



## Booking Information

**Reservation:** Please mail, fax, e-mail, or deliver valid travel documents to our offices for booking. Copies of all travelers' passports and a completed and signed reservation form are required for booking. China International Travel CA, Inc. (hereafter referred to as "CIT") will use customers' names as they appear on their passports for reservations and ticketing.

**Deposit:** A \$300 deposit per person is required when making a reservation. In the event that the deposit does not reach us within 7 days after the booking is made, we will assume that you no longer wish to travel with us and we will release any arrangements reserved for you. The booking becomes a contract at the time you submit your deposit, and CIT reserves the right to purchase your air tickets at any time afterward.

**Final Payment:** Final payment must be received no later than 45 days prior to departure. If CIT does not receive your final payment 45 days before departure, we reserve the right to cancel your reservation and charge cancellation fees accordingly. If the booking is made less than 50 days before departure, the full amount should be paid when booking.

### **Cancellation:**

Notice of cancellation must be received by fax or mail; verbal notice only will not be considered sufficient. Please contact CIT to confirm that we have received your cancellation notice. A cancellation fee will be charged according to the following criteria\*:

- 60 or more days prior to departure: \$200 per person will be assessed.
- 45-59 days prior to departure: \$300 per person will be assessed.
- 30-44 days prior to departure: \$400 per person will be assessed.
- 15-29 days prior to departure: \$500 per person will be assessed.
- 3-14 days prior to departure: \$1000 per person will be assessed.
- Less than 3 days or nonappearance: 100% of total charge.

*\* If the listed amount is greater than the cost of the services rendered by CIT, the cancellation fee will be limited to the full cost of the services.*

If tickets for any form of transportation (including, but not limited to, airline, cruise, or train) have already been issued or final confirmation has been received at time of cancellation, an additional penalty will be assessed in accordance with the policies of the company providing the transportation.

### **Travel Insurance:**

*CIT provides a complimentary travel accident insurance policy to customers traveling within Mainland China at no additional charge.*

**Complimentary Mainland China Travel Accident Insurance provisions:** During the coverage period, which begins after travelers enter Mainland China and start participating in the itinerary activities arranged by the travel agency and ends when the itinerary concludes, departure procedures are completed, and the tour participants leave China, the policy provides the following benefits: ¥200,000 (*renminbi*) for accidental death and disability, ¥48,000 for death caused by acute disease, ¥14,000 for medical expenses, and ¥24,000 for repatriation of remains; the total amount covered is ¥286,000 *renminbi*. (The coverage period does not include early arrival or late departure periods arranged by clients that are not part of the standard tour itinerary.) *Although we do not anticipate any changes to the terms of this policy, it is your responsibility to ask us for up-to-date information.*



As it is important for your self-interest and protection to make certain you have adequate insurance protection against all eventualities throughout your trip, we strongly recommend that you purchase these additional protection plans:

- **Preferred Benefits Gold Plan:** trip cancellation/interruption, travel delay, loss or delay of baggage or travel documents, accidental death and dismemberment
- **Preferred Benefits Silver Plan:** medical expenses due to injury or illness, emergency dental treatment, medical evacuation, expenses for a physician-recommended escort, repatriation of remains

*CIT provides, at no additional cost, a complimentary Silver Plan policy to customers who make full payment no later than 50 days prior to departure date. Please ask us about these policies at the time you make your initial reservation. For information about exclusions and limitations, please refer to the Preferred Benefits Description of Coverage brochure.*

### Travel Protection Insurance Details

#### Preferred Benefits Silver Plan:

<u>Benefits (Per Person)</u>	<u>Maximum Limit</u>
Medical Expense (Primary)	\$100,000
Emergency Medical Evacuation	\$1,000,000

<u>Trip Length</u>	<u>Premium per Traveler</u>
11 Days or less	\$24
12–21 Days	\$36
22–36 Days	\$56
37–48 Days	\$72
49-180 Days	\$72 + \$4 per day

#### Preferred Benefits Gold Plan:

<u>Benefits (Per Person)</u>	<u>Maximum Limit</u>
Trip Cancellation	Up to Trip Cost (Max. \$25,000)
Trip Interruption	Up to 125% of Trip Cost
Baggage/Personal Effects Loss	Up to \$1,000
Baggage Delay	\$100
Travel Delay	Up to \$200 per day (Max. \$1000)
Accidental Death & Dismemberment (Principal Sum)	\$25,000

$$\frac{\text{Trip Cost}}{\text{(Per Traveler)}} \times \frac{.055}{(5.5\%)} = \text{Premium}$$

**Where to present a claim:**  
Preferred Benefits Claims Department  
PO Box 47  
Stevens Point, WI 54481  
Tel: 1-866-221-0578

#### Air Ticketing:

A round-trip economy class ticket is included with the tour for passengers departing from SFO or LAX to Beijing, Shanghai or Hong Kong. Please call a representative of CIT to upgrade your air ticket to business class at a special rate. Early departure or late return will incur an additional charge of \$50 per person.

