

海诺国际旅游公司英国境内旅游协议

Please read through contract before you made your booking . One you succeed in booking and complete payment, it indicates that you have accepted our contract.

您预订团次前请仔细阅读该合同，您的预订以及付款成功则表示您已接受该合同条款。

Travel Agency: Hino Travel Limited

旅行社： 英国海诺国际旅游公司

Business License Number of Travel Agency: Company No. 7335842

旅行社业务经营许可证编号： Company No. 7335842

- BROCHURE INFORMATION

- 手册信息

All information contained in this brochure is based on information available at the time of publication. We reserve the right to change any brochure information before your booking is confirmed and the amended information will then form part of your contract with us. You must ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

该手册所包含的信息都是建立在其发布的当下时间信息基础上的。我们保留在您预订之前修改手册信息的权利并且修改的信息将成为您与我们签署的部分合同。您必须保证在预定时与我们充分核对好您所选择的行程信息（包括价格）。

▲ Tour Information

旅行信息

All about your booking process:

预定流程

Our correct booking procedure = Filling in booking system > Make a payment > Confirmation by HINO Travel > Departure.

正确的预定流程= 报名生成订单>付款>最海诺给予确认>出发

All about your Accommodation and Meal:

关于您的食宿

1. Basically hotels on your tour are 3 star hotels based on 2 adults sharing a standard room with facilities. Supplements may apply for any additional facilities. Three bedded rooms in other locations are usually twins with extra bed and space may, therefore, be reduced. The extra bed is usually a sofa bed or folding bed.
- a. 宾馆一般为3星级宾馆，房间为2个成人共住的标准间。需要额外的设施可能可以补充。三人间一般是双人间加床，因此房间空间会有所减小，加床一般为沙发床或折叠床。

Single supplement will be applied if those of you who are single travelers and want stay in a single room. These single rooms are usually double beds and sometimes less well appointed. You must pay for the difference between a twin room and a single room, usually around £ 30 each day for per person. We do not know which room you will be given as your hotel will usually decide this shortly before you arrive.

单人间可以提供给独自旅行且不想与人同房间的旅客。这些单人间通常为双人床并且有时不能指定某一间，因为宾馆习惯在我们到达前不久才决定好我们所入住的房间。您必须支付单人间差价，一般情况下为 30 磅/人/天。

2. Meals included in your tour are breakfast and maybe partially dinner. Breakfast may be Continental style or British style. They are usually only included bread, milk, juice cereal, cheese and butter. Dinner (if any) could be Western food or Chinese food.

- b. 行程中将安排好您的早餐，有些行程包括晚餐。早餐一般为欧式早餐或者英式早餐。此类早餐一般只提供面包，牛奶，果汁，芝士和奶酪。晚餐（如若提供）一般为西餐或者中餐。

All about your touring holiday:

关于您的行程

1. Hotels on your tour

a. 宾馆

It may be occasionally necessary to use alternative hotels to those shown on our hotel list. Such alternative hotels will be of an equivalent standard to those indicated. Hotels may sometimes be located outside the city centres in outlying areas but will still have access to the city for sightseeing.

个别特殊情况下我们可能会选择宾馆名单以外的宾馆，但这些宾馆也一定属于同等档次。有些宾馆位于市中心以外的地区，但是这些地区都交通便利，并且有交通方式到达市中心观光。

2. Please bear in mind that our tour itineraries too may have to be changed for operational reasons, sometimes at short notice, or because of weather, road or traffic conditions, mechanical breakdowns, police activity etc.

b. 请注意我们的行程也有可能因为各种原因进行变更，包括天气原因，道路或交通原因，机械故障，警察活动等，有些情况可能是短期通知。

All about your cost:

关于您的费用：

1. Your holiday cost will be this tour fee.

a. 您假期支出即为此次参团旅行费。

2. Whether baby (0-1 year old) and child (1-12 years old) could participate in the tours depends on whether the baby or child seat on the coach is available, please contact our staff for further information. Child over 12 years old must pay full tour fee as an adult and is allowed in any tours.

