

# THE ROYAL SCOTSMAN

THE ULTIMATE LUXURY TRAIN

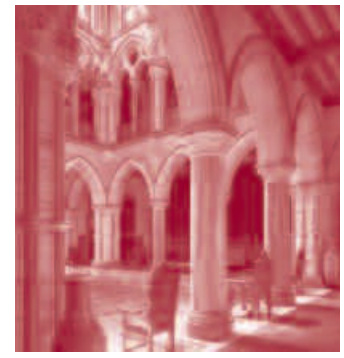


THE ROYAL

SCOTSMAN

JOURNEY SUPPLEMENT

2006

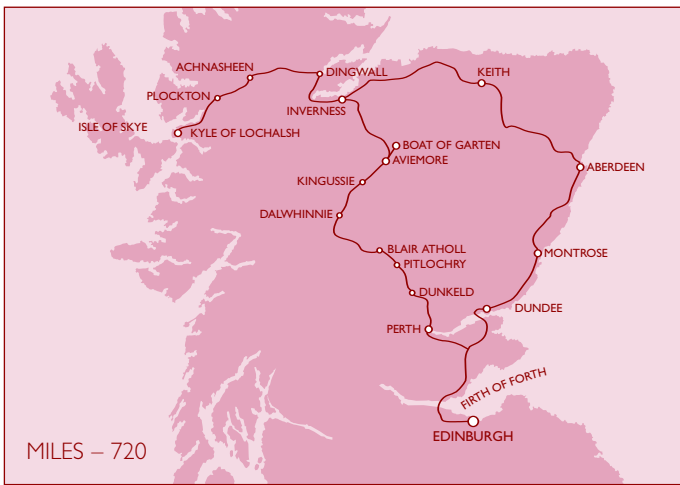


## THE ROYAL SCOTSMAN – JOURNEYS FROM 1–7 NIGHTS

### BOARD AT EDINBURGH...

#### CLASSIC

Four nights – £2,990 per person fully inclusive



#### Day Three: Kyle of Lochalsh–Boat of Garten

- Optional early visit to Eilean Donan Castle
- Lunch travelling east towards Inverness
- Afternoon visit to Ballindalloch, one of Scotland's most romantic castles
- Rejoin train on private Strathspey Railway
- Formal dinner and entertainment in the Observation Car
- Stable overnight at Boat of Garten

#### Day Four: Boat of Garten–Dundee

- Choice of golf, a guided tour of Highland Wildlife Park, fishing, or free time to explore surroundings
- Lunch whilst travelling to Perth
- Visit to Glamis, seat of the Earl of Strathmore and Kinghorne and childhood home of the late HM Queen Elizabeth, The Queen Mother;
- Rejoin the train in Perth for an informal dinner en route to Dundee
- Stable overnight at Dundee

#### Day Five: Dundee–Edinburgh

- Depart Dundee crossing the Tay and Forth Railway Bridges
- Arrive in Edinburgh after breakfast

#### DEPARTURE DATES

May 2, 11, 16, 25, 30, June 8, 13, 22, 27, July 4, 13, 18, August 1, 10, 15, 22, 29, September 7, 12, 21, 26, October 5, 10, 19, 24

The quintessential Royal Scotsman experience and certainly one of our most popular journeys. After following the east coast up to Keith you head west towards the Isle of Skye and the picturesque Highland village of Plockton, before making your way back to Inverness and then south to Perth. A private ceilidh at Strathisla and your personal invitation to visit Ballindalloch, with its magnificent house and gardens, are just two of the highlights. Along the way there is time and opportunity for golf, seal spotting aboard Callum's boat, or a guided walk.

#### ITINERARY

##### Day One: Edinburgh–Keith

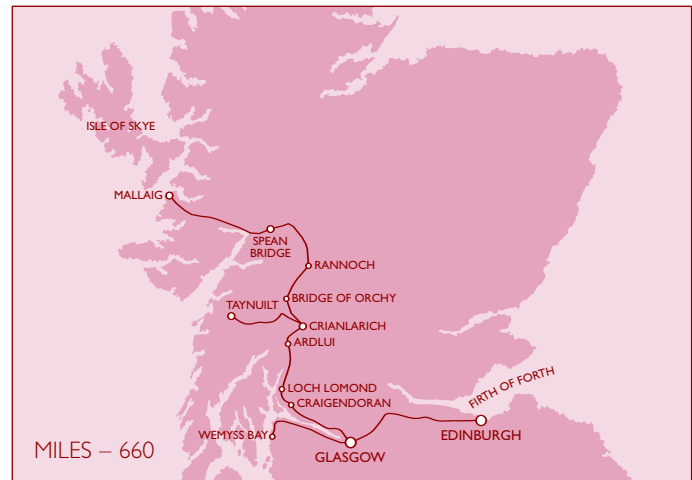
- Depart Edinburgh early afternoon
- Cross Forth Railway Bridge with afternoon tea served en route to Dundee
- Visit Strathisla for traditional Highland ceilidh
- Informal dinner
- Stable overnight at Keith

