

# contiki



## **MY EBROCHURE'S**

Brochure

**#NOREGRET**

**contiki**

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# THE #NOREGRET PHILOSOPHY

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Create the stories now that you'll recount for decades to come.

Make new friends from new places.

Celebrate individuality, diversity, connections & a little bit of craziness. Live for the moment.

Find comfort outside your comfort zone.

See the world through youthful eyes, with a little bit of naivety & a truckload of optimism.

You have one life. One shot. Make it count.

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# THE CONTIKI DIFFERENCE

**IF YOU'RE READING THIS BROCHURE, YOU'RE ALREADY MAKING TRACKS TOWARDS A JOURNEY OF A LIFETIME.**

**Choosing where to go and how to go is enough to make a lesser human run for the hills. But not you. You've spotted a little something special in Contiki and you're ready to conquer new lands.**

Choosing Contiki means you're choosing to travel with the best. The company who's been around the longest, invests in the best people and always delivers outstanding service. We include more in our trips than anyone else, so don't mix "the cheapest" with "the best value"; we'll offer the best experiences every time. Side step the logistical nightmares and sail straight into the fun stuff. The chance encounters, the heart-stopping moments, the lifelong friendships.

**Your adventure starts now.**

## WHY CONTIKI

### **18-35'S ONLY**

Over 50% of our travellers choose to travel alone, and make friends from around the world

### **MORE CHOICE**

1000s of departures and hundreds of unique itineraries

### **8 WAYS TO TRAVEL**

There's always a trip style that's perfect for you

### **TRAVEL EXPERTS: 54 YEARS IN THE BUSINESS**

The best connections throughout Europe & the best trained team in the business

### **MORE INCLUDED EXPERIENCES**

More must-sees & must do's, included as standard

### **MORE ME TIME**

The free time you need to explore

### **BEST VALUE & NO HASSLE**

Need we say more?

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# WHAT YOU GET

## PRACTICAL BITS

To us, hassle free travel is spending zero time on worry and stress. Say farewell to endless wasted hours scouring Trip Advisor to find the best price and decent locations. With us, every detail is taken care of, guaranteed.

**INCLUDED TRANSPORT**  
**INCLUDED ACCOMMODATION**  
**MORE INCLUDED MEALS**  
**THE MOST EXPERIENCED TEAM**

150+ Trip Managers, 130+ Drivers, 100+ Euro-based team plus our extensive range of Local Guides.

## INCREDIBLE EXPERIENCES

Oh yes, now this is where the fun starts. We pack more of the things you've been dreaming about into our trips than anyone else...FACT.

**BLOCKBUSTER SIGHTS AND CULTURAL HIGHLIGHTS**  
**MORE FREE TIME TO EXPLORE**  
**LOCAL GUIDES FOR INSIDER ACCESS**  
**UNIQUE LOCAL TASTES**  
**ENDLESS MUST-TRY EXPERIENCES**

## #NOREGRET

The result? It's hard to describe, but it's the best feeling in the world. New places, new experiences, all with a bunch of people your age.

**HUNDREDS OF FIRSTS**  
**WIDENED EYES**  
**A FULLY TICKED BUCKET-LIST**  
**EUPHORIC MOMENTS**  
**FOMO-INDUCING INSTAGRAMS**  
**NEW MATES FROM AROUND THE WORLD**

# EUROPEAN VISTA (START LONDON, END LONDON)

## 22 DAYS

Looking for mix of adventure & relaxation? This trip fits the bill. Destinations like Vienna, Prague, Paris, Rome & Amsterdam mean all your bases are covered. Free time options include a Tuscan feast & wine tasting or maybe mountain biking, paragliding & white water rafting. Your toughest decision is whether to go leisurely or adventurous...or both!

### YOU WILL VISIT

Austria, Czech Republic, France, Germany, Italy, Netherlands, Switzerland, United Kingdom

### HIGHLIGHTS

London to Paris / See the White Cliffs of Dover Exclusive 'Paris by Night' sightseeing tour See the Eiffel Tower, Arc de Triomphe, the Louvre, the Champs-Élysées, and Notre Dame Cathedral Paris to Lucerne / See Chablis & Burgundy vineyards Lucerne / Feature Hotel: Swiss Mountain Hotel See the Wooden Chapel Bridge in Lucerne View the Lion Monument Lucerne to French Riviera / Scenic drive along the Côte d'Azur Visit a French perfumery French Riviera / See the Royal Palace in Monaco Rub shoulders with the rich & famous with a visit to a Monte Carlo casino French Riviera to Florence / See the Leaning Tower of Pisa Florence to Rome / Discover the Secrets of Michelangelo's Florence – see where his David was gifted to the Florentines, Ponte Vecchio, the Medici Palace & much more on our locally guided walking tour of Florence See the Duomo, Basilica Santa Croce, Giotto's Bell Tower, the Baptistry & Piazza della Signoria Learn about Florence's leather craft with a demonstration Special access Rome sightseeing coach tour See the Colosseum, the Roman Forum, Piazza Venezia, Trevi Fountain, Pantheon & Piazza Navona See St. Peter's Basilica in the Vatican City Gelato in Rome - our treat Venice / Private boat through the canals & islands of Venice See the Bridge of Sighs, the Doge's Palace & St. Mark's Square See Venice's iconic canals & gondolas Venice to Austrian Tyrol / Scenic drive past vineyards, orchards & castles Austrian Tyrol to Munich / Visit the Dachau concentration camp memorial See the Glockenspiel & Marienplatz Visit a traditional beer hall Munich to Vienna / Feature Hotel: The Pyramide Hotel Vienna to Prague / Scenic drive along the historic Ring Road See Schönbrunn Palace, St. Stephen's Cathedral & the State Opera House Prague to Rhine Valley / Visit the riverside town St. Goar Learn how beer steins are crafted Scenic River Cruise See the Lorelei Rock Rhine Valley to Amsterdam / See Amsterdam's canals & gable houses by night Amsterdam / See canals & a windmill on a countryside bike tour in Edam Visit a cheese farm & cog maker's house



### WHAT'S INCLUDED

- 21 nights twin or triple-share hotel accommodation: 3 nights in Contiki's Feature Hotels, 18 nights in hotels
- Modern, air-conditioned coach with electrical outlets for charging
- Hotel tips, local taxes & service charges
- Ferry crossings
- 20 continental breakfasts
- 1 Regional Dinner: Italian Trattoria feast
- 10 three-course dinners
- An experienced & professional Trip Manager & Driver team
- Sightseeing tours of all major cities plus orientations in all other destinations

# ITINERARY

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## DAY 1 ARRIVE LONDON

Check-in to your hotel after 2pm and the remainder of the day is free to relax before meeting your fellow travellers for your Kickstart meeting this evening. Afterwards why not grab some dinner at one of the local restaurants or take a short walk to explore nearby Covent Garden

## DAY 2 LONDON TO PARIS

Meet up with your Contiki team before we hit the road and take a ferry past the White Cliffs of Dover. We travel via World War I battlefields in the Valley of the Somme, to Paris.

Tonight, the group kick-starts Paris with the 'Tour of Illuminations', which shows off the French capital's transformation into the "City of Lights". Lamp-lit bridges and cool little cafés give us a real taste of Paris' romance. Your Trip Manager will fill you in on the world's most-recognised monuments, like the Eiffel Tower and the Arc de Triomphe.

## DAY 3 PARIS

This city is loaded with possibilities. Discover its many bistros, museums, tree-lined avenues and diverse quarters (neighbourhoods). Get a feel for French flair by window shopping on the Left Bank. Step into the Notre Dame or explore the endless galleries of the Louvre, where you can get up close to the famous Mona Lisa. In your free time, try indulging in some delicious pastries and relax in one of Paris' many cafés.

Treat yourself to the full Parisian experience with a cabaret show, complete with can-can girls, dinner and Champagne. But don't stop there – afterwards hit the clubs and finish up your time here with a big Parisian night out.

## DAY 4 PARIS TO LUCERNE

With down-time on the coach, plug in your MP3, chill out to some music and chat with friends while travelling through the scenic wine producing regions of Burgundy and Chablis.

Next stop: the jaw-droppingly beautiful Alpine town of Lucerne.

## DAY 5 LUCERNE

Get above the clouds with an optional excursion to Mt. Pilatus. You can see massive mountain ranges with a bird's-eye view over this spectacular region.

With covered wooden bridges, cobbled lanes and quaint buildings, Lucerne's centre is perfect to explore on foot. Also to stock up on lots of genuine Swiss chocolate! Your Trip Manager can give you pointers on where to pick up the best-priced watches that Switzerland is so famous for.

Choose an optional cruise on one of Europe's most striking lakes, where stunning scenes of the Swiss Alps reflect back across the water.

## DAY 6 LUCERNE TO FRENCH RIVIERA

Unwind on the coach as we cut through Italy and head south to the French Riviera.