Please note that we cannot accept bookings from unaccompanied children under 16 years of age.

b. 对于 0-1 岁的婴儿以及 1-12 岁的儿童能否参加团次，取决于您所选择的团次大巴是否提供儿童座位。具体情况请咨询我们的工作人员。12 岁以上孩童价格均为成人价格，可参加任何团次。

请注意 16 岁以下的孩童必须有大人陪伴， 否则我们将不接受预定。

Tour fee

旅游团费

For our tour groups in UK, the travel costs which tourists pay to Hino Travel Limited are used for the main activities of the outbound travel by Hino. The travel costs include specific: (1) bus transportation; (2) accommodation; (3) meals (specific); (4) entrance fees of some attractions arranged by agency; (5) other costs included in the contact; (6) guide service fee (not includes tips) and other services (including the fees for local travel agents to access).

针对境内组团游，游客支付海诺国际旅游公司旅游费用，由海诺国际旅游公司承办游客旅行中主要活动。其中旅游费用包括指定的：(1)大巴交通费;(2)住宿费;(3)餐费(特别指定的);(4)旅行社统一安排的部分景区景点门票费;(5)行程中安排的其他费用包含的项目;(6)导游服务费（不含小费）和旅行社(含旅游目的地地接旅行社)的其他服务费用。

The travel costs do not include: (1) personal insurance costs insured by travelers; (2) costs of the additional activities indicated in the contact; (3) tips required every day for multiple – days tour; (4) costs, which are not indicated to be paid by agency in the contact. They include but not limit to travel outside non-contract activities, and also the fees for travelers' own arrangements; (5) travelers' personal expenses in travel which include but not limit to the non-free meals in transport, fees for excess baggage, fees for laundry, telephone, beverages and alcohol charges, personal entertainment expense, medical expenses for personal injury, remuneration for searching lost personal items, compensation for personal reason cost and etc; (6) multiple-day trips tips each day for per person

旅游费用不包括：(1)旅游者投保的个人旅游保险费用;(2)合同约定需要旅游者另行付费项目的费用;(3)多日游所规定的每日导游小费；(4) 合同未约定由旅行社支付的费用，包括但不限于行程以外非合同约定活动项目所需费用、自行安排活动期间发生的费用;(5)行程中发生的旅游者个人费用，包括但不限于交通工具上的非免费餐饮费、行李超重费，住宿期间的洗衣、电话、饮料及酒类费，个人娱乐费用，个人伤病医疗费，寻找个人遗失物品的费用及报酬，个人原因造成的赔偿费用等;(6) 多日游每日每人小费

Here, the personal insurance insured by travelers indicates refers to those short-term insurance that tourists to buy their own or through a travel agent, airline ticket agent locations, attractions and other insurance agencies in order to insure their life, health, property or the interests. It includes but not limits to aviation accident insurance, travel accident insurance, emergency insurance, and accident insurance special projects. The period of freedom, referred to as "single travel itinerary" in the arrangement of the free event, the period that the travelers do not participate in the tour itinerary, the period before the start of a day trip, the period that the tourists leave the accommodation of the individual event, and the period that the tour guides agreed upon temporarily away from the group of individuals during the event.

其中：旅游者投保的**个人旅游保险**，指旅游者自己购买或者通过旅行社、航空机票代理点、景区等保险代理机构购买的以旅行期间自身的生命、身体、财产或者有关利益为保险标的短期保险，包括但不限于航空意外险、旅游意外险、紧急救援保险、特殊项目意外险。**自行安排活动期间**，指《旅游行程安排单》中安排的自由活动期间、旅游者不参加旅游行程活动期间、每日行程开始前、结束后旅游者离开住宿设施的个人活动期间、旅游者经导游同意暂时离团的个人活动期间。