##### Day Two: Keith–Kyle of Lochalsh

- Visit to Glen Grant distillery
- Lunch travelling via Inverness towards Kyle of Lochalsh
- Explore picturesque village of Plockton with option of boat trip to see seals, a woodland walk, or the local art gallery
- Formal dinner and entertainment in the Observation Car
- Stable overnight at Kyle of Lochalsh

#### WESTERN

Three nights – £2,360 per person fully inclusive



#### DEPARTURE DATES

May 6, 20, June 3, 17, July 1, 8, 22, August 5, 19, 26, September 2, 16, 30, October 14, 28

The West Highland line is stunning, one of the world's most scenic railway journeys. As you travel through the dramatic backdrop of Rannoch Moor to Mallaig, The Royal Scotsman's stately pace allows for plenty of time to reflect and fully appreciate the beauty outside your window. Heading south, you cross from Wemyss Bay to the Isle of Bute for a private view of



## DISEMBARK IN A DIFFERENT WORLD...

Mount Stuart, Britain's most spectacular Victorian Gothic house. The weather can be magical in the Western Isles and, when it is, we can never resist stopping for a walk on one of the glorious West Coast beaches.

### ITINERARY

#### Day One: Edinburgh–Spean Bridge

- Depart Edinburgh early afternoon
- Afternoon tea served en route
- Informal dinner followed by entertainment in the Observation Car
- Stable overnight at Spean Bridge

#### Day Two: Spean Bridge–Mallaig–Taynuilt

- Travel over Glenfinnan Viaduct to Mallaig
- Explore Morar Sands
- Lunch served en route to Bridge of Orchy
- Boat trip on Loch Awe
- Formal dinner followed by entertainment in the Observation Car
- Stable overnight at Taynuilt

#### Day Three: Taynuilt–Wemyss Bay

- Journey to Wemyss Bay to board ferry to the Isle of Bute
- Visit Mount Stuart, Britain's most spectacular Victorian Gothic house and gardens
- Return to mainland
- Informal dinner
- Overnight stabling at Wemyss Bay

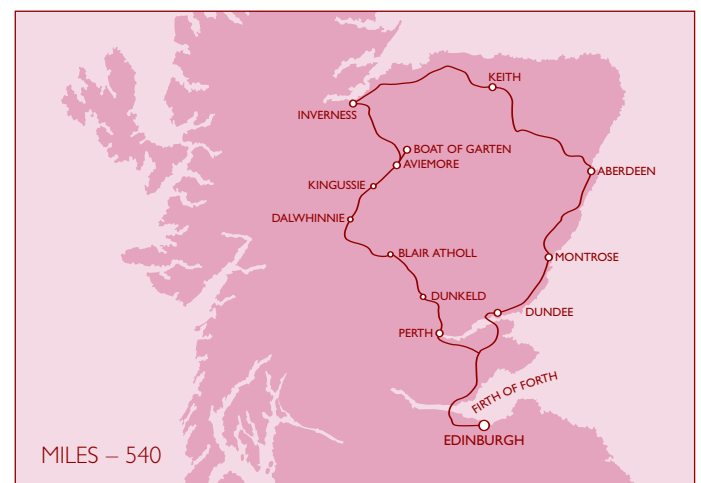
#### Day Four: Wemyss Bay–Edinburgh

- Depart Wemyss Bay
- Arrive in Edinburgh after breakfast

“It is a glamorous and delightful experience, furnished and decorated in the Edwardian style, with blissfully caring, old fashioned service, first-class food and unlimited drink.” FT Weekend

### HIGHLAND

Two nights – £1,630 per person fully inclusive



### DEPARTURE DATES

May 9, 23, June 6, 20, July 11, 29, August 8, September 5, 19, October 3, 17

There is simply no better way to experience the drama and wild beauty of the Scottish Highlands. Head north on the Highland Line through Dunkeld and Blair Atholl to Inverness, passing Culloden, site of the 1746 battle. At Rothiemurchus Estate, there will be the opportunity to try your hand at clay pigeon shooting, venturing out with the Estate's rangers on a Highland safari or just enjoying a Highland walk.