Next stop on the Riviera and home to the French perfume industry is Fragonard perfumery. Learn more about how perfume is made and some of its more surprising ingredients. It's also a chance to pick up a bottle or 2 at great price.

Then we hit the rugged coast line of the stunning Côte d'Azur. Follow the beautiful sapphire waters to the palm trees and sun-soaked shores of Nice.

## DAY 7 FRENCH RIVIERA

In your free time live a bit of the lifestyle with a visit to the local markets. Try out the region's produce like lavender honey, aioli (garlic mayonnaise) and mouth-watering rosé wine.

Window shop the chic boutiques or spend the afternoon relaxing in one of the city's many cafés.

Tonight get a taste of the high life in Monaco, the glamorous principality packed into just 1.92km<sup>2</sup> and home of the Formula 1. Indulge in a bit of glitz with the group by opting for a typically French 4-course meal just a few doors down from the Royal Palace. Get the inside story on the Royal Family and their place of residence from your Trip Manager, then try your luck at a casino later on.

## DAY 8 FRENCH RIVIERA TO FLORENCE

Onwards to Italy, land of passion! Heading to Renaissance Florence, we stop by Pisa and get up close to the famous Leaning Tower.

The scene-stealing Duomo Cathedral rises above Florence, which serves up frescoes, markets and priceless art. Tonight, there's a choice of a group dinner - an authentic Tuscan feast. Try regional dishes in the pretty Tuscan country setting. Then keep it moving with a night out and get your groove on at Florence's biggest club.

## DAY 9 FLORENCE TO ROME

Jump start the day uncovering this open-air museum and its city centre.

Our Local Guide gives you the inside track as the group learns about Florence's cultural beginnings and explores streets crammed with artworks from masters like Michelangelo.

# ITINERARY (continued)

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Then take a look into a skillful demonstration of Florentine leather making and understand this region's traditional art.

With bargains and bustle, the city's markets are a great place to hang out. Grab a gelato and enjoy this gorgeous city.

Travel through Tuscany's rustic hills, past the recognisable cypress tree landscapes of this olive oil producing region, to vibrant Rome.

Stylish Rome oozes energy and overflows with relics from another age. Our special access coach tour gets you right into the thriving atmosphere of this living timeline as your Trip Manager shows you the Colosseum and Piazza Venezia. Continue on foot to check out the Pantheon and Piazza Navona. Honour tradition at the Trevi Fountain and throw a coin in the fountain's waters (it's meant to improve your chances of returning to Rome!) or maybe hang out with your new friends at the Spanish Steps, sit back and people watch.

## DAY 10 ROME

This morning, make the most of our Local Guide's inside knowledge with an optional guided tour of the Vatican Museums, including the Sistine Chapel and St. Peter's Basilica. Then check out Rome's imperial glory by visiting the Colosseum and Roman Forum.

Take off into the city and absorb the atmosphere, as Vespas flash past timeworn monuments that are surrounded by fountains, pizzerias, cafés and bars. Before you hit the shops, let your Trip Manager point you in the right direction with some tips on the best buys.

In your free time, live the local lifestyle by indulging in a long lunch on a paved piazza or knock back a shot of espresso at the bar, like the Romans do.

## DAY 11 ROME TO VENICE

Criss-cross the Apennine Mountains past wildflower fields, quaint hill-top villages and the rolling hills of Umbria to Venice.

During your time in this special city, you'll get a good look into the Venetian way of life.

## DAY 12 VENICE

Known as the "floating city", Venice is packed with character, crammed with hidden lanes and linked by a network of canals.

The group travels on our private boat through the waters of the lagoon to visit the city's historical heart. The limestone Bridge of Sighs, the Gothic arches of the Doge's Palace and the expanse of St. Mark's Square (pigeons and all!) show off Venice's unique beauty and way of life.

Take some time to explore the floating city and lose yourself in the backstreets. There's an optional walking tour where you can discover the labyrinth of interweaving lanes, waterways, palaces, piazzas and markets with our Local Guide. You'll see historic monuments, hidden treasures and the Rialto market – a local favourite for food shopping.

Maybe grab a table on St. Mark's Square and eat some delicious Italian food al fresco.

Cap off the day with an optional gondola ride & share this amazing experience with your friends - seeing Venice from on the water is unforgettable!

## DAY 13 VENICE TO AUSTRIAN TYROL

Wind through the Bavarian Alps and Brenner Pass to a cute Austrian village in a region famous for adventure sports. Kick start your time here by plunging into some whitewater rafting in an adrenalin-pumping optional activity on the river.

With two nights here, there's plenty of time for pulse-racing activities. Our resident crew will give you pointers on the best stuff to do in the region and make sure you get everything out of your time here.

## DAY 14 AUSTRIAN TYROL

This morning, fill your lungs with clean mountain air, jump on a bike and get into the region's outdoor lifestyle with a fully guided optional tour through the Tyrol's picture perfect scenery, complete with waterfalls and mountain fields. Work up an appetite – a BBQ lunch is waiting for you at the end!

With time to do your own thing, laze about or get out for a walk in the surrounding hills. Catch up on some emails or postcards at the inn or take a gondola up the mountainside for more spectacular views of the area. For something different, pop into the local trout farm.

For adrenaline-junkies, an optional tandem paragliding experience will give you an awesome angle on the surrounding Alpine scenery.

## DAY 15 AUSTRIAN TYROL TO MUNICH

Remember one of history's darkest moments with a sobering stop at the Dachau concentration camp memorial. Learn more at the museum and walk through the remaining living quarters.

Afterwards, travel back to the home of the world-famous Oktoberfest, Munich – a city that blends traditional Bavarian culture and modern lifestyle.

Give an optional bike tour a go and get off the beaten track and onto Munich's side streets with our Local Guide.

# ITINERARY (continued)

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Explore the heart of Munich's old town with the crew, and head to Marienplatz. It's a central gathering spot famous for the Glockenspiel – a Gothic clock, complete with 32 dancing figures and 43 chiming bells.

Then, get a taste of tradition at a typical beer hall. Park yourself at a long wooden table, order yourself some hearty local food, like roasted pork knuckle, and quench your thirst with a stein of one of Germany's 5000 brews.

## DAY 16 MUNICH TO VIENNA

Continue on to the cultural hub of Vienna. Tonight, we'll stay at the striking Eventhotel Pyramide. The hotel comes complete with spa & wellness centre, an outdoor heated pool and deluxe rooms.

Get schnaps savvy with a behind-the-scenes look into this local liqueur's production in an optional excursion to the Old Vienna Schnaps Museum.

This evening it's all about the culture at an optional dinner and concert. Up first is a classical music concert with former Vienna locals, Mozart and Strauss, in one of the city's imperial palaces. Follow this up with a traditional Viennese meal in an old-world restaurant.

## DAY 17 VIENNA TO PRAGUE

Your Trip Manager starts the day by introducing the group to the city's historical heritage. There's the imperial grandeur of Schönbrunn Palace, the elegantly ornate State Opera House and St. Stephen's Cathedral – a Gothic masterpiece. Cruise down Kärntner Strasse, Vienna's main shopping spot, and buy some traditional ceramics or materials for gifts back home.

There's free time to check out magnificent squares and majestic palaces or the city's art galleries. Take a break in a coffee house like the locals do, chill out in Vienna's manicured gardens or wander along the Danube River.

This afternoon, relax on the coach as we head to the capital of the Czech Republic, Prague.

## DAY 18 PRAGUE

Prague is a beautiful and atmospheric city. It's also pretty compact, so it's best explored on foot.

Choose a cruise on the Vltava River, which runs through the heart of Prague, and take in stunning views of the city from the water. The Czech capital has a really mixed past so look out for signs of the Holy Roman Empire, the Bohemian Empire, the Nazis and the Communists.

Free time means you can get deeper into Prague's Old Town in your own time. The city itself is a UNESCO World Heritage

site, with a jumble of little lanes, alleys and courtyards. Slow the pace down and give yourself a chance to uncover its hidden treasures.

Spend some time in the picturesque Old Town Square, where historic buildings and churches surround cafés that spill out onto the pavement. With some world-famous Czech pilsner in hand, park yourself at a table, people-watch and try out some of the traditional local dumplings. This is also the spot to pick up some famous Bohemian glass, beads or garnet and amber jewellery

By night, Prague bursts with possibilities. Loaded with all types of music, from jazz bars and hip DJs to opera, there is something for everyone, so make the most of it with your friends.

## DAY 19 PRAGUE TO RHINE VALLEY

Chill out while the coach follows the Rhine River, weaving through valleys dotted with castles and vineyards.

Next stop - the pretty, old-world village of St. Goar, complete with fairy tale castle and even a free-hanging cuckoo clock! With our included river cruise, drift past quaint riverside towns and magical castles and see this UNESCO World Heritage area.

