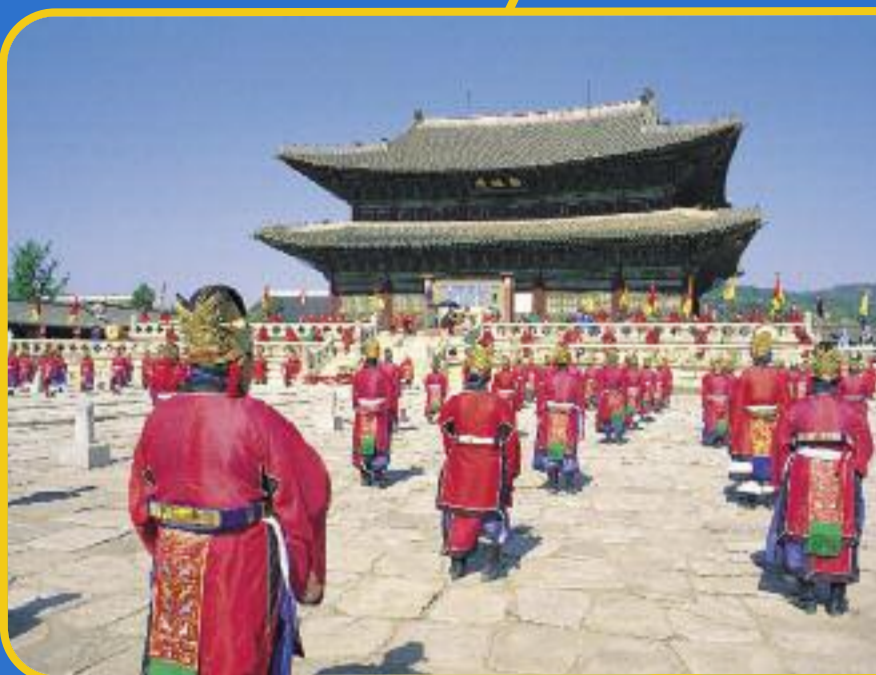


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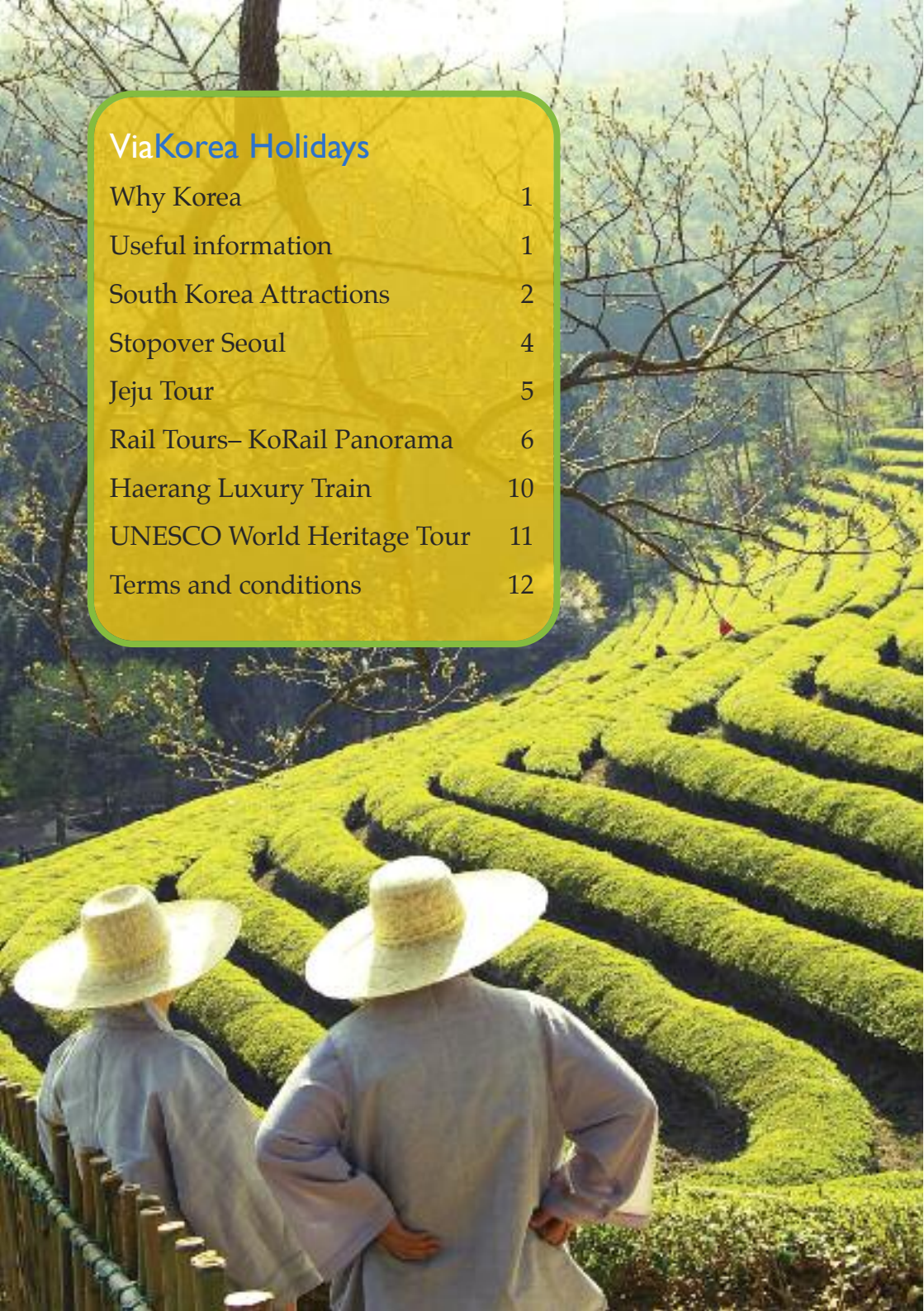
# ViaKorea Holidays