### ITINERARY

#### Day One: Edinburgh–Boat of Garten

- Depart Edinburgh early afternoon
- Afternoon tea en route to Kingussie
- Visit to Highland Folk Museum, a traditional Highland village
- Formal dinner and entertainment aboard in the Observation Car
- Stable overnight at Boat of Garten

#### Day Two: Boat of Garten–Dundee

- Visit to Rothiemurchus Estate for clay pigeon shooting or Highland safari
- Lunch served en route to Inverness
- Visit to Strathisla Distillery
- Informal dinner en route to Dundee
- Stable overnight at Dundee

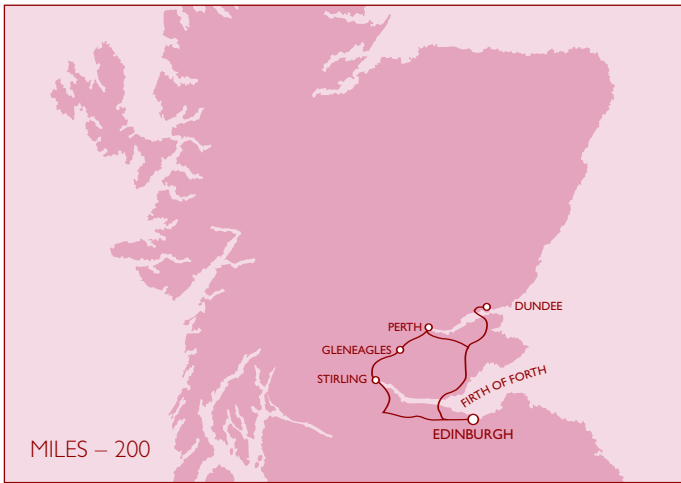
#### Day Three: Dundee–Edinburgh

- Breakfast whilst crossing Tay and Forth Railway Bridges
- Arrive in Edinburgh after breakfast



## WEE DRAM

One night – £840 per person fully inclusive



## DEPARTURE DATES

May 15, 29, June 12, 26, July 17, 31, August 14, September 11, 25, October 9, 23

As the name suggests, this is a rewarding way to experience The Royal Scotsman for those with less time. Your journey takes you over the Forth Railway Bridge to Dundee for a private view of Glamis, seat of the Earl of Strathmore and Kinghorne and childhood home of the late HM The Queen Mother. Afterwards you travel through the Kingdom of Fife to Stirling where you enjoy a formal dinner and entertainment before returning to Edinburgh the next morning.

## ITINERARY

### Day One: Edinburgh–Dundee–Stirling

- Depart Edinburgh early afternoon
- Afternoon tea en route to Dundee
- Visit to Glamis, seat of the Earl of Strathmore and Kinghorne and childhood home of the late HM Queen Elizabeth, The Queen Mother.
- Formal dinner and entertainment in the Observation Car
- Stable overnight at Stirling

### Day Two: Stirling–Edinburgh

- Depart Stirling
- Arrive in Edinburgh after breakfast

Itineraries and timings shown may be changed for seasonal or operational reasons.

## FOR THOSE WITH A LITTLE MORE TIME...

## GRAND WEST HIGHLAND

Five nights – £3,590 per person fully inclusive

*This journey combines the scenic Western and traditional Highland journeys. Prices for all combined journeys include a reduction on single journey rates.*

## DEPARTURE DATES

May 6, 20, June 3, 17, July 8, August 5, September 2, 16, 30, October 14

It's always hard to say farewell to the Scottish Highlands. That's why we've made it possible to join us for a longer journey. Enjoy the magnificent scenery of the West Highland Line and an exclusive view of Mount Stuart, a spectacular Victorian Gothic house. Then after some free time in Edinburgh experience the wild beauty of the Scottish Highlands as you head north, stopping along the way for a private visit to Strathisla Distillery and to try your hand at some outdoor activities on the Rothiemurchus Highland estate.