Travel Itinerary Worksheet

旅游行程安排单

Travel agency should provide the "Travel Itinerary Worksheet" (here in after referred as "Itinerary") before departure, which requires recognition from the tourists and performed by the travel agency; "itinerary" should make clear the following instructions:

出团前，旅行社应当提供《旅游行程安排单》(以下简称《行程单》)，经游客认可，由旅行社执行。《行程单》应当对如下内容作出明确的说明：

(a) Tours of departure, transfer station, destination, route travel time and the specific arrangements;

(1) 旅游行程的出发地、途经地、目的地，线路行程时间和具体安排;

(b) Transport arrangements, and grade level (name of transport and its grade level);

(2) 交通服务安排及其标准 (交通工具及档次等级);

(c) Arrangement of accommodation service and grade level (general locations of hotels, their stars standard and related services);

(3) 住宿服务安排及其标准 (住宿饭店的大致地点，星级，及相关服务设施);

(d) Service arrangement of meals (breakfast and dinner) and standards (specifically number of meals, location, standards);

(4) 用餐 (早餐和正餐)服务安排及其标准(明确用餐次数、地点、标准);

(e) Details and time of the tours arranged by travel agency (tours clearly include scenic spots and visit the project name, etc);

(5) 旅行社统一安排的游览项目的具体内容及时间 (明确旅游线路内容包括景区点及游览项目名称等);

(f) Activities required extra cost (if any arrangements, travel agents should alternatively provide the list of "items to be paid" to tourists when signing the contract; it needs to clearly state the price of those activities, extra costs for transportation and guide services etc.);

(6) 另行付费项目 (如有安排, 旅行社应当在签约时向旅游者提供《另行付费项目表》, 列明另行付费项目的价格、参加该另行付费项目的交通费和导游服务等);

The obligations of travel agency

旅行社的义务

(a) Provide the services to the tourists according to the content and standards of the contract and "Itinerary";

1、按照合同和《行程单》约定的内容和标准为旅游者提供服务;

(b) Arrange the tour guides who meet the requirements for the team according to the contract;

2、按照合同约定, 为旅游团队安排符合规定的导游人员;

(c) Take good care of the various documents submitted by tourists;

3、妥善保管旅游者提交的各种证件;

(d) Make the real explanation and the clear warning to those problems which may endanger the personal and property safety to the tourists, or require to be noted; take responsible measures when necessary to prevent damage from happening; take reasonable and necessary protection and assistance when the personal and property rights of tourists are being infringed, to avoid the expanding of the loss in equity.

4、对可能危及旅游者人身、财产安全的事项和须注意的问题, 向旅游者做出真实的说明和明确的警示, 并采取合理必要措施防止危害发生, 旅游者人身、财产权益受到损害时, 应当采取合理必要的保护和救助措施, 避免旅游者人身、财产权益损失扩大;

(e) Should arrange the activities with additional cost according to the contract, to force or coerce the tourists to participate in an additional charge of additional activities;

5、应当按照合同约定另行付费项目，不强迫或者变相强迫旅游者参加另行付费项目；

(f) Keep secrets to the personal information of tourists according to the law;

6、依法对旅游者个人信息保密；

(g) Deal with the complaints of the tourists in travel actively, when disputes arise, take appropriate measures to prevent the expansion of loss.

7、积极协调处理旅游者在旅游行程中的投诉，出现纠纷时，采取适当措施防止损失扩大；

Obligations of travelers

旅游者的义务

(a) Truthfully provide personal information, answer the questions which the travel agency staff asks about, and also the tourism activities associated with personal health information. Provided contact information must be frequently used or can be linked timely;

1、如实提供个人信息，告知旅行社工作人员询问的与旅游活动相关的个人健康信息，所提供的联系方式须是经常使用或者能够及时联系到的；

(b) Pay for the travel costs according to the contact;

2、按照合同约定支付旅游费用；

(c) Complete the travel with the group according to the contact; coordinate with the united management of tour guide; make appropriate measure to avoid the expansion of loss when unexpected events occur.

