

# ATYRAU OIL & GAS 2009



ATYRAU OIL & GAS



OILTECH  
KAZAKHSTAN



07-09 April 2009

Atyrau, Kazakhstan  
Atyrau Sports Complex

8th North-Caspian Regional Exhibition  
"Atyrau Oil & Gas" / "OilTech Kazakhstan"

## ACCOMMODATION & TRAVEL SERVICES MANUAL

**CTMS**  
Corporate Travel Management Solutions  
Garden Studios, 11-15 Betterton Street,  
Covent Garden, London WC2H 9BP  
Tel: +44 (0)20 7866 81 07  
Fax: +44 (0)20 7171 45 26  
Email: [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk)

[www.ctms-exhibitions.com](http://www.ctms-exhibitions.com)

**ctms**  
BEYOND CORPORATE TRAVEL



## AN INTRODUCTION TO CTMS

# CTMS - CORPORATE TRAVEL MANAGEMENT SOLUTIONS

CTMS has, for the last 15 years, been a leading provider of Travel Management Services to corporate clients throughout the world.

We attribute our success and strategic advantage in the market place to our dynamic customer driven approach – listening to our client's unique needs and requirements, understanding their particular travel service and convenience standards, and then using our existing technology, bargaining power and expertise to provide our clients with maximal value.

CTMS offer its clients a host of services in order to ensure that every aspect of company travel is orchestrated according to the exact needs of each client and that we add value and contribute to the travel process in every organisation we work with.

### Our broad range of services include:

- Visa supports (invitations)
- Visa procurement
- Hotel accommodation
- Flight / train reservations
- Airport transfers
- Airport Meet & Greet
- Pre and post exhibition tours of Atyrau
- Meeting & Event Planning
- Travel Policy Management & Consulting
- Travel Expenditure Reporting & Analysis
- Private Air Charter
- VIP Services

## PAGE DETAILS

**Page 02-03:** How to obtain your VISA

**Page 04:** VISA Application checklist

**Page 05-08:** VISA Support Order Form

**Page 09:** VISA Procurement Order Form

**Page 10:** Exhibition Venue & Hotel Location

**Page 11-12:** Suggested Accommodation

**Page 13:** Hotel Booking Form

**Page 14:** Transfer Order

**Page 15-17:** Booking Conditions

**Page 18:** Terms & Conditions



## IMPORTANT VISA INFORMATION

### What type of VISA do I need?

#### **BUSINESS VISA:**

If you are attending the Exhibition as an exhibitor or expect to undertake business whilst there we recommend that you travel on a Business visa. An invitation from the Ministry of Foreign Affairs is required. We can obtain this for you. Business visas are available for varying periods.

#### **TOURIST VISA:**

If you are simply visiting the exhibition and not conducting business you can travel on a tourist visa. Your 'invitation' will take the form of a 'Tourist Voucher' and a 'Hotel Booking Confirmation'. We can obtain this for you. Maximum validity for a tourist visa is one month and can be issued for a single or double entry.

All visa supports are issued on the assumption that you will be entering Kazakhstan via Atyrau International Airport. If you are not, please, alert us to this fact before ordering your visa support.

### How long does it take to obtain the VISA supports?

Visa supports — these are issued in Kazakhstan by the Ministry of Internal Affairs. The time to process your application varies according to how much you wish to pay — they can process your application as quickly as 3 working days or as slowly as 25 working days. Processing times start the day after the applications are received by them.



## IMPORTANT VISA INFORMATION

**Remember to give yourself enough time to plan your visa and to make your travel arrangements.**

*Please note: ITE is not responsible for your visa requirements.*

Before your Kazakh visa is granted you need to obtain a Visa Support document first. As part of its continuing liberalization policies Kazakhstan has announced a significant step in easing the procedures for those who want to visit the country to expand their business, trade and investment activities. Since February 15, 2004 businessmen and tourists from 35 countries (see below) no longer need to obtain a Visa Support before applying for their visas – you have to have been born in one of these countries and you have to hold a passport from one of these countries.

The only documentation required (if you are from one of these listed countries) is:

1. Completed application form
2. One passport-type photograph
3. Payment of the Consular fee
4. Letter of introduction explaining, briefly, the purpose of your visit

### List of 35 countries

- |                   |                        |                 |
|-------------------|------------------------|-----------------|
| 1. Australia      | 15. Israel             | 29. Singapore   |
| 2. Austria        | 16. Italy              | 30. Slovakia    |
| 3. Belgium        | 17. Japan              | 31. Spain       |
| 4. Canada         | 18. Korea, Republic of | 32. Sweden      |
| 5. Croatia        | 19. Lichtenstein       | 33. Switzerland |
| 6. Denmark        | 20. Luxemburg          | 34. UAE         |
| 7. Finland        | 21. Malaysia           | 35. USA         |
| 8. France         | 22. Monaco             |                 |
| 9. Germany        | 23. Netherlands        |                 |
| 10. Great Britain | 24. New Zealand        |                 |
| 11. Greece        | 25. Norway             |                 |
| 12. Hungary       | 26. Poland             |                 |
| 13. Iceland       | 27. Portugal           |                 |
| 14. Ireland       | 28. Saudi Arabia       |                 |

### IF YOU ARE NOT ON THE ABOVE LIST YOU WILL NEED A VISA SUPPORT DOCUMENT

Please be aware that it can take up to 30 working days to obtain your visa support; this depends on your nationality. Only once you have this document can you apply for a visa. Single entry visas are issued only for the dates shown on your invitation (these should match those on your application); you do not have the flexibility to change your dates outside of the dates specified.