## GRAND NORTH WESTERN

Seven nights – £4,840 per person fully inclusive

*This journey combines the favourite Classic and scenic Western journeys. Prices for all combined journeys include a reduction on single journey rates.*

## DEPARTURE DATES

May 2, 16, 30, June 13, 27, July 1, 4, 18, August 1, 15, 19, 22, 26, 29, September 12, 26, October 10, 24

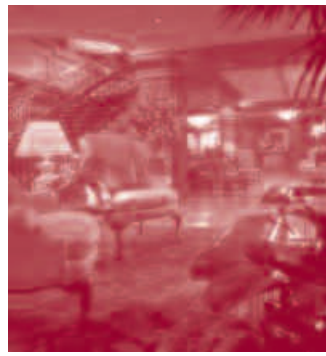
With seven nights aboard, this is an opportunity to savour The Royal Scotsman and Scotland to the full. After travelling along the east coast to Keith you head west to the picturesque Highland village of Plockton, before returning to Inverness then south to Perth. Enjoy the many highlights along the way, including a private ceilidh at Strathisla and your personal invitation to visit Ballindalloch, with its magnificent house and gardens. There will also be time and opportunity for golf, seal spotting aboard Callum's boat, or a guided walk. After some free time in Edinburgh, relax and experience the magnificent West Highland scenery and a private view of Mount Stuart, Britain's most spectacular Victorian Gothic house.

## GREAT SCOTTISH GOLF

Six nights, July 23–29 – Please contact us for further details

*Four nights onboard The Royal Scotsman plus two nights at The Gleneagles Hotel.*

In conjunction with Perry Golf, we are delighted to offer you an opportunity to play some of Scotland's most famed golf courses, whilst enjoying its most spectacular scenery. The first two nights are spent at The Gleneagles Hotel with golf on the Kings Course and Carnoustie, venue of the 2007 British Open. The Royal Scotsman then awaits for a journey around Scotland with golf at Royal Dornoch, Nairn and Cruden Bay. This really is the perfect trip for the avid golfer; while non-golfing partners and friends have their own special programme of off-train visits.



## FURTHER INFORMATION

### WEBSITE

For further information on The Royal Scotsman, details of current news and availability, along with virtual tours of the train carriages, please visit our website at [WWW.ROYALSCOTSMAN.COM](http://WWW.ROYALSCOTSMAN.COM)

### CHECK-IN PROCEDURE

The Royal Scotsman departs from Edinburgh Waverley Station. Guests are asked to check-in at the GNER First Class lounge at least 40 minutes prior to departure. You will be met by our Host and members of Crew who will transfer your luggage to the train.

### ALL INCLUSIVE PRICES

Prices include luxury Twin or Single State cabin accommodation with ensuite bathroom, all meals, wines, all alcoholic and other beverages, visits and entertainment.

### SPECIAL DIETS AND ALLERGIES

Our onboard Chef will be happy to assist – just inform us in advance. There is a fixed menu for each meal, but do request an alternative if the posted menu does not suit you. Please advise us at time of booking of any allergies which we need to be aware of.

### CLOTHES

We recommend casual, comfortable clothing during the day. In the evening smart attire is appropriate, with gentlemen in tuxedo or kilt when dinner is formal (see journey itineraries for details).

### TRAVEL INSURANCE

It is a condition of travel that all guests read the Terms and Conditions outlined in this supplement. We strongly recommend that guests arrange suitable insurance cover for injury, illness, loss of effects or luggage and holiday cancellation.

### CHILDREN AND PETS

For safety reasons it is regretted that children under 12 years and pets are not permitted on the train.

### WHEELCHAIR ACCESS

Guests with restricted mobility, or those confined to a wheelchair are asked to contact us directly to discuss the suitability of a journey aboard The Royal Scotsman.

### SMOKING

For the comfort and safety of all our guests please note smoking is not permitted onboard the train at any time.

### RECOMMENDED HOTELS

We are pleased to recommend these hotels for your stay before or after your Royal Scotsman experience. At each one we have confirmed exclusive rates on your behalf when you quote reference 'Royal Scotsman'.

#### SHERATON GRAND HOTEL AND SPA, EDINBURGH

Luxurious opulence in the heart of Edinburgh. Against the backdrop of majestic Edinburgh Castle, the Sheraton Grand Hotel and Spa combines city centre convenience with warm Scottish hospitality, in surroundings that are as comfortable as they are elegant. It is a haven from which to explore the sights of historic Edinburgh and after a busy day, let the friendly team, first-class service and award-winning One Spa soothe away the stresses of the city.

