

TOUR TERMS AND CONDITIONS

The terms and conditions constitute the entire agreement between the parties as to their subject matter, and supersede all prior agreements and understandings between the parties. Please read them carefully as they set out our respective rights and obligations.

The Client or the Tour Operator undertakes the duty to pay for these services. Our obligations to provide the agreed services arise when the Contract Cost is fully received by the Client or the Tour Operator.

PAYMENT CONDITIONS:

All prices are subject to change without notice until your holiday has been paid in full.

1.1. Deposit

20% of the Contract Cost shall be paid 45 days prior to arrival date. The payment date shall be considered the day on which the Contract Cost is credited to the Tour Operator's account.

1.2. Final Balance Payment

Final payment is due 15-20 days prior to arrival date.

1.3. **Separate deposit payments** may be required for pre- and post- tour extensions.

2. CANCELLATION AND REFUNDING:

Cancellation of tour or reservation/s must be provided to us in writing not later than 40 days prior to arrival date.

2.1. Cancellation is subject to the following cancellation fees:

- 40 days or more before arrival date – no cancellation fee
- 39 – 31 days – 10% of total amount charge
- 30-16 days – 30 % of total amount charge
- 15-8 days – 40 % of total amount charge
- 7 days – 50 % of total amount charge
- Less than 7 days – 80% of total amount charge
- No show – 90 % of total amount charge

2.2. Special cancellation can be set by the company in case the final payment is not paid by 3 days prior to due date.

2.3. In case of refunding all bank costs are covered by the customer or by the tour operator.

3. FORCE MAJEURE, EVENTS BEYOND OUR CONTROL

3.1. We regret we cannot pay any compensation where the performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure" as well as any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, industrial dispute, natural disaster, adverse weather conditions, fire and other similar events outside our control.

4. COMPLAINS, PROBLEMS AND DISPUTE RESOLUTION

4.1. In the unlikely event that you have any reason to complain or experience any problems with your holiday, you must immediately inform our local representative and the supplier of the service(s) in question. Any verbal notification must be put in writing and given to our representative/agent and the supplier as soon as possible.

4.2. Any complaints or dissatisfactions with the services should be declared within 12 hours.

4.3. If you fail to follow the above mentioned complaints procedure, your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

4.4. Disputes are subject to be solved through negotiations. If not they shall be solved in accordance with the RA legislation.

Note please, that all the above mentioned statements are valid only if they are made in written and are signed by the Parties.