

Real Russian Travel Services

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When booking travel services, please read carefully the following information

1. In these terms and conditions, 'we' and 'us' are Real Russia Limited. By making a payment for travel services to us you agree that you have read, understood and agree to these terms.
2. No variation of these terms may be agreed by any employee or agent of Real Russia Ltd unless approved in writing by a director of the company.
3. All prices quoted are inclusive of any applicable UK, Russian or local taxes and fees and are valid for the day of quotation only.
4. We quote prices for travel services only in the following currencies:
 - 4.1. British Pounds (GBP)
 - 4.2. Euros (EUR)
 - 4.3. United States Dollars (USD)

Payments taken online or by credit/debit card will be converted to British Pounds at the prevailing rate of the card issuing bank.
5. All travel services are fully pre-paid before you arrive and only additional services that you request while in Russia should be paid directly there.
6. Options for paying for your travel services include:
 - 6.1. Online with a dedicated payment link which will be in any email you receive from us.
 - 6.2. Online at the following link: <http://www.realrussia.co.uk/inc/custompayment.asp>
 - 6.3. Credit or Debit card either by calling us with your card details or completing and sending us a credit/debit card authorisation form (see last page of this document).
 - 6.4. Cheque or postal order drawn in sterling on a UK bank payable to "Real Russia Ltd".
 - 6.5. Online through Paypal to **sales@realrussia.co.uk**
 - 6.6. Cash.
 - 6.7. Bank transfer – please note bank transfers can take up to 5 working days to arrive at our account.
7. For full payment options and any **current applicable surcharges** please see the following link: <http://www.realrussia.co.uk/faq2.asp#faq27>
8. We require that cleared funds for the full cost of the services are received by us before we will process your request.
9. You are responsible for any additional costs involved in making a payment or refund transaction including, but not limited to, bank transfer charges, credit card surcharges and currency conversions.

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10. Certain services may also be purchased directly from our Moscow office, payment there may be made by Credit or Debit card in Pounds Sterling or Russian Roubles, or by cash in Russian Roubles.
11. If you send us your credit / debit card details on an authorisation form, **we will only charge this after** we have confirmed your services and the associated costs.
12. You are responsible for ensuring that you have the appropriate travel, identity or visa documents for any countries you are visiting or transiting through. Booking a travel service in a country is not the same as having a visa if it is required.
13. For Russian rail tickets including local services such as Moscow to St Petersburg and international services such as the Trans-Mongolian Express, **it is not possible to confirm prices or issue the tickets more than 45 days before departure** of the train. However, to allow for budgeting and planning of your trip we offer the following facilities:
 - 13.1. You may reserve a ticket up to 180 days before departure of the train without payment.
 - 13.2. Within 75 days of departure of the train we will confirm in writing the current ticket price(s) for your requested journey, please note you are responsible for maintaining an active email address for this purpose.
 - 13.3. Within 60 days of departure full payment at the current ticket price is required to maintain the reservation or your request will be automatically cancelled.
 - 13.4. On day 45 before departure (the day the tickets become available for sale) we will book and issue the ticket and an adjustment of the ticket price paid may be made, that is either you will need to pay or we will refund the difference between the pre-payment and the final price.
 - 13.5. Refunds of pre-payments and cancellation of ticket requests may be made up to the point we actually book your tickets without penalty. All such requests must be made in writing and be acknowledged by us in writing to be effective.
14. For **regional or international plane tickets, train tickets, bus tickets, river boat tickets or other travel tickets** we require that you pay for these in full, inclusive of any delivery charges, before they are issued.
 - 14.1. Tickets will only be issued when you have confirmed in writing the journey and passenger details.
 - 14.2. All bookings are accepted on a request basis only. Acceptance of a request does not imply availability of a ticket. Ticket requests are generally processed by our Russian office on a "first come first served" basis during working hours Monday to Saturday excluding Russian state holidays.
 - 14.3. Where we are booking multiple legs you should be aware that generally these will be booked individually and while we will endeavor to book the leg and service level requested we cannot guarantee this. Where we cannot book a leg or the required service level then we will offer alternative options, or, if you decide to change or cancel any pre-booked tickets then the cancellation or change of those tickets follows the policy outlined in this document.
 - 14.4. Where more than one person is travelling together we will always endeavor to ensure that they are in the same cabin or compartment unless otherwise instructed. However, where there is limited availability and it is not possible to book the same cabin or compartment we will book what is available, unless otherwise instructed. In such a