Telephone +44 (0)131 221 6408

Email [grandedinburgh.sheraton@sheraton.com](mailto:grandedinburgh.sheraton@sheraton.com)

#### THE HOWARD, EDINBURGH

This intimate five star retreat, set amidst the cobble-stoned streets of Edinburgh's New Town is a gem of a small hotel, where you'll be treated like a special guest in a private residence. Each of the 17 bedrooms, including five suites, has its own individual character: Savour indulgences such as a four poster bed draped in the softest satin and velvet or a freestanding roll top bath, providing you with a chance to relax in a traditional Georgian setting.

Telephone +44 (0)131 274 7402

Email [reserve@thehoward.com](mailto:reserve@thehoward.com)

#### THE GORING, LONDON

A privately-owned hotel of real charm, The Goring is located just next to Buckingham Palace and provides a haven of quiet comfort and delectable food.

Telephone +44 (0)20 7396 9000

Email [reception@goringhotel.co.uk](mailto:reception@goringhotel.co.uk)



ORIENT-EXPRESS HOTELS  
TRAINS & CRUISES

The Royal Scotsman is proud to be part of Orient-Express, an international collection of hotels, trains and cruises across six continents, providing luxury travel experiences for discerning travellers in areas of outstanding cultural, historic and recreational interest. The Orient-Express has always promised romance, glamour and adventure and nowhere is this more evident than on the fabled Venice Simplon-Orient-Express luxury train linking the major cities of Europe.

For information on the world of Orient-Express visit [www.orient-express.com](http://www.orient-express.com)

JOURNEYS 2006

DEPART EDINBURGH (PM)			JOURNEY		RETURN EDINBURGH (AM)		
May	2	Tue	Classic	4 nights	May	6	Sat
	2	Tue	Grand North Western	7 nights		9	Tue
	6	Sat	Western	3 nights		9	Tue
	6	Sat	Grand West Highland	5 nights		11	Thu
	9	Tue	Highland	2 nights		11	Thu
	11	Thu	Classic	4 nights		15	Mon
	15	Mon	Wee Dram	1 night		16	Tue
	16	Tue	Classic	4 nights		20	Sat
	16	Tue	Grand North Western	7 nights		23	Tue
	20	Sat	Western	3 nights		23	Tue
	20	Sat	Grand West Highland	5 nights		25	Thu
	23	Thu	Highland	2 nights		25	Thu
	25	Thu	Classic	4 nights		29	Mon
	29	Mon	Wee Dram	1 night		30	Tue
	30	Tue	Classic	4 nights	June	3	Sat
	30	Tue	Grand North Western	7 nights		6	Tue
June	3	Sat	Western	3 nights	June	6	Tue
	3	Sat	Grand West Highland	5 nights		8	Thu
	6	Tue	Highland	2 nights		8	Thu
	8	Thu	Classic	4 nights		12	Mon
	12	Mon	Wee Dram	1 night		13	Tue
	13	Tue	Classic	4 nights		17	Sat
	13	Tue	Grand North Western	7 nights		20	Tue
	17	Sat	Western	3 nights		20	Tue
	17	Sat	Grand West Highland	5 nights		22	Thu
	20	Tue	Highland	2 nights		22	Thu
	22	Thu	Classic	4 nights		26	Mon
	26	Mon	Wee Dram	1 night		27	Tue
	27	Tue	Classic	4 nights	July	1	Sat
	27	Tue	Grand North Western	7 nights		4	Tue
July	1	Sat	Western	3 nights	July	4	Tue
	1	Sat	Grand North Western	7 nights		8	Sat
	4	Tue	Classic	4 nights		8	Sat
	4	Tue	Grand North Western	7 nights		11	Tue
	8	Sat	Western	3 nights		11	Tue
	8	Sat	Grand West Highland	5 nights		13	Thu
	11	Tue	Highland	2 nights		13	Thu
	13	Thu	Classic	4 nights		17	Mon
	17	Mon	Wee Dram	1 night		18	Tue
	18	Tue	Classic	4 nights		22	Sat
	18	Tue	Grand North Western	7 nights		25	Tue
	22	Sat	Western	3 nights		25	Tue
	25	Tue	Great Scottish Golf*	4 nights		29	Sat
	29	Sat	Highland	2 nights		31	Mon
	31	Mon	Wee Dram	1 night	August	1	Tue
August	1	Tue	Classic	4 nights	August	5	Sat
	1	Tue	Grand North Western	7 nights		8	Tue
	5	Sat	Western	3 nights		8	Tue
	5	Sat	Grand West Highland	5 nights		10	Thu
	8	Tue	Highland	2 nights		10	Thu
	10	Thu	Classic	4 nights		14	Mon
	14	Mon	Wee Dram	1 night		15	Tue
	15	Tue	Classic	4 nights		19	Sat
	15	Tue	Grand North Western	7 nights		22	Tue
	19	Sat	Western	3 nights		22	Tue
	19	Sat	Grand North Western	7 nights		26	Sat
	22	Tue	Classic	4 nights		26	Sat
	22	Tue	Grand North Western	7 nights		29	Tue
	26	Sat	Western	3 nights		29	Tue
	26	Sat	Grand North Western	7 nights	September	2	Sat

