



## **TERMS & CONDITIONS**

### **PAYMENT**

We kindly require a deposit payment at the time of booking to secure your reservations. The deposit payment is 30% of the total amount. The remaining 70% of the payment is to be paid 45 days prior to the departure date. We accept payments by Visa/Master credit cards and bank transfer.

If you pay by bank transfer, we will ask you to fax or e-mail the payment receipt. If you pay by credit card, then you will need to fill in the relevant form and send it to us with the documents necessary for identity verification.

MyTourExpert reserves the right to cancel any booking where the documents have not been received and apply the appropriate cancellation fees.

### **RESERVATIONS**

As soon as we receive the payment, we will start securing your reservations. If any of the proposed accommodations are not available at the time of booking, we will select alternative of a similar standard. A price difference may incur, sometimes more, sometimes less and the balance of the payment will be adjusted accordingly. Availability of the hotels can be checked prior to booking upon request; however no space can be held or guaranteed.

### **CONFIRMATION**

After all your reservations are made and secured, you will receive a confirmed travel itinerary with all services noted along with our local destination management contact details. Upon your arrival in destination, you will receive any further documentation such as vouchers, tickets and/or transfer details essential for your program.

### **CANCELLATION POLICY**

All cancellations must be made in writing to MyTourExpert by email or fax. No responsibility is taken for cancellations of hotel bookings or any other extra services which have been made directly by the client. You will then be subject to the following cancellation charges:

#### **FOR ALL LAND PACKAGES, TOURS & PROGRAMS**

Prior to departure: Charge  
60 days or more: 10% of selling price (Administrative Fee)  
59-46 days: 30% of selling price  
45-8 days: 50% of selling price  
7-0 days: 100% of selling price

#### **FOR ALL CRUISE PROGRAMS**

Prior to departure: Charge  
45 days or more: 10% of selling price (Administrative Fee)  
45-31 days: 30% of selling price  
30-15 days: 50% of selling price  
14-8 days: 75% of selling price.  
7-0 days: 100% of selling price.

Flight tickets are not included in the above cancellation policy. Once your program is confirmed and flight tickets are purchased, any changes to the dates of the program will incur a change fee or in case of cancellation (this is additional to the service fee), 100% cancellation fee for the flight tickets will be incurred regardless of the above cancellation policy.



## **CONSUMER CLAIMS**

We endeavor to ensure that all your arrangements run smoothly. If any problem occurs, it is essential and most practical to try to resolve it directly with the local destination management. If you are unhappy with your hotel room, please inform the hotel manager so the situation can be rectified on the spot. If you have an unresolved complaint this should be put to MyTourExpert in writing.

## **COMPANY RESPONSIBILITY**

The responsibility of MyTourExpert and its affiliated companies is strictly limited. As a tour operator; MyTourExpert organizes, promotes and sells tour programs consisting of certain travel services, including surface/air/water transportation, sightseeing tours, and cruise/hotel accommodations that MyTourExpert purchases or reserves from various suppliers. We exercise every care in the selection of reputable airlines, tour operators, coach operators, hotels and other suppliers of the various travel services used in these tours. It is important to note, therefore, that all bookings with MyTourExpert are subject to the terms and conditions and limitations of liability imposed by airlines, coach operators, hoteliers and other service providers but not limited to shipping, rail, car hire and restaurant operators, whose services we utilize, some of which limit or exclude liability in respect of death, personal injury, delay and loss or damage of baggage.

We always do our best to ensure that your vacation arrangements are satisfactory and we accept liability for, but only to the extent of, any loss or damage sustained by you as the result of our negligence, or that of our employees or agents.

However, the company does not accept any liability of whatever nature or the acts, omissions or default whether negligent or otherwise of those airlines, coach operators, shipping and cruise companies, hoteliers or other persons providing services in connection with your tour arrangements pertinent to a contact between themselves and yourselves (which may be evidenced in writing by the issue of a ticket, voucher, coupon or the like) and over which the company has no direct and exclusive control. MyTourExpert does not accept responsibility in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force major or other events which is beyond its control, or which are not preventable by reasonable diligence on the part of MyTourExpert, including but not limited to war, civil disturbance, fire, flood, unusually severe weather, acts of God, acts of Government or any other authorities, accidents to, or failure of machinery or equipment or industrial action (whether or not involving our employees and even though such actions may be settled by acceding to the demands of a labor group).

## **CLIENTS RESPONSIBILITY**

You should familiarize yourself with any health or VISA requirements that may be applicable in the areas that you intend visiting, and you shall be responsible for all entry, exit, health and any other documents required by law, regulations, orders, demands or requirements of the countries visited or transited. You shall carry a valid passport at all times. Passport, VISA and vaccination requirements are not our responsibility and we are not liable for any loss or expense due to your failure to comply with the above. It remains your responsibility to ensure any documents in order and to meet any additional costs incurred (whether by the client or by MyTourExpert on the client's behalf) as a result of failure to comply with such requirements. You accept that you may be travelling through areas of political, climatic instability, high altitudes and remote areas without proper medical services, and accept the associated risks. The making of a booking constitutes your acceptance of all booking terms and conditions as described herein and forms the basis of your contract with MyTourExpert.

## **EXCEPTIONAL CIRCUMSTANCES**

In some circumstances following a natural disaster or political crises, extended services such as coach tours or cruises may be cancelled by the supplier at very short notice, up until several days prior to the date of the service. We stress that this occurs extremely rarely, however in such eventualities MyTourExpert will make every endeavor to offer you substitute arrangements of a similar nature and cost. If the arrangements offered are not acceptable to you, a full refund for the cancelled tour or cruise will be offered. Should the alternative arrangements accepted by you are at a higher cost than that originally charged, the additional cost will be charged by MyTourExpert to your account.