



SIGNATURE CONCIERGE LTD - GENERAL TERMS AND CONDITIONS

BOOKING CONFIRMATION

1.1 By confirming a booking with Signature Concierge Ltd, the client acknowledges and agrees to abide by the terms and conditions outlined herein.

PAYMENT TERMS

2.1 Payment details, including rates, deposit requirements, and deadlines, will be specified in the invoice provided to the client.

CANCELLATION POLICY

3.1 Cancellation terms are as follows:

At Signature Concierge DMC, we prioritize transparency and clarity in our cancellation policy to ensure a seamless experience for our clients. Please review the following terms and conditions:

Entry Tickets:

- Once entry tickets are confirmed, they are 100% non-refundable.

Tours:

- For tour cancellations, a minimum of 30 days-notice is required to receive a 100% refund.
- Cancellations made within 30 days of the tour date are considered non-refundable.

Transfers:

- Full refunds for transfers are available with a minimum of 15 days-notice prior to the scheduled transfer.

Activities:

- All activities are subject to change based on the terms and conditions of our service providers.

Please note that these cancellation policies are designed to provide clarity and fairness to our clients while also ensuring the smooth operation of our services. If you have any questions or require further clarification, please don't hesitate to contact us.

SERVICES AND ITINERARY CHANGES

4.1 Signature Concierge Ltd reserves the right to modify services or itineraries due to unforeseen circumstances, with reasonable efforts to provide suitable alternatives.



CLIENT RESPONSIBILITIES

5.1 Clients are responsible for obtaining necessary travel documents, complying with entry requirements, and ensuring their fitness for activities included in the itinerary.

LIABILITY AND INSURANCE

6.1 Signature Concierge Ltd is not liable for personal injury, property damage, or any other loss incurred during the trip.

6.2 Clients are advised to obtain suitable travel insurance covering cancellations, medical emergencies, and other unforeseen events.

FORCE MAJEURE

7.1 Signature Concierge Ltd is not liable for disruptions or cancellations resulting from unforeseeable events, including but not limited to natural disasters, acts of war, or government restrictions.

COMPLAINTS AND DISPUTES

8.1 Any complaints or disputes should be communicated promptly to Signature Concierge Ltd, and every effort will be made to resolve them amicably.

GOVERNING LAW

9.1 This agreement is governed by and construed in accordance with the laws of the United Kingdom.

AMENDMENTS

10.1 Signature Concierge Ltd reserves the right to modify these terms and conditions. Clients will be notified of any changes in writing.

IN WITNESS WHEREOF, the client acknowledges receipt and understanding of these terms and conditions.

Signature Concierge Ltd