

ORIENT ODYSSEY

General Terms and Conditions

RESERVATION PROCEDURES

Due to limited air / hotel spaces, reservations should be made as early as possible. Last minute bookings may not be accepted due to limited availability.

DEPOSIT

A deposit of \$350 per person for the listed guaranteed tour, and \$500 – 1000 per person for tailor designed private journeys are required at time of booking. All listed departures in the itinerary are guaranteed departures, meaning the program will be definitely operated with minimum of two passengers booked. Clients can also choose their own departure dates other than those listed. There will be a minor surcharge and the program will be operated as an exclusive private journeys with a private guide, a private driver and a private car exclusively at your service throughout the journey. For guaranteed departures, the deposit is non refundable.

CANCELLATION & REFUND

Full refund less deposit per person for any cancellation received 45 days before departure for any guaranteed tours. Penalty for cancellations made within 45 days before departure will be assessed as follows:

30-45 day.....25% of the tour cost
Within 30 days..... 100% of the tour cost

After the departure date, all unused services of tour arrangements during the trip, including hotel accommodation, ground transportation, domestic or international flights, meals, and sightseeing are neither refundable nor exchangeable.

HEALTH DOCUMENTS

There are no health certificates of inoculations required for entry into countries featured in our tour. Travelers are advised to check with their family physicians, travel agents or appropriate consulates at the time of booking for more updated information and personalized professional recommendations.

INSURANCE

We highly recommend all travelers to purchase trip cancellation, hospital, medical, and baggage insurance to protect their travel plans.

BAGGAGE HANDLING

Orient Odyssey assumes no responsibility for lost or damaged baggage. Transpacific flight allows 2 pieces of check-in luggage of 23 kilograms (50lbs) each per person. Domestic flights' check-in baggage is restricted to only one piece per person at 20 kilograms (44 lbs). Excess baggage charges are travelers' own responsibility. Airline regulations frequently change. Please consult respective airlines for the most updated information.

HOTELS

Rooms with private facilities in deluxe, superior first or tourist class hotel properties are based on double occupancy. The right is reserved to substitute hotels of similar or higher standard when necessary.

TOUR COST DOES NOT INCLUDE

Meals or optional tours that are not specified in the itinerary, charges for laundry, liquor, excess baggage, usage of telephones, personal, health or baggage insurance, tipping, airport taxes, entry visa handling and applications, items of personal nature that are not specifically listed as included.

TOUR COST INCLUDES

International airfare and land fare as per specified in the final itinerary. Tours are offered as land and air packages and the use of an airline other than that specified in the itinerary is not acceptable. Airfares are based on economy class unless otherwise stated. Professional English speaking Guides will accompany the group for sightseeing throughout the trip. Private journey will be accompanied by a private English speaking local guide, a driver and a private car / van / mini bus in each city exclusively at the service of your party in each city throughout the journey.

RESPONSIBILITIES

Orient Odyssey acts only as an agent for local suppliers / contractors providing transportation, accommodation and other related travel services. Orient Odyssey assumes no responsibility or liability for any injury, damage, loss, accident with any services resulting directly or indirectly from acts of God, strikes, government regulations, thefts, failure of any means, discrepancies or changes over which it has no control. Orient Odyssey does not know any dangers for traveling to countries featured in our tour programs and clients should investigate such dangers by themselves. Reasonable changes in the itinerary may be made when necessary for the comfort and safety of tour participants. The right is also reserved to decline, accept or retain any person as a tour member at any time. The airline companies are not to be held responsible for any act, omission or event during the time passengers are not on board their plane or conveyance. The passenger contract in use by the carriers concerned when issued, shall constitute the sole contract between the airline and the purchaser of these tours and / or passenger. The operator shall not be responsible for any delays, substitutions of equipment or any act of omission whatsoever by the carrier, its agent, servants, and employees, and the participant hereby waives any claim arising therefrom. The right of the participant is reserved to claims against the carrier. All claims against tour operators must be filed within 60 days after the tour completion in writing.