

Monday 15 August 2016



Balkan Natural Adventure

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Terms & Conditions of Travel

1. Our contract

By booking a trip with us you are deemed to have agreed to these Booking Conditions and your booking will be accepted by us on this basis. The services to be provided are those referred in our offer sent to you by mail or presented in the web site. All tours and offers are subject to availability.

2. Validity

Dates and itineraries are valid as per offer/booking on line. Changes for private tours can be made until three weeks before the travel date. Later changes are possible on case to case bases, depending on third party flexibility.

3. Deposit requirement

You are required to pay a non-refundable deposit of minimum 10 per cent of the trip, for any travel above 150 Euro.

4. Acceptance of booking and final payments

If we accept your booking we will issue an invoice and an offer where all details are included. A contract will exist between us from the date you make a payment based on the offer we have sent you.

Payment of the balance of the trip is done cash on the first day of the trip, except differently agreed in e-mail communication.

For selfguided service charges, once the company does all the bookings and provides the client with all the required details no refunds are available.

5. Prices & surcharges

Our trip prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our trip prices may vary at any time in accordance with demand, market conditions and availability. It is likely that different passengers on the same trip have been charged different prices. Your best option if you like the price you see is to book at that time. Any reduced pricing or discounts that may become available after you have paid your deposit will not apply. If you wish to cancel your booking to take advantage of a cheaper price, full cancellation conditions apply.

6. Your details

In order for us to confirm your travel arrangements you must provide all requested details, they include but are not limited to: full name as per passport, date of birth, nationality, copy of your passport, passport number, passport issue and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements.

7. Cancellation by the traveller

If you cancel some or all portions of your booking cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel a trip we will retain the deposit.

8. Cancellation by us

We may cancel a trip at any time up to 30 days before departure. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, weather problems, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip you will receive a full refund. We are not responsible for any incidental expenses that you may have incurred as a result of your booking.

9. Age & Health requirements

A minimum age at the time of travel applies to many of our trips. For the majority of our trips we have no upper age limit though we remind you that our trips can be physically demanding and passengers must ensure that they are suitably fit to allow full participation. All travellers under the age of 18 must be accompanied by a legal guardian. We cannot guarantee triple or joining rooms for families; accompanying adults may be required to share with others in the group on a twin share basis.

10. Small groups & combination trips

If the trip is not organised for a specific group then these terms apply: Our trips are guaranteed to depart once they have one fully paid traveller unless minimum group size specifically states otherwise.

11. Passport and visas

You must carry a valid document passport/ID and have obtained all of the appropriate visas, permits and certificates for the countries which you will visit during your trip. For some trips we provide this service and this should be noted in the Logistic Note. Your passport must be valid for 6 months beyond the duration of the trip. We are not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

12. Travel insurance

Travel insurance is recommended by us and is a responsibility of travellers and should be taken out at the time of booking. Your travel insurance should provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of US\$200,000 for each of the categories of cover. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects.

13. Flexibility

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each trip is representative of the types of activities foreseen, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to change without prior notice due to local circumstances or events. Your guide is the best person to evaluate which is the best way to reach the next destination and his/her decisions are final. The company will also provide flexibility for certain changes in order to accommodate group requests.

14. Change of itinerary

We reserve the right to change an itinerary before and after departure due to local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by you. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.

15. Authority on tour

Monday 15 August 2016

Our group trips are run by a guide. The decision of the guide is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the trip. If you fail to comply with a decision made by the guide, or interfere with the well-being or mobility of the group, the guide may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

16. Acceptance of risk

You acknowledge that the nature of the trip is adventurous and participation involves a degree of personal risk.

17. Limitation of liability

- any liability for any loss, death, injury or damage which you may suffer (directly or indirectly) in connection with or arising out of your participation in a trip, or any breach of the Booking Conditions, is excluded;

- you release us and our officers, employees, agents and representatives from any liability and expressly waive any claims you may have against us arising out of or in connection with your participation in a trip; and

Any claim by you is excluded to the extent that it is for indirect or consequential loss, loss of profits or economic loss, however it arises, or for indirect, special, punitive or exemplary damages.

18. Optional activities

Optional activities not included in the trip.

19. Claims & complaints

If you have a complaint about your trip please inform your guide or our representative at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means then you can write to our official mail.

20. Photos and marketing

You consent to us using images of you taken during the trip for advertising and promotional purposes in social media and web site. If you do not agree please let the guide know.

21. Privacy policy

Any personal information that we collect about you may be used for any purpose associated with the operation of a Trip. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the Trip. We will otherwise treat your details in accordance with our privacy policy (available for viewing on our Website).

22. Applicable law

The laws of Republic of Kosovo will apply.