SLOVAKIA EXPLORER

Terms and Conditions

Booking conditions 2018

1. Your contract.
We both agree that Slovak law (and no other law) will apply to your contract. A contract is made when you confirm your booking by email. This contract then applies to any other person on whose behalf you book and you warrant that the information given by you is true.

2. Tours covered against travel agency bankruptcy
Insurer: Europäische Reiseversicherung AG, branch office: Pribinova 25, SK – 811 09 Bratislava, Slovak Republic
a.) provides insured persons with transportation from a place of their stay abroad to the planned point of return or to the Slovak Republic, provided that such transportation forms part of the tour;
b.) refund prepaid deposit to insured persons or the price of the tour, in the event that no tour has taken place;
c.) return to insured persons, the difference between the amount paid for a tour and the price of the part of the tour actually provided, in the event that only a part of the tour has taken place.

3. Travel insurance
It is a condition of joining any of our tours that you must have valid travel insurance and it is your responsibility to obtain a policy that covers all activities included in your chosen holiday, as well as medical expenses and emergency repatriation in the event of illness or injury.

4. Visa Requirements
An entry visa is not required by citizens of EU, USA, CAN, AUS, NZ. Citizens from any other country must confirm all visa-related issues with the relevant Embassy prior to departure.

5. To secure your booking
a.) a deposit payment of 100 EUR per person, or full payment if booking is made within 60 days of the start of your tour.
b.) you accept the risk involved in adventure travel.
c.) you do not suffer from any medical condition or disability which will or may affect your tour arrangements.
d.) the person that makes the booking is at least 18 years old and has full authority to confirm the booking on behalf of all persons on the booking.

6. Communication between you and us
We communicate mainly by email. It is therefore your responsibility to check your emails on a regular basis.

7. Price and payment of your tour
Full payment must be received no later than 60 days before the start of your tour. The due date for the payment will be clearly highlighted on your invoice. Should payment not be received by the due date, we reserve the right to treat your booking as cancelled and cancellation charges will apply. Payment can be made by:

a.) credit or debit card. Payments are secured by Swiss Bank. We accept Visa and Mastercard. There are no additional associated fees.
b.) bank transfer (any bank fees must be paid by you)

8. If you cancel your holiday
Any member of your group may cancel the travel arrangements at any time. Your cancellation must be sent to us in writing by email.
Cancellation charges:
60 days and more: Loss of deposit
42 – 59 days: 30%
28 – 41 days: 60%
14 – 27 days: 90%
Less than 14 days: 100%

9: If we cancel your holiday
If the tour doesn't reach the minimum number of travellers we reserve the right to cancel your departure. Therefore we advise that you only book your flights when your departure shows: Guaranteed. This information is in the Dates and Prices section of your tour.

10: Force Majeure
We will not pay you compensation if your tour is cancelled because of:
- war
- riot
- terrorist activity
- natural disaster
- fire
- adverse weather conditions or any other unforeseen circumstances that may make it impossible to run your tour.

11: Our responsibility for your tour
We are responsible to run your tour as advertised on our site or in the trip notes. If the service is not provided by us or our suppliers as promised we will pay you appropriate compensation if this has affected the overall enjoyment of your tour. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

12: Optional activities
We are not responsible for any services/activities which do not form part of your tour.

13: Flights delays
If your flight is cancelled or there are long flight delays, no refunds are given by us including hotels and any other ground service that you may have booked with us.

Company Registration Number: IČO 45439478.
VAT Number: (DPH) SK2013011287.
Company registered in Slovakia, a member of the European Union since 2004.

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