

# GENERAL TERMS & CONDITIONS FOR BALKAN TOURS WITH GUARANTEED DEPARTURE DATES GREAT BALKAN ADVENTURES

## Basic information

"Operator" of this tour is "Visit Macedonia DMC" an Incoming Tour Operator based in Skopje, Macedonia, operating under the license. A number 555, issued the local laws by Ministry of Economy of Macedonia. You can find more details on [www.visitmacedonia.mk/about-us](http://www.visitmacedonia.mk/about-us).

Program with all timings and details will be sent latest one month before tour departure. We are able to welcome our guests and depart from them different points of arrival and departure throughout the region. All prices are commissionable for travel agents and tour operators only. Group prices are available on request.

## Travel and payment conditions

**Required minimum** for each tour to be operated is 2 passengers per date/tour. If you are a solo traveler you will have to join other travelers for that certain date or tour (if any at the time of booking) and you will have to accept and pay the supplement for accommodation in SGL room (shown for each tour separately). In case there are no other travelers for that certain date or tour, you will be put on a waiting list. Not later than 60 days before the tour departure, you will be informed if there are other travelers for that certain date or tour and asked to proceed with the rest of your payment. In case there are no other travelers for that certain date or tour, we keep the right to not operate it and your deposit will be fully refunded. As an option, in such case, we will offer you to travel as a single traveler, but supplement of 70% will apply on the basic tour price, which also includes SGL room accommodation during the whole tour.

**Maximum passengers** for each tour at the same vehicle is 12 persons.

**Early booking discount** of 10% apply for reservations made 9 months and more in advance. In order to use Early booking discount, upon our confirmation, 30% of total amount is required as deposit. Deposit is non refundable in case of cancellation made in less than 3 months before departure date. Full amount have to be paid not later than 45 days before departure on our bank account.

## How to Make Your Reservation:

After selecting your tour, go on BOOKING REQUEST page and fill in the booking form, with as much details as possible. Please make your reservations as early as possible since many of our tours are completely filled 2 to 3 months before departure.

## Deposit:

Once you are confirmed the availability of tour, we will send your pro forma invoice for deposit and final payment. Payments can be done by money transfer order to our bank account. The amount of deposit differs depending on the tour, but is usually 30% of the total amount.

## Final Payment:

Upon reserving the deposit, you will be sent a confirmation. Final payment is usually due 45 days prior to the departure date. If reservations are made less than 45 days prior to departure, payments in full is required at the time of booking. If final payments are not received on time, "Visit Macedonia DMC" may cancel the reservation and invoke the cancellation fee.

## Pricing:

Price quoted is per person based on double occupancy. The Operator reserves the right to adjust prices due to fluctuations in foreign exchange rates, imposed fuel surcharges, taxes, charges and levies imposed by any third party including government and its agencies. Should any of these changes appear and the tour price increase by more than 10% you may cancel without penalty within 7 days after we notify you of the increase.

## Accommodation:

All hotel descriptions are based on hotel classifications valid for the country where accommodation is provided. Please note: standard policy is that hotel rooms are available for check-in after 14:00. Early check-in should be specified in advance. "Visit Macedonia" cannot guarantee that early check-in will be free of charge, since the standard policy requires a pre night to be booked and paid for.

## Local holidays:

During national holidays some facilities (museums, sightseeing tours and shopping) may be limited or inaccessible. Alternatives will be offered if it is possible.

## Cancellation, Changes and Refunds

If your cancellation in writing is received more than 45 days prior to departure, your deposit will be FULLY REFUNDED. For cancellations or changes thereafter,

the following cancellation fees will apply:

- 45 -25 days prior to departure 20% of tour cost
- 24 -15 days prior to departure 30% of tour cost
- 14 -8 days prior to departure 50% of tour cost
- 7 -1 days prior to departure 70% of tour cost
- Departure day / No show 100% of tour cost

**Refunds for unused services:** The operator does not cover refunds for unused services once travel arrangements have commenced, especially in the cases where tourists are unable to travel due to different reasons (invalid travel documents for instance). No refunds will be made for unused portion of services which are included in tour price and program, as well as for any unused transfer services. All additional expenses have to be arranged on the spot.

Any complaint during the tour should be made immediately to local representatives (hotel management, tour leader and others). All refund claims must be submitted to the Operator in writing within 15 days of the completion of the tour.

**Overbooking:** The operator reserves the right to change or modify a reservation in case of unpredicted circumstances and conditions which are not depending on the firm. Booked accommodation can be substituted only by an accommodation unit of the same or higher category and at the price confirmed during reservation

## IMPORTANT

Booking is considered to be finalized upon confirmation from Visit Macedonia DMC.

You MUST provide us with passport details and ensure you have valid travel documents (passport obligatory and visa if required).

All visa requirements are the sole responsibility of the traveler. Requirements may change and you must check the up-to-date position in good time before departure. It is your responsibility to ensure you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We cannot accept liability if you are refused entry on to any transport or into any country due to failure on your part to carry correct documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.