**Issue 1** 1 January–30 September 2011

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# Why Korea?!

Here at ViaKorea we want to share our passion for this unique and wonderful country. Here are just some of the reasons to visit Korea:

**Amazing culture:** where modernity and the traditional sit side by side.

**Excellent cuisine:** Healthy and nutritious food

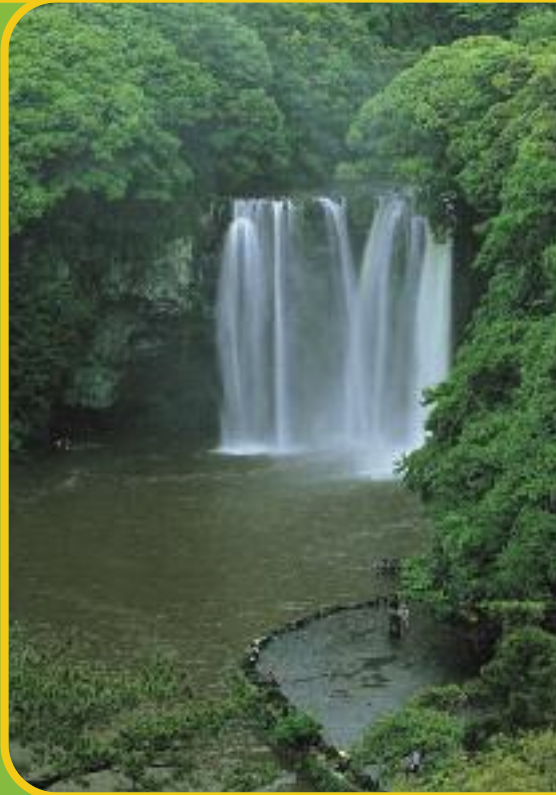
**Great shopping:** with an excellent exchange rate between the won and sterling, visiting Korea is a great opportunity to buy both traditional and high tech goods.

**Great airport with world-class facilities:** Incheon, a state of the art, prize winning airport.

**High Speed Trains:** Korea boasts an excellent rail network that makes travelling around Korea effortless and stress free.

