

Slovakia Explorer Booking conditions

Booking terms and Conditions: 2021/22

In addition to our standard terms, these are our enhanced conditions if you need to change your plans due to COVID-19.

Covid-19 conditions

Covid-19 refund promise

If you book a guided or a self-guided holiday with us, you'll have peace of mind knowing that you're protected should you need to self-isolate due to COVID-19 and are unable to travel.

1. Where you cancel in accordance with these terms, we agree to waive our usual cancellation charges.
2. You may cancel for a COVID-19 reason within four weeks of departure up to and including the day of departure.
3. We will offer you a cash refund of any recoverable costs of your holiday as described below.
4. The right to cancel in accordance with these terms applies to any new booking (whether made with us directly or through an authorised travel agent) until further notice. We reserve the right to withdraw our COVID-19 Promise at any time.
5. We have the right to refuse to allow you to cancel and receive a cash refund where we are not reasonably satisfied that you are cancelling for a COVID-19 reason.
6. A cash refund means a refund to your bank account, note that any bank fees must be paid by you.
7. You must notify us of your need to cancel for a COVID-19 reason in writing (which can be by e-mail) as soon as possible. At the same time, you must provide us with appropriate written official evidence of the coronavirus diagnosis or need to self-isolate (for example the confirmation of the test result). Please note that evidence must be provided so if you have what you believe to be COVID-19 symptoms, you must arrange and take a test as soon as possible. In the event that there is insufficient time to take a test before your departure on holiday, please call us by telephone or contact us by e-mail as soon as you can.
8. Your COVID-19 reason must prevent you safely joining your scheduled departure and will take into account current applicable Slovakia Government, your nationality's government and/or destination government coronavirus guidance.
9. For the purposes of these terms a "COVID-19 reason" is either a confirmed diagnosis of COVID-19 within 21 days prior to departure or an order by appropriate authorities, to self-isolate due to contact with a person who has, or may have, COVID-19.

Standard conditions**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: Kooperativa, 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 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: Optional activities

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

12: 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.

13: Itinerary Disclaimer

Please note, we want to run this trip following the day-to-day itinerary on the trip notes. However, sometimes operational circumstances may sometimes prevent us from doing this. Your tour leader/Slovakia Explore staff will keep you fully informed of any alternative plans that are necessary on-the-ground. Also, based on feedbacks from past travellers, occasionally our itineraries are amended. Final version of your trip notes will be emailed to you prior to travel.