



## **Tour booking terms and conditions**

### **Major term**

Once we received your request, confirmed all tour details with you, we will send a non-refundable deposit invoice. After the non-refundable deposit of 25% of the total tour price (but not less than 300 US\$) is received, we will start your tour preparations, hotel reservation and other services booking.

### **Prices and Payment Terms**

Published prices are based on costs at the time of publication. We reserve the right to change published prices at any time before your booking is made. We reserve the right to increase the cost of your holiday if the Government imposes new taxes or increases existing taxes, the currency fluctuates, or fuel charges increase. We will inform you of any increases.

After you have booked the tour, it is necessary to make a non-refundable deposit of 25% (but not less than 300 US\$), which will provide our managers with the possibility to start organizing a trip (hotel reservation, food, transportation, etc.).

Final payment should be made 4 (four) weeks prior the start day of the tour. If you book less than 4 weeks before departure, you must pay for the tour in full as soon as you book, unless you make alternative arrangements with us. We reserve the right to cancel your booking and apply the relevant cancellation charges (see below for details) if we do not receive all payments at the due time.

### **Payment channels**

Payment for the tour can be made in either of the following ways:

- Direct bank wire transfer;
- Online payment with Visa or MasterCard (kindly note that additional charges / payment processing fees may apply).

Let us know preferable way of payment and our manager will forward you relevant invoice. Please note that depending on chosen payment option relevant fees may apply.

### **Cancellation of the tour**

If you want to cancel the tour, please, inform our company as soon as possible in writing form. Please note that the prepayment (25%) is non-refundable. But it is fully transferrable in case you want to travel on other dates in the following 360 days.

Payment for the tour is a fundamental part of the tour's income and contributes to the overall cost of equipment, running costs, staffing, administration, etc. As a tour operating company we will have incurred the majority of its costs before the tour starts, we need to impose cancellation charges to cover these costs.

Deposits are non-refundable. If you cancel your booking, we will impose cancellation charges as follows:

- 4 weeks or more prior to departure – loss of deposit
- 15-27 days before departure – 30% of tour cost\*
- 10-14 days before departure – 50% of tour cost\*
- 9-4 days before departure – 80% of tour cost\*
- 3 or fewer days before departure – full cost of the tour\*

\* or deposit if greater.

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Tailor-made tours may be subject to alternative cancellation terms, which will be communicated to applicable Clients at the time of booking.

All cancellations must be in writing and be made by the person who submitted the booking form. Please send an email to your relevant travel consultant within our company, with a copy to [info@georgiantrend.com](mailto:info@georgiantrend.com).

Once the tour has started, no refund for any unused portion or part of the tour or services to be provided will be given. If you want to make any changes to the tour, or depart the tour early, such alteration or departure will be entirely at your own expense and liability. You will also need to communicate in writing to the travel consultant your reason for leaving the tour.

### **Tour cancellation by Geotrend**

We reserve the right to cancel the contract between us for any reason prior to your payment of the full price of the trip. In this case, we will refund in full any amount that you have already paid us.

After you have paid in full, we will only cancel the contract if circumstances beyond our control make it unavoidable. Such circumstances include, but are not limited to, civil or political unrest, terrorism, natural disaster, or other force majeure circumstance.

In the unlikely event that such circumstances arise, we will contact you immediately and offer you the choice of equivalent services or a full refund of all monies paid. No additional compensation will be paid over and above the total sum received from you.

### **Rights and obligations**

Under the obligation of forced circumstances (weather, holidays, etc.) we can make some changes to the itinerary, however, all that relates to services and/or major attractions will remain unchanged or replaced with even value service and/or attraction.

We also request immediately and promptly report all complaints and any claims during the tour. If possible, all problems will be solved and, if required, relevant compensation will be issued. If the tourist does not report any complaint, the compensation will not be implemented.

Please, also note that GEOTREND is not liable for services not included in the tour price. Our responsibility is limited only to the extent provided by our tour.

Please check itinerary (dates, connection time and destinations), correctness of surname, name & title in your bookings and provided documents and advise if any mistake. GEOTREND doesn't take any responsibility in case if mistakes were approved by the customer in responding letter. While booking our services you confirm the terms and conditions were reviewed on your part.

Force majeure or any other event which is beyond our control and which is not preventable by reasonable diligence on our part, frees both parties from liability or obligation. In case of force majeure, we don't issue any refund.

### **Health and travel insurance**

Geotrend is not responsible for unforeseen circumstances such as flight or train delays or cancellations; the failure of embassies or consulates to issue visas; the inaccessibility of certain tourist attractions due to the actions of government bodies; the actions or services of accommodation and other facilities visited during the tour; or incidents such as injury, illness, or loss of personal belongings.

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Therefore, travel insurance is mandatory for all Clients. At the time of booking, each Client must arrange his or her own insurance with a reputable insurer, with protection for the full duration of the tour, to cover personal injury, medical expenses, repatriation expenses, loss of luggage, and the expenses associated with cancellation or curtailment of a tour.

If you become ill, all hospital expenses, doctor fees, and repatriation costs are your responsibility and the Company shall not be liable for any refund of the tour cost.