Get savvy with a demonstration on the local craft of beer steins. Then kick back with a glass of local wine and choose to find out more with the optional wine tasting in a candlelit underground cellar.

## DAY 20 RHINE VALLEY TO AMSTERDAM

Head into the buzzing capital of Amsterdam to check out the city's eye-opening Red Light District, where the creative and the wacky come together on narrow cobbled streets, 24/7.

## DAY 21 AMSTERDAM

Cycle around like the laid back locals and cruise into the countryside, past working windmills, in the world-famous cheese village of Edam.

Free time this afternoon to experience Amsterdam's coffee shops, museums and quirky boutiques. Wander along the canals and past gabled houses or try out Amsterdam's multi-ethnic cuisine. This cultural melting pot dishes up loads of affordable food.

Tonight, try some of the traditional local cuisine at a restaurant in a nearby fishing village. With an optional evening canal cruise, there's a chance to toast your travels with the group, unwind with a few drinks and uncover another angle on Amsterdam at water level.



# ITINERARY (continued)

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For your last night in this city, get some pointers from your Trip Manager, dive into Amsterdam's night action with your buddies and finish up your travels with a night to remember.

## **DAY 22** DEPART AMSTERDAM

This morning after breakfast we transfer you to Schiphol Airport (estimated arrival 10:00am) where your trip ends. Or choose to take a complimentary transfer to central London & extend your stay.

# DATES & RATES

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<b>Departs</b>	<b>Returns</b>	<b>Twin Land Only</b>	<b>Single Land Only</b>
08 Apr 2016	29 Apr 2016	CA\$4475.00	CA\$5680.00
29 Apr 2016	20 May 2016	CA\$4475.00	CA\$5680.00
13 May 2016	03 Jun 2016	CA\$4585.00	CA\$5790.00
20 May 2016	10 Jun 2016	CA\$4695.00	CA\$5900.00
27 May 2016	17 Jun 2016	CA\$4695.00	CA\$5900.00
03 Jun 2016	24 Jun 2016	CA\$4695.00	CA\$5900.00
10 Jun 2016	01 Jul 2016	CA\$4695.00	CA\$5900.00
12 Jun 2016	03 Jul 2016	CA\$4695.00	CA\$5900.00
17 Jun 2016	08 Jul 2016	CA\$4695.00	CA\$5900.00
19 Jun 2016	10 Jul 2016	CA\$4695.00	CA\$5900.00
24 Jun 2016	15 Jul 2016	CA\$4695.00	CA\$5900.00
26 Jun 2016	17 Jul 2016	CA\$4695.00	CA\$5900.00
01 Jul 2016	22 Jul 2016	CA\$4855.00	CA\$6060.00
08 Jul 2016	29 Jul 2016	CA\$4855.00	CA\$6060.00
10 Jul 2016	31 Jul 2016	CA\$4855.00	CA\$6060.00
15 Jul 2016	05 Aug 2016	CA\$4855.00	CA\$6060.00
22 Jul 2016	12 Aug 2016	CA\$4855.00	CA\$6060.00
05 Aug 2016	26 Aug 2016	CA\$4695.00	CA\$5900.00
19 Aug 2016	09 Sep 2016	CA\$4585.00	CA\$5790.00
26 Aug 2016	16 Sep 2016	CA\$4585.00	CA\$5790.00
02 Sep 2016	23 Sep 2016	CA\$4695.00	CA\$5900.00
06 Sep 2016	27 Sep 2016	CA\$4695.00	CA\$5900.00
09 Sep 2016	30 Sep 2016	CA\$4695.00	CA\$5900.00
13 Sep 2016	04 Oct 2016	CA\$4695.00	CA\$5900.00
16 Sep 2016	07 Oct 2016	CA\$4695.00	CA\$5900.00
23 Sep 2016	14 Oct 2016	CA\$4695.00	CA\$5900.00

# GOT A QUESTION?

## Answers to frequently asked questions & things you need to know:

### WHAT'S INCLUDED?

- Coach, train, air transfers & ferry transport as specified.
- Accommodation, breakfast, lunch & evening meals as detailed in the Snapshot section on trip pages.
- Sightseeing as detailed on trip itineraries. Unless specified, entrance fees are not included.
- Experienced team.

### WHAT'S NOT INCLUDED?

- Personal expense money.
- Visas, personal insurance, medical fees.
- Sightseeing, visits & entrance fees other than those specified on trip pages.
- All ME Time Optional Excursions.
- All other meals not specified in the Snapshot section on trip pages.
- Anything else not listed in the Snapshot section on trip pages.

### INCLUDED FLIGHTS

Flights as specified on individual trip itineraries are included as part of the price. As detailed within our Booking Conditions under 'General' we rely on international conventions regarding air travel & other transportation as specified. Through enrolment & payment for your trip you acknowledge & accept such. Individual electronic tickets may not be issued to you prior to travel due to the group nature of the air/flight booking. In such circumstances you acknowledge that by receipt of any applicable boarding pass &/or by boarding the aircraft you have accepted the airlines terms & conditions of travel & the application of all relevant International Conventions & applicable national & international law governing air transportation.

### WHERE WILL I STAY?

#### HOTELS:

Our hotel accommodation is always twin-share, staying in superior tourist class hotels, many of which are centrally located, with great facilities. Twin-share is 2 people sharing, either travelling together or as a same-sex room match. We also offer upgrades to single rooms for a supplement, but please note that on rare occasions the availability of single rooms at some hotels can be limited. We also offer a reduced price triple-share option – either three people travelling together, or as a triple-share same-sex room match. Note: On rare occasions due to reasons outside our control, alternative hotels may be used. Whilst it is always our intention to use hotels of a similar standard & location, no liability can be accepted for any variation of either.

#### HOSTELS:

Our hostels are some of the newest & best in Europe. They are maximum same sex quad-share, with private facilities. Our hostels also offer great extras as part of the experience, like bars, entertainment areas, washing facilities & conveniently located in cities.

Note: Our Festival trips may feature multi-share accommodation for up to 8 people, and at times may be mixed gender, with shared facilities.

### SPECIAL STOPOVERS & CABINS:

Our Special Stopovers & Contiki Village Cabin accommodation is exclusive to Contiki.

Special Stopovers: Special Stopovers are a combination of twin & quad-share depending on the destination, but never more than 4 people sharing. Travellers must bring their own towel. Stopovers are NOT hotels & our travellers are asked to assist with serving meals & washing up, it's all part of the adventure. All Special Stopovers have hot showers, a bar, WiFi, laundry facilities & in some destinations, pools. As well as our Contiki-only On-site team.

Contiki Village cabins: Contiki Village cabins are located within some of Europe's best campsites each with private facilities. Travellers must bring their own towel, and our travellers are asked to assist with serving meals & washing up, it's all part of the fun. Contiki Village facilities can include pools, WiFi in some locations, clothes washing facilities, and restaurants. As well as our Contiki-only On-site team.

### CAMPING:

Our accommodation is modern two-person tents with built in ground sheets & air mattresses at some of Europe's best campsites. All campsites have hot water, bathroom facilities in shower blocks & many have clothes washing facilities, pools, WiFi, bars & shops. The standard of campsites in Europe can depend on location & should not be compared to those elsewhere around the world. On our camping trips, travellers need to take down & erect tents that are carried on the coach and travellers must also bring their own sleeping bag & towel. On occasions, travellers are asked to assist with preparing meals & washing up, it's all part of the fun.

### CRUISING & OTHER:

Sailing trips: We offer a variety of sailing options from cruise ships and traditional sailing cruise boats to small sailing yachts. On our cruising trips in Greece, we offer single, twin or quad share options all with private facilities. These cruise ships offer restaurants, pools, bars & nightly entertainment on board. On our traditional sailing cruise boats in Croatia and traditional gulleets in Turkey, travellers will be in twin-share cabins with private facilities. These boats feature a dining room, bar & sundecks. On our small sailing yachts in Greece, we offer twin berth accommodation with shared facilities.

Trains: On some trips, we use trains. On our Egypt trips, two people share a two-berth coachette with shared facilities. On other trips, these details are outlined on the individual itineraries.

Overnight ferries: On overnight ferries, trips are provided with allocated seating on deck.

### SKI & BOARD HOLIDAYS:

Both our ski & board packages stay at our Contiki Special Stopover, our Austrian Gasthof.

### FESTIVALS:

Some trips offer 'multi-share' accommodation. These rooms maybe for up to 8 people with shared facilities & at times may be mixed gender.

### QUAD-SHARE ACCOMMODATION

On our Discovery Plus and Scandinavia & Russia trips advertised with hostel style accommodation and all High Energy trips, you are accommodated in same sex quad share accommodation. Where possible we try to accommodate male/female couples with another male/female couples, however due to passenger numbers and rooming availability this cannot be guaranteed in all locations. We have free upgrades to twin share accommodation on these trips at certain locations but again this cannot be guaranteed.