## IMPORTANT VISA INFORMATION (CONTINUED)

### Checklist of requirements for VISA support document:

1. A clear colour scanned copy of your passport
2. Visa support order form (see Page 05 - 08)

### How your VISA support is delivered to you:

Once we have your invitation it will be emailed to you; however, some Consulates require the original visa support document when you lodge your visa application. You will need to check with them if they will accept emailed copies or need this original; if they want the original it will have to be couriered to you from Kazakhstan. You will have to pay this courier fee.

Only once you have this document can you then apply for your visa.

Once the above has been obtained you will need to submit the following documents to the consulate in order to apply for your visa:

### VISA application checklist:

1. VISA Support Letter
2. Completed application form
3. Your original passport
4. One recent passport type photograph
5. An introductory letter
6. Any other documents that may be required
7. Payment of the relevant consulate fees

## Non-Restricted Visa Support Order Form

Please use this form if you are a holder of a passport belonging to, or were born in: Argentina, Australia, Austria, Belgium, Bulgaria, Canada, Chile, Costa-Rica, Cuba, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jamaica, Japan, Republic of Korea, Liechtenstein, Luxemburg, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, USA.

Please complete this form and return it by e-mail to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) or fax it to **+44 (0) 20 7117 45 26**. Please note we do not process any orders without pre-payment.

<b>NAME OF EXHIBITION</b>		<b>CITY</b>	
---------------------------	--	-------------	--

### ABOUT YOU AND YOUR VISIT

First Name		Entry date to Kazakhstan	
Last Name		Exit date from Kazakhstan	
Middle Name		Visa to be collected in which city?	
Sex	MALE / FEMALE	List the cities to be visited during your stay in Kazakhstan	1.
Date of Birth (dd-mm-yyyy)			2.
Country of Birth			3.
City of Birth			4.
		Country of Permanent Residence	
<b>Passport Information</b> (your passport must be valid for at least 6 months beyond your exit date from Russia)			
Present Citizenship		Passport Number	
Issued Date (dd-mm-yyyy)		Expiry Date (dd-mm-yyyy)	

### COMPANY DETAILS

Company Name		Street Address	
Position		City	
Phone		State	
Email		Country	
		Postal Code	

### HOME DETAILS

Street Address		Phone	
City		Email	
State			
Country			
Postal Code			

Continued overleaf...

CARD HOLDER BILLING ADDRESS (IF DIFFERENT FROM ABOVE)			
Street Address		Country	
City		Postal Code	
State			

VISA SUPPORT TYPE REQUIRED (TICK THE TYPE OF VISA SUPPORT YOU REQUIRE)			
Tourist Visa Support (Single/Double Entry) - Standard (12 working days)		Tourist Visa Support (Single/Double Entry) - Express (5 working days)	
Single Entry	£40 <input type="checkbox"/>	Single Entry	£80 <input type="checkbox"/>
Business Visa Support (Single/Double Entry) - Standard (12 working days)		Business Visa Support (Single/Double Entry) - Express (5 working days)	
Single Entry (1 month)	£40 <input type="checkbox"/>	Single Entry (1 month)	£60 <input type="checkbox"/>

IF YOU WANT DOUBLE OR MULTIPLE VISA SUPPORT, PLEASE CONTACT US

CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)													
Valid from date				Expiry date				CVC No. (3-4 Digit Security Code)					
Card Type		<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex											
Visa support fee		£											
Courier fee		£											
Processing fee (incl. of VAT)		£23.50											
<b>Total</b>		£											
Card holder's signature								Date					

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.

If you prefer to pay by bank transfer our bank details are:  
**Barclays Bank, 180 Oxford St., London W1D 1EA**  
 Account name: Ltd. CTMS  
 Account no.: 60401382  
 IBAN: GB21BARC20060560401382. SWIFT: BARCGB22

Please inform us once you sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.

Please email this form to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.

CTMS Garden Studios, 11 -15 Betterton St.  
 Covent Garden, London WC2H 9BP  
 Tel: +44 (0)20 7866 8107  
 Fax: +44 (0)20 7117 4526  
 Email: [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) Web: [www.ctms-exhibitions.com](http://www.ctms-exhibitions.com)

Subsidiary of CTMS Inc. / Payless Travel Inc.  
 5000 Dufferin Street, Suite 219B  
 Toronto, Ontario M3H 5T5  
 IATA: 67504194



## Restricted Visa Support Order Form

Please use this form if you are NOT a holder of a passport belonging to, or were NOT born in: Argentina, Australia, Austria, Belgium, Bulgaria, Canada, Chile, Costa-Rica, Cuba, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Great Britain, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jamaica, Japan, Republic of Korea, Liechtenstein, Luxemburg, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, USA.

Please complete this form and return it by e-mail to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) or fax it to **+44 (0) 20 7117 45 26**. Please note we do not process any orders without pre-payment.

