

Terms and Conditions

Slovakia Explorer Booking Conditions | Updated 30 October 2026

1. Your Contract

These booking conditions apply to package trips organised by Slovakia Explorer. Your booking is confirmed when we accept it in writing and issue a booking confirmation. The person making the booking must be at least 18 years old and have authority to act on behalf of the other travellers named in the booking. Slovak law applies to the contract, without prejudice to any mandatory consumer protections that apply to you.

2. Protection Against Insolvency

Slovakia Explorer maintains the insolvency protection required by applicable Slovak law. Details of the current protection provider and the relevant certificate will be supplied with the booking information or made available on request. Protection applies according to the applicable legal and insurance arrangements.

3. Travel Insurance

You must have suitable travel insurance for the activities included in your trip, including medical treatment and emergency repatriation. We also strongly recommend trip cancellation and travel disruption cover. You are responsible for checking the terms, limits and exclusions of your insurance policy.

4. Passports, Visas and Entry Requirements

You are responsible for ensuring that you hold valid travel documents and meet the visa, passport, health and other entry requirements applicable to your nationality and itinerary. Requirements can change; please check official government or consular advice before travelling.

5. Booking and Payment

A 25% deposit is required to confirm your booking. The remaining 75% balance is due 70 days before departure. For bookings made 70 days or less before departure, full payment is required at the time of booking. Payment deadlines will be shown on your booking confirmation or invoice. Bank transfer fees charged by your bank are your responsibility.

If payment is not received when due, we may contact you to request payment and, where permitted by law and the contract, treat the booking as cancelled. Applicable cancellation charges may then arise.

6. Communication and Traveller Information

We communicate primarily by email. Please provide accurate contact details and check your messages for important trip information. Tell us before booking about any accessibility requirements, health considerations or other circumstances that may affect your ability to participate safely, so we can discuss suitable arrangements. Participation in active or adventure travel involves inherent risks, which we will explain where relevant.

7. Cancellation by You

You may cancel your booking before departure by notifying Slovakia Explorer in writing. Unless you have a statutory right to cancel without a charge, the following standard cancellation charges apply as a percentage of the total trip price:

Cancellation before departure	Cancellation conditions
71 days or more	Transfer your 25% deposit to another date or trip, or 25% cancellation charge
70–31 days	50% cancellation charge
30–15 days	75% cancellation charge
14 days or less (including no-shows)	100% cancellation charge

8. Flexible Booking – Move Your Deposit

If you cancel 71 days or more before departure, you may choose to transfer your 25% deposit as travel credit towards another Slovakia Explorer trip or travel date instead of paying the standard cancellation charge. This is available once per original booking.

You have 12 months from the date the credit is issued to make a new booking. Your new trip may take place later. The new booking is subject to availability, the price applicable at the time of booking and any price difference. Any payments above the original deposit will be refunded.

Travel credit is not redeemable for cash and cannot be transferred to another person without our agreement. Any unused credit remains available until its original expiry date. If you cancel the new booking, the standard cancellation conditions apply and the credit cannot be transferred again. Any applicable refund will be calculated taking account of the credit already used. This optional arrangement does not affect statutory refund or transfer rights.

9. Changes to Your Travel Dates and Personal Circumstances

If you wish to change your travel dates, please contact us as early as possible. We will explore alternatives subject to availability, supplier arrangements and any additional costs. All agreed changes will be confirmed in writing. In the event of illness, family emergencies or other unforeseen personal circumstances, please contact us so we can review the available options. Statutory rights to transfer a package travel contract to another eligible traveller remain unaffected.

10. If We Cancel Your Trip

We may cancel a trip if the minimum number of participants specified in the contract is not reached, provided we notify you within the time limits required by law. We may also cancel where unavoidable and extraordinary circumstances prevent performance of the trip. If we cancel before departure, we will refund all payments made for the trip within 14 days, unless you voluntarily accept a suitable alternative. Any entitlement to additional compensation is governed by applicable law.

11. Unavoidable and Extraordinary Circumstances

If unavoidable and extraordinary circumstances at or near your destination significantly affect the performance of your trip or transport to the destination, you may cancel without a cancellation charge and receive a full refund as provided by applicable law. If such circumstances prevent us from operating the

trip, we will refund payments as required by law. Where possible, we will also discuss alternative arrangements. Nothing in these conditions limits mandatory statutory rights.

12. Optional Activities and Flights

Activities and services that you arrange independently and that are not part of your contracted trip are normally the responsibility of the provider concerned. If your flight is delayed or cancelled, please inform us promptly so that we can help coordinate any affected arrangements. The treatment of unused or changed services will depend on what is included in your package and your rights under applicable law; we do not exclude rights to refunds or assistance where the law requires them.

13. Itinerary Changes

We aim to operate each trip as described in the confirmed itinerary. Weather, safety or operational conditions can occasionally require adjustments. We will inform you of significant changes and, where necessary, offer suitable alternatives in accordance with applicable law. Final practical trip information will normally be sent before departure.