3、按照合同约定随团完成旅游行程，配合导游人员的统一管理，发生突发事件时，采取措施防止损失扩大；

(d) Comply with the local state and local laws and regulations; No engagement in the in illegal activities in the itinerary; No involved in pornography, gambling and drug-related activities;

4、遵守国家和地方的法律法规和有关规定，不在旅游行程中从事违法活动，不参与色情、赌博和涉毒活动；

(e) Observe public order and morality; respect the local customs of nation; respect for the personality of tourism service; keep civilized manner; no painting graffiti on the landscape and architecture; no spitting and littering;

5、遵守公共秩序和社会公德，尊重当地的民族风俗习惯；尊重旅游服务人员的人格，举止文明，不在景观、建筑上乱刻乱画，不随地吐痰、乱扔垃圾；

(f) Take good care of their belongings, especially valuables such as cash, bank cards, passports, cameras, mobile phones laptops and etc;

6、妥善保管自己的行李物品，尤其是贵重物品，例如现金，银行卡，护照，照相机，手机，手提电脑等等;

(g) When the dispute arises in itinerary, shall be resolved in line with the principle of equal consultation and take appropriate measures to prevent the loss of the expansion; not to deny boarding (cars, boats) and other acts to delay travel or out of the tour;

7、行程中发生纠纷，应当本着平等协商的原则解决，采取适当措施防止损失的扩大，不采取拒绝登机（车、船）等行为拖延行程或者脱团;

(h) In the free time, should be able to control risk to select activities; be responsible for their own safety;

8、自行安排活动期间，应当在自己能够控制风险的范围内选择活动项目，并对自己的安全负责;

(I) Please be aware and keep to the time and place that our tour guide requires to meet up. If you are late seriously or even off the travel group, please contact your tour guide immediately. Hino Travel is not responsible for the related transportation and other costs which happened under this situation.

9. 行程中应遵守导游所要求的集合地点和时间，若出现严重迟到或者脱队，请即时联系好导游并归队。但由此产生的一系列交通以及其他费用由客人自理。

(j) When your legal rights are being infringed and come to travel agency for assisting in the claim, provide the valid credentials.

10、在合法权益受到损害要求旅行社协助索赔时，提供合法有效的凭据。

Force majeure event and the impact of the effect of contact from the third party

不可抗力事件与第三方对合同效力的影响

(a) Due to the force majeure or accident resulting to the inability to perform or continue to perform the contract, the appropriate context can be changed by the travel agency after obtaining the agreements from over 50% of the team numbers; because of an emergency or in the condition which the agreements from more than 50% of the team numbers are not achievable, travel agency can decide to change the context but the decision must be provided the necessary proof.

1、因不可抗力或者意外事件导致无法履行或者继续履行合同的，旅行社可以在征得旅游团队50%以上成员同意后对相应内容予以变更，因情况紧急无法征求意见或者经征求意见无法得到50%以上成员同意时，旅行社可以决定内容的变更，但应当就作出的决定提供必要的证明。

(b) When the force majeure or accident occurs before departure, the parties by agreement may cancel or postpone the trip itinerary. When agency must cancel the trip, tourists participated in can achieve full

refund of travel expenses. Travel expenses incurred should be shared by both parties reasonably after consultation.

2、在行前遇到不可抗力或者意外事件的，双方经协商可以取消行程或者延期出行。取消行程的，旅行社向旅游者全额退还旅游费用。已发生旅游费用的，应当由双方协商后合理分担。

(c) In the case of force majeure resulting in the itinerary and the contact cannot continue, travel agency will refund the costs which has not yet cost; the increase of the travel fees needs to be afforded by the tourists.

