

general information

We are pleased to provide you with the following information to help you through the booking process for your Ross Garden Tour.

Tour price information & Detailed Itineraries

The prices shown below are for the different Ross Garden Tour itineraries that are being operated throughout 2009. The prices are twin share per person in sterling, and include 4 or 5 star accommodation, a selection of meals, entrance fees to the gardens that we are visiting, transfers – and, of course, the services of our outstanding team of tour leaders, including on occasion, both Graham and Sandra Ross. The prices do not include the costs of any travel arrangements required to join up with the tour. Our partner company World of Experience Tours/Great Experience Travel will make these arrangements for you. Please call them on 08451 222 650 and ask them to send you the itineraries that interest you most.

Tour Product	Tour Start Date	Tour End Date	Twin Share Land Only per person	Single Supplement	Book & pay in full by the date shown to qualify for the Early Bird discount	Early Bird Discount per person	Previous Traveller Discount per person	Balance due on or before:
Vietnam	1-Mar-10	21-Mar-10	£3,295	£995	1-Nov-09	£100	£100	1-Jan-09
Norfolk Island	6-Mar-10	13-Mar-10	£1,495	£295	30-Nov-09	£50	£50	1-Jan-09
Sabah	14-Mar-10	27-Mar-10	£2,195	£360	20-Nov-09	£100	£100	1-Jan-09
Japan	4-Apr-10	16-Apr-10	£4,795	£670	1-Dec-09	£200	£100	1-Feb-09
France	4-Jun-09	19-Jun-09	£3,895	£750	5-Feb-10	£200	£100	1-Apr-10
United Kingdom	24-May-10	4-Jun-10	£3,650	£600	12-Jan-10	£200	£100	1-Apr-10
Western Australia	17-Aug-10	5-Sep-10	£3,650	£795	16-Apr-10	£200	£100	1-Jul-10
Outback Australia	13-Aug-10	29-Aug-10	£2,650	£360	5-Dec-09	£200	£100	5-Feb-09

Early Bird and Previous Traveller Discounts

If you book and pay for your Ross Garden Tour in full by the relevant date designated for your tour, you will be entitled to the Early Bird booking discount shown per person. If you have travelled on a Ross Garden Tour before, then please tell us this at the time of booking. You will then be entitled to the reduction shown in the price panel. If applicable, you can, of course, benefit from both the Early Bird and Previous Traveller discounts. If you have travelled previously on a Ross Garden Tour, but do not wish to take advantage of the Early Bird offer, then the Previous Traveller discount will be applied to the balance that you are due to pay us for the tour.

Selecting your tour & tailor-making your travel arrangements

Once you have decided which of the extensive range of tours suits you best, please contact World of Experience Tours on 08451 222650 to check availability. The World of Experience Tours team can, of course, help you with additional information and advice about the itineraries themselves and will then help you with planning the most suitable travel arrangements so that you can join the other members of the tour group at the starting point of the itinerary. Especially for the long haul destinations that we feature, such as Australia, New Zealand, Sabah (Malaysia), China, Japan, Vietnam, Canada etc. we can help you to plan a comprehensive itinerary that takes in not only the Ross Garden Tour that you wish to book, but stopover accommodation, additional tours in/around the country etc. Once we have agreed on your itinerary, we will ask you to complete the tour booking form (enclosed) and pay us a deposit to secure your place on the Ross Garden Tour along with a deposit against the cost of the travel services that you require (see below). You can pay the deposit – and subsequently the balance – by cheque or debit card. Should you wish to make your payments by Visa or MasterCard, then a 2.5% processing fee will be applied. In any event, at World of Experience Tours, we are bonded through our membership of the Travel Trust Association so that all your payments are fully protected.

Minimum group sizes & booking your travel and additional accommodation

All Ross Garden Tour itineraries run subject to achieving the minimum

numbers required to guarantee a tour departure. Whilst the company has an excellent record for operating all their tours, we recommend you make your travel and additional accommodation bookings on a changeable or refundable basis. In a limited number of cases, we may suggest that you delay booking your travel until we guarantee the departure. If you opt to go ahead and ask us to book your travel and any additional accommodation that you may require on a non-refundable basis, and the tour is subsequently cancelled due to insufficient numbers, then you will be liable for these costs and/or any administration and/or cancellation fees that may be levied by the different suppliers.

At the time you make your enquiry, we will advise you of the current status of your tour. In any event, if Ross Garden Tours are forced to cancel a tour due to insufficient numbers, you will be entitled to a full refund of that element of your deposit which has been paid to secure your place on the tour or to transfer your deposit to another tour from their programme. If a tour has to be cancelled due to insufficient numbers, this decision will be taken not less than 3 months prior to the scheduled departure date for the tour.

