

# Reservation Conditions for FEVE's Luxury trains

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## Bookings:

In order to process the booking we will need the passenger's names as in the passport, the desired travel date, departure station and any special requirement.

## Unforeseen Events

The itineraries are subject to modifications, due to circumstances beyond the control of the organisation or due to different problems that could appear in abnormal operation of other trains, in the network where luxury trains are circulating. The rail company will make the necessary endeavors to continue the journey as organised at no extra cost for travelers. If travelers choose to continue the journey with the solutions offered by the rail company, these solutions are understood to be tacitly accepted.

## Form of Payment

The client must pay an advance of the 40% of the total fixed cost of the trip upon booking. At this moment the company will automatically block the date and the reservation will be definitive. If the payment of the 40% does not take place, the trip will not be considered as reserved. The 60% remaining must be paid not later than **30 days prior departure**.

For purchases using a **credit card**, there is a **charge of 3%** on the top of the total amount.

For bank transfer in sterling, there is no extra charge although it is subject to the Euro exchange rate of that day, and transfers have to be sent to:

### **HSBC BANK PLC (Sterling Account)**

90 BAKER STREET  
LONDON W1M 2AX

**ACCOUNT NAME:** PRESTIGE INCOMING SERVICES LTD.

**SORT CODE:** 40-01-06

**ACCOUNT NO.:** 62108399

**IBAN** GB57 MIDL 4001 0662 1083 99

**BIC** MIDLGB2105F

For Euro account holders, the following bank account may be more convenient:

### **HSBC BANK PLC (Euro Account)**

INTERNATIONAL BRANCH  
PO BOX 181, 27-32 POULTRY,  
LONDON EC2P 2BX

**ACCOUNT NAME:** PRESTIGE INCOMING SERVICES LTD.

**SORT CODE:** 40-05-15

**ACCOUNT NO.:** 57498164

**IBAN** GB39 MIDL 4005 1557 4981 64

**BIC** MIDLGB22

As we have must confirm transfer before proceeding, please provide any evidence of the transfer which may help to speed the booking process. Otherwise, please allow 5 business days to confirm it.

The client may decide to **relinquish the services reserved** at any time, and are entitled to a refund of the amounts paid, except for the **15% of the total price** for booking quota and reservation guarantee. This quota will be increased the later the cancellation takes place in the following way:

- Cancellation between 30 and 15 days; 25 % of the total price.
- Cancellation between 14 and 5 days; 50 % of the total price.
- Cancellation between 4 and 1 days; 80 % of the total price.
- Cancellation in less than 24 hours or failure to show up; 100% of the total price.

**No amendment fees** will be charged when clients **change their departure date**, as long as they give us notice at least 30 days prior departure and go on to make the journey in the same year. **If the journey is cancelled once the date of departure has been changed, full cancellation fees (100%) shall be charged.** If changing date of departure within 30 days, 15% fees of the total price shall be charged.

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Last revised 27/09/11