

# DANUBE EXPRESS LIMITED

## A LARGE PRINT VERSION OF THIS INFORMATION IS AVAILABLE UPON REQUEST.

Our Booking Conditions, the Important Information and the Booking Form together form the basis of your contract with Danube Express Limited. Please read the full version carefully as you will be bound by them.

This document is provided for easy reference to information on Health, Mobility and Suitability only.

### Clauses extracted from our Important Information

#### 2. HEALTH, MOBILITY AND SUITABILITY

It is important that you are in good health and fit to enjoy your holiday and whilst we would like to welcome everybody on board the *Danube Express*, unfortunately, due to some practical limitations, our holidays may not be suitable for some disabled travellers. A moderate degree of physical fitness is necessary as there will be daily walking, possibly on uneven surfaces. Rail travel may involve steep steps or gaps between the platform and the train and there may be some distance between your Sleeping car and the Restaurant/Lounge cars. You may have to lift or carry your luggage on occasion.

Please contact us before booking if you have any concerns that a medical condition or disability, health, fitness or mobility issue suffered by any member of your party may affect their ability to cope with the holiday. We want all our customers to enjoy their holiday to the full and are here to help answer any mobility, disability, health and fitness concerns. We must be fully and accurately informed of all the details if we are to help you choose the right holiday. Where considered appropriate, customers will be asked to complete a health and mobility questionnaire to ensure that we are fully aware of any issues and are therefore able to assess the situation accurately.

Any change in health or mobility after booking must be advised to us as soon as possible.

#### 16. SPECIAL DIETS

If you have a specific dietary need please discuss it with us before you book and note it on your booking form. We will do our best to cater for special diets notified in advance but some suppliers may find it difficult to satisfy every requirement.

### Clauses extracted from our Booking Conditions

1. Any mobility restriction or other disability, health problem or food allergy which may require special treatment or assistance during your holiday, or any special request, must be advised to us in writing by you or your travel agent at time of booking and must be clearly noted on the booking form before you sign it. Whilst every effort will be made to accommodate you and special requests will be passed on where appropriate, we regret that compliance with any special request is subject to availability and not guaranteed unless specifically confirmed by us in writing. We do not accept any conditional bookings, ie, any booking that is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as standard bookings subject to the above provisions on special requests. Any change in your health or mobility between booking and commencing your holiday must be advised to us as soon as possible and your Train Manager should be informed immediately on joining the *Danube Express*. If we reasonably feel unable to properly accommodate the particular needs of any person, we reserve the right to decline their reservation or if their health, fitness, disability or medical condition deteriorates or if full details are not given at the time of booking, to cancel when we become aware of these details and to apply cancellation charges as set out in Clause 6 of these conditions. If, in the reasonable opinion of any person in authority (including office staff and Train Manager) your physical and or mental condition means that you are likely to be incapable of coping with the holiday or to experience significant difficulties in doing so or that you should not continue with the holiday or that you represent a danger to the safety or comfort of any persons we may require that you leave the holiday as soon as practicable. In such circumstances, we will not be liable for any refund, compensation or costs incurred by you whatsoever and cancellation charges as set out in Clause 6 below may be applicable.