<b>NAME OF EXHIBITION</b>		<b>CITY</b>	
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ABOUT YOU AND YOUR VISIT			
First Name		Entry date to Kazakhstan	
Last Name		Exit date from Kazakhstan	
Middle Name		Visa to be collected in which city?	
Sex	MALE / FEMALE	List the cities to be visited during your stay in Kazakhstan	1.
Date of Birth (dd-mm-yyyy)			2.
Country of Birth			3.
City of Birth			4.
		Country of Permanent Residence	
<b>Passport Information</b> (your passport must be valid for at least 6 months beyond your exit date from Russia)			
Present Citizenship		Passport Number	
Issued Date (dd-mm-yyyy)		Expiry Date (dd-mm-yyyy)	

ABOUT YOU AND YOUR VISIT			
First Name		Entry date	
Last Name		Exit date	

COMPANY DETAILS			
Company Name		Street Address	
Position		City	
Phone		State	
Email		Country	
		Postal Code	

HOME DETAILS			
Street Address		Phone	
City		Email	
State			
Country			
Postal Code			

Continued overleaf...

CARD HOLDER BILLING ADDRESS (IF DIFFERENT FROM ABOVE)			
Street Address		Country	
City		Postal Code	
State			

VISA SUPPORT TYPE REQUIRED (TICK THE TYPE OF VISA SUPPORT YOU REQUIRE)			
Tourist Visa Support (Single/Double Entry) - Standard (12 working days)		Tourist Visa Support (Single/Double Entry) - Express (5 working days)	
Single Entry	£40 <input type="checkbox"/>	Single Entry	£80 <input type="checkbox"/>
Business Visa Support (Single/Double Entry) - Standard (12 working days)		Business Visa Support (Single/Double Entry) - Express (5 working days)	
Single Entry (1 month)	£40 <input type="checkbox"/>	Single Entry (1 month)	£60 <input type="checkbox"/>

IF YOU WANT DOUBLE OR MULTIPLE VISA SUPPORT, PLEASE CONTACT US

CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)													
Valid from date				Expiry date				CVC No. (3-4 Digit Security Code)					
Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex												
Visa support fee	£												
Courier fee	£												
Processing fee (incl. of VAT)	£23.50												
<b>Total</b>	£												
Card holder's signature										Date			

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.

<p><b>If you prefer to pay by bank transfer our bank details are:</b>  <b>Barclays Bank, 180 Oxford St., London W1D 1EA</b>            Account name: Ltd. CTMS            Account no.: 60401382            IBAN: GB21BARC20060560401382. SWIFT: BARCGB22</p>	<p>Please inform us once you sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.</p>
<p>Please email this form to <a href="mailto:exhibitor@ctmslondon.co.uk">exhibitor@ctmslondon.co.uk</a> along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.</p>	
<p>CTMS Garden Studios, 11 -15 Betterton St.            Covent Garden, London WC2H 9BP            Tel: +44 (0)20 7866 8107            Fax: +44 (0)20 7117 4526            Email: <a href="mailto:exhibitor@ctmslondon.co.uk">exhibitor@ctmslondon.co.uk</a> Web: <a href="http://www.ctms-exhibitions.com">www.ctms-exhibitions.com</a></p>	<p>Subsidiary of CTMS Inc. / Payless Travel Inc.            5000 Dufferin Street, Suite 219B            Toronto, Ontario M3H 5T5            IATA: 67504194</p> 

If you are in the UK we can lodge your visa application at the London Consulate for you.

Applications are lodged at the Consulate at 9.00am Monday - Friday (with some exceptions) All applications will be lodged the day following receipt by our office.

The Consulate has two processing times for issuing visas; one day or 10 working days. Your passport & visa will be ready the day after we receive it from the Consulate - we will then post it back to you or you can collect.

Please complete this form and send it to us along with the following documents:

- Your passport
- One passport-type photograph
- Visa support
- Visa application
- Letter of introduction (if you're applying for a Business visa)

<b>NAME OF EXHIBITION</b>	<b>CITY</b>
---------------------------	-------------

<b>ABOUT YOU AND YOUR VISIT</b>			
First Name		Entry Date to Kazakhstan	
Last Name		Exit Date from Kazakhstan	

<b>CONSULATE FEES</b>	
Consular Processing Time	Single Entry
Business	£33
Tourist	£23

<b>PAYMENT DETAILS</b>			
<b>CARD HOLDER BILLING ADDRESS</b>			
Street Address		Country	
City		Postal Code	
State			


<b>CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)</b>											
Valid from date		Expiry date		CVC No. (3-4 Digit Security Code)							
Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Swtich <input type="checkbox"/> Amex										
<b>CHARGES</b>											
Lodging Charge	£ 58.75										
Consulate Fee	£										
<b>Total</b>	£										

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.

Card holder's signature	Date
-------------------------	------

<p><b>If you prefer to pay by bank transfer our bank details are:</b>          Barclays Bank, 180 Oxford St., London W1D 1EA          Account name: Ltd. CTMS          Account no.: 60401382          IBAN: GB21BARC20060560401382. SWIFT: BARCGB22</p>	<p>Please inform us once you sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.</p>
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Please email this form to exhibitor@ctmslondon.co.uk along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.