**Undiscovered:** Korea's tropical islands and vibrant cities remain unseen to many Western eyes.

**Ideal stop over destination:** en-route to Australia, New Zealand, Japan and many other destinations.



## Useful Information

### Time

GMT + 9 Hours (8+ daylight saving)

### Currency

The Won is the national currency of Korea. Sterling remains strong against the Korean Won and makes Korea a very affordable destination and great value. Visa and MasterCard are widely accepted in most hotels and restaurants in the major cities. Currency exchange is available at most banks and hotels.

### Language

The official language is Korean. In the big cities, English is widely understood. In rural locations there will be a limited understanding of English. However, the Korean people remain hospitable and friendly towards travellers. Hangul is the official writing system of Korea. For adventurous travellers intent on exploring the joys of rural Korea, should note that most of the signposts will be written in Korean characters and not Romanised characters.

### Climate *(when to go)*

April to June and September through to November are highly recommended, as the weather is mostly sunny and warm. July and August tends to be hot and humid. December through to March are the coldest months.

# South Korea Attractions



*Information: Korean history/major sight-seeing/places to visit*

## **Seoul**

Seoul is the capital city of Korea and has been the centre of politics, economy, culture and transportation for over six centuries. With over a quarter of the country's population living in Seoul, this vibrant metropolis has everything the discerning traveller could wish for. In this vast, but welcoming city, modernity and tradition sit harmoniously side by side. With its grand palaces, majestic skyscrapers, labyrinthine alleys and traditional temples, Seoul is a city steeped in history, yet blessed with all the trappings of the 21st century. Whether you want to explore Seoul's lively nightlife or jazz bars, shop in the trendy shopping districts of Myeongdong and Apgujeong, immerse yourself in the city's outstanding museums or galleries, or indulge in the excellent cuisine, Seoul is an experience that will live long in the memory.

*Transport: Seoul's subway system makes travel around the capital a joy and hassle free.*

## **Busan**

Busan, Korea's second biggest city, is a bustling port that is famous for its Jagalchi

fish market (and fish festival in October) and its beaches. The city, nestling between the mountains of Geumjeongsan and Hwangnyeongsan, boasts excellent ferry links to Japan, a plethora of hotels and restaurants along with outstanding shopping venues. Film lovers will also note that the city hosts the internationally acclaimed



Pusan International Film Festival, which is held annually in October/November.

*Transport: Daily ferry links to Japan. Bus Tours with Busan City Tours.*

## **Gyeongju**

Gyeongju is the cultural epicentre of Korea. Home to the Shilla Kingdom for over 1,000 years, this coastal city is a cultural and historical goldmine for those travellers wishing to



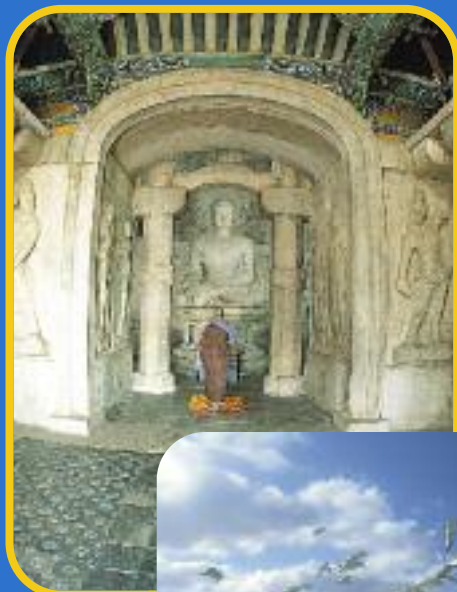
embrace Korea's cultural legacy. Such cultural delights include the Seokguram Grotto with its Buddhist mountain shrine, Gyeongju national Museum (which preserves much of the Shilla Dynasty's heritage and artefacts), ancient rock carvings at Mount Namsan, Hahoe Folk Village, Bulguksa temple and the royal tombs of Tumuli Park. Gyeongju is a World Heritage designated city that will appeal to travellers of all ages.