DEPART EDINBURGH (PM)			JOURNEY		RETURN EDINBURGH (AM)		
August	29	Tue	Classic	4 nights	September	2	Sat
	29	Tue	Grand North Western	7 nights		5	Tue
September	2	Sat	Western	3 nights	September	5	Tue
	2	Sat	Grand West Highland	5 nights		7	Thu
	5	Tue	Highland	2 nights		7	Thu
	7	Thu	Classic	4 nights		11	Mon
	11	Mon	Wee Dram	1 night		12	Tue
	12	Tue	Classic	4 nights		16	Sat
	12	Tue	Grand North Western	7 nights		19	Tue
	16	Sat	Western	3 nights		19	Tue
	16	Sat	Grand West Highland	5 nights		21	Thu
	19	Tue	Highland	2 nights		21	Thu
	21	Thu	Classic	4 nights		25	Mon
	25	Mon	Wee Dram	1 night		26	Tue
	26	Tue	Classic	4 nights		30	Sat
	26	Tue	Grand North Western	7 nights	October	3	Tue
	30	Sat	Western	3 nights		3	Tue
	30	Sat	Grand West Highland	5 nights		5	Thu
October	3	Tue	Highland	2 nights	October	5	Thu
	5	Thu	Classic	4 nights		9	Mon
	9	Mon	Wee Dram	1 night		10	Tue
	10	Tue	Classic	4 nights		14	Sat
	10	Tue	Grand North Western	7 nights		17	Tue
	14	Sat	Western	3 nights		17	Tue
	14	Sat	Grand West Highland	5 nights		19	Thu
	17	Tue	Highland	2 nights		19	Thu
	19	Thu	Classic	4 nights		23	Mon
	23	Mon	Wee Dram	1 night		24	Tue
	24	Tue	Classic	4 nights		28	Sat
	24	Tue	Grand North Western	7 nights		31	Tue
	28	Sat	Western	3 nights		31	Tue

JOURNEY RATES 2006

Wee Dram (1 night)	£840
Highland (2 nights)	£1,630
Western (3 nights)	£2,360
Classic (4 nights)	£2,990
Grand West Highland (5 nights)	£3,590
Grand North Western (7 nights)	£4,840

*This journey combines the scenic Western and traditional Highland journeys. Prices for all combined journeys include a reduction on single journey rates.*

*This journey combines the favourite Classic and scenic Western journeys. Prices for all combined journeys include a reduction on single journey rates.*

Great Scottish Golf (6 nights) Please contact us for further details  
 \*Four nights onboard The Royal Scotsman plus two nights at The Gleneagles Hotel.

- Rates are per person per journey in Twin or Single State cabins and are fully inclusive of accommodation with ensuite bathroom, meals, wines, alcoholic and other beverages, visits and entertainment.
- There will be a 60% supplement for single occupancy of a Twin cabin.

PRIVATE AND CORPORATE CHARTERS

We can offer a variety of charter programmes, either based on our standard journeys or a fully customised itinerary. These can, for example, include golf, shooting, food and wines or heritage. For further information please contact us on +44 (0)131 555 1021.

**BOOKING FORM** PLEASE WRITE IN BLOCK CAPITALS

**GUEST ONE**

Title \_\_\_\_\_ Initial \_\_\_\_\_ First Name \_\_\_\_\_  
For use by other guests on train

Surname \_\_\_\_\_

**GUEST TWO**

Title \_\_\_\_\_ Initial \_\_\_\_\_ First Name \_\_\_\_\_  
For use by other guests on train

Surname \_\_\_\_\_

Contact Address \_\_\_\_\_

Post/Zipcode \_\_\_\_\_ Country \_\_\_\_\_

Telephone \_\_\_\_\_

Facsimile \_\_\_\_\_

Email \_\_\_\_\_

**JOURNEY DETAILS**

Choice of Royal Scotsman journey (please tick):

