

Terms and Conditions

All Russian Trains
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Russian Federation



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When booking travel services, please read carefully the following information

1. All Russian Trains is an operating division of East West Link Limited, a fully licensed and bonded tour operator based in Russia.
2. In these terms and conditions, 'we' and 'us' are East West Link Limited. By making a payment for travel services to us you agree that you have read, understood and agree to these terms.
3. No variation of these terms may be agreed by any employee or agent of East West Link Limited unless approved in writing by a director of the company.
4. All prices quoted are inclusive of any applicable Russian or local taxes and fees and are valid for the day of quotation only.
5. Prices quoted in a currency other than the Russian Rouble are calculated at 1% above the daily interbank rate listed by the European Central Bank.
6. We quote prices for travel services only in the following currencies:
 - 6.1. British Pounds (GBP)
 - 6.2. Euros (EUR)
 - 6.3. 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.

7. For your convenience and security, payments made outside of Russia are managed by our European partner Real Russia Limited.
8. You may pay for your travel services by:
 - 8.1. 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).
 - 8.2. Online through our website.
 - 8.3. Cash.
 - 8.4. Bank transfer – please note bank transfers can take up to 5 working days to arrive at our account.

We require that cleared funds for the full cost of the services are received by us before we will process your request. You are responsible for any additional costs involved in any payment or refund transaction including, but not limited to, bank transfer charges, credit card surcharges and currency conversions.

9. 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.

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10. 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.
11. 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 by cash in Russian Roubles.
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.
 - 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 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.

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- 14.5. In general, for such tickets there is a sliding penalty for canceling them 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.
 - 14.6. Refunds will only be made only after the ticket issuer has confirmed to us any fines or penalties to be applied.
 - 14.7. 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.
 - 14.8. 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.
 - 14.9. 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.
 - 14.10. Please note that any courier or postage costs used are not refundable.
 - 14.11. We are not responsible and will not be liable for the failure of any third parties, such as courier or postal services.
15. For **transfers, excursions, guides and translators** we require that you pay for these in full before we confirm the booking.
 - 15.1. Transfers, excursions, guides and translators will only be booked when you confirm the details are correct in writing.
 - 15.2. 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.
 - 15.3. A transfer, excursion or guide service will be considered completed if you do not wait at the appointed meeting place for 30 minutes after the agreed meeting time.
 - 15.4. 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. Cancellation of services by us.
 - 16.1. 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.
 - 16.2. 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.
 - 16.3. 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.
 17. Finally ... Russia is Russia!

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

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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 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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 United Kingdom

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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) _____		
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7. Card number	_____		
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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	

13. Payment for the following services			
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I authorise Real Russia Limited to charge my card for the services requested.

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