### **Jeju Island**

Jeju Island is one of Asia's best-kept secrets, and known locally as the 'Island of the Gods'. And one can see why! The largest island off the Korean peninsula, Jeju is famed for its golden beaches, spectacular views and nature, so much so that it was designated as a World Natural Heritage by UNESCO in 2007. Explore Hallasan National Park, where its long-extinct volcano, forests and villages will behold all those who enter; Hae-anjidae for its beautiful Cheonjeyeon Falls waterfalls, or the sculpted cliffs at Jusang Jeoill. A favourite destination for honeymooners and tourists, Jeju is the ideal place to indulge in great foods, traditional markets or for embracing nature. It's also a fantastic place for those wishing to escape the winter blues with a tropical island break.

Climate: in summer, the temperature can range from 26c to 36c.

*Top Tip: Travelling to Australia, New Zealand, Japan? Jeju is a great stop over destination!*



# Stopover Seoul UST: SO



This vibrant and dynamic city, with its futuristic metropolis married with its rich cultural history, is fast becoming an ideal destination and hub for savvy international travellers. Seoul is a city with so much to offer: great nightlife, a shopping paradise with its branded goods and traditional souvenirs, delicious cuisine and ancient temples and parks.

At ViaKorea we want to share this exciting city with you too! Book a flight with Korean Air or Asiana Airlines to any of the destinations listed below and ViaKorea can arrange your stopover and accommodation in a 3/4/5 star hotel. Stopovers in Korea are remarkably inexpensive and offer an ideal opportunity to visit this unique country.

Destinations: Japan, Australia, New Zealand, Hong Kong, China, Singapore, Philippines, Indonesia, Taiwan, Malaysia, Vietnam, Cambodia, Saipan, Fiji, Guam and Hawaii.

Prices include flight, transfers, accommodation and stopover (3 star hotel - Biwon, or similar):

Japan from £725

Australia from £995

For all other destinations please contact us on **0207 4843317** for prices.

*Terms and conditions apply. Please note that hotels are subject to availability and prices may vary from those stated in the brochure.*

**DMZ Half Day Tour** £46– Visit the de-militarised zone where the South and North divide.

**Seoul Day Tour** £73– Visit some of Seoul's top attractions. Please contact us for further details.



# Jeju Tropical Island Tour 3Days/2Nights UST JESO

For those passengers looking for a tropical island break, ViaKorea can offer the Jeju Island stopover package. Designated a World Natural Heritage Site by Unesco, this island has everything you could wish for: stunning waterfalls/nature, charming sandy beaches and a temperate climate all year round. A great place to stay to hike or lay in the sun!

Here at ViaKorea we want to share this beautiful volcanic island with you too! Book a flight with Korean Air or Asiana to any of the destinations listed below and ViaKorea can arrange a stop over, connecting flights to Jeju, and accommodation.

Destinations: Japan, Australia, New Zealand, Hong Kong, China, Singapore, Philippines, Indonesia, Taiwan, Malaysia, Vietnam, Cambodia, Saipan, Fiji, Guam and Hawaii.

## **Itinerary (includes Breakfast and Lunch)**

Day 1: Arrive in Jeju. Visit Yongdum Rock. Check in at your hotel, Jeju Lotte Hotel or similar.

Day 2: After breakfast visit Cheonjiyeon Waterfall, Gyulimseong Museum, Hallim



Park and Yongemori Shore (Dragon Head rock).

Day 3: Enjoy breakfast, before visiting the mysterious Dokkaebi Road, Seongeup Thame Park and Folk Village before transferring to Jeju International Airport

For a full detailed itinerary please visit our website.

Prices from £245 (based on twin-sharing)

**Stopover Extras:** Sightseeing Tours:



# Rail Tours



At ViaKorea, we believe one of the best and most relaxing ways to explore Korea is by Train. We are proud therefore to offer a number of great tours that combine a mixture of independent travel with the security of assisted travel with an English-speaking guide. Why not travel by train to some of Korea's top attractions and cities, where you can soak up the rural joys of the Korean countryside as the world unfolds around you, before stepping off the train into the bustling city of Busan and its world renowned Jagalchi Fishery market or the cultural splendour of Jinjuseong Castle. We can offer 5/6/7/8 or 10 day KoRail tours that are designed to suit your individual needs, budget and preferred length of stay. All itineraries include accommodation, sightseeing and some meals. Please see our website for full details on each individual Rail Tour. Each programme is based on a minimum of 2 passengers



# KoRail Panorama UST KTX6

## Korail Panorama 5 days

Price : £513 per person with twin sharing room

Includes: Hotel, Transfer, Guide, Train Ticket , Breakfast and Lunch as in the above itinerary.