<p>CTMS Garden Studios, 11 -15 Betterton St.          Covent Garden, London WC2H 9BP          Tel: +44 (0)20 7866 8107          Fax: +44 (0)20 7117 4526          Email: exhibitor@ctmslondon.co.uk Web: www.ctms-exhibitions.com</p>	<p>Subsidiary of CTMS Inc. / Payless Travel Inc.          5000 Dufferin Street, Suite 219B          Toronto, Ontario M3H 5T5          IATA: 67504194</p> <div style="text-align: right;">  </div>
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## SUGGESTED ACCOMMODATION INCLUDES...

### Renaissance Hotel ★★★★★

The Renaissance Atyrau Hotel, situated on the European side of Atyrau, the oil capital of Kazakhstan, is located along the main high street overlooking the Ural River. The hotel is conveniently located to offices, with Atyrau International Airport only 10 minutes away by car.

The Hotel with its 202 guestrooms is the only international brand hotel in Atyrau and the second Renaissance hotel in Kazakhstan. The hotel has the biggest conference facilities in Atyrau with state-of-the-art audio-visual equipment, the newest and largest gym and health facilities and a 13 m. swimming pool. The hotel also provides hi-speed Internet access wired in all guest-rooms and wireless in all public areas.

**Cancellation Policy:**  
Available on Application

### Address:

Address:  
15 B, Satpaeva Street,  
Mosque District, Atyrau,  
060011 Kazakhstan

**Tel:** +7 3122 909600  
**Fax:** +7 3122 909606



### Hotel Atyrau ★★★★★

Hotel "Atyrau" is a truly distinguished international hotel, located in the very heart of Atyrau city and tranquilly set in beautiful landscaped gardens. It's only a few steps away from the main business, shopping and entertainment area, with street access to the legendary Ural river. Situated in its privileged position the hotel "Atyrau" provides an elegant and comfortable atmosphere for its guests to relax with gracious and efficient service. Full Breakfast Buffet in "Le Bistro" Restaurant, complimentary Fruit Basket and Mineral Water upon arrival, and free admission to the Health Club & Sauna (1 hour per day) are included in the cost of the room.

Room Features include Bathroom with shower (and/or bathtub); Telephone; Satellite-TV; Hairdryer; Windows that may be opened; Writing desk; Minibar – stocked; Internet access; Air-conditioning.

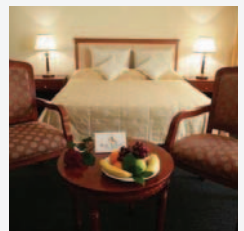
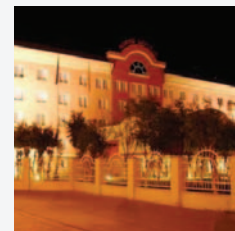
Hotel Facilities include bar; Full service restaurant; Conference facilities; Elevator; Hotel safe; Non smoking rooms; Sauna; Massage; Fitness room; Family rooms available; Business centre; 24 Hour room service; Laundry service

**Cancellation Policy:**  
Available on Application

### Address:

Address:  
Satpayev Str., 6.  
Atyrau, Kazakhstan

Tel: +7-7122-921100 .





## SUGGESTED ACCOMMODATION INCLUDES...

### Victoria Palace Hotel ★★ ★

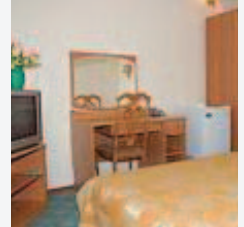
Victoria Palace" hotel is located in quiet district of Atyrau city close to Ural river. There are 36 single and double rooms on two floors with 5 suites on the top floor. The 80 seat restaurant offers European cuisine. Hotel facilities include bar; full service restaurant; sauna with swimming-pool and lounge; beauty shop; hotel safe; billiard room; laundry; high-speed Internet access; airport meeting & greet; 24-hour room service. Room facilities include stocked mini bar, satellite TV, telephone, separate air conditioning systems, shower.

**Cancellation Policy:**  
Available on Application

### Address:

Address:  
17 Vatulina St.,  
Atyrau,  
Kazakhstan

**Tel:** 007 7122 452-760



### Kazakhstan Hotel ★★ ★★

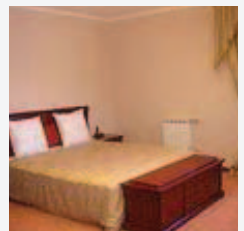
Room Features include Bathroom with shower; - Bathroom with shower; Telephone; Satellite-TV; Hairdryer; Windows that may be opened; in-room safe; Writing desk; Minibar – stocked; Internet access; Air-conditioning

Hotel Facilities include bar; Full service restaurant; Conference facilities; Elevator; Hotel safe; Non-smoking rooms; Sauna; Massage; Fitness room; Business centre; 24-hour room service; Hairdresser; currency exchange; laundry service.

**Cancellation Policy:**  
Available on Application

### Address:

Address:  
Satpayev str. Atyrau  
Kazakhstan





## SUGGESTED ACCOMMODATION INCLUDES...

### River Palace ★★★★★

Located in the heart of Atyrau, on the western bank of the Ural River, the 170-room River Palace offers contemporary facilities in a strikingly modern building (built 2002). 147 rooms are apartment type. Fitness Centre. Pool. The Dolce Vita restaurant serves Italian and International cuisine.