3、在行程中遇到不可抗力导致无法继续履行合同的，将未发生的旅游费用退还旅游者，增加的旅游费用，由游客承担。

▲ Insurance Information

保险信息

Travel insurance is an essential issue. You are strongly suggested to get a travel insurance to cover for you trip. It is recommended for all clients traveling on these tours to have holiday insurance against loss of money and luggage, medical expenses, cancellation charges in the event of illness prior to departure, etc.

旅游保险非常重要。建议您选择合适的旅行保险。为防止财物或行李损失、医疗费用、由于生病而取消订单的费用等，所有客户在旅行出发前建议买好假日保险。

10. AMENDMENTS – By us

(j). 修改---我方修改

If we have to make a major change to your holiday arrangement because we are forced to do so by circumstances usually beyond our control, we will inform you immediately and our objective will be to minimize your inconvenience. We will try to offer you alternative arrangements as close as possible to your original reservation. In the unlikely event that they are of inferior value we will refund the difference in holiday price and also provide you with compensation detailed below. You will then have a choice of (1.) Accepting the change of arrangement; (2.) Taking another available tour we offer at a similar price; (3.) Canceling your holiday with a full refund (without compensation).

如果我们由于不可抗拒外力被迫对行程进行大规模修改，我们将及时通知你们，我们旨在最小化对您造成的不便。我们会为您安排与您的原定行程日期最接近的行程。在两种行程有差价的情况我们将返还差价并且提供下方的赔偿细则。您有以下选择： 1) 接受行程变更 2) 选择同等价格的其他行程 3) 取消行程，收回所付金额（不包括赔偿）。

Compensation for multi-days trips

多日游赔偿方案：

Notice before departure	Compensation per person
离出发日的时期	赔偿金额/人
More than 7 days	Nil
超过 7 天	0
3 - 7 days	£ 5.00
3 - 7 天	
0 – 2 days	£ 10.00
0 – 2 天	

Attention: One day trip does not enjoy any compensation based on this situation.

注：一日游不给与任何赔偿

Clearly such compensation does not apply to changes caused by reason of civil strife, riots, war, threat of war, natural disaster, industrial action, technical problems affecting transport, terrorist activity, and closure of airports or similar events beyond our control.

以上赔偿情况不应用于以下情况所造成的行程变更： 内战，暴动，战争，战争威胁，自然灾害，工业运动，机械故障造成的交通不便，恐怖活动，机场关闭及其他类似不可抗拒外力。

11. CANCELLATION – By us

(I). 取消行程—我方取消行程

The lowest tour prices printed are based on an economic number of people travelling together. Should this required minimum number of participants not be reached, we reserve the right to re-cost the price or to cancel any tour up to one weeks before departure, in which case we would make a prompt refund of all monies paid.

我们打印出来的最低价格是建立在拥有最理想人数成员的情况下。当某行程无法成团时，我们保留在出发前最早一个星期重新定价或者取消行程，若取消行程我们将以最快速度将客户所付款项全部退还并给与以下补偿。

Compensation for multi-days trip (face value below £ 200)

多日游赔偿方案 （团票价值 200 磅以下）

Notice before departure	Compensation per person
离出发日的时期	赔偿/人
More than 7 days	Nil
超过 7 天	0

5 - 7 days	Next Trip 3% off face price
5 - 7 天	享受下次参团 9.7 折优惠价格一次
3 - 4 days	£ 5.00 and next Trip 3% off face price
3 - 4 天	£ 5.00 赔偿并享受下次参团 9.7 折优惠价格一次
0 - 2 days	£ 10.00 and next Trip 5% off face price
0 - 2 天	£ 10.00 赔偿并享受下次参团 9.5 折优惠价格一次

Compensation for multi-days trip (face value above £ 200)

多日游赔偿方案 （团票价值 200 磅以上）

Notice before departure	Compensation per person
离出发日的时期	赔偿/人
More than 7 days	Nil
超过 7 天	0
5 - 7 days	Next Trip 3% off face price
5 - 7 天	享受下次参团 9.7 折优惠价格一次
3 - 4 days	£ 10 and next Trip 3% off face price
3 - 4 天	£ 10 赔偿并享受下次参团 9.7 折优惠价格一次
0 - 2 days	£ 20 and next Trip 5% off face price
0 - 2 天	£ 20 赔偿并享受下次参团 9.5 折优惠价格一次