Excludes: Flights/Dinner and meals not mentioned in itinerary / Personal Expenses / Travel insurance/Single surcharge

Schedule and Itinerary (subject to change)

This program is based on a minimum of 2 passengers.

### Day 1: SEOUL

Arrive at Incheon Airport and transfer to your hotel for an overnight stay (Hotel – Fraser Place or similar).

### Day 2: SEOUL- BUSAN

After breakfast, take the KTX from Seoul Station to Busan. Transfer to your hotel Busan Paradise (or similar).



### Day 3: BUSAN – GYEONGJU

After breakfast, visit Yongdusan Park and Jagalchi Fishery market. Transfer to Gyeongju. Visits include Bulguksa Temple, Seogulram Gotto Buddhist Shrine and Cheomseongdae observatory. Hotel - Gyeongju Hyundai.

### Day 4: GYEONGJU-SEOUL

After breakfast, transfer to Shin-Gyeongju train station. Take KTX to Seoul Station. Arrive in Seoul and transfer to your hotel (Hotel – Fraser Place or similar).

### Day 5: SEOUL

Breakfast in your hotel. Transfer to Airport for your return flight.



# Rail Tours



## **Korail Panorama 6 days** OST KTX1

Price : £582 person with twin sharing room.

Includes: Hotel, Transfer, Guide, Train Ticket, Breakfast and Lunch as in the above itinerary.

Excludes: Flights/Dinner and meals not mentioned in itinerary./Personal Expenses/Travel insurance/Single surcharge

Schedule and Itinerary (subject to change)

This program is based on a minimum of 2 passengers.

### **Day 1: SEOUL**

Arrive at Incheon Airport and transfer to your hotel for an overnight stay (Hotel – Fraser Place or similar).

**Day 2: SEOUL – JEONJU** Take the KTX at Seoul Yongsan Station and arrive at Iksan Station and change to Mugunghwaho Train to Jeonju station. You will arrive in Jeonju station / Met by tour guide at Jeonju Station and join with Group of "Classical of Korea". Transfer to your hotel - Jeonju Riviera Hotel or similar.

### **Day 3: JEONJU-JINAN-NAMWON-SUNCHANG-GWANGJU**

After breakfast, visit Tapsa Temple in Mount Maisan National Park. Transfer to

Namwon Gwanghallu and Sunchang Gochujang Folk Village and Damyang Bamboo Theme Park. After transfer to Gwangju Prado Hotel or similar.

### **Day 4: GWANGJU-HAENAM-WANDO-NAKANEUPSEONG-SUNCHEON**

After breakfast, visit Haenam province and ride a cable car to the top of Mount Duryun. Transfer to Wando and Sinji Islands, before visiting Boseong Tea Plantation and Nakanumseong Folk Village. Stay overnight in Suncheon Royal Hotel or similar.

### **Day 5: JINJU-BUSAN-SEOUL**

After breakfast visit Jinjuseong Castle, Nongye Shrine and Choseokloo in Jinju City. Transfer to Mount Mireuk Island. Connect to Busan train for KTX to Seoul Station. Overnight hotel in Fraser Place or similar.

### **Day 6: SEOUL**

Breakfast in your hotel. Transfer to Airport for your return flight.

# KoRail Panorama

## Korail Panorama 10 Days UST KTX5

Price : £958 person with twin sharing room

Includes: Hotel, Transfer, Guide, Train Ticket, Breakfast and Lunch as in the above itinerary.

Excludes: Flights / Dinner and meals not mentioned in itinerary. / Personal Expenses / Travel insurance / Single surcharge

Schedule and Itinerary (subject to change)

This program is based on a minimum of 2 passengers.

### Day 1: SEOUL

Arrive at Incheon Airport and transfer to your hotel for an overnight stay (Hotel – Fraser Place or similar).