All taxes, fees, and surcharges associated with airline tickets vary by airline and travel destinations and are subject to change at any time during the year. Clients are responsible for any such extra charges should they occur.



**Shopping:** In most cities you visit, your itinerary will include one or two prearranged shopping stops, a method of keeping tour costs down that is universally practiced in China. However, these stops will be of limited duration, and you should not face pressure from your tour guides or anyone associated with CIT to make purchases. If you do, or if you feel the time spent at any stop is inordinately long, please notify us as soon as possible.

**Hotel Accommodations:**

Tour fares are based on two adults sharing one twin-bed room; a “single occupancy” or “single supplement” charge applies to travelers who request a single room. Please notify us of your desired accommodations when booking. CIT will use the hotels listed in our brochures or other promotional materials. We reserve the right to substitute hotels of similar quality and accommodations if the hotels listed in our brochures or other promotional materials are not available.

It's our pleasure to help you find someone to share a room with you, but CIT makes no guarantee of being able to do so.

**Meals:** Meals will be provided in hotels, local restaurants, or on board domestic or international flights as specified in the itinerary. In general, three meals a day are included in the cost of the itinerary.

**Sightseeing:** While the sightseeing program is specified in the itinerary, final arrangements will be determined by your local tour escort or tour manager as affected by circumstances beyond the control of CIT, such as weather, acts of God, dangerous circumstances, transportation difficulties, fire, breakdown in machinery or equipment, acts of government or authorities, and other local conditions such as military conflicts or civil unrest. However, we will adhere to the original itinerary as closely as possible.

**Admission/Entrance Fees:** All necessary main entrance fees for the programs or places mentioned in the itinerary will be included in the price of the tour.

**Tour fares do not include the following:**

- Fees for extended stays.
- Tips for tour leader, tour guides, driver, bellhops, etc. We suggest \$8 to \$10 per person per day.
- Chinese visa processing fee, passport application or renewal.
- Airfares for travel between your hometown and the gateway city.
- Any other charges caused by the acts of God, natural disasters, fires, weather, acts of government or authorities, political changes, strikes, war, riots, quarantine, customs regulations, damages or injury caused by accidents beyond the responsibilities of travel agents and/or incurred due to violations of the law by tour participants.
- Any items not listed in the itinerary.
- Any personal charges, such as phone bills, laundry, postage, additional baggage charges (for overweight, oversized, and/or excess baggage), insurance, beverages, water, etc.

**Charges for children:** Children 11 years and under who share a room with two adults and do not ask for an extra bed will be charged the listed child fare or 75% of the regular adult price; if they need an extra bed in the same room with two adults, the cost will be 90% of the regular adult price. Children 12 and older will be charged at the regular adult price.

**Airfare:** Prices listed are for departures from Los Angeles (LAX) and San Francisco (SFO), based on Air China (CA) V Class. For New York (JFK) departures, the additional tour fare is \$100; fuel surcharge, taxes and fees are as listed. Fuel surcharge and taxes are associated with airlines and are subject to change at any time without prior notice. For departure gateways other than Los Angeles (LAX), San



Francisco (SFO), and New York (JFK), please add appropriate USA domestic add-on fare (certain exclusions may apply):

**Eastern Time Zone:** add \$350  
**Mountain Time Zone:** add \$250

**Central Time Zone:** add \$350  
**Pacific Time Zone:** add \$100

## Terms and Conditions

All tour prices are in US dollars and are based on tariffs and rates of currency exchange in effect in November 2009 (\$1 = 6.8 RMB). These rates are subject to change as deemed necessary and fair by CIT (excluding customers who have already paid in full).

When the total number of tour participants falls below 6 persons, CIT reserves the right to cancel the tour 30 days or more prior to departure. Liability is limited to full refund of money received by CIT. However, depending on air ticketing circumstances, sometimes tours with fewer participants may still proceed.

