees.

\*As a result of long distance traveling, please be aware to make sure the luggage is firm enough, and it must lock safely to avoid any damage caused during the shipping process. If the damage actually happens and caused by the airline or rail service, travel agency can help you to contact service provider, however, the travel agency have no duty to pay any compensation for the transport department.

### 五、小型电器及日常用品 Small electrical appliances and daily necessities

1) 小型电器物品, 在中国的酒店内使用时要注意电压, 中国用的电压是220伏, 跟欧美通用的110伏电压相差甚远, 请记住向酒店借用免费的电压转换器, 以防电器被烧坏。大多数酒店都免费提供吹风机, 烫衣机, 电源线等, 请同酒店前台或客房中心联系。

2) 中国大陆酒店大多数都免费提供牙刷, 牙膏, 拖鞋等, 但是现在有个别酒店也不再提供牙膏和牙刷了, 所以还是自己提前准备为好。

3) 照相机, 摄影机, 电池, 胶卷, 隐形眼镜药水等, 请自行携带。

\*Please be aware that the voltage used in China is different from the United States & Europe. The voltage is 220 volts in China and it is normally 110 volts in US. Please remember to use the converter to prevent the electrical damage. Please contact the hotel front desk or housekeeping if you need hair dryer, ironing machine or power line. All of these appliances are supplied for use free of charge.

\*Some of the Chinese hotels no longer provides toothbrushes, toothpaste, slippers etc; therefore it's better to pack all these amenities before you travel.

\*Please bring your own camera, battery, VCR, film, contact lens solution.

### 六、钱币 Cash or Coins

请携带部分足够的各种面额的现钞, 信用卡只有在酒店内或规模较大的商场才可以使用, 在中国不接受私人支票。

Please bring enough cash and coins with you, credit card can only be used in the large shopping malls or hotels. PS: personal checks are not acceptable in China.

### 七、旅游安全及纪律 Travel safety and Discipline

1) 外出旅行请注意安全, 请随时留意自己的行李和贵重物品, 小心扒手。在旅途中任何时间任何地点丢失任何物品, 均属游客自己责任, 旅行社可代为联系有关部门寻找, 但不负责任何赔偿责任。

2) 请随身携带旅游证件, 紧急状况时的联系人的姓名, 电话, 和地址等资料。

3) 团体旅游需要每位游客配合, 请切记遵守规定之集合时间和地点, 请佩旅行社胸牌, 以便识别和协助, 没有旅行社胸牌的客人在机场到达时关注接团标志。如果因为没有遵守导游规定的时间, 造成无法参加旅行团的部分游览节目, 或者受到任何伤害, 完全由游客自己负责, 未参加的游览节目费用无法退还。如果您没有搭上原定航班, 航班临时取消或变更及其他任何紧急情况, 请立即通知我社紧急联络人或者您的代理商, 以便及时通知航空公司和中国国内各地酒店, 做适当变更。

\*Please pay attention to your personal belongings, beware of pickpockets during your journey. Travel agency is not responsible for any losses which caused by tourists. However, the travel agency will do their best to help you contact the local relevant departments.

\*Please carry travel documents carefully and also carry the emergency contact name, telephone and address information.

\* Please remember to abide by the rules which were set out at the beginning of this journey. Please also wear travel badge for ease of differentiation and assistance. Tourists must be puncture at each meeting point. The tourists who do not have badges must pay attention to the picking up agency service mark when arriving at the airport. This tour fare will not be refunded if unfinished tour programme or any injury happens due to failure to comply with provisions of the timetable. In addition, if you do not catch the scheduled flights, flights canceled or changed and any other emergency, please notify the agency emergency contact or your agent immediately in order to notify the airlines or hotels to make the arrangement accordingly.