**Cancellation Policy:**  
Available on Application

### Address:

Address:  
55 Aiteke Bi St., Atyrau

Tel: 007 7122 3552.41/39



Please complete this form and return it by e-mail to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) or fax it to **+44 (0) 20 7117 45 26**. Please note we do not process any orders without pre-payment.

<b>NAME OF EXHIBITION</b>		<b>CITY</b>	
---------------------------	--	-------------	--

<b>HOTEL PREFERENCES</b>		
1.	2.	3.

<b>DATES AND ROOM TYPE</b>					
Room No.	Guest Name(s)	Check-in Date	Check-out Date	No. of Nights	Room Type (Single/Twin/Double)
1.	1.				
	2.				
2.	1.				
	2.				
3.	1.				
	2.				
4.	1.				
	2.				

<b>PAYMENT DETAILS</b>
------------------------

<b>CARD HOLDER BILLING ADDRESS</b>
------------------------------------

Street Address		Country	
City		Postal Code	
State			

<b>CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)</b>
--


Valid from date		Expiry date		CVC No. (3-4 Digit Security Code)	
Card Type	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex				

<b>CHARGES</b>		<p>I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms &amp; conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash &amp; bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using <a href="http://www.xe.com">www.xe.com</a> rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.</p>
Per Night Rate	£	
Booking Fee (Inc. of VAT)	£35.25 per room	
Per Night Fee	£	
No. of Nights x No. of Rooms		
<b>Total</b>	£	

Card holder's signature		Date	
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<p><b>If you prefer to pay by bank transfer our bank details are:</b>  <b>Barclays Bank, 180 Oxford St., London W1D 1EA</b>          Account name: Ltd. CTMS          Account no.: 60401382;          IBAN: GB21BARC20060560401382. SWIFT: BARCGB22</p>	<p>Please inform us once you sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.</p>
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Please email this form to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.

<p>CTMS Garden Studios, 11 -15 Betterton St.          Covent Garden, London WC2H 9BP          Tel: +44 (0)20 7866 8107          Fax: +44 (0)20 7117 4526          Email: <a href="mailto:exhibitor@ctmslondon.co.uk">exhibitor@ctmslondon.co.uk</a> Web: <a href="http://www.ctms-exhibitions.com">www.ctms-exhibitions.com</a></p>	<p>Subsidiary of CTMS Inc. / Payless Travel Inc.          5000 Dufferin Street, Suite 219B          Toronto, Ontario M3H 5T5          IATA: 67504194</p>	
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We recommend that you start your visit with a private car transfer to your hotel. We can organise transfers using a wide variety of car types, minibuses, coaches, western saloons through to prestigious luxury makes.

Please complete this form and return it by email to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) or fax it to **+44 (0) 20 7117 4526**

Please note we do not process any orders without pre-payment.

**Note:** We only book transfers in combination with hotel accommodation; if you have booked your accommodation through an alternative party please contact them to arrange your transfers.

Standard Car (for 1-3 pax) / One-way GBP 60	Standard Car (for 4-8 pax) / One-way GBP 80
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<b>NAME OF EXHIBITION</b>	<b>CITY</b>
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<b>NAME(S)</b>			
1.	2.	3.	4.
5.	6.	7.	8.

ARRIVAL FLIGHT DETAILS				
Flight No.	Arrival Date	From (City)	To (City)	Arrival Time

DEPARTURE FLIGHT DETAILS				
Flight No.	Departure Date	From (City)	To (City)	Departure Time

TRANSFER DETAILS		
Date	From	To
	Name of Airport	Name of Hotel & Address
	Name of Hotel	Name of Airport

PAYMENT DETAILS			
CARD HOLDER BILLING ADDRESS			
Street Address		Country	
City		Postal Code	
State			


CARD NUMBER (I AUTHORISE YOU TO DEBIT MY CARD HAVING READ AND UNDERSTOOD THE CHARGES)											
Valid from date				Expiry date				CVC No. (3-4 Digit Security Code)			
Card Type		<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Delta <input type="checkbox"/> Switch <input type="checkbox"/> Amex									
CHARGES											
Arrival Transfer	£										
Departure Transfer	£										
Booking Fee (inc. of VAT)	£23.50										
<b>Total</b>	£										

I authorise you to debit my card having read and understood the charges being made. By signing this form I agree to CTMS's terms & conditions (available on request). A 3% credit card surcharge applies for settlement by credit card; debit cards, cash & bank transfers do not incur this charge. I understand that CTMS head office in Canada will process this payment and convert this GBP amount into CAD using www.xe.com rate on the day. This payment will be shown on my statement as having been taken by "Corporate Travel". CTMS is an abbreviation of Corporate Travel Management Solutions Inc. Where rates were quoted in USD/EUR etc are converted into GBP on the day of processing my order and a 3% internationally accepted currency fluctuation charge is added.