Travel insurance

It is essential that all passengers have adequate travel insurance to provide them with cover in the case of accident, illness, loss of baggage, delayed departure etc. It is also important that this cover is in place as soon as you make any payments in case you have to cancel your tour due to accident, ill-health etc. If you do not already have your own cover in place, we will offer you a good value policy that covers you for every eventuality. We can discuss your requirements with you as the policy premium that you pay will depend upon the total duration of your stay away and the level and type of cover that you require. Our policies are available for travellers up to 79 years of age at the date of travel. If you are older than this, then we can recommend specialist insurance providers who will be able to offer you a policy specifically designed for older travellers.

Passports, Visas & Health Requirements

All passengers must be in a possession of a valid passport which must normally have 6 months validity from your anticipated date of your

return, and where necessary, an appropriate visa. If you are a British Citizen, you currently do not require a visa to visit any of the European destinations that we feature, Sabah (Malaysia) or Japan. In the case of the Spain, Portugal & Morocco tour, the Spanish Immigration regulations now require that all entrants to Spain provide their personal information, including date of birth, passport number etc. before they travel to the country. The information that is required is included in the booking form. By completing the booking form, you permit us to supply all the required information to the Spanish authorities on your behalf.

In all cases, the name(s) that you show on the booking form must match those shown in your passport. If you prefer to be known by a Christian name which is not the first name shown in your passport, then please indicate this so that we can use this for the tour documentation. However, all travel documents/tickets must be issued to match the name order shown in your passport. If you are planning to change your name for any reason, for example, through marriage, you must advise us of the name as in the passport that you intend to use at the time of travelling. If you provide us with the incorrect information and travel documents are issued in the wrong name, then you may be refused boarding at passport control and/or may be required to pay a substantial amendment charge to have your travel documents reissued in the right name.

At the time of going to print, British Citizens require visas for entry into Russia, China and Vietnam, and a so-called Electronic Travel Authority (ETA) is required for the Norfolk Island tour as well as all the tours for Australia to join this programme. The cost of the visas/ETAs are NOT included in the price of the tour and/or the travel arrangements that are offered. We will provide you with the appropriate visa application documentation and will organise your visas for you for an additional charge, which will be confirmed at the time of booking. Currently a Russian visa will cost approximately £175 per person, China £145, Vietnam £95, and ETAs for Australia £20. Entry visas are not required for Japan or New Zealand, however, you will be required to pay departure tax at the airport as you leave the country. This is currently around £20 per person and is payable in local currency or by credit card at the airport. We suggest that you allow 4 weeks for the completion of all the visa formalities.

At the time of going to print certain inoculations are required for travel to Vietnam and others are recommended, but are not mandatory for China and Sabah (Malaysia). We recommend that you contact your GP for specific advice well in advance of your proposed date of travel, especially as certain medication, eg anti-malarial tablets, need some weeks before they become effective.

The British Foreign & Commonwealth Office (FCO) issues up to date travel information to help British subjects make informed decisions about travelling abroad. Please see the FCO website www.fco.gov.uk/knowbeforeyougo, or telephone 0870 606 0290.

Although World of Experience Tours will use its best endeavours to ensure that all clients are advised of any changes to passport, visa or health regulations which might apply to the different destinations that we include in the tour programme, it is still your responsibility to ensure that you have the appropriate person travel documents, inoculations etc. which are required for entry into the different countries. World of Experience Tours is not liable for any extra costs and/or disappointment which might be caused if you are refused entry to a particular country because you have the incorrect documentation.

If you are not a British Citizen or are not travelling on a British passport, please contact the Embassy/Consulate of the country that has issued your passport for appropriate information.

Hotel Information & Special Requests

Ross Garden Tours reserves the right to alter the hotels named in the brochures and substitute them for alternative properties of a similar style and/or standard. The provision of an alternative hotel, if required, will not be deemed to be a "major change" to the holiday arrangements as described in the World of Experience Tours booking conditions, and no compensation or refunds will be offered. Rooms at the hotels are reserved on a "run of house" basis. Should you wish to upgrade to an alternative room type, such as suites where available, please advise us of this at the time of booking and we will notify you of any supplements that might be payable. Alternatively, you can request such an upgrade when you check-in at the hotel and you will be responsible for paying any supplements which might apply directly to the property.

Where "special requests", such as low floors, vegetarian meals etc. are advised to us at the time of booking, these will be relayed to the different suppliers. However, it cannot be guaranteed that all special requests can, or will be, complied with, as this is at the sole discretion of the each of the suppliers. Failure to comply with a special request will not be regarded as a breach of our tour booking conditions.

Dress Code

There is no formal dress code for the Ross Garden Tour itineraries, however, you are visiting a variety of formal gardens and/or stately homes where casual wear such as shorts might generally be regarded as inappropriate. The dress code for the gala dinners is "smart-casual".

Emergency Contact Information

Prior to your departure, you will be requested to provide us with the name, address and telephone number of a friend or family member in the UK who we can contact in the case of an emergency during your tour.

In your pre-departure documentation, you will be provided with a 24-hour contact number in the UK for World of Experience Tours staff, and a contact number at Ross Garden Tours which may also be used in an emergency.



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