Please note on these trips, with the exception of the Scandinavia & Russia trips, you will need to bring a towel.

### TRIPS WITHIN TRIPS

You may notice on some of our trips that we offer shorter trips within a larger itinerary allowing greater choice & flexibility for our travellers as to when they start and for how long they travel. This means some fellow travellers will join and leave during different stages of those trips. Life's an adventure and one that's best spent sharing new experiences with new friends. So, if you have the time don't take a mini break instead choose to see as much of Europe as possible with us. The trips that allow you this extra flexibility are - European Trail, European Quest, Great Britain & Ireland, Iberian Peninsula & Morocco, Best of Balkans, Scandinavia and Russia Plus, Mediterranean Escape, Berlin to Budapest and The Big Chill.

### WILL I GET MORE INFORMATION?

Upon receipt of final payment, your trip documentation will be released 21 days prior to your departure. Make sure you visit [contiki.com](http://contiki.com) for our travellers guide. It's packed full of essential info for your holiday. You'll also receive a comprehensive day-by-day itinerary including full details & costs of all optional activities available on your trip. Your free Contiki document wallet\* & luggage tag will be sent to you with your travel documents. The wallet is a safe place for your tickets & passport. \* Contiki reserves the right to substitute an alternative travel accessory for the Contiki document wallet.

### HOW MUCH MONEY DO I NEED?

You should be able to use debit & credit cards for most items. You'll need to allow enough money to cover meals where not included (breakfast, lunch & dinner), souvenirs, shopping, drinks, ME Time optional excursions & activities, entrance fees to attractions & evening entertainment.

It is advisable to start your trip with some cash in local currencies such as Euro, Swiss Franc & British Pounds.

### ME TIME OPTIONAL ACTIVITIES

#### WHEN DO I CHOOSE?

Optionals are arranged & paid for on trip. By leaving the final decisions until then you can choose at the same time as your new friends. You'll get great value as we get your great rates & your Trip Manager can offer personal advice. Some activities are seasonal & weather dependent as well.

### HOW DO I PAY?

Payment for your ME Time optionals is made direct to your Trip Manager on your trip. You can choose to pay in cash (local currency) or by credit or debit card as long as they have a PIN attached. Using a credit or debit card is convenient, and can save you money on withdrawal fees & poor exchange rates! You can pay using most credit & debit cards like Visa, Mastercard & AMEX. Note: It's a good idea to let your bank know you're travelling & check if there is a daily transaction limit, so you always have access to money when you need it.

Note: In a few destinations we cannot accept credit card payment, like the UK, Croatia, Russia & Turkey. Ask your Trip Manager for details when you start your trip.

### PAST TRAVELLER 5% DISCOUNT

We value our frequent travellers. All past Contiki and TTC sister brand customer are therefore eligible for a 5% discount on the land portion of their next trip. Conditions apply. Visit [www.travelcorporation.com](http://www.travelcorporation.com) for details on our sister Companies. Past traveller discount can only be applied to trips of 7 days or longer. Clients must have completed a trip before they can redeem the discount on a subsequent trip booking. A deposit must be received before the discount can be applied to the booking. It is not available on pre & post-trip accommodation rates & other selected products. The discount applies to brochure prices only & cannot be combined with any non-brochure special market promotions.

### BROCHURE AUTHENTICITY

We have put a great deal of effort into producing this brochure. The information given & literature produced by Contiki has been compiled with care & is published in good faith (this includes Contiki.com & our ebrochures). Sometimes, because of circumstances outside our control, we have to alter some activities due to seasonal closing or repairs to buildings, etc., especially early or late in the season. If this happens, alternatives will be arranged.

### NO COMPULSORY TIPPING - REWARD ONLY EXCELLENCE!

Every country in the world has different tipping policies & in Europe, within service industries, tipping is common practice. Tipping is totally optional & only given if you feel the service has exceeded your expectations.

If you think your Contiki Team have done an exceptional job then you may wish to tip them.

This is entirely discretionary – it's completely up to you. No compulsory tipping – reward only excellence!

# GOT A QUESTION?

## BOOKING SECURITY

Contiki has been running trips for young people since 1962 & is a member of the Australian Federation of Travel Agents (AFTA). The members include all the major tour operators who are financially bonded for your security & who maintain the highest standards. With the guarantees of these organisations, you know your holiday & money are secure with Contiki.

## MANAGE YOUR BOOKING

Ready, set, go! You're booked & it's nearly go time, however just like when you're taking a flight, it's important you provide us with your all your details before you can travel. Check out [www.contiki.com/managebooking](http://www.contiki.com/managebooking) to log into your booking.

## HOW MUCH

### LUGGAGE CAN I BRING?

Luggage allowance per person is 1 x 20 kg/44lbs bag and 1 x small carry on hand/day bag (roughly 5 kg/12lb) bag. The size restriction of your main luggage is 73cm x 50cm x 25cm (29" x 20" x 10"). Contiki reserves the right to refuse to accept larger or heavier luggage.

If you are travelling on a Camping trip, you'll need a sleeping bag (which can be purchased from Contiki in London, if necessary) and a towel. Your sleeping bag is not included in the luggage restrictions and can be separate from your main bag. If you are traveling on the European Trail, European Quest or a High Energy trip, you'll need a towel.

On Ski Austria trips starting in London you can bring one pair of boots & skis or a snowboard to be placed under the coach. If your trip starts in London you have the option of storing your excess luggage the day or evening before the trip departs. The Contiki Basement offers luggage storage as does the Royal National Hotel (for hotel guests only) for a nominal fee.

On trips with included flights as part of the itinerary, your luggage should not exceed the weight restrictions imposed by airlines. Contiki is not responsible for any costs incurred for overweight luggage. You are responsible for carrying your own luggage. Luggage is at the owners risk and insurance is strongly recommended.

## DO I NEED VACCINATIONS?

At the time of publication (August, 2015), no vaccinations were necessary. However, it is wise to check up-to-date information with your travel agent prior to departure. Don't forget to bring with you any medication that you may require en route, such as antihistamines, antibiotics.

## DO I NEED VISAS?

Please read carefully. Depending on your nationality, you may require visas to enter certain countries included in your trip. You are fully responsible for obtaining all necessary visas prior to the departure of your trip. Contiki are not legally permitted to knowingly allow anybody who does not have a valid visa to join a trip. Consult your travel agent to determine which visas you require & how to obtain them.

## SCHENGEN VISAS

The majority of our trips travel in countries that are covered by the Schengen Agreement which relates to visas. Citizens of many countries – e.g. Australia, United States, Canada, New Zealand – can travel in the Schengen area without a visa. If you require a visa to enter the Schengen area you only need to obtain one visa which will allow you to travel in all Schengen countries. Schengen visas can be issued for single entry or multiple entries. If your trip travels outside of the Schengen area at any point you will require a multiple entry visa. The trips that require multiple entry Schengen visas are listed below:

Road to Athens plus 3 day Greek Island Cruise, European Explorer, Spanish Spree, Spotlight on Greece plus 3 day Greek Island Cruise, Spotlight on Greece plus Eastern Mediterranean Cruise, Mediterranean Escape plus 4 day Greek Island Cruise, Aegean Classic Cruise, Golden Fleece Cruise, Eastern Mediterranean Cruise, Road to Athens plus Eastern Mediterranean Cruise, Island Cruising & Santorini, Spain Morocco & Portugal, Iberian Peninsula & Morocco, European Trail, Eastern Rocker, Trail to Rome, Trail to London, European Adventurer, Ultimate European, Scandinavia & Russia Plus, Scandinavia (end Stockholm), Scandinavia (end Helsinki), Russia Plus (start Stockholm), Russia Plus (start Helsinki), The Northern Trek & The Big Chill.

## VISAS FOR NON-SCHENGEN COUNTRIES

Some of our trips also visit countries that are not covered by the Schengen Agreement. You may require visas for countries including the United Kingdom, Ireland, Egypt, Russia, Belarus & Turkey. Depending on your nationality it may be possible to obtain visas for Egypt upon arrival – you should check before you depart for your trip.

## IMPORTANT

1. Visas can take up to six weeks & a fee is normally charged.
2. Failure to obtain all necessary visas could cause you to miss part of your trip & will result in you incurring considerable expense & inconvenience.
3. It is better to apply for all visas through your travel agent before you leave home. Your travel agent will contact Contiki for full details.
4. Contiki will provide you with visa contacts from our London base at the Royal National Hotel, if necessary.

## IMPORTANT INFORMATION

Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the 'Travel Advisories' put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation. Please refer to our Terms and Conditions for further information in this regard. You must accept these risks involved in travel to any country that may experience security difficulties and accept responsibility for your own travel decisions.