All customers who plan to travel abroad must have passports that are valid for at least 7 months from the time of entry into China. For non-US passports, please consult a representative of CIT for details. CIT is not responsible for any rejection of entry by immigration and/or customs officials, even if the tour participant holds a valid passport and proper visas. Tour costs cannot be refunded, exchanged, or transferred under such circumstances.

If the services included in the tour cannot be provided or there are changes in an itinerary for reasons beyond the control of CIT, any additional expenses will be payable by tour participants. The tour participant agrees that neither CIT nor its affiliates shall be liable for tour schedule changes, delays, damages, losses, robbery, fraud, violence, sickness, and injury caused by acts of God, natural disasters, fires, acts of government or authorities, a political change, strikes, war, riots, quarantine, and customs regulations, nor shall we be liable for damages caused by any accidents beyond the responsibilities of travel agents and/or incurred due to violations of the law by tour participants.

The checked baggage allowance (as of April 2009) for transpacific flights is two pieces per person with combined total dimensions not exceeding 106 inches, provided that neither piece exceeds 62 inches or 50 pounds; the carry-on baggage allowance is one carry-on bag with total dimensions not exceeding 45 inches and one personal item such as a purse, briefcase, or laptop. Please note that for domestic flights within China, the baggage allowance is one piece of checked baggage only, not to exceed 44 pounds; carry-on baggage is limited to one piece with combined total dimensions not exceeding 45 inches. Because of the limited checked baggage allowance for domestic flights within China, we strongly recommend that our customers plan to check in only one piece of baggage per person. Customers of CIT are responsible for any excess baggage charges and insurance. Please check the airlines' websites for more specific information and for the most recent baggage allowance information, as these regulations are subject to change at any time.

Children under 12 who share a room with 2 adults and do not request an extra bed in the same room will be charged 75% of the adult price. Those who request an extra bed in a room shared with 2 adults will be charged 90% of the adult price. Children 12 and over will be charged at the regular adult price.

Although CIT will be happy to assist customers with any shopping needs, we do not take any responsibility for any items purchased at shops on the tour. Any after-sale correspondence must be between the customer and the shops. Observe US customs restrictions when bringing home any goods from the tour.

CIT reserves the right to exclude any customer from participation in a tour (or from the remainder of a tour already in progress) when such a person's health, mental or physical condition, physical infirmity or general deportment might impede the operation of the tour or the rights, welfare, comfort, or enjoyment of



other tour participants. Any unused tour feature, including air transportation, other forms of transportation, and other activities and arrangements, is not refundable, exchangeable, or transferable.

To ensure the smooth operation of the tour, CIT recommends that travelers be in good health. CIT will bear no legal responsibility for any factors that may affect your health; your health is your own responsibility. Please consult your physician regarding your wellness and ability to travel long distances; any travelers with serious health conditions should get permission from their doctor to participate in a CIT tour. Out of consideration for your own safety and for the benefit of any other travelers in the group, you are responsible for honestly informing CIT at the time you make your reservation of any physical or mental disability that requires special treatment or attention or that makes long-distance travel or participation in a tour inconvenient or difficult for you. CIT will make reasonable efforts to accommodate the special needs of disabled participants but is not responsible for any denial of services by carriers, hotels, restaurants, or other suppliers. Tour buses are not equipped with wheelchair ramps. Wheelchairs and walkers cannot be carried on tour buses due to space limitations. We regret that we cannot provide individual assistance to travelers with walking, getting on or off tour buses and other transportation vehicles, or other personal needs. A qualified travel companion must accompany travelers who need assistance. Any tour feature that is unused as a result of a health condition, including air transportation, other forms of transportation, and other activities and arrangements, is not refundable, exchangeable, or transferable.

The carriers, hotels, and other suppliers providing tour services are independent contractors and are not agents, employees, or servants of, or joint ventures with, CIT or its affiliates. All certificates and travel documents for tour services issued by CIT are subject to the terms and conditions specified by the suppliers and to the laws of the countries in which the services are provided.

The English translations of CIT's itineraries are based on the Chinese versions but may not include every expression or detail included in the original Chinese version due to translation difficulties or space limitations. CIT accepts no responsibility for any printing errors or omissions in either the Chinese version or the English version.

**CIT Privacy Policy:** CIT will not discuss or disclose any client's personal information or details of any client's travel arrangements with any third party other than the client's authorized agent, airlines, hotels, or land and cruise operators. CIT will not use any personal information obtained from any client for any purpose other than making travel arrangements for, providing services to, and communicating with said client without the explicit permission of the client.

