

Andy Swann VOYAGE

TERMS AND CONDITIONS

This document describes the Terms and Conditions for individual clients and groups of 8 people and fewer. Groups of 9 people and more should refer to the Andy Swann Voyage Group Terms and Conditions.

DEPOSITS

General Policy

The payment of a deposit is required in order to confirm the reservation of any tour or service proposed by Andy Swann Voyage. A deposit is considered "PAID" when it has been received by Andy Swann Voyage.

Unless otherwise specified, all services and tours require an initial deposit of 50% of the total cost of the itinerary. The payment of the remaining 50% must be made 30 days before the starting date of the tour or service.

A Client tour or service, including guide services, is only considered confirmed when the corresponding deposit payment has been received. For Client itineraries comprising multiple tours and services, the itinerary is not considered confirmed until a deposit has been paid on all tours and services in the itinerary, including guide services.

A payment of a deposit indicates an acceptance by the purchaser and/or Client of all the terms and conditions stated in this document.

CANCELLATIONS

General Policy

A handling fee of 10% of the total cost of the tour/activity will be charged if the Client cancels up to 60 days prior to the starting date of the tour/activity, irrespective of the deposit already paid.

A cancellation fee of 50% of the total cost of the tour/activity will be retained if cancellation takes place 60-30 days prior to the starting date of the tour/activity.

A cancellation fee of 100% of the total cost of the tour/activity will be retained if cancellation takes place less than 30 days prior to the starting date of the tour/activity.

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REFUNDS

Refunds based on a percentage of the total cost of the tour/itinerary are given as per the abovementioned Cancellation policy:

Cancellation period	Refund
Up to 60 days before the start of the tour/activity	90%
60-30 days before the start of the tour/activity	50%
Less than 30 days before the start of the tour/activity	0%

Refunds will in no circumstance be issued to a Client failing to join a scheduled tour, or for tour accommodation or any other services not utilized, or for a partially completed vacation.

Andy Swann Voyage reserves the right to cancel any departure. In the event of a cancellation by Andy Swann Voyage, (1) no liability shall fall upon Andy Swann Voyage and (2) participants' payment will be refunded in full.

PAYMENT TERMS

Andy Swann Voyage accepts the following forms of payment:

- International and domestic wire transfers
- Credit cards (AMEX, MasterCard and VISA)
- Bank checks in Euros

Andy Swann Voyage does not charge any additional fees for wire transfer or checks. A transaction fee of 3% transaction is charged for payment by credit card, in order to cover fees levied by the credit card companies against Andy Swann Voyage.

COSTS / EXCHANGE RATES

Prices and tariffs quoted for tours and services are subject to change without notice, in the event of unforeseen circumstances beyond our control (currency fluctuations, Government taxes, fuel costs etc.).

Prices are quoted in Euros and are subject to change without notice.

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