### Day 2: SEOUL-IKSAN STATION-JEONJU

Take the KTX at Seoul Yongsan Station and arrive at Iksan Station and change to Mugunghwaho Train to Jeonju station. You will arrive in Jeonju station / Met by tour guide at Jeonju Station and join with Group of "Classical of Korea". Transfer to your hotel - Jeonju Riviera Hotel.

### Day 3: JEONJU-JINAN-NAMWON-SUNCHANG-GWANGJU

After breakfast, visit Tapsa Temple in Mount Maisan National Park. Transfer to Namwon Gwanghallu and Sunchang Gochujang Folk Village and Damyang Bamboo Theme Park. After transfer to Gwangju Prado Hotel.

### Day 4: GWANGJU-HAENAM-WANDO-NAKANEUPSEONG-SUNCHEON

After breakfast, visit Haenam province and ride a cable car to the top of Mount Duryun. Transfer to Wando and Sinji Islands, before visiting Boseong Tea Plantation and Nakaneumseong Folk Village. Stay overnight in Suncheon Royal Hotel.

### Day 5: JINJU-BUSAN-JEJU

After breakfast visit Jinjuseong Castle, Nongye Shrine and Choseokloo in Jinju City. Transfer to Mount Mireuk Island. Connect to Gimhae Airport in Busan for flight to Jeju and transfer to your hotel Jeju Lotte Hotel.

### Day 6: JEJU

After breakfast, visit Cheonjiyeon (Pond of the Gods), Gyulimseong Museum, and Hallim Park. Overnight stay in Jeju Lotte Hotel

### Day 7: JEJU-BUSAN

Enjoy breakfast, before visiting the mysterious Dokkaebi Road, Seongeup Theme Park and Folk Village before transferring to Jeju International Airport for flight to Busan. Overnight stay in Busan Paradise or similar.

**Day 8:** After breakfast, visit Yongdusan Park and Jagalchi Fishery market. Transfer to Gyeongju. Visits include Bulguksa Temple, Seogulram Gotto Buddhist Shrine and Cheomseongdae observatory. Hotel - Gyeongju Hyundai.

**Day 9:** After breakfast, transfer to Shin-Gyeongju train station. Take KTX to Seoul Station. Arrive in Seoul and transfer to your hotel (Hotel – Fraser Place or similar).

### Day 10: SEOUL

Breakfast in your hotel. Transfer to Airport for your return flight.

*Please contact ViaKorea directly for prices and information on 7 day and 8 day Rail Programmes.*



# Haerang Luxury Train UST HLT

Do you want the full VIP treatment? Well why not travel around Korea in luxury on Korea's Orient Express, 'The Haerang'. This 3 day journey offers passengers a true "travel experience" around Korea. The trip takes 3 days, 2 nights until returning to its starting point in Seoul.

With gourmet food, excellent entertainment and breathtaking views, this 72-hour-long journey takes in the joy and splendour of the Korean countryside. With all passenger rooms equipped with a bed(s), an individual shower room/toilet, and a TV, this 'rail-hotel' also boasts its own restaurant -named the 'Sun Rise'-and an observatory, where the passengers can relax and watch the beautiful panoramic view unfold before them.

Price: 1 night from £935 per cabin

Price: 2 nights from £1425 per cabin

Departures every Tuesday

**Itinerary:** Seoul Stn. – Gokseong Stn./Suncheon Stn. – Breakfast (gourmet breakfast set) - Gokseong train village ("railbike," steam locomotive) - Seomjingang River Culture School (exhibition of Dokdo Island photos, Gugak performance)–Dinner –Jinju Stn. (first night)–Tongyeong / Masan– Break-



fast-Yi Sun-shin Park–Sebyeonggwon Building – Folk History Museum - Hallyeosudo Observatory Cable Ca-Tongyeong Ottchil (Laquer) Art Museum – Lunch - Gyeongju Stn. - Silla moonlight trip (second night) – The East Sea (East Coast) - Chuam Sunrise - Breakfast – A spa – Viewing of the Donghae & Gangneung offshore–Taebaek Stn.-Lunch–Hwangji Pond–Chujeon Stn.– Back to Seoul