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- situation we will offer alternative options, or, if you decide to change or cancel any pre-booked tickets then the cancellation or change of those tickets follows the policy outlined in this document.
- 14.5. For Trans-Mongolian, Trans-Manchurian and Trans-Siberian journeys, if you request a first class cabin then we will do our best to obtain this. However, you acknowledge that you understand that as the number of first class cabins is limited this may not always be possible. In this situation (only where two persons are travelling together) we will obtain all four places of a second class cabin for your sole use at no additional cost to you.
 - 14.6. In general, there is a sliding penalty for canceling tickets that is dependent upon a wide range of factors which means that there may be between a 100% refund to none at all. Please see our web site for the current standard cancellation charges though note that specific routes, trains or railway networks may have different penalties.
 - 14.7. Refunds will only be made only after the ticket issuer has confirmed to us any fines or penalties to be applied.
 - 14.8. In general it is possible, subject to availability and terms of issue of the ticket, to make changes to these. Where this is possible, there is a sliding charge for changing them that is dependent upon a wide range of factors.
 - 14.9. In any case of cancellation by you or amendment requested by you of an issued ticket there is a standard charge of £10.00 per ticket.
 - 14.10. We must have the tickets in our possession to issue a refund or amend them. If you have the tickets in your possession and you wish to cancel or amend them then you must return them to our Moscow office at your cost, and when we receive them we will use this as the date for calculating the refund or amendment charge, not the date you inform us that you wish to cancel or change your tickets.
 - 14.11. Please note that any courier or postage costs used are not refundable.
 - 14.12. Real Russia is not responsible and will not be liable for the failure of any third parties, such as courier or postal services.
15. For **Hotels and Apartments** (accommodation) we require that you pay a minimum of two nights in advance before we will confirm the booking.
- 15.1. Accommodation will only be booked when you confirm in writing the hotel/apartment, room requirements and guest details.
 - 15.2. All bookings are accepted on a request basis only. Acceptance of a request does not imply availability of the accommodation.
 - 15.3. The room rates are not finalized until confirmation is received from the hotel. Rates can change without notice depending on the season, local currency exchange rates, and other factors.
 - 15.4. The full amount should be paid in full at least seven working days in advance of check-in, excluding Russian and UK Public holidays otherwise we reserve the right to cancel the booking without notice and retain the first two nights' monies paid.
 - 15.5. Generally accommodation cancelled by you in writing at least five full working days in advance, excluding Russian and UK Public holidays, will be refunded in full, subject to any specific cancellation policy of the hotel or apartment.
 - 15.6. If your booking is confirmed and you wish to cancel your reservation we will apply a £15.00 per-room cancellation fee.
 - 15.7. If free visa support has been provided as part of the booking and you cancel the hotel then the cost of the visa support will be applied before any refund is made.
 - 15.8. Generally booking details for accommodation may be changed up to five working days before check-in without penalty, though any balance on the difference in cost must be paid in full at the time. This is subject to any specific policy of the hotel or apartment.

