



## MAINOR TRAVEL GENERAL TERMS AND CONDITIONS FOR GROUPS

By making any payments towards any tour organized by **MAINOR TRAVEL, Inc** (Narva mnt 7, Tallinn 10117, Estonia, Europe. Phone: +372 611 7000. E-mail: [info@mainortravel.ee](mailto:info@mainortravel.ee)) constitutes your unconditional acceptance of all the terms and conditions stated in this document and the tour e-brochure. MAINOR TRAVEL, Inc. shall be referred to as MT within this document.

**RESERVATIONS:** To reserve space on a tour provided by MT (shall be referred to as MT within this document), please fill in the registration form or contact our office directly.

**RATES:** All prices are shown in US Dollars & include applicable taxes. Tour rates are calculated according to transportation fares, meal costs, attraction rates and accommodation rates in May 2022. Although efforts are made to maintain the tour rates as published, we reserve the right to adjust prices should this become necessary.

### DEPOSITS:

A deposit of \$500.00 per person is required within 1 month from registration but not later than agreed. Insurance is optional, but strongly recommended. Insurance is due upon initial registration. Second (and Third) Payment to be specified between the parties of specific tour.

Final Payment is due 90 days prior to departure.

Reservations received less than 90 days prior to departure, require full payment within 48 hours of booking.

Late registrants may incur an increase of tour services (ie costs of transportation, accommodation or other services etc).

### PAYMENTS:

We accept payment in the form of MasterCard, Visa, Bank Transfer or Cheque.

Credit Card Payments are payable to **MAINOR MEELIS, Inc** (Narva mnt 7, Tallinn 10117, Estonia, Europe. Phone: +372 611 7000. E-mail: [info@mainortravel.ee](mailto:info@mainortravel.ee)) via Payment Link sent to each tour participant OR

Cheques to be made payable to MT's US branch partner **PREFERRED TRAVEL SERVICES, LLC** (2141 E Camelback Rd, Suite 240, Phoenix, AZ 85016. Phone: 602-603-9300. E-mail: [info@preferredtravelservices.com](mailto:info@preferredtravelservices.com))

**CANCELLATION CHARGES:** Upon cancellation of the tour or service, where you, the customer, are not at fault and have not cancelled in violation of the terms and conditions of the contract for the tour or service as set forth herein, all sums paid to MT for services not received by you will be refunded by MT less any non-recoverable amounts disbursed to the carrier or other provider of services, less insurance premiums paid on your behalf.

Upon cancellation of participation in the tour by you, the customer, and only after MT receives your cancellation in writing sent via certified mail, MT will then refund your payment of reserves not received by you, minus applicable cancellation fees per person according to the schedule on front of the registration sheet. The above cancellation fees and/or penalties will also apply if you register for an optional extension or airline routing, and you decide to cancel or change any of these. For this reason we highly recommend travel insurance.

MT makes arrangements with suppliers such as airlines, hotels, motorcoaches and other services. These suppliers have their own set of conditions and there may be penalties involved with cancellation of their services.



While no changes are anticipated, MT expressly reserves the right to withdraw the tour or any part thereof, or to make such alterations in the itinerary, as it deems necessary or desirable. MT expressly disclaims any liability for any loss, expense, damage or inconvenience caused as a result of any tour cancellations or changes made to any of its itineraries.

**FINAL PAYMENT:** is due to MT 90 days prior to departure or as indicated by tour rules and regulations of each tour. Payment not received by deadline dates of that tour, may result in the traveler's reservation being canceled and booking penalties assessed against the traveler. If cancellation is made by MT any time prior to the departure date, except when a customer fails to pay the final balance on time, MT, at its sole discretion, will offer a comparable departure on an alternate date, or reserves the right to offer only a future travel credit.

**INSURANCE:** We strongly recommend the purchase of Trip Cancellation and Interruption Insurance, and Medical Insurance. MT is happy to send you a hard copy of the travel insurance details. Ask for details when making your reservation.

MT is not responsible for changes in insurance price or changes in coverage between production of this information and actual purchase of insurance. Other levels of coverage available—please contact us for information.

For trips originating in USA, kindly contact MT's US branch partner PREFERRED TRAVEL SERVICES, LLC (2141 E Camelback Rd, Suite 240, Phoenix, AZ 85016. Phone: 602-603-9300. E-mail: [info@preferredtravelservices.com](mailto:info@preferredtravelservices.com)) for suitable Insurance offers. NB! Insurance is due upon initial registration.