## TRAVEL INSURANCE

Cancellation, unexpected medical expenses, injuries, theft, lost luggage or money can significantly disrupt & ruin your holiday. Contiki very strongly recommends that you take out comprehensive insurance cover for cancellation, medical expenses, evacuation & repatriation expenses, personal accident, personal baggage, money & public liability before you travel. In some instances, you may not be accepted on a Contiki holiday unless you have arranged satisfactory insurance. You also agree to indemnify us against all third-party claims, actions, damages & remedies against us arising from your participation in your holiday. For insurance details, please speak to your travel agent when you are booking your trip.

## TRAVEL PROTECTION

For information about the travel protection plan available in your region please see below. Please note that travel protection is only applicable for travellers from Australia, New Zealand, Canada, the USA and South Africa.

## AUSTRALIA GOLD SEAL PROTECTION

Coverage for Cancellation & Return Flight Security: Most trip operators are interested in their travellers only after they reach their destination. With Contiki, however, you get a great deal even before you leave home.

Pre-paid Cancellation Option A\$99 per person: By paying A\$99 per person Cancellation Option fee with your deposit, the full amount of your deposit &/or payment to Contiki Holidays will be refunded should you cancel your trip for any reason prior to departure from Australia. This cancellation option covers the land arrangements made by Contiki Holidays only.

On Your Trip: Should you, or your travel companion, leave at any time during the trip for personal sickness reasons or be required to return to Australia due to injury, sickness or death, you & your companion will be refunded A\$40 per person per day for the unused portion of the trip. (Please note that in some cases hotels require a one night cancellation fee). A Doctor's certificate is required. The Cancellation Option Fee is not refundable for any reason.

Return Flight Security: If you or a member of your direct family in Australia should fall sick\* while you are on your Contiki trip, we will take care of the additional cost of tickets for your earlier or later return home in the same class of air travel on the first available flight, provided you hold round-trip airline tickets on Contiki's recommended airline(s) booked through Contiki Holidays (Australia) Pty Ltd from Australia.

\*Medical certificates as proof of all illness claims must be supplied.

## NEW ZEALAND

### GOLD SEAL PROTECTION

Coverage for Cancellation:

Most tour operators are interested in their passengers only after they reach their destination. With Contiki, however, you get a great deal even before you leave New Zealand.

Pre-paid Cancellation Option NZ\$99 per person:

By paying NZ\$99 per person Cancellation Option Fee with your deposit, the full amount of your deposit &/or payment to Contiki Holidays will be refunded should you cancel your tour for any reason prior to departure from New Zealand. This cancellation option covers the Land arrangements made by Contiki Holidays only.

On Your Tour:

Should you, or your travel companion, leave at any time during the tour for personal sickness reasons or be required to return to New Zealand due to injury, sickness or death, you & your companion will be refunded NZ\$40 per person per day for the unused portion of the tour. (Please note that in some cases hotels require a one night cancellation fee). A Doctor's certificate is required.

The Cancellation Option Fee is not refundable for any reason.

\* Medical certificates as proof of all illness claims must be supplied.

## CANADA

### CONTIKI HOLIDAYS TRAVEL PROTECTION PLAN

PROVIDING YOU WITH "ANY REASON" CANCELLATION FLEXIBILITY: Contiki Holidays Travel Protection Plan – designed with the following: Priced at: Trips up to \$2,000: \$129 per person / Trips \$2,001 or greater: \$169 per person Note: Prices are subject to change without notice and subject to provincial sales tax, where applicable.

SECTION I:

TRAVEL ARRANGEMENT PROTECTION - Provided by Contiki Holidays Trip Cancellation: Up to Total Trip Cost. Reimburses the non-refundable Contiki Holidays cancellation penalties imposed if you must cancel your trip for a specified reason such as illness, injury or death to you, a traveling companion or an immediate family member. Other eligible reasons for cancellation include Common Carrier-caused delays due to inclement weather, jury duty, subpoena, or a documented traffic accident en route to departure, and other reasons as cited in the plan description.

The Contiki Holidays "Any Reason" Cancellation Waiver\*\*. With the Contiki Holidays "Any Reason" Cancellation Waiver, Contiki Holidays will provide you with 100% of the cancellation charges in the form of a future travel credit certificate, should you cancel your trip more than 48 hours prior to your scheduled departure for any reason that is not eligible for cash reimbursement under the Trip Cancellation section of the Travel Protection Plan. Cancellation charges are reimbursed in the form of Contiki Holidays Travel Certificates allowing you a two year credit to travel with us at a later date! Please note that to be eligible for the "Any Reason" Cancellation Waiver, you must enroll and pay for the plan within two days of your initial trip deposit. The certificate is valid for two years, is non-



# GOT A QUESTION?

transferrable and non-refundable and may not be redeemed for cash. Future travel certificates do not include airfare cancellation charges for air arrangements unless those arrangements were provided by Contiki Holidays.

Trip Interruption: Up to Total Trip Cost  
Trip Delay: Up to C\$1,000 (C\$150/day)

## SECTION II:

### TRAVEL INSURANCE BENEFITS -

Underwritten by Legacy General Insurance Company\*

Baggage Protection: Up to C\$2,500

Bag Delay: Up to C\$500

Medical & Dental Expenses: Up to C\$1,000,000\*\*

Emergency Evacuation/Repatriation: Up to C\$50,000

## SECTION III:

### EMERGENCY ASSISTANCE SERVICES -

Provided by On Call International

The above is only a summary – a plan description detailing the terms, conditions and exclusions will be sent to you – we have highlighted just a few of the plan benefits. If you have any Travel Protection Plan questions, or would like to request a copy of the plan description, please call our plan administrator, AON Affinity, at 1-866-580-4871. You may also view the plan at [contiki.com](http://contiki.com)

The Contiki Holidays Travel Protection Plan is provided in addition to other applicable indemnity or insurance programs, where permitted by law and shall apply only after benefits have been paid.

\* Section II Travel Insurance Benefits, Policy Number MZ0926385H0001A are underwritten by Legacy General Insurance Company.

\*\* NOTE: The Medical & Dental Expense benefits of this plan are subject to a maximum benefit limit of C\$30,000 for those persons who, at the time of a covered Injury or Sickness, do not have valid hospital and medical insurance under a Government Health Insurance Plan of a province or territory of Canada. This plan was designed and is administered by AON Affinity (an authorized agent for Legacy General Insurance Company). In Canada, this plan is administered by AON Reed Stenhouse Inc. LL# 26437478

## USA

### CONTIKI VACATIONS TRAVEL PROTECTION PLAN

PROVIDING YOU WITH "ANY REASON"

CANCELLATION FLEXIBILITY: Contiki Vacations Travel Protection Plan – designed exclusively with the following: Priced at: Trips up to \$1,999: \$129 per person. Trips \$2,000 or greater: \$169 per person. Trips of 35 days or longer are subject to different pricing. Consult your Contiki Specialist for more details 1-800-CONTIKI. Note: prices are subject to change without notice

SECTION I: TRAVEL ARRANGEMENT PROTECTION - Provided by Contiki Vacations\*

Trip Cancellation: Up to Total Trip Cost. Reimburses the non-refundable Contiki Vacations cancellation penalties imposed if you must cancel your trip for a covered reason such as illness, injury or death to you, a traveling companion, or an immediate family member. Other reasons for cancellation include Common Carrier-caused delays due to inclement weather, jury duty, subpoena, or a documented traffic accident en route to departure, and other reasons as cited in the plan description.

The Contiki Vacations "Any Reason" Cancellation Waiver\*\*. With the Contiki Vacations "Any Reason" Cancellation Waiver, Contiki Vacations will provide you with 100% of the cancellation charges in the form of a future travel credit certificate, should you cancel your trip more than 48 hours prior to your scheduled departure for any reason that is not eligible for cash reimbursement under the Trip Cancellation section of the Travel Protection Plan. Cancellation charges are reimbursed in the form of Contiki Vacations Travel Certificates allowing you a two year credit to travel with us at a later date! Please note that to be eligible for the "Any Reason" Cancellation Waiver, you must enroll and pay for the plan within two days of your initial trip deposit. The certificate is valid for two years, is non-transferable and non-refundable and may not be redeemed for cash. Future travel certificates do not include airfare cancellation charges for air arrangements unless those arrangements were provided by Contiki Vacations.

Trip Interruption: Up to Total Trip Cost  
Trip Delay: Up to \$1,000 (\$150/day)

## SECTION II: TRAVEL INSURANCE

BENEFITS - Underwritten by Stonebridge Casualty Insurance Company\*\*\*

Baggage Protection: Up to \$2,500

Bag Delay: Up to \$500

Medical & Dental Expenses: Up to \$50,000

Emergency Evacuation/Repatriation: Up to \$50,000

SECTION III: EMERGENCY ASSISTANCE SERVICES - Provided by On Call International

While the above is not a complete description – a full plan description detailing the terms, conditions and exclusions will be sent to you – we have highlighted just a few of the plan benefits. If you have any Travel Protection Plan questions, or would like to request a copy of the plan description, please call our plan administrator, Aon Affinity, at 1-866-580-4871. You may also view the plan at <http://www.berkely.net/travcorp/ctp/faq.htm>

The Contiki Vacations Travel Protection Plan is provided in addition to other applicable indemnity or insurance

programs, where permitted by law and shall apply only after benefits have been paid.