- Wee Dram (1 night)
- Highland (2 nights)
- Western (3 nights)  Journey Date e.g. 3 June 2006 \_\_\_\_\_
- Classic (4 nights)  \_\_\_\_\_
- Grand West Highland (5 nights)
- Grand North Western (7 nights)  Cabin Type:
- British Open Golf (6 nights)  Twin  Single

**PAYMENT DETAILS**

Journey price per person \_\_\_\_\_

No. of people \_\_\_\_\_ Total \_\_\_\_\_

Deposit of 25% \_\_\_\_\_

I wish to pay by Visa/Mastercard/American Express/Switch/Delta

Card Number

Expiry Date     Security Code

Name as it appears on card \_\_\_\_\_

Please debit deposit now  and balance when due

OR full payment   
(Cheques should be made payable to Orient-Express)

Signature \_\_\_\_\_ Date \_\_\_\_\_

I agree on behalf of myself and anyone listed above to be bound by the Terms & Conditions set out in The Royal Scotsman Journey Supplement.  
 We recommend you keep a copy of the completed form and terms and conditions overleaf, for reference purposes.

**ADDITIONAL INFORMATION**

To ensure your journey on The Royal Scotsman is as smooth as possible, please assist us by providing the following information:

1. Do you have any (please tick):
  - Special occasions to celebrate? Yes  No   
 Please specify \_\_\_\_\_ Date \_\_\_\_\_
  - Dietary requirements and/or allergies? Yes  No   
 Please specify \_\_\_\_\_
  - Health conditions we should know about? Yes  No   
 Please specify \_\_\_\_\_
2. Do you require the use of a wheelchair? Yes  No
3. Please give us the name and address of the person to contact in an emergency:
 

Contact name \_\_\_\_\_

Address \_\_\_\_\_

Post/Zipcode \_\_\_\_\_ Country \_\_\_\_\_

Telephone (1) \_\_\_\_\_

Telephone (2) \_\_\_\_\_

Email \_\_\_\_\_
4. Please tell us where you will be staying immediately before and after your journey on The Royal Scotsman in case we need to contact you:
 

Before \_\_\_\_\_

Telephone \_\_\_\_\_ No. of nights \_\_\_\_\_

After \_\_\_\_\_

Telephone \_\_\_\_\_ No. of nights \_\_\_\_\_
5. Smoking – for the comfort and safety of all our guests, please note smoking is not permitted onboard the train at any time.
6. Travel Insurance – it is a requirement that all guests read the Terms & Conditions. We strongly recommend that guests arrange suitable cover for injury, illness, loss of effects or luggage and holiday cancellation.

**BOOKING OFFICE**

See back cover for details.



# TERMS AND CONDITIONS

The Royal Scotsman is a luxury train and coach journey operated by The Great Scottish & Western Railway Company Limited, hereinafter referred to as GS&WR. Carriage on The Royal Scotsman is subject both to these Booking Conditions and, insofar as the guest may have a claim against any supplier of GS&WR, to the terms and conditions imposed by those suppliers. Passengers and their luggage are carried subject to the company's current Conditions of Carriage of Passengers and their luggage (see www.royalscotsmen.co.uk for details).

## 1. YOUR JOURNEY RATE INCLUDES

- a) State cabin with twin or single accommodation with private ensuite shower and toilet facilities.
- b) Table d'hôte meals daily, including wine and all alcoholic and other beverages.
- c) All applicable taxes.
- d) All visits and entertainment arranged by GS&WR.

## 2. YOUR JOURNEY RATE DOES NOT INCLUDE

- a) Travel insurance – it is highly recommended that you insure yourself prior to departure for injury, illness, loss of property while on the journey and specifically for journey cancellation (see 5 below). Check with your travel agent.
- b) Crew gratuities

## 3. JOURNEY PAYMENT

A deposit of 25% of the journey price is required at the time of booking. The remainder of the cost of your journey is due 56 days prior to departure. If your reservation is made within 56 days of departure, the entire cost of the journey must be paid at the time of confirmation. There shall be no contract between GS&WR and the guest until a signed booking form and the deposit (or in the case of bookings made within 56 days of departure date, the full price) have been received by a Royal Scotsman booking office and that office has confirmed the booking in writing. Where journey payments are not covered by bonding arrangements, GS&WR places guests' money in an account held at HSBC, 8 London Street, Basingstoke, Hampshire, RG21 7NU, United Kingdom.

