

# BOOKING CONDITIONS OF TRAVENTURIA LTD.

By booking a trip with Traventuria Ltd. you are deemed to have accepted on behalf of everyone named in the booking these Booking Conditions, which constitutes the entire agreement between you and Traventuria Ltd., and your booking will be accepted by us on this basis. The following conditions are valid for all tours and services, operated through the websites and brand names of Traventuria Ltd., namely [traventuria.com](http://traventuria.com), [traventuria.bg](http://traventuria.bg), [skibansko.bg](http://skibansko.bg), [skiborovets.bg](http://skiborovets.bg), [skipamporovo.bg](http://skipamporovo.bg), [birdingbulgaria.com](http://birdingbulgaria.com), [pytuvane.com](http://pytuvane.com), [bulgariabookers.com](http://bulgariabookers.com), [activeadventuretours.com](http://activeadventuretours.com) etc.

## 1. Booking process

A booking is possible if made by either a client online or by the staff of Traventuria Ltd. when a certain program and price have been agreed beforehand. In both cases an invoice is issued and sent for payment, which also represents the confirmation of Traventuria Ltd. for the services, ordered by our clients. Any special requirements and medical problems should be reported by the client at the time of booking. After the full payment is received a set of documents will be sent over to the client, containing vouchers and other relevant information if needed (trip notes, road book etc.). Please make sure all details inside are correct and contact us immediately should you notice incorrect or missing information.

## 2. Payments

All clients are required to pay a non-refundable deposit of 100,- Euro per person for their booking to be confirmed. If a reservation of flight ticket is needed we may ask the full amount of the ticket to be paid as well at the time of the deposit payment. Full payment should be received not later than 5 weeks prior departure. If such payment is not captured on time we will send you a reminder (in written) and if no payment follows within 5 days, we reserve the right to cancel your reservation. If your booking is made within 40 days of the departure date then the full amount is payable at the time of booking. Payment deadlines are always available inside the invoices received by the clients and should be followed strictly. Bank charges should be shared between the client and Traventuria Ltd.

## 3. Booking alterations

Changes of the published prices by Traventuria Ltd. before your booking confirmation shall not be treated as indecorousness from our side. Although we do our best to maintain up to date rates throughout our websites, unfavourable changes in exchange rates, local operators' costs, transportation costs and taxes may occur, which will affect the final price. In such cases we will cover any increase up to 3% of the published price, but the client will be responsible to cover the balance and will be notified about the changes as soon as they become known to Traventuria Ltd. If the increase is more than 10% the client can cancel the reservation within 10 days of the notification and the deposit will be fully refunded. If a full payment is received by that time however no surcharges will be paid by the client. If a client wants to do changes in the tour program it is necessary that these are advised as early as possible. Although we will make efforts to satisfy those changes we do not guarantee that we will be able to meet such requests.

## 4. Cancellations by the client

All cancellations should be made in written to Traventuria Ltd. The following cancellation charges (as a percentage of the total cost, but not less than the deposit) apply for cancellations made by clients: > 30 days - 30%; 29 - 15 days - 50%; 14 - 9 days - 70%; 8 days or less - 100%; For bookings, where a flight ticket is included, the clients should pay the charges levied by the airline concerned. If a ground service provided by Traventuria Ltd. is omitted by a client (e.g. transfer, tour etc.) due to last-minute illness, flight cancellation etc. this is considered "no-show" and no refund will be made. The same rule applies if a client decides to leave the holiday before its end.

## 5. Cancellations by Traventuria Ltd.

In the unlikely event that Traventuria Ltd. needs to change significantly or cancel a certain reservations, the client will be given the choice to: 1) accept the changed arrangements; 2) order an alternative holiday from Traventuria Ltd. (if a cheaper holiday is chosen the price difference will be refunded to the client; if it is a more expensive one, the difference should be paid extra by the client); 3) cancel or accept the cancellations by Traventuria Ltd. (full

refund will be obtained). Traventuria Ltd. is not responsible for any incidental expenses that a client may have incurred as a result of the booking such as visas, vaccinations or non-refundable flights.

## **6. Force-majeure**

Traventuria Ltd. shall not be held liable in cases of "force majeure" circumstances, herewith described as events which we or our subcontractors cannot predict or avoid, such as: terrorist activity, strike, war or threat of war, riot, civil strife, natural or nuclear disaster, adverse weather conditions, fire etc.

## **7. Handling of complaints**

Should our clients experience problems during their holidays they must inform in written (with a copy to the head office of Traventuria Ltd. at [info@traventuria.com](mailto:info@traventuria.com)) the local representative of the agency (or the tourleader of the group) or if there is no such person – the hotelier, carrier or the local agent. If you are not happy with their action in response we would appreciate a second written notice (or a fax or a phone call) to the head office of Traventuria Ltd. with full details of the case mentioned inside so that we can take proper measures in order to have this problem resolved immediately. Any complaints brought to our attention after the end of the holiday could only be regarded but we regret in advance that no efforts could really be made at this later stage which would have made your holiday more enjoyable.

## **8. Texts and prices accuracy**

We endeavour to present the information in our websites and brochures as accurate as possible but some errors may occur during the time of publishing or meant amendments afterwards. We kindly ask you to make sure that the information and price at the time of booking is correct, as well as the information published later on in your invoice and voucher(s).

## **9. Photos and testimonials**

Images taken during our holidays may be used by Traventuria Ltd. without charge in all media for marketing or advertising purposes (i.e. websites, brochures, slideshows etc.). Written feedback and images sent to the company by clients are also subject of the same conditions and can be used without special permission by their authors.

## **10. Travel insurance, health and immigration**

Please note that no travel insurance is included in our packages and we suggest that at the time of booking all clients consider purchasing a policy of their choice. Clients are also fully responsible for all visa, passport, immigration, quarantine, customs, health and other requirements of the countries visited or transited. A valid passport must be carried by each person. Traventuria Ltd. is not responsible if a client fails to ensure that they comply with these requirements.

**TRAVENTURIA LTD.**

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