\* For NY residents, Section I Travel Arrangement Protection (Trip Cancellation, Trip Interruption & Trip Delay) is underwritten by Stonebridge Casualty Insurance Company, Columbus, Ohio.

\*\* For NY residents only, the "Any Reason" Cancellation Waiver may be purchased separately from the Contiki Vacations Travel Protection Plan. Contact 1-877-722-2195 for details.

\*\*\* Section II Travel Insurance Benefits, Policy Number MZ0911064H0000A-U are underwritten by Stonebridge Casualty Insurance Company, Columbus, Ohio: NAIC #10952 (all states except as otherwise noted) Policy/Certificate Form series TAHCS000. In CA, CT, HI, NE, NH, PA, TN and TX Policy/Certificate Form series TAHCS100 and TAHCS200. In IL, IN, KS, LA, OR, OH, VT, WA and WY Policy Forms TAHCS100IPS and TAHCS200IPS. This plan was designed and is administered by Aon Affinity.

IN CALIFORNIA: Aon Affinity is a service mark of Aon Direct Insurance Administrators, CA Insurance License # 0795465.

IN ALL OTHER STATES: Aon Affinity is a division of Affinity Insurance Services, Inc. in all states other than CA, except: AIS Affinity Insurance Agency, Inc. in MN and OK and AIS Affinity Insurance Agency in NY. 5864684A

## SOUTH AFRICA

### GOLD SEAL PROTECTION

Coverage for Cancellation & Return Flight Security: Most tour operators are interested in their passengers only after they reach their destination. With Contiki, however, you get a great deal even before you leave home.

Pre-paid Cancellation Option R590 per person: By paying R590 per person Cancellation Option fee with your deposit, the full amount of your deposit &/or payment to Contiki Holidays will be refunded should you cancel your tour for any reason prior to departure from South Africa. This cancellation option covers the land arrangements made by Contiki Holidays only.

On Your Tour: Should you, or your travel companion, leave at any time during the tour for personal sickness reasons or be required to return to South Africa due to injury, sickness or death, you & your companion will be refunded R90 per person per day for the unused portion of the tour. (Please note that in some cases hotels require a one night cancellation fee). A Doctor's certificate is required. The Cancellation Option Fee is not refundable for any reason.

Return Flight Security: If you or a member of your direct family in South Africa should fall sick\* while you are on your Contiki tour, we will take care of the additional cost of tickets for your earlier or later return home in the same class of air travel on the first available flight, provided you hold round-trip airline tickets on Contiki's recommended airline(s) booked through Contiki Holidays, South Africa from South Africa.

\* Medical certificates as proof of all illness claims must be supplied.

Travel Agent fees may apply.

# BOOKING CONDITIONS

Once Contiki accepts your booking by confirmation thereof a contract is made between Contiki & you upon the terms & conditions set out below.

## OUR RESPONSIBILITIES

### 1. YOUR VACATION RESERVATION

On receipt of your deposit, subject to availability and at our discretion, Contiki will reserve your place on your selected vacation. A contract is only made between you and us upon your booking being confirmed and accepted by us and our communication thereof to either you or your travel agent.

### 2. PRICE GUARANTEE

Prices in this brochure are based on costs & exchange rates as at: 26th May 2015 - USA & Canada, 22nd July 2015 - Europe & UK, 11th March 2015 - Europe & UK (Winter), 7th August 2014 - Asia, 9th January 2015 - Australia & New Zealand and 24th March 2015 - Latin America. Should any of these costs change, a surcharge may be made on the price of your vacation. If the total trip price increases by more than 7%, passengers will have the right to cancel within 7 days of notification of the surcharge without penalty. No surcharges in respect of cost or currency fluctuations will be made once payment has been received. The guarantee excludes fuel surcharges and does not apply to any taxes, charges or levies imposed by any government or their agencies. In exchange for these guarantees, no refund will be made if costs are reduced. Prices are per person and are in Canadian Dollars unless otherwise specified.

### 3. IF WE CANCEL OR CHANGE YOUR VACATION

3.1 Contiki reserves the right to change or cancel your booking in accordance with operating requirements or circumstances beyond its control.  
3.2 Should change or cancellation prove necessary we will give you reasonable notice thereof, in the circumstances, and where available, offer you a comparable alternative.  
3.3 If an alternative is not available or acceptable you will be entitled to either a full refund of monies paid by you to us or transfer to another Contiki vacation without payment of any transfer fee.  
3.4 If the change or cancellation is due to force majeure (i.e. circumstances like political unrest, war or threat of war, riots, civil strife, closure of airports or ports, industrial disputes, terrorist activity, natural and nuclear disasters, fire, epidemic or health risk, Acts of God, adverse weather conditions or other similar events beyond Contiki's control) we will give a full refund of any monies paid to us less reasonable expenses incurred by us in respect of your booking.  
3.5 Contiki is not responsible for any other travel arrangements affected due to our cancellations or rescheduling of any trip departure.

### 4. VACATION DETAILS AND CONDITIONS

4.1 The information in our brochure is correct to the best of our knowledge at the time of going to print (May 2015 - USA & Canada, August 2015 - Europe & UK, May 2015 - Europe & UK (Winter), October 2014 - Asia, March 2015 - Australia & New Zealand and April 2015 - Latin America) but we cannot guarantee that any item or amenity mentioned will be available especially where we have no direct control over it.  
4.2 With respect to our touring program, Contiki will do our best, at our discretion, to select accommodation, sightseeing trips and transportation to give you good value for money.  
4.3 Contiki constantly strives to improve trip itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. Contiki is not responsible for any other travel arrangements affected due to our cancellations.  
4.4 We reserve the right to alter or substitute the type, the size of vehicle and/or the style of transport mentioned in the brochure, resulting in occasionally having to utilise transport without some of the features promoted. Please note there are strict laws in Europe governing Driver's driving hours and this may necessitate utilising public transport in some cities.

4.5 We reserve the right to alter or substitute the type, the size of vehicle and/or the style of transport mentioned in the brochure, resulting in occasionally having to utilise transport without some of the features promoted. Please note there are strict laws in Europe governing Driver's driving hours and this may necessitate utilising public transport in some cities.

4.6 We reserve the right to alter or substitute the type, the size of vehicle and/or the style of transport mentioned in the brochure, resulting in occasionally having to utilise transport without some of the features promoted. Please note there are strict laws in Europe governing Driver's driving hours and this may necessitate utilising public transport in some cities.

### 5. LIABILITY

5.1 Your travel agent shall, on the receipt of any monies, hold such monies for you until the booking is confirmed at which time those monies shall be remitted promptly by your travel agent to us. All such monies received by us will be deposited as required by law.  
5.2 We will be entitled to keep for our account any interest earned on such monies.  
5.3 All monies paid by you to us through your travel agent or otherwise, whether in respect of the deposit or full payment, may be disbursed by us as and when we see fit, in respect of the services to be provided and/or fees payable under your selected vacation. The payment of a deposit or any other monies in respect of your vacation shall be deemed to be an authorization for disbursement thereof as aforesaid.

## YOUR RESPONSIBILITIES

### 1. BOOKING YOUR VACATION

1.1 In order to reserve your vacation, a deposit of C\$200, per person per trip, or the full amount payable if booking is made within 45 days of departure from Canada, must be submitted to Contiki within 3 days in respect of that vacation. This payment is in addition to any deposit

required by your travel agent. The deposit is accepted as a first installment of the vacation price by Contiki only once the booking has been confirmed in writing by Contiki or your travel agent. Any form of payment is accepted for the initial deposit of C\$200 per person.

1.2 Your land reservation will be confirmed on receipt of a non-refundable deposit of C\$200 per person, per trip which must be within 3 days of booking or the reservation will automatically be cancelled.

1.3 Air Reservations/Ticketing: Air-inclusive bookings may require an additional non-refundable deposit at time of booking. Upon receipt of full air payment, your airfare, taxes and fuel surcharges are final. This will be regardless of future price fluctuations up or down. When booking a guided vacation including flights, you will be required at the time of booking to provide us the full name as detailed on the passport or government-issued ID.

1.4 Any special meal requirements will be made on a request basis only. Contiki cannot guarantee special meal requests nor will it assume any responsibility or liability if clients' special meal requirements are not fulfilled.

1.5 Travel documents and instructions for joining your trip will be sent to you approximately 21 days before departure (provided full payment has been received). If final payment is not received when due, costs to courier documents will be the responsibility of the Travel Agent. Please note that entry to another country may be refused even if the required information and travel documents are complete.