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- 15.9. Changes made to a booking within five working days of check-in may attract a minimum one night penalty charge by the hotel or apartment owner.
 - 15.10. Most hotels and apartments operate a check-in and check-out policy based on fixed times. If you check-in before or check-out after these times you may be required to pay a minimum extra half day charge dependant upon the specific policies of the hotel or apartment. Please confirm your arrival time to avoid problems.
 - 15.11. If you do not check in on the scheduled check-in date without informing our office in advance about change in your plans then refunds of unused days will not be possible.
 - 15.12. Refunds for early check-out are subject to the accommodation policy.
 - 15.13. We cannot guarantee a non-smoking room, as most Russian hotels and those in CIS countries do not differentiate between smoking and non smoking units. If you indicate it in your request, we are glad to pass it on to the hotel administration.
16. For **transfers, excursions, guides and translators** we require that you pay for these in full before we confirm the booking.
- 16.1. Transfers, excursions, guides and translators will only be booked when you confirm the details are correct in writing.
 - 16.2. Transfers, excursions, guides and translators may be cancelled or amended up to two working days, excluding Russian and UK public holidays, of delivery without penalty.
 - 16.3. A transfer, excursion or guide service will be considered completed if you do not wait at the appointed meeting place for one hour after the agreed meeting time.
 - 16.4. Cancellations or amendments of transfers, excursions, guides or translations by you within two working days of delivery may attract a penalty up to and including 100% of the cost of the service.
 - 16.5. For transfers there is a combined maximum number of passengers and standard items of luggage that may be transferred by any one vehicle that you will be advised of at the time of booking. In the case where on arrival your luggage does not fit within the luggage compartment of the vehicle, or the number of passengers and luggage items exceeds the vehicles capacity then additional costs may be charged which are payable directly to the driver.
 - 16.6. For transfers in some cities there are additional charges to the standard service fee we quote for transfers that occur between certain hours, on weekends or on public holidays. We will advise you of any additional charges before you book, any such charges are payable directly to Real Russia Limited.
17. Cancellation of services by us.
- 17.1. We reserve the right to cancel the services at any time, in the unlikely event of such a situation we will contact you and offer you an alternative service or a full refund.
 - 17.2. We may have to cancel due to force majeure, that is unusual or unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could have avoided even with the exercise of due care.
 - 17.3. In any event, where we cancel the service we will offer you a full refund of monies received but will have no other liability to you whatsoever.

18. Finally ... Russia is Russia!

Real Russia Ltd is not responsible for the delivery of the services or liable for their failure or perceived failure of delivery.

The services are directly provided by our partners, hotels or other providers such as the Russian railways or airline companies. The information we provide is based on information

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publicly available, provided by the supplier themselves, from visits and reviews by our travel team and by client feedback.

You must be aware that the travel services industry in Russia continues to develop and in some cases may not be to the standard of European delivery, expectations or sometimes things just go plain wrong – the bus breaks down, there is a traffic jam and you miss your train, the hotel room above you floods, there is a power cut and you miss the show!

Where this occurs and it is clearly out of our control you should view this as part of the experience of visiting Russia and not as an opportunity for claiming compensation!

Bearing this in mind we recommend that when travelling to or through countries such as Russia and the FSU that you take out adequate travel insurance for your trip. If you have not already done so, then consider our partner Columbus Direct who have a range of specialist Russian policies:

<http://www.columbusdirect.com/index.cfm?sourcecode=realru>

If you are going to Moscow, St. Petersburg or anywhere west of the Ural Mountains then their European cover is what you need, if you are heading off into Siberia and beyond then you will need World Wide cover.

Finally ... of course we will work with you and our partners to ensure that you have the best possible time in Russia and we welcome your feedback.

Have a great trip to Real Russia!

Credit Card Authorisation Form

- Note that credit card transactions incur a 2.5% surcharge, Amex 3.5% and debit cards, such as Maestro, have no surcharge
- Please complete the form using a ball point pen in capital letters.
- Send with order by post or fax to the details on the right hand side of the form.



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1. Name on card			
2. House / Building number card registered to		3. Post Code card registered to	
4. Your phone		5. Your mobile	

6. Type of card	<input type="checkbox"/> MasterCard <input type="checkbox"/> Visa Electron <input type="checkbox"/> Visa <input type="checkbox"/> Solo <input type="checkbox"/> American Express <input type="checkbox"/> Switch <input type="checkbox"/> JCB <input type="checkbox"/> Maestro <input type="checkbox"/> Other (please specify) _____		
7. Card number	_____		
8. Issue date		9. Expiry date	
10. Issue number (if available)		11. Three digit security code from back of card	
11. Real Russia may charge the above card	<input type="checkbox"/> Exactly <input type="checkbox"/> Maximum of <input type="checkbox"/> As required	12. If "exactly" or "maximum of" please enter amount *1*	
13. Payment for the following services			
I authorise Real Russia Limited to charge my card for the services requested.			
Signature		Date	

***1* IMPORTANT Do not include credit card surcharges - these will be added to this amount as required.**