Card holder's signature		Date	
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<b>If you prefer to pay by bank transfer our bank details are:</b> Barclays Bank, 180 Oxford St., London W1D 1EA Account name: Ltd. CTMS Account no.: 60401382 IBAN: GB21BARC20060560401382. SWIFT: BARCGB22	Please inform us once you sent your bank transfer so we can watch for its arrival. Please ensure all bank charges are paid for; the amount shown above must reach our account without any deductions.
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Please email this form to [exhibitor@ctmslondon.co.uk](mailto:exhibitor@ctmslondon.co.uk) along with a colour scanned copy of your passport - these are sent to the Foreign Ministry with your application.

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## BOOKING CONDITIONS (1/3)

These conditions and the information in this brochure, or web site, and relevant inserts form the basis of an agreement between you and the person(s) on whose behalf you book ("the client") and Corporate Travel Management Solutions Ltd., also known as CTMS ("the Company").

Please note that the terms of this agreement vary dependent upon whether the Client purchases "travel" or "other travel arrangements". "Travel" is a combination of at least 2 of travel (excluding transfers), accommodation or other component which forms a significant part of arrangements purchased by the Client from the Company, provided that the combination is booked at the same time and full payment is made direct to the Company. Anything else will constitute "other travel arrangements".

1. When requesting a booking to be confirmed the client must sign the Booking form accepting these conditions and the other information given to him by the Company to form part of the agreement.

2. No contract exists between the Company and the Client until the Company's confirmation accepting the Client's booking request has been dispatched to the Client or his travel agent. Confirmation will not take place until the Company can confirm all components in the clients requested itinerary. The Company reserves the right to offer suitable alternatives if any component of the Client's requested itinerary is not available. No variation of these conditions shall form part of any contract between the Company and the Client, unless confirmed in writing by the Company to the person signing the booking form. Any money paid by the client to a travel agent in respect of a booking with the Company and held by the agent in respect of a booking with the Company and held by the agent is held on behalf of the Client until the Company dispatches to the Client confirmation of his booking. Thereafter, any money held by the travel agent in respect of the booking is held on behalf of the Company.

3. The Booking form must be accompanied by full payment together with the administration charge (also referred to as booking fee or service fee). The administration fee is non-refundable.

4. (a) The Company reserves the right in any circumstances to cancel the Client's travel arrangements more than 4 weeks before departure, in which case the client shall be informed as soon as possible and shall be offered alternative arrangements, if available. The Company shall cancel the travel within 4 weeks of departure only for reasons beyond the control of the Company, or should the Company not receive from the Client the balance of the travel payments. Reasons beyond the control of the Company constitute Force Majeure events, which are defined as unusual and unforeseeable circumstances beyond the Company's

control, the consequences of which could not be avoided even if all due care has been exercised, such as war, threat of war, riots, civil strike, industrial dispute, terrorist activities, natural and nuclear disaster, fire or adverse weather conditions or other similar events beyond the Company's control. Should travel arrangements be cancelled for any reason, including those above, the Company will not refund to the Client any monies paid by the Client to the Company, where the Company has had to pay its supplier and is unable to obtain a refund from them.

On occasion we may need to cancel your booking (such as due to a cancellation by our supplier). We will take reasonable steps to avoid having to cancel your booking. If we are to cancel your booking we will notify you and we will provide a full refund.

The Company will have no other legal liability whatsoever, and, in particular, no liability to compensate the Client for loss of opportunity to travel.

4 (b) This brochure, or web site, and relevant inserts were prepared many months in advance of your travel. As a result changes to travel arrangements are possible. First, the Company reserves the right to change any service, facility or price described in this brochure, or web site, and relevant inserts before the Client books. In this case the Client will be advised of relevant changes before his booking is accepted. Second, the Company reserves the right to change the Client's travel arrangements after the booking has been confirmed. A change may be "major" or "minor". A major change is a change of UK departure airport to one less convenient to the Client, a change of departure time by more than 12 hours (except a flight delay), or a change of accommodation to a lower grade than that booked. All other changes are minor. If there is a minor change to travel arrangements, the Company is under no obligation to notify the Client, nor to compensate the Client. However, in practice, the Company will endeavour to notify the Client of the change. If there is a major change to travel arrangements, the Client will be offered the choice of alternative arrangements, if available, or a full and prompt refund of all money paid. If the Client chooses the alternative arrangements and they are more expensive than the travel originally booked, the Client must pay the difference, but, if they are cheaper, the Client will receive an appropriate refund.

5. After acceptance of the booking, if the Client cancels his arrangements, or does not take the flight booked, or does not arrive at his hotel on the expected date, or does not pay the balance of the travel price by the prescribed time, the Company (or supplier) may cancel the booking whereupon the Client will be liable to pay to the Company (or supplier) cancellation charges in accordance with the following scale:

Period before departure within which written cancellation is received	Cancellation charges as % of total price
More than 50 days	10%
49-31 days	50%
Less than 30 days	100%

NB. Certain special fare air tickets and other services, such as hotel bookings during exhibition and other busy periods, are subject to different cancellation charges, in which case the Client will be informed at the time of booking, or it will be made clear in the brochure or web site. All cancellations from Clients must be sent in writing to the Company by recorded delivery and are only effective from the date of receipt.