One day Trip Compensation

一日游赔偿方案

Notice before departure	Compensation per person
离出发日的时期	赔偿/人
More than 2 days	Nil
超过 2 天	0
0 - 2 days	Next Trip 15% off face price
0 - 2 天	销售下次参团 8.5 折优惠价格一次

If we cancel your tour at any time as a result of circumstances beyond our control, as defined under Amendments, we will inform you without delay and will offer you the choice of an alternative holiday, if available, or a full refund of all monies paid. Should we cancel your tour within one weeks of departure for reasons other than those beyond our control, you will be entitled to a full refund of all monies paid plus compensation payable in accordance with the scale set out under Amendments. However, no compensation will be offered if you default in payment of the balance after our information of canceling your tour.

如果我们由于不可抗拒的外力原因而取消您的行程，我们定义这种情况为修改行程，我们将及时通知你们并提供相应的行程选择或者需要的话全部退还客户所付款项。当我们不是由于不可抗拒的外力原因在出发前一个星期内取消行程，我们将退还所有款项外加符合修改范围内的补偿。然而，如果您未能在我方取消行程前付款，我们将不会做出赔偿。

12. DELAYS AND BREAKDOWN

(m). 延误和抛锚

We wish we could guarantee to you that there is never be any delay or breakdown, but unfortunately delays or breakdown still occur. If and when this happens we will be on hand to look after you. If any delay or breakdown happened we would try to provide refresh meal when it is possible. Alternatively, we will give you £ 10 per person compensation for the first 5 hours delay or breakdown and a further £ 10 for each subsequent 5 hours delay up to a maximum of £ 30 per person unless you have a travel insurance policy (other than the one we offer) which provides such delay protection cover-in this case you must claim on your own insurance.

我们希望您的出行永远没有延误和车子抛锚的情况出现，但是不幸的是这种情况依然有发生。如果产生这种情况，我们将对你们负责。当延误或者抛锚出现的时候，我们尽可能提供食物，或者，在第一个 5 小时的延误或抛锚产生时，我们赔偿旅客 10 英镑/人，接下来每持续 5 小时的延误或抛锚 10 英镑/人的赔偿直至最高达 30 英镑/人。如果您购买了保险（不是我们提供的保险），您将可以向您的保险公司索要包含这种情况的赔偿费用。

13. COMPLAINTS

(n). 投诉

If you have a problem during your holiday, it is a legal requirement that you inform the relevant supplier and where available our local agent or guide who will put things right. If you are not satisfied locally you must obtain written confirmation of the complaint raised and write to us (headoffice@hinotravel.com) within 28 days after your return, then we will deal with it promptly and fairly within the terms of conditions.

如果你们在旅行中遇到问题，从法律上说您须通知相关供应商以及我们的分部或者导游，他们将为你们及时解决问题。如果您对于当下的解决方法不满意，请在返程后 28 日内写邮件给我们 (headoffice@hinotravel.com)，我们将依据合同条款尽快公平地解决您的问题。

Your Commitment to Us:

您对我们的承诺:

14. FULL PAYMENT

(o). 全款

You must pay full cost of your holiday 2 days before the departure date Your payment and the issuing to you of a confirmation create a contract between us. You should read and ensure you understand these (raising any queries you may have with us) before asking us to confirm your booking.

