

Terms and Conditions

Tour Price: Tour price in this brochure is based on airfares, hotel rates, land tours, country exchange rates and double occupancy with a minimum amount of passenger requirement. In the event a minimum passenger amount is not met within 61 days of departure, the tour leader reserves the right to cancel the tour or depart with less than the required number of passengers. All prices are subject to change without prior notice due to currency fluctuations, fuel prices and/or unforeseen economic circumstances. Passengers will be advised about such surcharges 61 days before departure and given the option of paying the difference or canceling with an eligible refund.

Reservations, Deposits, Final Payments, Cancellation and Late Reservations: Please fill out the registration form in its entirety and submit it along with a 30% per person non-refundable deposit to secure reservation which will be applied towards the cost of your tour. Receipt of your deposit and signed registration form serves as your agreement to these terms and conditions. At least 60% of the tour price should be paid before 90 days of your departure date and the tour should be paid in full by 61 days of your departure date. Booking made within 61 days of departure date requires to be paid in full, will have a late reservation charge of \$75.00 and any additional costs associated with the airfare and taxes. Payments can be made via check to Arrow Travels and Tours and also via cash, zelle and cashapp. If a payment is requested to be made using a credit card (American Express, Visa, MasterCard), a credit card authorization form has to be signed and the passenger agrees to pay a 3.75% of the total amount charged as processing fees on the credit card to be passed on to the passenger. Any cancellation must be made in writing and should be sent via email and will be in effect the following business day of the receipt. Any/all air penalties will be passed on to the passenger. In the event of cancellation, refunds will be given in accordance with the terms and conditions stated. We reserve the right to cancel a specific departure date or whole tour due to lack of participation or for reasons beyond our control such as acts of war, acts of God, weather, natural disasters, political unrest or government restrictions. It is highly unlikely that these events should occur but, if it does we will offer an alternate departure date or tour. Should you decline an alternate date or should we cancel the tour completely the limit of our liability to you will be the refund of monies received, including any cancellation penalties. We will not be liable however for costs incurred by you not paid to us such as visas, transportation either by ground or air etc. nor will we be liable for any financial or psychological damages due to the cancellation or change of departure date. Refunds or credits are not provided for services included, but not used on a trip.

Hotel rooms: The price listed in this brochure is per person, based on two people sharing a hotel room. If you are a single traveler, need a supplement and are willing to share a room, please inquire with us to find an appropriate roommate to avoid the single supplement cost. In the event a roommate is not available, the single supplement cost will apply.

Passport and travel documents: A passport is required for this trip with at least six-month validity remaining on your passport at the end of the trip, without which, airlines may not permit boarding and government officials can deny entry upon arrival. Please submit a copy of the passport with the registration form and deposit for all passengers. Visa is required for US passport holders traveling to certain destinations-contact us with any questions. All non-US citizens must contact the appropriate consulate for entry visa requirements regarding their trip. Arrow Travels and Tours assumes no procurement of passport and visas and is not responsible for any delays, damages and/or losses including missed portions of your trip due to improper travel documentation. Passengers are solely responsible for obtaining and securing and carrying their passports and visas.

Travel Insurance: We highly recommend that you purchase a travel protection plan to help protect you and your tour investment against the unexpected. You may purchase it with a carrier of your choice, or we can assist you to obtain a policy with Allianz Travel insurance so please contact us at 1-301-742-0409 or email Arrowtravelsandtours@gmail.com: to help you obtain coverage for trip cancellation, Covid-19, Trip Interruption, Emergency Medical Expense, Evacuation/Repatriation, Trip Delay, Baggage Delay and more. Please note that to be eligible for the waiver of pre-existing conditions exclusion, the plan must be purchased within 15 days of your initial trip deposit, and you must be medically fit to travel at time of plan purchase. Arrow Travels and Tours is not responsible for any loss or injury incurred while on this tour. If for any reason a misconnection or cancellation by the airline carriers occurs, Arrow Travels and Tours is not responsible for any fees that are incurred by the passenger. It will be the responsibility of the passenger.

