

Terms & Conditions Overseas Travel to the Balkans

Booking and Payment

Booking: To secure your reservation for the travel experience, a completed booking form and a \$750 deposit are required. All bookings are subject to availability, and your booking will be confirmed only upon receipt of the deposit. 50% of the booking is due 90 days or earlier. Full payment is due 60 days before the departure date. Early payments in full (before Jan 1, 2027) will receive an early bird discount of 5% off the total cost of the trip

Payment Terms:

- A \$750 deposit is required at the time of booking to hold your space.
- 50% is due 90 days before the departure date
- The remaining balance is due 60 days before the departure date.
- Payments can be made via credit card, EMT, or bank transfer. **EMT payments will receive a \$50 discount**
- **Recommend a friend and earn \$100 off your trip and \$50 off your friend's trip**
- Early payments in full (before Jan 1, 2027) will receive an early bird discount of 4% off the total cost of the trip
- If full payment is not received by the due date, we reserve the right to cancel your booking and retain the deposit.

Refer a Friend Program

How it works

- Existing guests (referrers) earn a **\$100 CAD credit for each friend they refer, up to 4 friends (maximum \$400 CAD)**. The credit applies to the referrer's current booking.
- Each referred friend receives **\$50 CAD off their own booking**.

Eligibility

1. The referrer must have a confirmed booking with [Company Name] with their deposit paid.
2. The friend must be [a new customer who has not previously booked with us] and must name the referrer when booking. Referrals can't be added after the booking is made.
3. A friend counts as a referral once they have booked the same tour [and paid their deposit].
4. Referrals are limited to 4 per referrer for the trip.

Applying credits

5. The referrer's credit is applied as a reduction of their final payment balance [once the referred friend has paid their deposit]. If the friend cancels [before their own final payment is

due], the credit is removed and the referrer's balance is adjusted.

6. The friend's \$50 discount is applied to their booking total at the time of booking.

General conditions

7. Credits and discounts have no cash value and are not refundable if the booking is cancelled.

8. They can't be combined with other promotions [or early-booking discounts].

9. Each friend can be linked to only one referrer. If several guests refer the same friend, the first one named at booking receives the credit.

10. Referrals can't be used for bookings made on behalf of the referrer's own household [or by the same person under another name].

11. [Company Name] may change or end the program at any time. Credits already earned for confirmed bookings will be honoured.

Cancellation Policy:

- Your deposit is non-refundable after Feb 20th
 - All cancellations by clients are subject to a \$25 administration fee.
 - Cancellations made within 60-90 days of the departure date receive 50% of their payment back
 - Cancellations made after 59 days will not be refunded
 - If the trip is canceled by us, you will be entitled to a full refund. We require six participants to run this trip.
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2. Travel and Accommodation

Accommodation: The travel experience includes two nights at Hotel Lapad Croatia, a 4 star hotel, three nights at Hotel Nordic, a 3 star hotel, 5 nights at guesthouses along the Three Borders Trail and two nights at Hotel Conte Perast, a 4 star hotel. If any changes occur to the accommodation provider, we will notify you as soon as possible, and alternative accommodations of equal or greater value will be provided.

Transportation: Flights to Dubrovnik must be organized by the client. Transportation during the trip will be provided by private transfer (cars and vans). The details of transportation will be confirmed when we arrive in Dubrovnik. We cannot be held responsible for delays or cancellations caused by the transportation provider, but we will do our best to assist the group with alternative arrangements.

Included in the Price:

- **Prices include:**
- All transport from Dubrovnik, through Montenegro, Albania, back to Perast and returning to Dubrovnik.

- Breakfast and dinner in Dubrovnik
- Breakfasts, lunches and dinners while in Durmitor National Park
- All meals while hiking in Albania
- Three locally guided excursions in the Montenegrin Mountains (Durmitor) and each day on the Peaks of the Balkans in Albania.

Excluded from the Price:

- Flights
 - Lunch while in Dubrovnik
 - Any extra tours
 - Personal expenses such as souvenirs, additional activities, or tips.
 - Travel insurance.
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3. Responsibilities and Behavior

Traveler Responsibilities: As a participant in this travel experience, you are expected to:

- Comply with all local laws, rules, and regulations during the trip.
- Behave respectfully toward fellow travelers, guides, and any other persons encountered during the trip.
- Arrive on time for scheduled activities. If you miss an activity, no refund or compensation will be provided.

Code of Conduct: We expect all travelers to act in a courteous and respectful manner. If any participant's behavior is deemed disruptive, dangerous, or illegal, we reserve the right to remove them from the trip without a refund. This includes, but is not limited to, substance abuse, harassment, or violent behavior.

4. Liabilities and Insurance

Liability Disclaimer: We are not responsible for any injury, illness, loss, damage, or accident that may occur during your travel experience, including those caused by third-party service providers, weather conditions, or unforeseen circumstances. You participate in the travel experience at your own risk.

Insurance: We require that all participants obtain medical travel insurance and also suggest cancellation insurance to cover unforeseen events such as medical emergencies, trip cancellations, or lost luggage. Insurance should cover personal injury, medical costs, and property damage or theft. Due to the rising costs of insurance we suggest this Canadian review

of insurance providers. AMA and BCAA seem to offer reasonable coverage. See the link here: <https://www.travelinsurancereview.ca/>

5. Force Majeure

Force Majeure: We are not liable for failure to perform our obligations under these terms and conditions if such failure is caused by circumstances beyond our control, including but not limited to, natural disasters, wars, pandemics, strikes, or government restrictions.

In the event of a force majeure, we will do our best to provide alternative arrangements or offer a refund, but we are not obligated to do so. WE STRONGLY SUGGEST TRIP CANCELLATION INSURANCE.

6. Refunds and Cancellations

Customer Cancellations.

- Your deposit is non-refundable after Feb 20th
- All cancellations by clients are subject to a \$25 administration fee.
- Cancellations made within 60-90 days of the departure date receive 50% of their payment back
- Cancellations made after 59 days will not be refunded

Organizer Cancellations:

- In the event we need to cancel the travel experience, we will offer an alternative date or a full refund.
 - If a trip is canceled due to insufficient bookings or other reasons under our control, you will be notified as early as possible and given the option of a full refund or rescheduling. We require a minimum of six guests booked by Feb 29th 2027 to have this trip run.
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7. Data Protection and Privacy

Data Collection: By booking the travel experience, you consent to the collection and use of your personal data. We will use this information solely for the purpose of administering your booking and providing the services outlined in this agreement. Your data will not be shared with third parties without your consent, except where necessary for the provision of services.

Media Consent: During the travel experience, photographs and videos may be taken by our team or other participants. By participating, you consent to the use of these images for promotional purposes unless you opt out in writing prior to the experience.

8. Governing Law and Dispute Resolution

Governing Law: These terms and conditions shall be governed by and construed in accordance with the laws of British Columbia, Canada, without regard to its conflict of law principles.

Dispute Resolution: In the event of any dispute arising from these terms and conditions, we will first seek to resolve the issue through informal negotiations. If a resolution cannot be reached, any dispute will be resolved by arbitration in Dawson Creek, and the decision of the arbitrator will be final.