**COVID-19 AND/OR ANY FUTURE PANDEMICS:** The tour participant agrees that neither MT nor their representatives shall be liable or held responsible directly or indirectly for all travel bookings on their behalf. As the worldwide COVID-19 coronavirus pandemic remains ongoing at this time, the tour participant acknowledges that for this reason, and other reasons not reasonably foreseeable at this time, these travel plans may be interrupted or cancelled by MT and/or the representatives that is providing them, a government entity or other third party, over which MT has no control. The tour participant further acknowledges that the representatives/supplier's own cancellation, rebooking and refund policies, subject to any applicable law that is now or may later be in effect, will govern my rights and remedies, including my right to receive a refund, in such an event. Moreover, the tour participant understands that should I elect to purchase travel insurance, the terms of the individual policy they have chosen, will dictate whether, and to what extent, coverage for any financial loss may exist under the circumstances.

**IDENTIFICATION:** All tour participants MUST carry a valid passport when traveling. When traveling to foreign countries, the traveler may require a travel visa, shot and/or inoculations and should check with their booking agent or travel clinic for such requirements. It is the tour participant's responsibility to obtain proper documentations for travel. Failure to obtain the proper documentation required for the tour such as a valid passports, visas and medical requirements, may result in not being able to participate in the travel arrangements booked. In which case the traveler will not be entitled to any refund from MT.

**PHYSICALLY CHALLENGED PASSENGERS:** Persons requiring special assistance must be accompanied by a companion to care for their needs. Some tours may present difficulties for those physically challenged.



**FARES, SURCHARGES & OTHER CHARGES:** All fares are based on exchange rates and fares applicable at the time of printing and based on minimum number of paying passengers and are therefore subject to change if fares change, if group does not reach minimum or if exchange rates fluctuate significantly. Tours are subject to surcharge until 45 days prior to departure. Tour members will be advised of any surcharge on their tour at this time. Any changes made to original bookings are subject to administration fee.

**TRAVEL DOCUMENTS:** Final documents will be delivered ca 2-3 weeks before departure and will only be distributed to fully paid passengers. It is the passenger's responsibility to double check the documents for accuracy that the name is exactly as it appears on the respective government issued ID to be used while traveling. You assume full and complete responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements of your destination and your connecting points, and all conditions regarding health, safety, security, political stability, and labor or civil unrest at such destination. Some countries will not admit persons convicted of a crime. Some countries require both parents' consent for minors to travel. Passports should be valid for at least 6 months after return date and have at least 3 blank pages. Failure to obtain the proper documentation required for the tour such as a valid passports, visas and medical requirements, may result in not being able to participate in the travel arrangements booked. In which case the traveler will not be entitled to any refund from MT.

**AIR TRANSPORTATION:** Round-trip Economy or Business Class depending on the Tour type. All airfare tickets, unless specifically stated otherwise, are non-refundable. Any cancellation, itinerary changes, or failure to use confirmed space will be subject to penalties and/or fees levied by the airline at the time of ticketing. Airfare, airline carrier, and airline schedules are subject to change without notice. Passengers arranging their own airline transportation are responsible for arrival and departure transfers to join the group. MT is not liable for air tickets or any travel arrangements made independently by passengers that may be affected by the group's schedule changes or cancellations. MT is not responsible for itinerary changes necessitated by changes in the airline's schedule. Any airline fuel surcharges are the responsibility of the passenger.

**DEVIATIONS:** Deviations from the group itinerary are possible only either on the outbound or on the inbound and must be from the same city as the group's return. Airlines restrict the number of deviations allowed in each group. Please note the deviations from a group fare often carry heavy airline surcharges, normally a \$150/€150 minimum. All deviations require completion of the "Deviation Request Form", available from MT.

**AIRLINE SEATING, FREQUENT FLYER & MEAL REQUESTS:** Seating is group seating and MT will do our best to accommodate any individual seating requests. We kindly direct you to the airline if you wish to change seat assignments. We will do our best to be sure that the airline receives your frequent flyer information. Special meal requests should be made directly with the airline by the tour registrant, usually two weeks prior to departure.