6. If the Company consents in writing to a Client's request for any amendment of a confirmed booking, the following scale of alteration charges will apply:

Alteration made more than 50 days before	£25
49-31 days	10% of the total travel cost
30-15 days	25% of the total travel cost
14-1 day	50% of the total travel cost
Day of departure	100% of the total travel cost

NB. Certain special fare air tickets and other services, such as hotel bookings during exhibition and other busy periods, are subject to different cancellation charges, in which case the Client will be informed at the time of booking, or it will be made clear in the brochure or web site. All cancellations from Clients must be sent in writing to the Company by recorded delivery and are only effective from the date of receipt.

7. Sub-clauses (a) – (e) below apply in respect of travel. Sub-clauses (f) applies in respect of other travel arrangements.

7. (a) Subject to clauses 8. (c) and 8. (d) below where the Client does not suffer personal injury or death, the Company accepts liability should any part of the Travel arrangements which the Client books with the Company not be supplied as described, and not be



## BOOKING CONDITIONS (2/3)

of a standard considered reasonable for the country being visited, in such a case, the Company will pay the Client reasonable compensation.

7. (b) Subject to clauses 8. (c) and 8. (d) below where the Client suffers personal injury or death as a result of an activity forming part of the travel arrangements, the Company accepts limited responsibility.

7. (c) The Company's acceptances of liability in Clauses 7. (a) and 7. (b) do not apply where there has been no fault on the part of the Company or its suppliers and the cause of the deficient travel arrangements or death or personal injury is the Client's own fault, the actions of someone unconnected with the Client's travel arrangements or one which the Company or its suppliers could not have anticipated or avoided, even with the exercise of all due care. Further the Company's acceptance of liability is subject to assignment by the Client to the Company of all the Client's rights against any agent or supplier of the Company, or any sub-contractor to such agent or supplier, who is in any way responsible for the deficient travel arrangements or for the Client's death or personal injury.

7. (d) The Company's acceptance of liability to pay compensation pursuant to Clauses 7. (a) and 7. (b) is limited in accordance with international conventions governing air, sea, rail and road transport, copies of which are available for purchase through the International Civil Aviation Organisation on +44 (0)161 499 0023 or for download at <http://www.jus.uio.no/lm/air.carriage.unification.convention.montreal.1999/doc>. Additionally, the Company's products offered for sale are provided by carriers, hotel keepers, car hire companies and other parties who have their own booking conditions of carriage and business and over whom we may have no direct control. Their booking conditions may strictly limit the circumstances in which compensation is payable to you by them and you agree to be bound by their booking conditions. Copies of their booking conditions are available on request. Please allow at least 28 days for the provision of such information.

Our liability is limited to a maximum of twice the price of the services that you have booked attributable to the person affected even if the actual loss you suffer is more than that. This maximum applies where everything possible has gone wrong and you prove that no benefit or enjoyment has been obtained.

7. (e) Where the Client suffers any accidental illness, personal injury or death as a result of any activity not part of the travel arrangements made by the Company, the Company shall provide prompt advice and assistance. Where the personal injury, illness or death is the responsibility of a third party, excluding any supplier of any component part of the travel arrangements booked with the Company, the Company's advice

and assistance will include financial assistance, at the Company's discretion and where appropriate, up to a maximum of £1,000 for the Client and any other person in the Client's party, to assist with the bringing of legal proceedings against such third party and you must repay this if you are successful in any claim against the person responsible. You must notify us in writing of the steps that you intend to take against the person responsible within 90 days of the relevant occurrence and obtain our written approval which will not be unreasonably withheld.

7. (f) As regards other travel arrangements, the Company acts only as a booking agent and has no liability whatsoever for any aspect of the arrangements made, and, in particular, has no liability for any death, personal injury or loss of whatever nature the Client may suffer.

8. Quotations, information and timetables provided by the Company to the Client are compiled in good faith, and are based on schedules, tariffs, prices, advance information and current exchange rates. Prices of travel are subject to change without notice until a confirmation as been issued by the Company to the Client. The prices of other travel arrangements, and the prices of travel after confirmation, are subject to change only in accordance with the terms of clause 9.

9. The price of other travel arrangements is subject at any time. The price of travel is subject to surcharges on the following items for increases in: transportation costs, e.g. fuel, scheduled airfares, and any other airline surcharges which are part of the contract between airlines (and their agents) and the Company. Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations. In the case of favourable currency fluctuations the Company reserves the right to keep prices the same.

Where surcharges are applied, the Company will absorb an amount equivalent to 2% of the travel price which excludes any amendment charges. Only amounts in excess of 2% will be surcharged but where a surcharge is payable there will be an administration charge of £1 together with an amount to cover agent's commission. In no event will a surcharge be imposed within 10 days of departure.

If a surcharge on travel means paying more than 20% of the travel price the Client will be entitled to cancel his travel with a full refund of all money paid, except for any amendment charges and any money Company has paid out to its suppliers and has been unable to obtain a refund. Should the Client decide to cancel because of this, he must exercise his right to do so within 14 days from the issue date printed on the surcharge invoice. The exchange rates used to calculate prices are taken from [www.xe.com](http://www.xe.com).