## 八、用餐及饮用水 Dining and drinking water

1) 在中国旅游期间用餐, 早餐都在酒店内用, 午餐, 晚餐都在旅游定点餐厅用。旅行社会尽量安排清淡的菜肴。如果有菜肴不足, 请及时要求导游加菜, 此费用由旅行社承担, 这样可以保证游客能吃饱, 又不造成浪费。

2) 游客品尝风味餐时尽量考虑是否能适应, 如果不适合品尝某些风味餐, 会有过敏等症状请及时告知导游另做安排。

3) 在中国各地有各种各样的小吃, 游客选择品尝请注意卫生环境。如因客人随意品尝造成身体不适, 由此引起的医疗费用由游客本人负责。

4) 中国各酒店的自来水都不能直接饮用, 必须经过煮沸后才能饮用。在中国饮水时尽量用瓶装的饮用水。有些酒店免费提供瓶装饮用水, 一般放在浴室内或者写字台上。在小冰箱内的瓶装水或者饮料都是要另外付费的。在旅游其间, 各地导游都会免费提供每位客人每天一瓶饮用水。

\*Tourists will have their breakfast in the hotel; however, they will have lunch and dinner in the designated tourist restaurant. Travel agency usually prepares the light meals, if the dishes are not enough to eat, please ask the guide to have more dishes. The agency will responsible for the cost of added dishes.

\*If tourists have any allergic symptoms by tasting flavor meal, please inform the guide to make other arrangements.

\*Visitors must be careful to taste various local street foods. If any physical discomfort occur, Visitors must be responsible for the medical costs. Therefore, please pay attention to the eating environment when you taste any local food outside of our meals.

The tap water in Chinese hotels is not drinkable, so the water must be boiled before drinking. You'd better use the bottled water. Some of the hotels provide free bottled drinking water, usually placed in the bathroom or on the desk. You need to pay the extra fee if you take the bottled water or beverage from the mini bar. In addition, the guide will provide one free bottle per day to every customer during the tour.

## 九、行程更改后的团费 The Delegation Fee

1. 旅行团有别于其他商务旅行团或者自由行, 客人是需要全程随行的, 如中途离团, 特价团一接待社有权收取\$100/人/天的离团附加费且任何费用不退, 视为客人自行放弃。

2) 游客需要临时更改行程, 原行程中未使用的部分团费, 无法退还, 同时要现付所有新增加的费用。

3) 任何因: 健康状况, 自定机票取消, 假期取消, 延误登机等等客人个人原因造成无法抵达参团而产生的损失, 由客人自行承担, 如由此而造成他人损失, 责任人有赔偿义务。**注:** 本行程为两人成行, 两人一房, 旅行社不負責任何客人的房间搭配, 任何客人原因造成单人一房, 均需要补交单房补差, 旅行社不負責任何客人原因造成单房补差的任何纠纷。

\*The tour is different from other business tours or individual tours, the guest must follow the group all the time. Otherwise, for the special offer tours, the agency has the right to charge US\$100 per person per day if you leave the group. (The unused cost won't be refundable and it will be forfeited).

\*If the tourists need to temporarily change the original itinerary, the unused portions are unable to return, and the tourists need to pay all the added costs at the same time.

\*For any personal reasons, such as health status, self ticket cancellation, holiday cancellation or delayed boarding etc, guests are responsible for the losses. If this causes damage to others, the persons who are responsible have the obligation of compensation. **Please Note:** This tour package is for two people, twin share for each room. The Tour Company is not responsible for pairing up customers. If customer cannot find a room mate, they have to pay for the single supplement. The Tour Company will not be responsible for any dispute arising from the customer having to take a single room for whatever reason.

## 旅行社服务费和行程外收费 Service Charges & additional expenses

所有行程均已经包含了行程中的游览门票, 餐食, 酒店等费用, 但不包含行程外的旅行社服务费和行程外节目收费, 旅行社服务费的解释: 司机, 导游以及所有服务本次线路的旅行社工作人员的服务费。行程外收费的解释: 行程规定的另外收费游览节目的门票, 车费补差和旅行社收费。为保证行程的完整性和保证旅行社的可持续发展, 这两项费用是要求客人必须支付的(由于散客团的特殊性原因, 敬请客人抵达后主动支付给导游)。请客人在报名时或出团前咨询了解, 收费标准在出团通知书中均已经写明, 对于不愿意支付以上两项收费的客人, 我们的建议是不适合参加本次旅行, 因为旅行社有权将不提供任何服务, 因此而引起的任何责任和产生的行程费用由游客本人负责。