*The act of making a reservation with and/or payment to CIT for any travel arrangements shall be construed as agreement with and consent to these terms and conditions as well as the following statement of responsibility.*

### **Statement of Responsibility**

CIT, as tour operator, acts only as agent. All travel arrangements included in your trip are made on clients' behalf upon the express condition that neither CIT nor its agents and affiliates shall be liable or responsible in the absence of its or their negligence for any direct or indirect consequence or irregularity of any kind which may be construable as having occurred by reason of any act or omission of any person or entity, including without limitation, any act of negligence or breach of contract by any third party such as an airline, train operator, motor coach operator, private car operator, cruise vessel operator, boat operator, the operator of any other conveyance, hotel operator, sightseeing provider, local ground handler, etc., which is scheduled to supply or does supply any goods or services for customers of CIT. Participant understands that CIT neither owns nor operates such third party suppliers and accordingly agrees to seek remedies directly and only with those suppliers and also agrees not to hold CIT responsible for their acts, whether of omission or commission. Without their limiting the foregoing, CIT and its agents are not responsible for any losses or expenses due to delay or changes of schedule, overbooking of accommodations, default of any third parties, sickness, weather, strikes, acts of God, acts of terrorism,



force majeure, acts of government, civil disturbances, war, quarantine, customs regulations, epidemics, criminal activity, or for any other cause beyond its control. All such losses or expenses must be paid for by the participant.

CIT accepts no responsibility for the value, reliability, quality, or authenticity of any goods purchased while on tour or for any mailing, freight, or shipping arrangements.

CIT reserves the right to exclude any customer from participation in a tour (or from the remainder of a tour already in progress) if such a person's health, mental or physical condition, physical infirmity or general deportment might impede the operation of the tour or the rights, welfare, comfort, or enjoyment of other tour participants.

CIT reserves the right to substitute hotels, alter the itinerary, withdraw any tour, and make any other desirable alteration to travel arrangements to ensure the smooth operation of tours. CIT reserves the right to cancel the tour prior to departure for any reason. Liability for such cancellation is limited to a full refund of money received by CIT from the client, and such a refund will constitute full settlement with the client.

All tour prices are in US dollars and are based on tariffs and rates of currency exchange in effect in November 2009 (\$1 = 6.8 RMB). These rates are subject to change as deemed necessary and fair by CIT (excluding customers who have already paid in full).

All tour fares shown, except in China, are based on the value of foreign currencies in relation to the US dollar in effect in November 2009 (\$1 = 6.8 RMB) and on the status of tariffs on the same date, and tour fares are subject to adjustment (excluding customers who have already paid in full). In China, costs are quoted by the CIT home office in US dollars. However, the CIT home office reserves the right to alter or adjust its costs. In the event of an increase in CIT's cost for providing any service within China, tour fares are subject to adjustment. CIT also reserves the right to cancel any tour prior to departure for any reason. In such a case, a full refund of all payment will constitute full settlement with tour participants. The CIT home office has sole and exclusive control over the operation of all tours in China. The CIT home office reserves the right to make alterations or adjustments in the itinerary as to destinations, transportation, accommodations, and all other services. Neither CIT nor any agent, subsidiary, or affiliate of CIT shall be responsible for any such alterations made by the CIT home office.

Baggage is carried at the owner's own risk, and baggage insurance is recommended.

CIT highly recommends that all travelers secure adequate insurance coverage, and CIT accepts no responsibility for any costs or expenses that may occur as result of a client's failure to secure adequate insurance coverage. Many health insurance policies do not cover expenses outside the USA.

CIT is not responsible for any client's visa or passport requirements and will not give any refund for unused services or reimbursement of any additional expenditure if a client is denied entry to a country for this or any other reason.

CIT is not responsible for typographical or printing errors or omissions in its promotional materials, including brochures, flyers, and advertisements. CIT reserves the right to make changes to the itineraries presented in its promotional materials for any reason. Clients should refer to CIT's website, at [www.chinatravelca.com](http://www.chinatravelca.com), for the most recent versions of our itineraries.

The general conditions under which you agree to utilize the services of CIT may not be amended in any way, except in writing and by an authorized officer of CIT. By utilizing the services of CIT, you agree that the exclusive venue for all claims shall be the County of San Mateo, State of California, and such claims shall be determined according to the laws and jurisdiction of the State of California.

The act of making a reservation with and/or payment to CIT for any travel arrangements shall be construed as agreement with and consent to the above terms and conditions as well as to this statement of responsibility.