



## **Terms & Conditions:**

**Bookings:** All bookings must be made in writing. In order to get confirmation of booking, booking form has to be filled in. All additional changes must also be made in writing and marked clearly on the original booking form where original booking was made. Upon RECEIVING booking confirmation we will send pro forma invoice. Invoice has to be paid before departure of assigned tour. All additional changes have to be made two weeks before departure, thus our pro forma invoice can be changed accordingly.

**Booking confirmation:** Upon RECEIVING FULFILLED booking form, you will RECEIVE our written confirmation. With written confirmation we guarantee all services as per our program.

**Delayed arrival:** We do not cover any refunds for missed flights or late arrivals and subsequently late start/ no start of the tour. ALL ADDITIONAL COSTS HAVE TO BE SETTLED ON THE SPOT BY PASSENGERS

**Health requirements:** Tour participants should check with the consulates and local health boards for the latest health requirements. No medical EXPENSES will be covered for ILLNESSES that occur prior to arrival or on the tour.

**Special needs travelers:** Any disability requiring SPECIAL attention must be reported at the time of booking. We will make REASONABLE efforts to ACCOMMODATE the SPECIAL needs of disabled participants, however we are not responsible for any denial of services by carriers, hotels, restaurants. MOTOR COACHES, mini buses, vans and cars are not EQUIPPED with wheelchair ramps. We cannot provide INDIVIDUAL assistance to a tour member for walking, dining, getting on/off transportation vehicles, or other personal needs.

Travelers who need assistance must be accompanied by a qualified and physically able companion.

**Young travelers:** Travelers under 18 years must be accompanied by an adult.

**Program prices:** Program prices are per person, based on two persons sharing a room, unless stated otherwise. Single room supplements and triple room reductions are listed where applicable.

**Accommodations:** Hotel descriptions are based on local CLASSIFICATIONS, which vary from COUNTRY to country. Please note that standard policy is that hotel rooms are available for check in AFTER 13:00. EARLY check in needs to be advised in advance. Also please note that TOP Line cannot guarantee that EARLY check in will be free of charge, since the standard policy is that early check in REQUIRES a pre night to be booked and paid for.

**Local holidays:** During national holidays CERTAIN facilities (museums, restaurants, sightseeing tours and SHOPPING) may be limited or unavailable. Alternatives will be offered whenever possible.

**Lost luggage:** We do not guarantee that the LUGGAGE will be found and DELIVERED to assigned hotel. We will provide ASSISTANCE on the spot (through our tour director and local offices) that will help the passenger COMMUNICATE with air company.



**Travel documents:** No responsibility is accepted for loss of or damage to travel documents or any of passenger's BELONGINGS.

**Passports and visas:** A valid passport is REQUIRED of all travelers. All passengers regardless of the passport they hold, should check with the appropriate CONSULATES to determine if any visas are needed. Securing any needed visas is the responsibility of the tour participant.

**Refunds for unused services:** No refunds will be made for unused services once travel arrangements have commenced, especially in the cases where passengers are unable to travel due to invalid travel documents (PASSPORTS, visas), unused portion of services which are included in tour price and program, unused transfer services. Any complaint while traveling should be made IMMEDIATELY to local REPRESENTATIVES (hotel management, tour director...).

**Changes to itineraries:** If necessary for any reason beyond TOP Line's control, TOP Line can amend or cancel any of the arrangements for particular itinerary.

**Cancellation:** All cancellations must be made in writing. Cancellation charges will apply regarding to the remaining time prior to departure: If not stated otherwise, the following cancellation policy will apply to all bookings made:

Free of charge cancellation: 45 days prior to arrival

Cancellations between 44 - 30 days prior to arrival: 10% of the cost will be applied  
Cancellations between 29 - 22 days prior to arrival: 25% of the cost will be applied  
Cancellations between 21 - 07 days prior to arrival: 50% of the cost will be applied  
Cancellations less than 6 days prior to arrival will be treated as NON SHOW and no refund is applicable

**Overbooking:** TOP Line reserves the right to change or modify a reservation in case of circumstances caused by conditions beyond its control that cannot be predicted, avoided or rectified. Booked accommodation can be substituted only by an accommodation unit of the same or higher category and at the price confirmed during booking, provided that customer is notified ahead of time.