



ROYAL
ORCHID
HOLIDAYS

THAI
50th
ANNIVERSARY
1960-2010

2010-2011

Discover Thailand

Bangkok

All things to all people

Lanta Island

Sun-kissed Island Paradise

Chiang Rai

The land that time forgot

Plan the Thailand trip you've always dreamed of

Information & Conditions

Booking

Royal Orchid Holidays packages are sold in conjunction with Thai Airways International First, Royal Silk and Economy Class tickets, and are arranged at the same time flight tickets are purchased. Royal Orchid Holidays packages can be purchased by passengers travelling from Europe, North America, Australia, New Zealand, the Middle East and South Africa on services operated by THAI, partner airlines and non-partner airlines. Passengers travelling within Thailand must fly by THAI or associated domestic carriers to those destinations not served by THAI.

Tour Price

The quoted tour price includes transportation, transfers, accommodation, some meals, service charge, government tax, tours, etc., as outlined in each tour description. Tour price is based on a minimum participation of two members. For one person travelling alone a surcharge as detailed in the price list will be levied.

Expenses other than those specified in each tour itinerary e.g. airport taxes, meals, sightseeing, cost of passport, visas or other documentation, laundry, liquor, excess baggage charges, tips, personal or baggage insurance, cable, telephone or communications charges, or any items of a personal nature are not included in the price quoted.

Children's Discount

One child under 12 years is generally granted a reduction of 50% of the tour price, provided that he/she is accompanied by at least two full-paying adults and stays in the same room. As some tours vary, please check the exact details with THAI or your travel agent before any reservations are made.

Accommodation and Meals

Accommodation with bath and/or shower and air-conditioning is provided at hotels listed under the Royal Orchid Holidays tour programme according to their category or standard. Accommodation is in a shared twin-bedroom, with a supplementary charge for single occupancy. For a third occupant sharing the same room, a roll-away bed will be provided. Please note THAI cannot guarantee accommodation in a particular hotel and reserves the right to substitute a hotel of similar standard should the situation require it. In large cities and major beach resorts the quality of every aspect of Thailand's hotels is up to the highest international standards, across the range of prices, but in more remote locations and adventure destinations, first class hotels offering the fullest range of facilities do not always exist. In these situations, Royal Orchid Holidays will arrange the best standard of accommodation available in each category.

All Royal Orchid Holidays include American breakfast. Some itineraries also include other meals, as shown in each description. Meals are indicated in the text by: B-breakfast, L-lunch, D-dinner.

Transfer and Tours

Private cars, minibuses or motor coaches are used for passengers awaiting commencement of the tours and transfers depending on number of participants travelling on the same day. In all major destinations tours and transfers are on a seat-in-coach/car basis.

Baggage Allowance

Free baggage allowances are 40 kgs/88 lbs per person for First Class passengers, 30 kgs/66 lbs for Royal Silk Class and 20 kgs/44 lbs for Economy Class passengers, as per IATA regulations.

Extension of Stay Expenses

Stopover expenses, accommodation, etc., for passengers awaiting commencement of their chosen tour, after terminating, or while awaiting onward connections, are not covered in the tour price. In most cases, however, THAI can arrange for accommodation and other services at the point of arrival, or departure at special, favourable prices.

Tour Escort

Royal Orchid Holidays are not usually accompanied by a tour escort. All sightseeing tours and most transfers, however, which are operated on a seat-in-coach basis, include the services of a local English-speaking guide.

Departure Days

Royal Orchid Holidays begins on days when THAI has a scheduled flight to the destination covered, except tours where a specific departure day or date is mentioned. Participants travelling on the same date to the same destination are considered as one group. Transfers and tours are therefore operated jointly.

Programme Changes

All Royal Orchid Holidays are pre-arranged packages and no individual programme changes or modifications can be made. THAI reserves the right to rearrange the order of any tour itinerary, to cancel or to substitute elements of any plan without notice when local conditions force such changes.

