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## BOOKING AGREEMENT\$ & BOOKING FORM

Please read carefully all sections of the agreement to be concluded between you and MONGOLIA CANOEING upon submission of the completed Booking Form to us. Then fill in the Booking Form on page 4 and 5 and send it to us.

### PART 1. MONGOLIA CANOEING COMMITMENTS TO YOU

#### A. Responsibilities of MONGOLIA CANOEING

We are responsible for executing you travel according to the agreed program and conditions.

We take responsibility for the quality of services provided by MONGOLIA CANOEING and of those provided by our sub-contractors except for events when services were influenced by reasons caused by airlines, governmental regulations and acts, public strikes, nature and weather conditions, travel and quarantine restrictions as well as by client's health conditions.

We take responsibility for damage to or loss of your property except for those caused by airlines, governmental regulations and acts, public strikes, nature and weather conditions, travel and quarantine.

Our liability is limited to the total cost of your travel arrangements with us.

We are responsible for identifying any foreseeable risks and obstacles associated with your holiday. Adventure travel, by its very nature, may carry greater risks than other types of holidays. We will alert you to such risks at the earliest possible occasion and do what we can to prevent them.

MONGOLIA CANOEING will provide you with visa support and general information on obtaining Mongolian visas.

Upon receipt of your booking deposit we will provide you with our "Mongolia Travel information" file and a "Detailed kit list".

#### B. Cancellation of Travel by MONGOLIA CANOEING

In order to prevent you from possible risks and dangers due to circumstances beyond our control we reserve the right to cancel or amend your travel arrangements.

In the case of significant changes to the agreed tour itinerary and its execution conditions, you have the right to cancel your booking and be fully refunded.

If the changes increase the cost of your holiday, we will notify you and invoice after your acceptance of the cost amendments. If the changes decrease the cost of your holiday we will also inform you and refund the difference to you.

No refund will be made to a client, who is prevented from participation in the tour by our tour leader for the reasons, set in section A of Part 2 of the present agreement.

#### C. The effect of price increases

The prices published on our web page are subject to change due to increase of costs for our subcontractor services, domestic airline tickets, domestic petroleum and other tour ingredients. In any case the price increase will not exceed 10% of the original price.

Price changes will be duly notified and invoiced upon your acceptance of the changes.

### PART 2. YOU COMMITMENTS TO MONGOLIA CANOEING

#### A. Participation

Your tour booking confirmation deposit and payment balance must be paid at the latest 6 weeks prior to the trip commencement.

If you book a trip in within 6 weeks prior to departure date, the full payment must be done at the time of registration.

You need to be in suitable physical condition to undertake the tour and be fully aware of the possible risks inherent in adventure travel and need to know how to swim.

You are responsible for paying for or providing your personal equipment, travel insurance, airport taxes, tips, the cost of visas, vaccinations, additional food and drink, and any other activities or provisions not included in the agreed itinerary.

Any special medical or dietary requirements should be reported to MONGOLIA CANOEING at the time of your booking a tour. (Please fill in the appropriate fields in the Booking Form below)

You must ensure that your travel documents, full passport, and visas are in order and remain valid for the entire length of your stay in Mongolia.

Our Tour Leader reserves the right to prevent anyone from taking part in the tour, or any part of it, if that person clearly displays insufficient physical ability to complete the tour without risking his own health or whose behavior potentially endangers the health, safety and emotional well being of other participants.

#### B. Cancellation of travel on your end

The date when your written cancellation notice is received by us, is considered to be the legal cancellation date of the travel you had booked.

Due to a short travel season in Mongolia we cannot count on making up lost contract. Also accommodation and facilities for travelers are usually pre-booked with the local suppliers such as airline companies and hotels. Hence the following cancellation charges:

Cancellation within 1 week before the start of the trip: 60% of price.

Cancellation within 30 days before the start of the trip: 40% of the price

Cancellation within 120 days before the start of the trip:25% of the price

An administrative fee of US\$100 per person.if you cancel more than 120 days before the start of the trip.

Once we have started to provide our services i.e. from the time of your arrival in Mongolia, no refunds will be made for unused services for reasons beyond MONGOLIA CANOEING' direct control. There will be no refund given for unused hotel rooms, meals, sightseeing, canoeing days or any other charges once the trip has commenced.

#### C. TRANSFER OF TRAVEL

If you decide to transfer your booking to an alternative departure or tour, an administration fee of US\$50 will be charged plus the cost difference between the two tours if the formerly booked tour cost is less than that of the latter.

In the opposite case, if the formerly booked tour cost is higher than that of the latter, you will be refunded with the cost difference.

However, please note that we are unable to transfer your booking to an alternative tour later than 7 weeks prior to the trip departure date.

#### D. MAKING COMPLAINTS

A complaint regarding the quality of our services should be notified to us at the earliest opportunity. If a problem arises during your trip, it is important that you advise the tour guide and the suppliers in the first instance and they will endeavor to solve the problem. If the complaint cannot be solved locally you should advise us in within 14 days after the end the tour, in writing, with all other relevant information. Your letter will be given prompt attention. If you fail to follow this simple procedure we cannot accept responsibility, as we will have been deprived of the opportunity to investigate the matter and solve the problem.

#### D. INSURANCE

It is essential to have a full insurance coverage from a reputable insurer. Travel insurance should cover costs of medical services delivered during your holiday, emergency evacuation, loss of or damage to your personal and others' property and belongings.

#### E. SINGLE SUPPLEMENT

The cost of your tour has been calculated on the basis of twin occupancy for hotel rooms.

If you do not want to share hotel room with another member (of the same sex) of the group a Single Supplement fee will be charged by MONGOLIA CANOEING. If such is your request please fill in the appropriate field in the Booking Form below. We will do our best to fulfill your wish.

The single supplement fee can be found on the tour description page. If no roommate of the same sex is available the Single Supplement fee will be charged upon your agreement before the trips commencement.

## BOOKING FORM

Please fill in the form below:

### GENERAL

First (Given) Name (as is in your passport)	
Last (Surname) Name (as is in your passport)	
Tour Name	
Departure Date	

### COUNTRY OF RESIDENCE

Address	
Email address	
Telephone no.	

### PASSPORT INFORMATION

Passport no.	
Date of Birth	
Gender	
Date of issue	
Date of expiry	

### PERSONAL DATA

Height	
Weight	
Any special health or medical requirements, allergies	
Any special dietary requirements i.e. vegetarian, gluten free food etc.	
Is there anything else we should be aware of regarding your health and well-being?	
Do you require a hotel single supplement?	

### INSURANCE DETAILS (can be supplied later if do not have at time of booking)

Insurance company name	
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Insurance policy no.	
Emergency telephone no.	

Hereby, I declare that all the above information is correct, and that I have read and accepted the above Booking Agreement.

Signature .....

Date .....