您须在行程出发前 2 天付完全款(一日游为一天前付完全款), 您的支付以及受到的订单确认表示我们之间的合同关系的建立。您必须确保在预定前您已阅读并理解这些条款 (如遇任何不解之处, 请和我们联系)

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15. AMENDMENTS – By you

(p). 修改---你方修改

Should you wish to change your holiday arrangements in any way we will do our best to meet your requirements. If you wish to make any alteration to your holiday after confirmation, you must inform us in more than 7 days (one day trip i rescheduled as four days) before departure and we will do our best to implement your request subject to availability. You will be liable to pay an administration charge of £ 25 per person per alteration. However if the alteration is requested within 7 days (one day trip i rescheduled as four days) before departure, it will be treated as a cancellation and you will be liable for the cancellation charges set out in the clause .

如果您需要修改您的行程, 我们会全力配合。如果您想对已经确认的行程进行修改, 您必须在行程出发前 7 天(一日游为 4 天)以上书面通知我们, 我们将尽力满足您的要求, 但结果取决于具体情况。您必须付 25 英镑/人/次的行政费用。如果您需要在行程出发前 7 天内修(一日游为 4 天)改您的行程, 我们将视您的修改为取消预订并按照取消预订的条款来处理您的情况。

16. CANCELLATION – By you

(q). 取消预订---你方取消

You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person signing the Booking Form and is communicated to us in writing. As this incurs administrative costs, we will apply cancellation charges (percentage of tour price) as shown:

您, 或者您的成员可以在任何阶段由签署预订表格的人写信告之我们您需要取消预订, 由于这将造成行政费用, 我们将收取取消费用如下 (总费用的百分比):

多日游取消费用 (注: 团票转让请参照具体条款)

Period before departure	Cancellation Charge
离出发日的时期	取消费用
More than 10 days (include 10 days)	Nil
超过 10 天	零
7 – 9 days (include 9 days)	30% ,or switch trip
7 天- 9 天 (含 9 天)	30%， 或团票转让
4 – 6 days(include 6 days)	50% ,or switch trip
4 天- 6 天 (含 6 天)	50%， 或团票转让
0 - 3 天(include 7 days)	100%, or switch trip
0 天- 3 天 (含 3 天)	100%， 或团票转让

一日游取消费用 （注：团票转让请参照具体条款）

Period before departure	Cancellation Charge
离出发日的时期	取消费用
More than 4 days (include 4 days)	30% ,or switch trip
超过 4 天 (含 4 天)	50%， 或团票转让
0 - 3 天(include 3 days)	100%, or switch trip
0 天- 3 天 (含 3 天)	100%， 或团票转让

17. Transfer trips to a third party

(r) 团票转让

If due to personal reasons, you wish to transfer your trip to a third party (the third party must be the same gender with you), please inform us at least 7 days before the departure of the trip. If you inform us within 7 days, we would like to charge you £10 per person. You can not transfer your trip to a third party two days before the departure of the trip.

若您因为自身原因要求转让团次给第三方（多日游以上必须为同性别），请您在在出团前 7 天通知我们，
 若您在七天内通知我们,我们将收取 25 磅/人的手续费，出团前二天内不得进行团票转让。

18. YOUR RESPONSIBILITIES

(s). 您的义务

a) You must be responsible for the behaviour of yourself and your party. We can refuse to accept you as a customer or refuse to continue dealing with you by terminating your holiday arrangements if your

behaviour is or is likely to be, in our reasonable opinion or other person in authority, disruptive, dangerous or upsetting to other people or if you have caused or are likely to cause damage to property. We will not pay any refund or any costs incurred by you if we have to terminate your holiday due to your unacceptable behaviour. We will then have no further responsibility for you (including any return travel arrangements).

a) 您将对您以及您的成员的行为负责。如果您的行为在我们或者其他权威人士看来是具有破坏性的，危险的或者危害到其他旅客的，或者您已经或即将损害财物的情况下，我们可以拒绝您成为我们的客户或者终止对您的旅行安排并拒绝继续为您服务。如果我们已经因为您的不当行为而终止对您的服务，我们不会支付任何由于您个人原因造成的损失，我们将不对您负任何责任（包括您返程的安排）。

Licensing

执照

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