# UNESCO World Heritage Tour. 10 Days VI UN



**UNESCO World Heritage Package Itinerary**  
Korea has 10 UNESCO world heritage sites. 8 of which are covered on this tour:

**Changdeokgung Palace** – Constructed in 1405, it is considered to be Korea's most beautiful palace! **Jongmyo Shrine** – Outstanding shrine dedicated to deceased Kings and Queens of the Joseon Dynasty. **Suwon Fortress** – A beautifully built castle that blends Western and Eastern architectural styles. **Ganghwa Dolem Sites** – Location of prehistoric cemeteries that mark the graves of the ruling elite. **Tripitaka Koreana** – 80000 wooden blocks which were used to print Buddhist scriptures and laws. **Gyeongju Historic Area** – Home to an outstanding collection of art, sculptures and temples. **Bulguksa Temple** – Built on stone terraces, this is considered as one of the best Buddhist temples in Korea. **Seokguram Grotto** – See the monumental Buddha in all its glory!

Tours with English Speaking Guide

**DAY 1:** Depart London Heathrow for Seoul, South Korea.

**DAY 2:** Arrive Incheon Airport and transfer to Seoul Hotel.

**DAY 3: SEOUL Tour.** Changdeokgung Palace, including the Secret Garden, Jongmyo Shrine. Walk through Pukchang - Dong an area of traditional houses.

**DAY 4: SEOUL - SUWON** Folk Village, where you can see traditional housing styles

from several regions of Korea. Suwon Fortress, which was constructed by order of King Jeongjo in the late 18th Century and designated as World Cultural Heritage by UNESCO in 1997. Transfer to Daejeon.

**DAY 5: YUSONG - MAISAN - NAMWON - DAMYANG - GWANGJU (195 km).** Cheongju, Maisan, Tapsa Temple, Gochang, Hwasun and Ganghwa Dolmen Sites. Damyang bamboo museum, Hotel Prado de Kwangju.

**DAY 6: GWANGJU - BOSEONG - SONGKWANGSA - HAEINSA (190 km).** Boseong tea plantation, Songgwangsa, Haeinsa Hotel.

**DAY 7: HAEINSA - GYEONGJU.** Haeinsa Temple, famous for Tripitaka Koreana, Gayasan National Park, transfer to Gyeongju, Gyeongju Kolon Hotel

**DAY 8: GYEONGJU - KAMPO - HAEINSA - GYEONGJU (60 km).** Gyeongju sights include Tumulli Royal Tombs, Bulguksa Buddhist Temple, Seokguram Grotto, Golgalsa Cave temple famous for the martial art Sonmudo, transfer to hotel.

**DAY 9: GYEONGJU - ANDONG HAHOE VILLAGE** - Seoul. Hahoe Folk village as visited by Queen Elizabeth in 1999, Dosan sowon - Confucian School, Jebiwon, transfer to Seoul.

**DAY 10:** Transfer to Incheon airport for your flight home.

Price: from £2,735 (twin share)

Price: from £3,075 (single)



# BOOKING CONDITIONS FOR H.I.S. EUROPE LTD – VIAKOREA HOLIDAYS

YOUR CONTRACT IS WITH H.I.S. Europe Ltd, a Member of ABTA.

## Your holiday contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us or to your travel agent, within 7 days of receiving these booking conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 10 weeks of travel.

## Your financial protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this website and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL number 5484 administered by the Civil Aviation Authority.

When you buy an ATOL protected air holiday package and flights – change as from H.I.S. Europe Ltd or ViaKorea Holidays you will receive a Confirmation Invoice from us confirming your arrangements and your protection under our Air Travel Organiser's Licence number 5484.

In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [HYPERLINK "http://www.atol.org.uk" www.atol.org.uk](http://www.atol.org.uk)

The price of our air holiday packages includes the amount of £1 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

## ABTA

We are a Member of ABTA, membership number J0629. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found on ABTA's website [HYPERLINK "http://www.abta.com" www.abta.com](http://www.abta.com)

The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website.

The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims, which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims, which include an element of minor injury, or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element.

The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from [HYPERLINK http://www.abta.com www.abta.com](http://www.abta.com).