The tour package includes entrance fee, food, hotels, etc expenses, but does not include service charges and extra activities fee. Services Charges: are fees for coach drivers, tour guides & all tour company staff involved in this tour. Extra activities fees: for entrance fees to extra excursions, transport supplement & tour company expenses. To guarantee the completion of the tour package & continue survival of the tour company, the customers are required to pay for these two fees. (Due to reason of many tour groups, customers are respectfully requested to pay these fees to the Tour Leaders upon arrival). Customers are urged to understand these booking conditions when booking the tour, or before departure, as these conditions are explained in the Confirmation / Invoices. For customers who are not willing to pay these fees, we suggest that they are not suitable in joining this tour, as the tour company reserves the rights not to provide any service, any resulting consequences and expenses will be the responsibility of the customers.

### 十一. 如何拨打电话 How to make a call

- 1) 在酒店房间里打电话，一般要求先到酒店前台交付押金后，酒店才开通房间里的长途电话，否则无法拨打外线。
- 2) 您的境外亲友如果想打电话给你时，需要拨打+86 +(城市区号) + 酒店电话，注意拨打国际长途电话时，城市区号前的“0”是不用拨的，必须省略，否则无法接通。
- 3) 拨打中国城市间的电话，要先拨区号再拨电话号码，区号前的“0”是必须要拨的，不能省略。
- 4) 中国任何地方遇到紧急情况，请马上拨打110，寻求警员协助。

\*.Guests need to pay the deposit at hotel front desk first in order to make the outside call, otherwise it will be unable to make an outside line.

\*.If your friends or relatives want to make a call to you, they will dial +86+(city area code) +hotel phone, the "0" before the city code do not need to dial when you make international long-distance telephone, otherwise cannot be connected.

\*.If you dial between the cities in China, the "0" before the area code must be dialed and cannot be omitted.

Please dial 110 to call the police when you are in emergency.

### 十二. 游览秩序, 中国旅游法律法规和中国风土人情 The tourism laws, regulations in China and the local culture

参团客人均愿意自觉遵守中国的法律法规、自觉遵守和谐旅游秩序，愿意尊重他人以及愿意尊重当地的风俗人情，任何触犯中国法律法规以及任何恶意破坏团体活动，旅游巴士内吸烟，偷窃他人财物，恶意侮辱他人包括侮辱旅行社导游等服务人员，不尊重旅游地民族习惯和不尊重旅游地风俗人情等情况的客人，旅行社有权适当终止或者完全取消您的参团资格，涉及违法犯罪的将可能移交警员和司法机构处理，因此而产生的法律责任和由此产生的损失由客人自行承担，且旅行费用不退。

Tour members are expected to abide by the Chinese laws and regulations; you must be responsible for the behavior of yourself, respect others and the local culture and customs. The travel agency has the right to terminate your tour and you will be disqualified to continue the tour group if you violate Chinese laws or your behavior is disruptive, smoke in the coach, stealing, insulting others or travel agency staff/ tour guides, do not respect the local culture & customs. The guests must be responsible for any legal cost & losses caused by them. We will not pay any refund of cost of the trip.

### 十三. 责任解释依据 Responsibility for liability

客人飞抵中国境内参团报到即视为已了解以上内容并自愿遵守以上所有中国旅游须知，任何本次旅行的异议均按照以上内容以及出团通知书中的中文内容作为法律依据。

The guests are considered to have read & understood all the above Booking Conditions when they arrive in China to check in with the travel agency; and are willing to comply with the above Booking Terms & conditions, which form the basis of your contract with us. Any the objections will be based on the above Terms & Conditions.

感谢您阅读以上内容并愿意理解和配合我们的工作，预祝您旅途愉快！

Thank You for reading all the above content & willing to understand & work together with us! Wish you a Happy Holiday!