### 2. PAYING THE BALANCE

2.1 The balance of the vacation price must be paid by no later than 45 days before the scheduled vacation departure date from Canada which shall be by the due date stated on the confirmation issued to you by Contiki.

2.2 If payment isn't made by the due date, Contiki may assume that you have cancelled and cancellation charges in accordance with clause 3 below will be levied by Contiki.

2.3 Tickets and other documents will not be forwarded until full payment has been received by us. Travel agency cheques must be received within 7 business days from the date payment is called in.

2.4 In the case of Late Bookings made within 45 days of your departure from Canada, the full cost of the vacation will be payable immediately on booking and we reserve the right to provide all travel documents at the vacation departure point.

2.5 Contiki reserves the right to cancel the booking and apply cancellation charges should payments not be received within the above specified periods.

2.6 Your authorization to use your Credit Card number for deposit and/or final payment indicates your compliance with our booking conditions, whether or not you have actually signed the appropriate draft. Verbal authorization of the use of your Credit Card confirms your reservation. MasterCard, Visa and American Express are accepted.

Credit Card payments are not accepted for group bookings. A signed sales draft is required. If you wish to change a credit card payment after it has been processed, change fees will apply. For security purposes, we are required to collect passengers' credit card billing address as well as the passengers' 3-digit CV2 code (MasterCard) or 3-digit CV2 code (Visa) or 4-digit CID code (American Express).

### 3. IF YOU CANCEL

3.1 If you cancel, your deposit will not be refunded nor can it be credited to any other booking.

3.2 Upon cancellation you will be liable to pay a fee to cover the estimate of cost and expenses incurred by us in the terms of the schedule set out hereunder. This is expressed as a percentage of the vacation price and is calculated as follows:

PERIOD OF NOTICE	CANCELLATION FEE
Number of days prior to trip commencement	as % of total price
45 days or more notice	The non-refundable deposit plus the Travel Protection Plan's insurance premium is forfeited
44-22 days:	25%
21-8 days:	30%
7-1 days:	75%
Day of departure:	100%

PERIOD OF NOTICE - ASIA PRODUCT	CANCELLATION FEE
Number of days prior to trip commencement	as % of total price
45 days or more notice	The non-refundable deposit plus the Travel Protection Plan's insurance premium is forfeited
44-31 days:	25%
30-8 days:	30%
7-1 days:	75%
Day of departure:	100%

NB: Please note, Contiki's cancellation policy is different in Asia due to internal flight ticketing timeframes & ground transport confirmations. These must be booked well in advance in order to secure high quality services that adhere to our strict safety standards. Where the percentage cancellation fee is less than the trip deposit, the cancellation fee will equal loss of deposit. If the reason

for cancellation falls within the terms of any holiday insurance policy which you hold, then any such charges may, subject to the terms of your insurance policy, be refunded to you by the insurance company.

3.3 Any cancellation of additional services within 14 days from date of service, such as pre & post accommodation & transfers, will incur a 100% cancellation fee. For cancellation of additional services outside of 14 days from date of service, please refer to the above cancellation policy.

3.4 These cancellation fees are in addition to any cancellation fees that may be levied by your Travel Agent. All cancellation policies valid as at 29th October, 2014 and are subject to change. Final policy will be confirmed at time of booking.

### 4. IF YOU CHANGE YOUR BOOKING

4.1 If after your booking has been confirmed, you wish to change to an alternate departure date or you wish to change to a different Contiki vacation, you may do so subject to availability and provided the new vacation date is also in this brochure.

4.2 A fee of C\$30 per person will be charged for any revision or alteration made to a reservation after the booking is confirmed unless the change increases the value of the booking. A change of trip date or trip itinerary within 45 days of departure date will be treated as a cancellation, and normal cancellation fees will apply except when the change is to an earlier trip departure of equivalent or greater value in which case a C\$30 per person amendment fee will be charged.

4.3 Air Cancellation & Changes: Prior to airline ticketing, a service fee \$35 per person and after airline ticketing a service fee of \$75 per person, plus any airline imposed penalties which may be up to 100% of the air ticket price, will be charged. If paper tickets are issued, no refund will be made for canceled air tickets until after the paper tickets are returned to Contiki. Non-refundable tickets cannot be refunded. Please ensure any returned guided vacation document which contains airline tickets is sent by certified or registered mail. Lost ticket replacement can take up to one year and processing fees may be assessed.

4.4 Air Seating: Not all airlines offer pre assigned seats. Some may charge for pre assigned seats. Any additional charge imposed by airlines will be at guests' expense. Where pre-assigned seats are not offered or different seats are desired, guests must contact airline(s) direct to arrange seating assignments. Seating is solely under the airline's control, as are itinerary changes due to flight delays and schedule changes. Contiki reserves the right to offer alternative schedules for itineraries affected by airline schedule changes and equipment. Flight delays, flight cancellation and schedule changes are the responsibility of the airline. Contiki will not be responsible or liable for such delays or rescheduling, and additional charges may be involved.

4.5 VACATION DETAILS AND CONDITIONS  
5.1 Please read the brochure carefully for those items included in the price. No allowance or refund can be made for meals, accommodation, excursions, etc. that you elect not to take, or when museums, shops, etc. are closed. Hotel facilities may vary from place to place. Meals may vary in style, while Contiki Holiday's trip manager and staff will do our best to accommodate passengers with special dietary needs or food allergies or restrictions, we cannot guarantee that all restaurants, accommodations or hotels will be able to adhere their special requests or meet their needs.

5.2 Contiki holidays are specifically designed and marketed for those in the 18 through 35 age group. Consequently the facilities and activities on a Contiki vacation are not appropriate to persons outside this age bracket. If you have a question regarding the age groups, you are welcome to discuss this with a member of the Contiki staff.

5.3 The Company strives to provide a safe, enjoyable and memorable travel experience for all passengers. The Company welcomes passengers with special needs or disabilities. However, please note the following:  
• Passengers are required to advise the Company, in advance, of any physical, medical or other special needs that require accommodation.  
• All guests must ensure they are medically and physically fit for travel. The Company may impose safety requirements necessary for the safe operation of the trip. The Company may also exclude an individual from participating in a trip or an activity if that individual's participation poses a direct threat to health or safety.  
• The Company does not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses) or services of a personal nature (such as pushing a wheelchair or assistance in eating, assisting with luggage, toileting or dressing.). A companion capable of providing such assistance must accompany any passenger who requires services of a personal nature.  
• The Company does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the passenger's expense. The Company is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on trip, or for the quality of the care or services received.  
• Passengers should be aware some trips include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and locations & overnight

accommodations which may not be easily accessible or accessible by wheelchair. During the trip, the Company may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities over which the Company has no control. Accommodations on international trips may differ from those in North America. The Company cannot guarantee disability access or accommodations for passengers traveling on international trips.

• Passengers are required to carry their own luggage to the coach and also to their rooms, there may be times passengers are required to carry their luggage far distances & up many flights of stairs with no assistance.  
• The Company may, in its sole discretion, decline the booking of any passenger or remove any passenger who cannot comply or refuses to comply with the Company's terms and conditions. The Company is not responsible for any costs incurred in the event a passenger is removed from a trip. Passengers agree not to hold the Company or any of its related entities liable for any actions taken under these terms and conditions.

5.4 You are responsible for all travel arrangements and costs to/from the point of commencement/conclusion of the vacation.

5.5 There may be times when the Contiki Trip Manager or Representative has to make a decision in your best interest or the best interests of their group. You agree to comply with the authority and decisions of the appointed Contiki Trip Manager or Representative and the laws of the country in which you are traveling. If you do not so comply or if, in the Contiki Trip Manager's or Representative's opinion, you are not compatible with the general enjoyment and well being of other members on the trip or the smooth operation of the vacation itself, we reserve the right to refuse to let you continue with the trip. We do not tolerate the possession or carriage of illegal or restricted substances (drugs). Furthermore you agree that your fellow travellers and any Contiki Representative has the right to travel/work in a safe environment. Any threats to their safety, well being or inappropriate behavior by you, whether verbal or physical, will be taken extremely seriously and may result in the immediate termination of your vacation. In either event, you will be responsible for your own repatriation and related costs and have no claims against us.

5.5.1 You are responsible for any costs incurred as a result of damage or excess cleaning fees related to your accommodation. You are advised to immediately report any pre-existing damage in your room to hotel staff and/or a Contiki Trip Manager as soon as it is discovered.

5.6 Where the passenger occupies a motorcoach seat fitted with a safety belt, neither the operator or service providers, agents or co-operating organizations shall be liable for any illness, injury or death or any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of the accident or incident.