## Your Holiday Price

1) We reserve the right to alter the prices of any of the holidays shown in our website. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

2) When you make your booking you must pay a deposit of £150.00 per person. From time to time we may ask you to pay a deposit equivalent to the airfare amount of your holiday in order to take advantage of special offers and limited seat availability. The balance of the price of your travel arrangements must be paid at least 10 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. All monies you pay to the travel agent are held by him on our behalf at all times.

The price of your travel arrangements was calculated using exchange rates calculated by H.I.S. Europe Ltd on the 3<sup>RD</sup> of November 2010F in relation to the following currencies:

- Japanese Yen
- US Dollars
- Korean Won

The price of your travel arrangements is fully guaranteed and will not be subject to any surcharges.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

#### [If You Change Your Booking](#)

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £25.00, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible.

Note: Certain travel arrangements (e.g. Apex Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

#### [If You Cancel Your Holiday](#)

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 7.

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

#### [If We Change or Cancel Your Holiday](#)

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 35 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause. In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used as follows:

- British Airways
- Virgin Atlantic
- All Nippon Airways
- Asiana Airlines
- Air France
- Japan Airlines
- Korean Air
- Air Pacific

Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard.

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available we will refund any price difference if the alternative is of a lower value, or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of *force majeure*, we will pay compensation as detailed below:

Period before departure within which notice of Cancellation or major change is received by us or notified to you	IF WE MAKE A MAJOR CHANGE TO YOUR HOLIDAY Amount you will receive from us	IF WE CANCEL YOUR HOLIDAY Amount you will receive from us	IF YOU CANCEL YOUR HOLIDAY Amount of cancellation charge
More than 70 days	Nil	Deposit Only	Deposit Only
From 69 to 43 days	£20	100% of holiday cost (+ £20)	70% of holiday cost
From 42 to 29 days	£30	100% of holiday cost (+ £30)	85% of holiday cost
Less than 29 days	£40	100% of holiday cost (+ £40)	100% of holiday cost

The compensation that we offer does not exclude you from claiming more if you are entitled to do so. *Force Majeure* This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.

#### [If You Have A Complaint](#)

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at 14 Charles II Street London SW1Y 4QU giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort.

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

## Our Liability to You

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 1 times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices 14 Charles II Street London SW1Y 4QU Tel 020 7484 3310.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 6. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 [HYPERLINK "http://www.auc.org.uk"](http://www.auc.org.uk) [www.auc.org.uk](http://www.auc.org.uk)

## Prompt assistance in resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

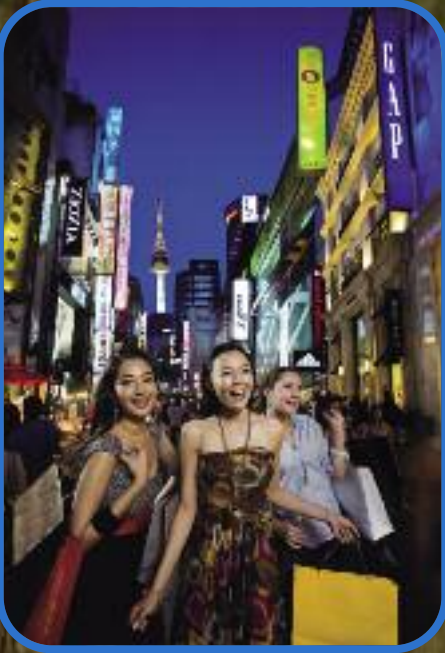
## Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

## Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us.

This website is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.



## VIAKOREA

- ViaKorea is a part of H.I.S., one of the largest travel agencies in Asia, enabling us to provide competitive prices and the highest standards of service.
- ViaKorea is fully supported by the Korean Tourist Board, London.
- All our flight inclusive packages are ATOL protected for your financial security. We are also ABTA and IATA bonded.
- Our office in central London is open weekdays 09:30 – 18:00 and Saturdays 10:00 – 15:00 so you can drop in to speak to us directly.
- All prices are current at the time of publication and subject to change without notice. Please visit our website for details.



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<http://www.his-euro.co.uk/termsandcond.htm>



*Prices correct at time of printing*