Airline routes & Tickets: We do not guarantee a direct flight to your final destination. Once "printed" or "issued", airline tickets cannot be changed, exchanged, transferred or reissued thereafter. Air tickets are highly restrictive and will be in economy and are non-refundable. Full tour payment is due 90 days prior to the start of the tour. If the passenger cancels after an airline ticket has been issued, then 100% of the airfare will be forfeited by the passenger. There is no advance seat selection. Seat assignments and fare class upgrade (when registering for the tour) for an additional cost can be requested but is not guaranteed.

Additional Airlines Fees: You may incur additional airline baggage and optional fees (food, excess baggage, etc.) which will be charged by the airline upon check-in. If a bag is lost or damages in-flight, the passenger is responsible for notifying the airline directly.

Tip and Taxes: Tips to guides, drivers, tour leaders and gratuities to porters are additional unless specified in the itinerary and tour price summary. Any foreign departure taxes if applicable are not included in the tour price unless specified in the itinerary.

Responsibility and Liability: The tour member understands that they have no claim against Arrow Travels and Tours, its affiliates and tour operators. Arrow Travels and Tours is not liable for any delay, injury, omission, death of persons due to neglect or willful act of any form, loss, damage, loss of property or baggage, act of God in any shape or form and that it only serves as a liaison between the local tour operators who arrange the land and air transportation for the passengers and it reserves the right to change, add, delete, and substitute sites or itinerary for the best interest of the tour and passengers. Please note that this tour does not provide additional assistance to passengers with physical or mobility limitations.

Air-ticket Change fee: Changes are not allowed. Name changes for air tickets should be made in writing and any airline change cost will be charged to the passenger along with an administration fee of \$75 for each revision. Airline penalties vary depending on the carrier.

Tour arrangement: The tour operator is only responsible for the itinerary as listed and reserves the right to change for any emergency or safety reasons. If an itinerary change requires additional stay, any additional cost for accommodation, meals, airfare etc. will be the sole responsibility of the passenger and not of Arrow Travels and Tours.

Medical Conditions: We aim to provide the best level of service and experience to our passengers, we cannot guarantee special assistance and facilities for physically challenged or disabled passengers and it is your responsibility to arrange for such assistance as needed. Arrow Travels and Tours is not responsible for any medical or physical conditions that may occur prior, during or after the tour.

Deviation: Deviation is not available for this tour unless indicated in the itinerary or summary section. If airfare is included in the booking, it is specified under the itinerary and inclusions section. However, when purchasing a land only package, the price will be adjusted accordingly. Please note that arrival and departure transfers are not provided when booking a land only tour. Any deviations from the tour must be requested in advance via email and the tour operator reserves the right to accept or decline with an additional cost if changes need to occur.

Extension: If there is an extension available for this trip it will be outlined in the trip summary and itinerary section. Please feel free to inquire/book the extension prior to submitting your deposit and finalizing your initial tour as the return airport may be different for the extension the tour offers.

Exchange rate fluctuation: In the event there is a significant currency fluctuation, we reserve the right to pass the increase to the passenger.

Refunds if you Cancel: We hope that nothing will prevent you from taking your trip with Arrow Travels and Tours. However, in the event you have to cancel, your cancellation must be received in writing via email and it will be in effect the following business day. If you cancel your tour after airline tickets have been issued, any penalty and cancellation will be in accordance with the specific airline and there is a possibility that the total cost of the airfare will be forfeited. For tours with fixed departure date published in our brochure the following cancellation fees applies:

Days to departure.....	Penalty/Charge
91+ days to departure.....	Issued air-ticket cost and deposit will be forfeited
90-62 days to departure.....	50% of the total tour cost
61-31 days to departure.....	75% of the total tour cost
30-day of departure.....	No refund.

There is No refunds on any unused portion of the tour once it has commenced.

NOT INCLUDED: Any meals not specified, passport, visas not specified, laundry, drinks, tea, coffee, beverages, water, alcohol, meals that are not included in the itinerary, room service, sight-seeing not listed on the itinerary, baggage fees and travel insurance, exit tax when leaving the country, excursions, additional site-seeing not specified in the itinerary, gratuities not mentioned.