



# FRONTIERES 56 TRAVEL LTD

## PRIVATE TOUR/JOIN-IN TOUR/PACKAGE TOUR

### Terms & Conditions

#### **Package Fees**

The prices we quote are the latest we have received from our suppliers. However, prices can change at any time, and you will be advised of the correct price upon confirmation of your booking.

#### **Passport and Visas**

Information about country passport and visa requirements can be obtained from our Travel Consultants who would be happy to advise you. It is your responsibility to ensure that you and those in your party comply with any relevant visa, passport and inoculation requirements and take all necessary documentation with you in order to gain access to the country or region of your choice. If you fail to do so, you will be solely responsible for any cost, loss or damage that you, we, or our travel partners incur as a result of your failure to obtain the relevant documentation and/or inoculation.

#### **Payment Conditions**

Prepayment: 20% to 30% deposit is required at the time of booking to secure and confirm your reservation. Full payment of all services is due to Frontieres 56 Travel Ltd at least 10 days prior your trip departure. Some trips may require to settling full payment upon confirmation during peak season.

#### **Method of Payment**

You could make payment to us by a bank draft (wire transfer) to our bank account. Upon receiving the payment we will send you a booking/invoice agreement via e-mail or fax.

#### **Cancellation Policy**

All cancellations must be received in writing. The date of such cancellation shall be the date when a written notice is received by Frontieres 56 Travel Ltd. In the event of any cancellation, the amount paid as prepayment shall be forfeited in accord with the following terms:

More than 30 days deposit will be forfeited

Between 29 and 15 days Loss of 50% of total booking cost

Between 14 days and 8 days Loss of 80% of total booking cost

Within 7 days Loss of 100% of total booking cost

Cancellation fees for air tickets issued by or on behalf of Frontieres 56 Travel Ltd will apply as determined by Airline Tariff Regulations and will vary depending on the type of ticket issued. In addition, service charges may apply.

We strongly recommend that you secure adequate travel insurance, which should in most cases include cover, under certain circumstances, against loss of deposit or cancellation fees, at the time of booking.

No refunds will be made if you leave a trip for any reason after the trip has begun.

#### **Re-booking following a cancellation**

Should you wish to cancel a holiday and re-book an alternative this will be subject to the cancellation terms within these booking conditions. Frontieres 56 Travel Ltd may use their absolute discretion however to transfer some or all of any monies already paid by you to the alternative booking. If the alternative booking requires a greater deposit than has already been paid then the balance between what is required as a deposit and any deposits already paid becomes due

#### **Accuracy of information**

We check the information which we provide about our holidays very carefully. However, tour, excursion or cruise itineraries may change as a result of local conditions. Circumstances such as these, or weather conditions, may cause some of the amenities we have described to be unavailable or different from those advertised. When we are told of any significant or long term changes we will always endeavour to advise you prior to your departure.

#### **Delays**

In the event of any delay to your outward or homeward journey, Frontieres 56 Travel Ltd, or their appointed agent, will do everything possible to assist you in making alternative travel arrangements.

#### **Amendments**

Great care is taken to ensure that the description and prices given in brochure/website are accurate at the time of publication. However, changes can occur, and the Company reserves the right to change any of the details in brochure/website, including prices, in which case the Company will advise you of any such change before accepting your booking. After a Confirmation Invoice has been issued, the Company makes every effort to operate all holidays as advertised. We plan arrangements a long time in advance of your holiday using independent suppliers such as airlines, hotels, local transport operators and guides, over whom we have no direct control. In very rare circumstances, the Company may have to modify a holiday before you depart. Most of these changes are minor. However, if we consider them a material change we will notify you as soon as reasonably practicable. A material change includes a change of flight time by more than 12 hours, a change of international airport (except between airports serving the same

city), a change of destination or a change to a lower standard accommodation, and/or price. In the case of a material change before your departure we will provide you with alternatives.

#### **Force Majeure**

In any event which Frontieres 56 Travel Ltd could not, even with all due care, foresee or avoid. Force Majeure covers events such as, but not limited to, war or threat of war, riot, civil strife, terrorist activity, industrial dispute, disease, industrial or nuclear disaster, adverse weather conditions, fire and all similar events beyond our control. In the case of Force Majeure, Frontieres 56 Travel Ltd will not accept liability, and reserves the right to change and cancel trips.

#### **Illness And Disability**

If you or any member of your party suffer from a disability or other medical condition please tell us before you book. Frontieres 56 Travel Ltd is happy to give you advice and to try to assist you in choosing a holiday that will meet your requirements. However, most of our holidays are in destinations which are off the beaten track and lack even the simplest facilities for disabled guests such as ramps for wheelchairs, lifts and so on. Many of our holidays require a fair degree of physical fitness. Medical facilities may not be readily available. In order to assist you we must be provided prior to booking with full written details regarding your medical condition and any special requirements which result from this. An appropriate medical form will be sent to you for this purpose. Air travel can cause problems for some people with circulatory or bronchial problems, such as deep vein thrombosis. It is inadvisable for anyone with high blood pressure or respiratory problems to visit high altitudes. You should consult your doctor for advice before you book and in good time before your departure.

#### **Insurance**

It is a condition of booking that you and all members of your party have comprehensive travel insurance cover and that it is adequate for your needs. Your policy of insurance should provide cover for personal injury, death, medical and repatriation costs in the countries which you intend to visit, together with cover for loss of baggage and valuables, personal liability, delay, cancellation, curtailment, missed departure and legal expenses. If you suffer from a disability or medical condition you should disclose this to insurers. For those who participate in sports and activities whilst on holiday that have been organized and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance. Note that special insurance may be required if you intend to scuba dive or undertake any other dangerous or sports activities. Please keep your insurance details with you whilst on holiday

Any claims concerning matters for which you are insured must be directed to your insurers.

#### **Excursions**

Please note that when you book an excursion locally you contract with the local company providing that excursion and not the Company. The Company has no legal liability for anything that goes wrong on such an excursion and any claim which you might have arising out of the excursion will be against the relevant local company and subject to the local company's terms and conditions. The Company will, at its discretion offer advice, guidance and assistance if you or any member of your party suffer death, illness or injury arising out of an activity which does not form part of your holiday with the Company, or an excursion arranged locally. Where legal action is contemplated and you want the Company's assistance, you must obtain the Company's written consent prior to commencement of proceedings. The Company's consent will be given subject to you undertaking to assign any costs, or benefits received and any relevant insurance policy to the Company

#### **Privacy Policy**

We collect information from you for operational purposes: to help process your booking, brochure, dossier and availability requests, and to help us provide you with a more personal service.

Frontieres 56 Travel Ltd uses your personal information to provide you with marketing information deemed necessary to send the appropriate brochure or dossier plus any new features, tours, or special offers which we think may be of interest to you. We may also use your information for internal administration of a booking and for analysis. If you send in a booking request for a tour(s), we may need to disclose your information to third party providers of flights, tours and travel insurance. They will only have access to the personal information needed to perform the relevant service and may not use your personal information for any other purpose. However, we respect our customers privacy and do not sell, rent, trade or give away any of your personal information for any purpose.