



TERMS AND CONDITIONS

The Terms and Conditions presented in this document are applicable to individual travel. For small group travel for six or more people following the same travel itinerary, please refer to the *Andy Swann Voyage Group Terms and Conditions*.

DEPOSITS

The payment of a deposit is required in order to reserve any tour or service proposed by Andy Swann Voyage. An itinerary is not considered confirmed until a deposit payment has been made on all tours and services in the itinerary, including guide services.

Unless otherwise specified, an initial deposit of 25% of the total cost of the itinerary is due upon receipt of the Deposit Invoice (or the Invoice if paying in full). Until this deposit is paid, all touring, activities, guides, and pricing are subject to change, based on availability.

The payment of a deposit indicates an acceptance of all of the Terms and Conditions stated herein by the purchaser and/or Client. **PLEASE NOTE that Deposit payments are 100% non-refundable, non-changeable, and cannot be used as a credit towards future booking.**

PAYMENTS

General Policy

All itineraries must be paid in full at least 30 days before the start of the tour or service:

- Itineraries booked 30 days or less before the start of a tour or service must be paid in full at the time of booking; this payment is **non-refundable** as per the Cancellation and Refund policy below.
- For itineraries booked more than 30 days before the start of a tour or service, where the deposit has already been paid, the payment of the remaining cost of the itinerary must be made at least 30 days before the starting date of the tour or service.

Additional Fees

Unless explicitly stated in the itinerary as pre-paid or included, all tickets, entrance fees, meals, gratuities and other incidental expenses are the responsibility of the Client and will either be (1) paid by the Client on site or (2) **invoiced to the Client upon the completion of travel**, with payment due upon receipt of the invoice.

Driver-guide services are based on a full-day rate (from 4 hours to a maximum 8 hours). Additional hours are charged at the rate of EUR 200/hour, calculated as full hours from the first 15 minutes of overtime and **invoiced to the client upon completion of the service**, with payment due upon receipt of the invoice.

Driver-only services are based on a rate of EUR 195/hour for a minimum of four hours. Additional hours are charged at the rate of EUR 195/hour, calculated as full hours from the first 15 minutes of overtime and **invoiced to the client upon completion of travel**, with payment due upon receipt of the invoice.

RESERVATIONS

Andy Swann Voyage will make reservations on behalf of the client for third-party services such as restaurants and transfers. In order to secure the booking, the client must provide a valid credit card as a guarantee of payment for all requested services.

CANCELLATIONS AND REFUNDS

In the event of the cancellation of an itinerary by the Client, refunds will be made based on a percentage of the total cost of the tour/itinerary as shown below:

Cancellation period	Refunded	Retained by ASV
31 days or more before the start of the tour/activity	75%	25%*
30 days or less before the start of the tour/activity	0%	100%

* This 25% fee is the non-refundable, non-changeable Deposit described in the DEPOSITS section of this document.

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

All venue visits and activities proposed in this itinerary are subject to availability on the date of travel. In the event that a venue visit or activity is not possible on the date or time indicated, Andy Swann Voyage will make every reasonable effort reschedule the activity or substitute a similar activity.

Andy Swann Voyage reserves the right to cancel any tour or service in the event of *force majeure* or other circumstances beyond our control. In the event of a cancellation by Andy Swann Voyage, no liability shall fall upon Andy Swann Voyage.

Third-Party Cancellations and Refunds

Andy Swann Voyage regularly works with vetted third-party service providers to fulfill client requests for services such as helicopters, villas, restaurants, transfers etc. **These service providers have their own specific Terms and Conditions which will be shared with the travel advisor at the time of booking.**

In the case of a cancellation of a service provided by a third-party provider, the client is liable for any cancellation fee imposed by the service provider *in addition to* any cancellation fee imposed by Andy Swann Voyage.

PAYMENT TERMS

Andy Swann Voyage accepts the following form of payment:

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

PRICES / EXCHANGE RATES

All prices are quoted in Euros and must be paid in Euros.

Pricing for activities and services is subject to change until the itinerary is confirmed and paid in full.

Pricing is also subject to change without notice in the event of circumstances beyond our control, such as currency fluctuations, government taxes, fuel costs etc.

VALIDITY

The Terms and Conditions described in this document are effective immediately and valid until further notice.

This document replaces all Terms and Conditions prior to 2023.

DISCLAIMER

Descriptions of all products and services are non-contractual, non-binding, and subject to change due to unforeseen circumstances, such as weather conditions, transportation delays, or the availability of services from our partners and suppliers.

Andy Swann Voyage will make every effort to notify clients of any such changes to a proposed itinerary in a timely manner, and reserves the right to substitute similar products or services at an equivalent price point and to adjust the itinerary accordingly.

Andy Swann Voyage strongly recommends that all clients have travel insurance to cover, at the very minimum, 100% fees for medical emergencies, trip cancellations, and other potential changes or disruptions to travel plans.

CLIENT AGREEMENT

I confirm that I have read and accept the Terms and Conditions set out in this document.

Client / Advisor Name: _____

Date: _____

Signature: _____