**BAGGAGE:** We strongly suggest that you bring only one piece of checked luggage and one carry-on. No portage is included. If needed, this can be arranged with the local guide. Any additional suitcases will incur a charge.

**ROOM ACCOMMODATIONS:**

Single: 1 person ~1 bed; Double: 2 persons sharing ~ 1 or 2 beds;



Twin: 2 persons sharing ~ 2 beds; Triple: 3 persons sharing ~ 2 beds (extra charge for cot) Quad: 4 persons sharing ~ 2 beds.

\*\* Some hotels do not offer triple or quad accommodations and participants will be asked to book 2 rooms. All rooms will be booked as non-smoking and smokers will be asked to specify request at time of booking. At no time will a smoker be able to smoke in a non-smoking room and to do so will result in a fine imposed by hotel and payable by offender.

Single Travelers: Tour participants traveling alone but wishing to share accommodation with a suitable roommate must pay the single supplement until a roommate is found. The single supplement would then be refunded with the final documentation. MT cannot assume any responsibility should such an arrangement not be available or suitable.

**MEALS:** Meals as per tour itinerary. Dietary needs should be brought to the attention of MT before departure.

**TRANSPORTATION:** The motor coaches used on our tours are from carefully selected companies. Smoking is not permitted on motor coaches. Frequent stops will be made when ever possible. There are no reserved seats on motor coaches.

**SIGHTSEEING:** By foot or by private motor coach with guide. All entrance fees per itinerary are included.

**SPECIAL REQUESTS:** Travelers requiring special needs such as accommodation, meals and rooming requests, must place this request at time of reservation with MT. We will do their utmost to accommodate these special requests, but cannot be held responsible if such requests are not fulfilled.

**OPTIONAL TOURS/UNUSED SERVICES:** Please be advised that if a client books any optional tour, which is not in the tour package, the traveler is then using the right of choosing. The traveler may not wish to attend all the attractions scheduled in the tour package for one reason or another, or if the traveler wishes to leave the tour please advise your Tour Director in advance. If the traveler diverts from the tour for any reason, MT will not make any refund for any unused portion of the tour package.

**PUBLICATION ERRORS:** Although great care is taken in the production of flyers, typographical, illustrative or pricing errors may occur. We reserve the right to correct any errors.

**PICTURES/SOCIAL MEDIA:** Passengers may be included in photography and/or social media whilst on tour. Please inform your tour director if you prefer your image to not be used.

**TOUR OPERATOR'S RESPONSIBILITY & LIABILITY:** MT acts solely as organizer of the tours outlined on this tour, and is responsible for making all reservations and charting the routes as outlined but it is expressly understood and agreed between the tour organizer and the passengers that MT or its consultants shall not be held responsible for:

- a. Non-performance on the part of any hotel or other accommodation for any act or omission that cannot be directly attributed to the neglect of the tour organizer;
- b. Any delays, misconnection, loss, damage or injury to persons, property or for mechanical defects or failure, however caused or for any substitution of hotels or carrier equipment beyond the control of the Tour operator, or for any additional expenses occasioned thereby;



- c. Any inconvenience, loss of enjoyment, upset, disappointment, distress or frustration whether physical or mental however caused, except where caused directly by the tour operator;
- d. Any additional costs incurred or any ancillary loss sustained as a result of cancellations or delays of tours caused by inclement weather conditions, acts of God, or any other event, which result in one or more persons being unable to continue or complete the tour through no direct fault of the tour organizer.

The Tour Organizer reserves the right to make any changes before or during the tour for the comfort and enjoyment of the passengers and it is agreed and understood that any increase in costs occasioned by such change shall be paid by the passengers or any decrease in costs occasioned by the change shall be refunded to the passenger. All tour itineraries are subject to change or cancellation without prior notice. MT shall have no responsibility beyond their refund of all monies paid by the passenger which is deemed to constitute full settlement. The tour organizer reserves the right to decline any person as a member of the tour at any time before or during the tour should such person's presence be considered detrimental to the interest, comfort and enjoyment of the other tour members. Persons leaving the tour during operation will not receive a refund of unused services. MT, its consultants and all passengers agree that the conditions set out herein are part of the terms between the passenger and the tour organizer. Acceptance of the ticket for the tour or any deposit given to the tour organizer will represent an acceptance by the passenger of all the aforementioned conditions.