**Booking conditions**

**LST Travel Agency acts as booking agent**

**LST Travel Agency**provides the service of selling holidays/tours/cruises on behalf of other service providers including the Principals we represent and the Principals featured by us and ancillary services such as bookings, arrangements and ticketing.

**LST Travel Agency does not provide travel services**

**LST Travel Agency** does not provide the transport, accommodation, meals or other facilities described in this Site. They are provided by air carriers, land carriers, cruise operators, hoteliers and other service providers as principal.

**Pricing**

The prices quoted by **LST Travel Agency**are based on the information available to us but are subject to change at any time up to the date of sailing without notice due to fluctuations in exchange rates, increases in land and airfare costs, airport charges port charges or government taxes or any other reason. Extra airport, port charges and government taxes may be charged to the guest after final payment has been received due to said fluctuations.

**Changes**

Itineraries are subject to alteration if airline schedules are amended, a tour is cancelled by the operator for whatever reason, or other conditions require it. If, in the unlikely event that we have to cancel your booking because of insufficient numbers booked or because of events outside our control, we will, if we are able to, offer you an alternative tour of a similar standard.

**Availability**

All services and prices advertised on this Site are subject to availability.

**Bookings**

**LST Travel Agency**agrees to make the reservations with the Principals offering the services described in this Site on their terms and conditions. Please note that each service provider has their own terms and conditions. You should read those terms and conditions carefully before proceeding with your booking.

Any variation to your booking after it has been made is subject to the terms and conditions of the contract with the relevant Principal.

**Cancellation fees**

Cancellations are subject to the terms and conditions of the contract with the relevant Principal. **Cancelled bookings will incur charges**. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced.  
We are unable to provide a refund to you until we receive the funds from the relevant Principal.

**Contract with Principal**

All coupons, exchange orders, contracts, tickets or vouchers issued by **LST Travel Agency**are issued subject to all tariffs, terms and conditions contained in the contracts in use by the Principals and constitute the sole contract between you and the Principal. These contracts are likely to be governed by the law in the country in which the relevant service will be provided. The laws in those countries may not confer the same rights on you as you enjoy under German law.

**Our responsibilities**

**LST Travel Agency**is responsible only for the services it provides.

**LST Travel Agency** is not responsible for any loss or injury to persons or property caused by any act or omission, whether negligent or otherwise, on the part of any Principal providing any services to any person who makes a booking through us. This includes any loss or damage in respect of luggage or other property and any dissatisfaction with the properties or services provided by the Principals. We strongly recommend that you take out travel insurance to protect you from some of these risks.

**Tell us about your experience**

**LST Travel Agency** endeavours to identify Principals with a reputation for excellent service delivery and customer focus to optimise your travel experience. While we expect that the travel services we promote will be performed as advertised we cannot guarantee the quality of the service you receive or that changes will not be made to your itinerary.

Although we cannot guarantee the quality of your travel experience, **LST Travel Agency**relies on your feedback. If your travel experience is less than you expected, please let us know so that we can take your comments into account when deciding what travel services to promote in the future. Of course, if your travel experience is more than you expected, we would also like to hear about it.

**Acknowledgements**

In organising your next trip, please remember:

**Health and visa requirements**

You are responsible for any health or visa requirement that may apply in the areas you will be visiting. Some countries require visas even if you are only transiting. Visas can take several weeks to process.  
If you are unsure of any health or visa requirements you should check with the embassies of the countries you will be visiting in Germany.

Each person (including infants) will require a valid passport. Passports must have at least 6 months validity from the date of your return to Germany.

**Maps and illustrations**

Route maps and photographic illustrations are for general purposes only and are not intended to indicate the exact route, facility, service or hotel, which may vary. Flying times are approximations only and may vary depending on schedules, actual flight routings and aircraft types.

**Additional expenses**

You are responsible for:

* the costs of passports or visas;  
  • the cost of meals other than those specified in the itinerary;  
  • excess baggage charges;  
  • personal items such as phone calls, laundry, drinks, room service etc.;  
  • sightseeing other than specified in the itinerary;  
  • taxes and other Government charges other than on accommodation;  
  • any costs in Germany; and  
  • travel insurance.

**Travel insurance**

You are strongly advised to insure adequately for the full duration of your travel arrangements in respect of illness or injury, death, baggage and personal effects.