5.7 It is your responsibility to have a valid passport and all visas, permits and certificates required for your selected vacation as well as any necessary vaccinations and to comply with all applicable laws. Contiki is not responsible for any costs incurred as a result of failing to obtain necessary visas. Any costs whatsoever regarding obtaining, replacing or changing visas whilst on a trip (including accommodation, meals, flights and transfers incurred due to associated delays) are at your own expense.

5.8 You agree that our Contiki Trip Managers or Representatives may take photographs and films of you while you are on vacation and that these may be used in our Group brochures and/or advertising or publicity material without obtaining any further consent or payment in respect of such photographs and/or films.

5.9 Should you have a complaint in respect of the vacation, you should inform the Contiki Trip Manager or Representative during the course of the vacation and if the matter cannot be resolved after the representative's best endeavours to do so during the vacation, your complaint should be made in writing to Contiki as soon as is reasonably possible after the vacation but within 42 days thereof so that your complaint can be investigated. Any claims made after the 42 day period will not be considered by Contiki. If you choose to write to Contiki via the Internet, please provide your home address so that we are able to reply to you in writing.

5.10 The contract and all matters arising in respect hereof shall be subject to English Law, unless we agree otherwise in writing.

5.10.1 If any provision of this contract is held invalid or unenforceable by any court of competent jurisdiction, that provision shall be deemed to be re-written to give effect to the same purpose within the permitted limits of the law. The validity and enforceability of the other provisions shall not be affected.

5.10.2 If you are unsuccessful in any legal action instituted against us, you agree to pay all our costs, including but not limited to, attorney/client costs.

### 6. INSURANCE

For trips in Asia & Latin America: It is compulsory that you take out comprehensive insurance cover for cancellation, personal injury, death, medical expenses, repatriation expenses and evacuation expenses before you travel on a Contiki holiday. We strongly recommend your insurance also covers cancellation, personal liability and loss of personal property. Please check that the insurance covers

# BOOKING CONDITIONS

all of the activities that you are going to be participating in. Some policies exclude certain adventure activities. This should be arranged at the time of payment of the deposit and will, in certain circumstances, cover you against loss of deposit or cancellation fees from the date of confirmation of your booking, as shown in the insurance policy. Contiki cannot be held responsible for your failure to take out appropriate insurance. You also agree to indemnify us against all third-party claims, actions, damages and remedies which may be brought against us in respect of your participation in the holiday. Contiki offers a comprehensive package that can be tailor made to your vacation. The complete limitations and exclusions are contained in the certificate of insurance sent to you with your final documents. Please ask your Travel Agent to ask Contiki when making your booking. Please note there will be no travel insurance provided unless you request it from your Travel Agent and the payment is forwarded to Contiki.

For trips in all other regions: We strongly recommend that all clients take out vacation and medical insurance before they travel. Contiki offers a comprehensive package that can be tailor made to your vacation. The complete limitations and exclusions are contained in the certificate of insurance sent to you with your final documents. Please ask your travel agent to ask Contiki when you make your booking. Please check that the insurance covers all of the activities that you are going to be participating in. Some policies exclude certain adventure activities. Contiki cannot be held responsible for your failure to take out appropriate insurance.

## 7. ILLNESS OR ABSENTEEISM

In the event of your withdrawal from a vacation after the commencement as a result of illness, you must obtain a medical certificate in support of any insurance claim. No refunds will be made for any absence from the trip.

## 8. WHAT'S NOT INCLUDED IN THE VACATION PRICE

Airfares to and from your vacation destination, airport taxes, airport transfers, passport and visa fees, insurance, laundry, phone calls, beverages, meals not detailed in the itinerary, special needs and services required by handicapped clients (see 5.3 under Vacation Details & Conditions), tips to Trip Managers, Trip Drivers, representatives & local guides, items of a personal nature, excess baggage, optional excursions.

## 9. WEATHER CONDITIONS

Under no circumstances can we be held responsible for snow or weather conditions, nor can any vacation be

cancelled or amended by you at any time on the basis of snow or weather conditions.

## GENERAL

### 1. CONTRACTING PARTIES

1.1 The Booking Conditions detailed herein contain the entire contract between you and Contiki. No representation, term, warranty or condition can be expressed or implied by reference to any other writing, advertisement or conversation. This contract may only be varied in writing by a duly authorized officer or director of Contiki.

1.2 Your contract is with us as the trip operating company and not Contiki Holidays (Canada) Limited. At any time and at our complete discretion we may nominate to you in writing any other company or person to have the benefit of some or all of those provisions of this contract, which we may then specify, as if you had agreed the provisions concerned directly with that company or person in the first place as well as agreeing them with us. We may at our complete discretion assign all or any rights and liabilities arising under or by virtue of this or any other contract with you.

1.3 Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time passengers are not on board planes, transportation or conveyances. We rely on international convention, national & international law which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel, or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for Hotels. We are to be regarded as having all benefit of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage and delay to passengers and luggage. Enrollment in and payment for a trip shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in this brochure which cannot be varied except in writing by an officer of the Company.

1.4 Contiki is not a carrier or hotelier nor does it own aircraft, hotels or coaches. All bookings with carriers, hoteliers and other service providers are subject to the terms and conditions and limitations of liability imposed

by those carriers, hoteliers, and other service providers. Please note that some of these limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage. Whilst we cannot accept any responsibility for any loss as a result of such actions or as a result of any act or omission of any such third-parties, we will give every reasonable assistance in helping to resolve any reasonable dispute. Please also note that Contiki cannot be held responsible for the failure of any of these parties to provide facilities or services for handicapped clients (see also 5.3 under Vacation Details & Conditions).

1.5 Please note that no airline or carrier depicted or recommended in this brochure by virtue of their endorsement of this brochure represent themselves either as contracting with any purchaser of a vacation from Contiki or as having any other legal relationship with any such purchaser.

1.6 Every effort is made to ensure brochure accuracy at the time of going to print, however Contiki cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances.

### 2. DATA PROTECTION STATEMENT

In order to process your trip booking, Contiki Holidays will need to use personal information for you and other passengers included in your booking. This personal information may include each passenger's name, address, phone number, email address, passport number, credit/debit card number and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organizations, and otherwise as required by law. Similarly, we may also need to provide personal information to contractors who provide services to or for us (e.g., sending mail, processing payments, providing marketing assistance). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information. We may also use the personal information you provide us to review and improve the trips and services that we offer, and to contact you (by post, email and/or telephone) about other trips and services offered by Contiki Holidays that you may be interested in. If you don't want to receive this information, or if you want a copy of the personal information we hold about you, write to us at Contiki Holidays, Attn: Marketing Department, 33 Kern Road, Toronto Ontario, Canada, M3B 1S9. Contiki Holidays may

charge a fee for supplying you with this information as permitted by law.

### 3. VALIDITY

Contiki's European programmes are valid from March 2015 to March 2016.  
Contiki's Europe Winter programmes are valid from October 2015 to March 2016.  
Contiki's Asian programmes are valid from January 2015 to November 2016.  
Contiki's Australian and New Zealand programmes are valid from September 2015 to September 2016.  
Contiki's Latin American programmes are valid from August 2015 to March 2017.  
Contiki's USA & Canada programmes are valid from July 2015 to March 2017.

### 4. OPERATING COMPANIES

Contiki's European programmes are operated by Contiki Holidays Limited, Travel House, St Peter Port, Guernsey, Channel Islands, with the exception of the Great Britain & Ireland, Edinburgh Festival & Military Tattoo and St Patrick's Day trips, and the 3 & 5 day London Explorer which are operated by Contiki Travel (UK) Ltd. The principle operator of the Croatian Island Cruising product is Katarina Lines. Their terms & conditions apply (available upon request). The operator of the Turkish sailing product is Barbaros Yachting, Turkey. Their terms & conditions apply (available on request).

Contiki's Europe Winter programmes are operated by Contiki Holidays Limited, Travel House, St Peter Port, Guernsey, Channel Islands, with the exception of the England & Scotland trip, Hogmanay, and the 3 & 5 day London Explorer, which are operated by Contiki Travel (UK) Ltd.  
Contiki's Asian programs are operated by Contiki Holidays Asia Ltd., Travel House, St. Peter Port, Guernsey, GY1 2JH, Channel Islands.

Contiki's Australian and New Zealand programmes are operated by Contiki Holidays (Australia) Pty Ltd and Contiki Holidays (New Zealand) Limited.  
Contiki's Latin American programmes are operated by Contiki Holidays Latin America Ltd, Travel House, St. Peter Port, Guernsey, Channel Islands. Please note that Contiki utilises ground handlers to assist with the operation of our products. These ground handlers include: Journey Mexico (Mexico), Galakivi (Ecuador & Galapagos Islands) and Costa Rican Trails (Costa Rica).  
Contiki's USA & Canada itineraries are operated by Contiki US Holdings Inc, 801 East Katella Avenue, Anaheim, CA 92805.