## 4. SURCHARGES

Quoted tour prices include planning, handling and operational charges, and are based on current rates of exchange, tariffs and taxes as of February 2005. The Great Scottish and Western Railway Company Limited reserve the right to increase tour prices to cover increased costs, tariffs and taxes, and to reflect fluctuations in foreign exchange markets.

## 5. JOURNEY CANCELLATION/CHANGES

- a) If an amendment or cancellation by you or any member of your party is necessary this must be confirmed in writing and a fee is payable by you to the company, on the following scale:

Notice received before scheduled departure date	Cancellation Fee*	Amendment Fee for each change*
120 days or more	5%	One free then 5%
119–56 days	25%	25%
55–21 days	50%	50%
20 days or less	100%	100%

\*Fees are expressed as a % of the journey rate.

Insurance against cancellation (e.g. because of illness) is strongly recommended.

- b) In the unlikely event that it is necessary for GS&WR to cancel a journey or to make a major change to a confirmed journey (major changes include a change to the departure date, or a change to departure time of more than five hours), GS&WR will tell guests as soon as practicably possible before departure. Guests will then have the choice of accepting the major change with such alternative arrangements for the journey and appropriate compensation (up to 10% of the journey price) as GS&WR shall offer; or choosing an alternative departure date for the journey, or withdrawing from the contract and accepting a full refund of all monies paid.

- c) Other than major changes as above, GS&WR reserves the right to make changes in routings, visits and journey timings at any time, and although guests will, if practicable, be advised of any such changes before departure, GS&WR is not obliged to advise guests or to pay them compensation.
- d) GS&WR can cancel a journey more than 56 days before departure where the minimum number of 20 bookings required for a journey has not been met. Guests will then have the choice of accepting an alternative departure date for the journey, or withdrawing from the contract and accepting a full refund of all monies paid for the journey.
- e) If there is a delay of more than one hour in the scheduled finish time of a journey, GS&WR will use reasonable endeavours to facilitate guests' onward travel arrangements.

## 6. REFUNDS FOR MISSED DAYS

There will be no refunds for days missed by guests during any journey.

## 7. LIABILITY AND RELEVANT LAW

- a) Where the guest does not suffer death or personal injury, GS&WR accepts liability should any part of the guest's journey not be of a good standard and subject to c) and d) below will pay the guest compensation. The maximum amount of compensation will be a refund of the guest's journey cost and payment of any special damages. This maximum sum will be used to assess the appropriate sum due to a guest in the circumstances of their particular complaint. Any sums received by the guest from their own insurance or from suppliers will be deducted from any sum paid by GS&WR as compensation.
- b) Where the guest suffers death or personal injury as a result of an activity forming part of their journey arrangement with GS&WR, GS&WR accepts liability subject to c) and d) below.
- c) GS&WR accepts liability in accordance with a) and b) above and subject to d) below except where the cause of the failure in the guest's journey arrangements or any death or personal injury suffered is not due to any fault on the part of GS&WR or that of its servants, agents or suppliers or is due to unusual or unforeseeable circumstances or events which neither GS&WR nor its servants, agents or suppliers could have anticipated or avoided even with the exercise of all due care.
- d) It should be noted that GS&WR's acceptance of liability in a), b) and c) above is conditional upon the guest assigning any rights that they may have against any of GS&WR's servants, agents or suppliers which are in any way responsible for the failure of the guest's journey arrangements or any death or personal injury suffered. Such acceptance of liability is also subject to the guest following the procedures for the notification of complaints set out in Condition eight entitled "Complaints Procedure".

## 8. COMPLAINTS PROCEDURE

If a guest is in any way dissatisfied with any aspect of the journey arrangements, they must notify GS&WR's representative there and then. If the guest feels that a complaint has not been dealt with satisfactorily they must write to GS&WR outlining the nature of the complaint within 28 days of the end of the journey. Failure to follow the above procedure will result in either a reduction or complete extinction of any rights which the guest may have to claim compensation from GS&WR.

## 9. SPECIAL REQUESTS

If the guest has any special requests re diet, allergies, mobility restrictions etc. they must inform GS&WR in writing of such requests prior to departure. GS&WR does not guarantee that such requests will be met and has no liability to the guest if they are not met.

## 10. LAW AND JURISDICTION ETC

GS&WR may assign the benefit of bookings for trains or facilities on The Royal Scotsman to any successor which operates the train or provides such trains or facilities. Your contract with GS&WR and any matters arising from it shall be governed by and construed in accordance with English law and is subject to the exclusive jurisdiction of the Courts of England and Wales.