10. At the time of going to press a visa is required to enter certain countries featured by the Company. Confirmation of the Client's booking does not guarantee the granting of such a visa nor does the visa, if granted, guarantee entry to the country concerned. The grant of a visa and/or permission to enter a country are exclusively within the domain of the relevant authority and are not matters for which the Company has, or accepts, any contractual responsibilities or liabilities. It is the Client's responsibility to make the necessary applications and to comply with any rules or regulations governing entry to a relevant country. If a visa is not obtained by the Client, cancellation charges in accordance with the scale set out in Clause 5. will apply. In addition, the Company will not accept liability or consider a refund in cases when the Client is unable to travel due to an invalid or mislaid visa or passport.

11. As a condition of booking, it is the Client's responsibility to take out travel insurance and to make sure they have adequate cover.

12. As between the Client and airlines, railways, coach or shipping companies, the conditions of carriage of the relevant airline, railway, coach or shipping company will apply. Some of these conditions of carriage may limit or exclude liability and are often the subject of international agreements between countries. Copies of these conditions, where applicable, may be available for inspection at the offices of the Company or at the carrier concerned.

13. Flight times are provided by airlines and are subject to air traffic control measures. All methods of transportation are subject to weather conditions and the need for constant maintenance, and the ability of passengers to check in on time. While the vast majority of methods of transportation do depart on time, delays can occur and there is no guarantee that flights, ferries, ships, trains or coaches will depart at the time stated by the Company to the Client or on the ticket sent to the Client. The timings are estimates only and the Company does not have any liability to you for any delay which may arise. Where such delays arise the Company will not be liable for additional refreshments or appropriate meals, although in the cases of international flights the carrier, where possible, may provide refreshments and take further appropriate action. We suggest you check your travel insurance for possible cover for these events.

14. The information the Company provides is based on the information provided by the hotels, air, cruise and other travel products displayed in the brochure or on our web-site. For this reason the suppliers remain responsible for the correctness of this information. We therefore cannot guarantee that all the information is accurate and faultless, nor can we be held responsible for errors or inaccuracies in the supplied information. You should always check the provided information,



## BOOKING CONDITIONS (3/3)

before acting on the basis of the supplied information. Inclusion or offering for sale any of the products or services in this brochure, or web site does not constitute any endorsement or recommendation of such products or services by the Company. The Company and its suppliers hereby disclaim all warranties, terms and conditions with regard to this information, products and services including all applied warranties, and conditions, of suitable quality, fitness for purpose.

15. The Company reserves the right in its absolute discretion to terminate the travel arrangements of any Client whose behaviour is such that it is likely in the opinion of the Company to cause distress, damage, annoyance or danger to the employees or property of the Company or any third party.

If a Client is prevented from travelling on an aircraft, or staying in a hotel, because in the opinion of any person in authority at the airport or hotel (including, for example, the police, pilot, hotel manager, or security personnel) the Client appears by reason of intoxicating liquor, or misuse of drugs, or for any other reason, either to be unfit to travel or likely to cause discomfort or disturbance to other passengers or hotel guests, the Company responsibility for the Client's journey or travel, including any return flight, or other travel services arranged, thereupon ceases. Full cancellation charges then apply and no refunds will be given. Furthermore the Company is then under no obligation whatsoever for compensation or costs the Client may incur in respect of, or as a result of, alternative arrangements the Client may make.

16. No claim will be entertained by the Company arising from the loss or confiscation of items from the Client by any authority, whether arising from a breach of laws or regulations of the relevant country, or otherwise.

17. In the unlikely event that the client has complaints about the accommodation or any other service provided by the Company, this should be reported to the relevant supplier so that steps can be taken to resolve the matter locally. Further, written evidence of any complaint should be obtained in the resort. Failure to comply with these requirements will substantially affect the client's legal rights. In particular, any entitlement which the Client would otherwise have to compensation may be extinguished or reduced. On return home the Client should follow up the complaint within 28 days of arrival, stating clearly all relevant travel details to enable the Company to identify and fully respond to the Client's complaint. The Company will not consider any claims outside this period.

18. Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. The Company urges passengers to review

any travel prohibitions, warnings, announcements and advisories issued by The Foreign and Commonwealth Office Travel Advice Unit prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found on the FCO's website currently located at <http://www.fco.gov.uk/travel>; or BBC Ceefax. Online medical advice for travelers can be found at the Department of Health's website currently located at <http://www.doh.gov.uk>. Otherwise, for medical advice regarding your journey, please contact your GP or the Department of Health. By offering for sale a particular international destination the Company does not represent or warrant that travel to such points is advisable or without risk and, is not liable for damages or losses that may result from travel to such destinations.

19. The Client agrees that in any action arising out of, or in connection with, this contract, English Law will govern and exclusive jurisdiction is conferred on English Courts, subject only to the permissible arbitration set out above.

**Here are the main consulate rules:**

Visa processing starts only after you have delivered all necessary documents. All paperwork once submitted is not subject to any change. The fee for visa processing is not refundable. In case the applicant requests any correction to the visa, for whatever reason, (except mistakes made by the consulate staff — which must be pointed out before you leave the consulate) the applicant will have to reapply for a new visa. Consulates have different processing periods. Normally the slowest (though cheapest) period lasts approximately 3 weeks whereas the fastest (and most expensive), if offered by your consulate, is one day. The visa will be issued exactly as indicated on the invitation. You can travel to Kazakhstan within the visa period. Please note, that Kazakh consulates are closed on Kazakh holidays (sometimes also the day after) and on holidays of the host country.