Travel Documents

Passengers must possess a valid passport and are responsible for obtaining necessary visas, etc., prior to departure. Please check with travel agent or THAI for details of visa requirements and to collect Tour Orders (vouchers) which serve as form of payment for hotels and optional services.

Trekking Notes

Adventure tours featuring trekking are unsuitable for children and the elderly. Travellers should be reasonably fit. Travel may be by mountain bike, open mini truck or 4WD, while accommodation may include simple forest lodges, without private facilities. Routes are liable to change with seasonal variation. Tours featuring river rafting may not operate during dry season months, February-June. Take backpack for daily needs, a hat, sun glasses, swimsuit, and waterproof camera bag, if rafting.

Deposit/Cancellation/No-show

A deposit of US\$50.00 or its equivalent in other local currencies per person is usually payable at the time when tour reservation is made. This deposit is fully refundable if the arrangement is cancelled up to 7 days before the date of departure. If such cancellation is made less than 7 days before the departure date of the tour your deposit will be forfeited. The balance of the full tour price must be paid before departure. In the event of a 'no-show', a penalty charge will be levied of US\$ 50.00 per person, or a one-night room charge, whichever is greater. Please note that for certain tour programmes there are specific rules regarding deposit cancellation conditions. Check with THAI or your travel agents for details.

Refunds

After commencement of travel no refund, either in full or in part, will be given for unutilised services included in the programme. Claims involving refunds require supporting evidence of cancellation, and passengers are required to inform THAI's Royal Orchid Holidays in writing within 30 days of the last flown THAI flight.

Responsibility of THAI

THAI, hereinafter called "the Airline" acts only as agent for the person or companies providing accommodation, transport or other services,

hereinafter called "Service Providers", and the Airline issues all coupons, vouchers, tickets or other documents on the Service Providers' terms and conditions. The tour members acknowledge that neither the Airline, nor its subsidiaries, affiliated companies, servants or agents shall be responsible or become liable in contract or tort for any injury, damage, loss, delay to person or property, additional expenses or inconvenience caused directly or indirectly by any Service Provider or by "force majeure" or other events beyond the Airline's control, including, but not limited to war, civil disturbance, pilferage, delays, severe weather, Acts of God, Acts of Government, accidents to or failure of machinery, equipment, vehicles or industrial disputes. The Airline shall not be liable for, or responsible to, any tour member in the event of dissatisfaction based on personal opinion regarding the standard of service or accommodation provided by any Service Provider nor be liable or responsible for any disappointment, distress, lack of enjoyment arising from any act or omission whatsoever. The Airline will only acknowledge liability in the case of proven justified complaints relating to specific and tangible inadequacies of facilities, accommodation or services provided. In the event of such a complaint the passenger is requested to immediately contact the local Royal Orchid Holidays representative or Service Provider, hotel, etc., for remedial action to resolve any problem or irregularity at that time. Only if such a complaint has been lodged will the Airline consider to fully investigate and act on any complaint.

Insurance

We strongly recommend that you take out a holiday insurance policy. Please ask your travel agent or Thai Airways International for the policies they have available, or speak to your own insurance broker.

Brochure Content

This Royal Orchid Holidays brochure is valid as from 1st April 2010 until 31st March 2011, but is subject to change without notice before the tour begins or during any tour. THAI has endeavoured to ensure that all information in this brochure is accurate, but can accept no responsibility for inaccuracy, or truth of statements made. Illustrations are intended to set the mood for each tour destination and may not present actual views as seen on a specific tour. All fares and prices quoted in the Royal Orchid Holidays price list supplement to this brochure are correct at the time of publishing. Such fares, prices and international rates of exchange are subject to change which in turn may affect tour prices quoted in the price list. In spite of a deposit or full payment having been made, any increase in the tour price must also be paid by the tour member. If such increase is unacceptable, the tour member retains the right to cancel his/her booking. However, attention is drawn to the possibility that some cancellation charges may be imposed covering the Airline's cancellation cost.

Please note that special booking conditions or legal limitations may apply in specific markets. In those cases the full information is included in the local price list and the agent's operation manual.