

YOUR TRAVEL AGREEMENT

Thank you for choosing to embark on a journey with us! This document outlines the terms and conditions of our agreement, ensuring a smooth and enjoyable experience for both parties involved.

BOOKING CONFIRMATION Your adventure begins when we send you a detailed Booking Confirmation / Invoice via email. This confirms our mutual contract, where we commit to providing you with the tour you've selected, and you agree to fulfill the associated payment obligations, all subject to the terms and conditions outlined herein.

IMPORTANT NOTES Upon receiving your Booking Confirmation and Itinerary, please meticulously review the details to ensure accuracy. Our commitment is to deliver the services precisely as described in the itinerary and confirmed to you. For group bookings, the individual making the reservation assumes responsibility for all payment obligations on behalf of the entire party. If you're under 18 years old and not accompanied by your parents or guardians, we require written consent from them prior to finalizing the booking.

PRICING Once your booking is confirmed, the tour price remains fixed and will not be subject to any alterations or surcharges, unless you opt to add supplementary services later.

PAYMENT TERMS A 30% deposit is due at the time of booking, with the remaining balance payable 30 days prior to departure. In the event of last-minute bookings (within 30 days of departure), full payment is required upfront. Payment options include credit card transactions in USD via our website or bank wire transfer in USD or EUR, with relevant bank details provided upon invoicing.

SPECIAL REQUESTS Should you have any special requirements not covered in the tour itinerary (e.g., dietary needs, specific room preferences), please inform us in advance. While we strive to accommodate such requests, we cannot guarantee fulfillment. Please note that these requests do not form part of our contractual obligations, and we bear no liability for any unmet requests.

CHANGES TO BOOKINGS Should you need to modify any details of your booking post-confirmation, kindly notify us via email. Changes, including alterations to travel dates or additional services, may incur fees, which will be communicated to you promptly. All changes are subject to availability.

CANCELLATION POLICY In the unfortunate event of trip cancellation, please notify us in writing via email. Cancellation fees are applicable as follows:

- 3 months or more prior to tour start date: \$300 administration charge.
- Within 3 months but more than 30 days before tour starts: 30% of total tour price.
- Within 30 days but over 7 days of travel: 50% of total tour price.
- Within 7 days of travel or no show: 100% of total tour price.

COMPLAINTS PROCEDURE Should you encounter any issues during your tour, please promptly inform your tour leader/guide for resolution. A detailed report will be completed, and if the matter persists after the tour concludes, kindly submit your complaint in writing via email within 30 days of the tour's end. Complaints concerning services not directly provided by us should be addressed directly with the relevant supplier.

LIABILITY AND INSURANCE While we accept full liability for the proper execution of our tour obligations, certain circumstances may limit our liability. These include unforeseeable events beyond our control, as well as instances where your own actions contribute to the issue. We strongly advise arranging comprehensive travel insurance covering personal injury, medical expenses, baggage loss, and tour cancellation or curtailment.

Your safety and satisfaction are paramount to us, and we look forward to providing you with an unforgettable travel experience.