



POLICIES & RECOMMENDATIONS

Policies and Recommendations are offered for the purpose of assuring a safe, viable and quality tour package. There are limitations, obligations and responsibilities that we must make as Tour Operators to assure a most incredible experience at the most affordable package price.

Please contact us at mysteriousadventures tours@gmail.com for more information, questions and/or clarification.

- ❖ Tours are expected to include walking (city and rural) among steep rough pathways, hills, steps, and historic mansions & castles with no/limited handicap access accommodations. To enjoy this tour safely, you should be in good health and able to walk reasonable distances, often over unpaved and uneven surfaces. Please be sure to bring apparel/footwear to accommodate for these circumstances.
- ❖ Tours will occur during scheduled day/evening hours. Some areas are not well lit. Although flashlights will be available, consider bringing your own.
- ❖ All packages and tours are subject to availability of venues, celebrity escorts, tours, accommodations, tour leads, roads, and weather conditions at time of travel. We cannot be held responsible for changes beyond our control. Extreme conditions & unscheduled situations may warrant for changes in itineraries or dates. With this conditions, we will not be able to refund any deposits or payments applied towards the tour. This is why we encourage using Travel Insurance to protect you in these situations.
- ❖ Travel Insurance is highly recommended. If you use our sponsored service, Travelex Insurance Services, it will facilitate transactions since they are aware of our trips and integrity of our work. Certainly, you may chose a vendor outside of this resource. If you choose to not purchase travel insurance you will need to sign an "Exclusion Waiver".
- ❖ Luggage on motor coach is limited to one baggage piece and small carry-ons. Porterage is may be available in larger hotels, and not smaller inns.
- ❖ It is the responsibility of the traveler to arrive at a tour start meeting point as established in the specific trip itinerary. If there are meet-up issues, we will attempt to be of assistance, but cannot take the obligation of the cost for your personalized transfers to/from the airport.
- ❖ Package Prices are based on Double Occupancy. Each standard tour of 24 traveler capacities will be limited to three single travelers There is a Supplementary Fee charged for single travelers. There is no discount for Triple rooms. Single/triple rooms are on request basis and subject to availability. They may not be available at all properties.
- ❖ Payment Policies:
 - To secure a tour package, a deposit must be received.
 - Deposits are not refundable.
 - "Soft Reservations" (reservation without deposit) may be cancelled due to limited inventory and high demand. Advanced notification will be given.
 - Interest Free Payment Plans are offered, but must meet the following requirements. The deposit payment is counted towards to reach these thresholds.
 - Within 4 months (120 days) of Tour Start Date: 30% of complete tour package must be paid
 - Within 3 months (90 days) of Tour Start Date: 60% of complete tour package must be paid.
 - Within 2 months (60 days) of Tour Start Date: 100% of complete tour package must be paid.
- ❖ Event Cancellation are considered upon meeting the following standards:
 - Deposits are not refundable at any time, but do contribute to the following penalties:
 - Within 94-60 days prior to Tour Start Date: 30% of complete tour package
 - Within 61-31 days prior to Tour Start Date: 50% of complete tour package
 - Within 30-0 days prior to Tour Start Date: 100% of complete tour package
- ❖ Gratuities and Service Charges: All local service charges are included on confirmed final itinerary items. Tips to your drive/chauffer/guides/special guests are not included and are at your discretion.
- ❖ Government issued Travel Documentation (Passport, VISAs, etc.) are the responsibility of the traveler and not of Mysterious Adventures Tours. Failure to obtain these in a timely manner before travel start date, may lead to cancellation of trip with all fines to be paid by traveler.
- ❖ Mysterious Adventures Tours, and its partners and associated ambassadors, have the right to refuse receiving a purchase agreement from any person/persons that is/are deemed not appropriate or fitting for the tour and its guests.
- ❖ If a traveler's behavior during the tour becomes incompatible with the safety, comfort or convenience of the other travelers/hosts, the Mysterious Adventures Tours has the exclusive right and discretion to expel from the tour at any time.
- ❖ Smoking is not permitted in the hotel, its rooms, the buses, venues or other public spaces.
- ❖ Please note that our tours may not be suitable for travelers under 18 years and may be included at the discretion of the parent/guardian and must be accompanied by their parent/guardian. There are, at times, difficult paths that may be problematic with persons with physical limitations.
- ❖ Responsibility/Liability: Payment of the trip itinerary constitutes consent of all Legal policies and terms and conditions described here. Neither the Operator nor any mentioned or unmentioned subagents/affiliates shall be held responsible for any personal injury, property damage or other loss a passenger incurs on any tour arising from acts or omissions by any air carrier, public transport company, hotel, car rental company, subcontractor or other person or organization, whether or not such company is rendering any services supplied on the tour.
- ❖ All tickets and vouchers are issued and supplied subject to the foregoing and to any and all terms and conditions under which transportation and services are provided.
- ❖ The tour Operator accepts no responsibility for losses or expenses due to delay or changes in schedules, flight cancellations or misconnections due to mechanical problems, sickness, quarantine, weather, acts of God, strikes, government actions, war, terrorism pandemic activity or other circumstances beyond its control. Passengers must bear all such losses or expenses.