

Booking Terms & Conditions

1. Your booking

AdvenTour Travel based at 125a Arshakunyats ave., Yerevan 007, Armenia hereinafter referred to as the Company accepts bookings subject to the following conditions. To secure a booking, the Company requires a completed booking form and a deposit of EUR 200 (full payment for travel within 30 days). Clients booking by telephone, on the website, by e-mail or fax will be deemed to have signed the Declaration on the booking form and agreed to the following two conditions: a. they have read and accepted our Booking Conditions and general information pages, contained in our brochure and on our website c. the person signing, or being deemed to sign, the booking form (which incorporates these terms) warrants that he/she has full authority to do so on behalf of all persons whose names appear thereon, and confirms that all such persons are fully aware of and accept these conditions. A booking is accepted and becomes definite only from the date when the Company sends a confirmation note. The Company reserves the right to decline any booking at its discretion.

2. Payment for holiday

A deposit of EUR 200 per person is required at the time of booking. Full payment is due 30 days prior to departure. The tour price is per person based on double occupancy and includes those items mentioned in the itinerary, plus any optional items. Group sizes are limited to a maximum and a minimum; a deposit will secure your space.

The deposit of EUR 200 will be deducted from the final amount for your tour. You may prepay at any time however prepaying requires an invoice sent by us.

Final Payment can be made by wire transfer. We will remind you of your final payment date in advance. In the case of non-payment of the balance by the due date, the Company will treat the booking as cancelled by the Client and reserves the right to charge the Client a cancellation charge in accordance with the scale set out in paragraph 5.

Booking within 30 days of departure: for clients booking a tour within 30 days of departure, final payment is due within 5 banking days of confirmation.

3. Changes by the Client

Any changes to the original booking (hotel, passenger names, etc. but not departure dates) must be confirmed in writing by the person signing the booking form and must be accompanied by an administration fee of EUR 10 per booking in addition to any further costs that the Company may incur. Whilst every reasonable effort will be made to accommodate changes and additional requests, their availability cannot be guaranteed. A change of departure date must be requested in writing by the person signing the booking form and must be accompanied by an administration fee of EUR 30.

4. Substitution of the Client

In certain circumstances you may be able to transfer your booking to another suitable person. This can be permitted if all suppliers agree to accept the substitution. If a substitution is acceptable then we will need to make an administration charge of EUR 30 per person plus any charges levied by suppliers. Airlines may impose 100% cancellation charges and the cost of a new ticket.

5. Cancellation by the Client

Should you wish to cancel your booking, the following cancellation charges will be imposed. They are calculated from the day your cancellation is received by the Company in writing:

30 days and more prior to departure - retention of deposit
29 - 15 days prior to departure - 45% of total tour price
14 - departure day - 100% of total tour price.

6. Changes by the Company

The Company will operate all tours as advertised but by accepting these conditions the Client also accepts that it may prove necessary or advisable to vary or modify a tour itinerary or its contents due to prevailing local conditions or any other reason. The Company reserves the right at any time to cancel or change any of the facilities, services or prices described in the brochure or website (including flights, accommodation or other arrangements) and to substitute alternative arrangements of comparable monetary value without compensation to the Client and accepts no liability to the Client whatsoever for loss of enjoyment as a result of these changes.

If a major change becomes necessary the Company will inform the Client as soon as reasonably possible. The definition of major change will depend on the individual tour and circumstances.

When a major change is made the Client will have the choice of either:

- accepting the change of arrangements; or
- purchasing another available tour; or
- cancelling the tour and obtaining a full refund.

7. Cancellation by the Company

The Company reserves the right to cancel a tour in certain circumstances but, except for Force Majeure or the Client's failure to pay the final balance, will not cancel a tour less than 30 days before departure. Unless the Client fails to pay the final balance, the Company will, upon cancellation, return all monies paid or offer an alternative tour of comparable standard.

8. Passports and Visas

Clients must ensure that they are aware of all relevant passport and visa requirements and that they allow adequate time to obtain them. Requirements can change and it is the Clients' responsibility to ensure that they comply with current passport, visa and health requirements and take all necessary documents with them to gain access to any country or region which forms part of the tour.

9. Behaviour

It is the Clients' responsibility to ensure that he and the members of his party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances all suppliers (e.g. hotel managers, airline pilots) and the Company have the right to terminate arrangements made on the Clients' behalf, in which case the Company's responsibility to the Client ceases immediately. Therefore, the Company will not be liable for any refunds, payment of compensation or reimbursement of any cost or expenses incurred as a result. Further, the Client will be liable to reimburse the Company for any expenses whatsoever that it incurs as a result of such behaviour.

10. Fitness and Participation

All Clients are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen tour as described in the Company's brochures and website. Clients agree to accept the authority and decisions of the Company's employees, tour leaders, and agents whilst on tour with the Company. If in the opinion of such person, the health or conduct of a Client before or after the departure appears likely to endanger the safe, comfortable or happy progress of the tour, the Client may be excluded from all or part of the tour, in which case all monies paid will be forfeited and the Company will not be liable to pay any compensation whatsoever to such Client.

11. Local Laws

All participants in tours operated by the Company are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve the Company of all obligations.

12. Complaints

If the Client has a complaint about any of the tour arrangements, the Client must bring it to the attention of the tour leader or other representative of the Company at the time so that they may use their reasonable endeavours to rectify the situation. Should the problem remain unsolved a complaint must be made in writing to the Company within 28 days of the completion of the tour. The Company accepts liability should any part of the tour arrangements booked not be of reasonable standard. In such a case, the Company will pay reasonable compensation if the Client's enjoyment of the tour arrangements has been adversely affected but will pay no compensation if there has been no fault on the part of the Company or its partners and the reason for the failure in the tour arrangements was the Client's fault, or due to the actions of someone unconnected with the tour arrangements, or if the circumstances could not have been reasonably foreseen or avoided by the Company or its partners. The Client is also referred to the Company's right to make changes to any tour, as set out at paragraph 6.

13. Liability

The tours operated or supplied by the Company have been designed to provide participants with an exposure to the true nature of the environment visited and therefore involve an element of potential risk and exposure to potential hazards over and above those associated with normal package holidays. All bookings are accepted on the understanding that the Client appreciates such risks and hazards and that they undertake all tours at their own volition. If a Client participates in an activity not included as part of a tour operated by the Company, the Client accepts all responsibility for taking part in such an activity and indemnifies the Company against any and all claims related to such an activity. Where the Client suffers death, personal injury or any other loss whatsoever as a result of an activity forming part of the tour arrangements booked with the Company, the Company shall only accept responsibility if the death, personal injury or loss was caused by the negligent acts and/or omissions of the Company's employees, officers, agents, suppliers or sub-contractors. For the avoidance of doubt, the Company shall not be liable for such death, personal injury or any other loss suffered whatsoever if there has been no fault on the part of the Company or its

Office use:
Booking ID -----
Confirmed -----

partners, or if the cause was the fault of the Client or due to the actions of someone unconnected with the tour arrangements or due to circumstances which neither the Company nor its partners could have reasonably anticipated or avoided.

14. Your financial security

To ensure your holiday arrangements are fully protected, all money received as payment for your trip is immediately deposited in the Clients' Account. Your money remains there until your holiday is completed or the services comprising your holiday have been paid for by us. So you can relax and enjoy your holiday as your money is safeguarded.

It is important to us that you are happy with your tour and that you understand the nature of our tours. We would, therefore, ask that you take a few minutes to read these booking conditions and if you need clarification on any point please do not hesitate to contact us.

Please fax or post this completed form to AdvenTour
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