

## **BOOKING TERMS AND CONDITIONS**

These terms and conditions, which may be amended from time to time, apply to all our Tours & trips made available online at [www.dianatravel.ro](http://www.dianatravel.ro) or sent to you by email from our e-mail address [info@dianatravel.ro](mailto:info@dianatravel.ro).

By accessing and using our website and/or by completing a reservation, you acknowledge to have read and agreed to the terms and conditions set out below.

### **RESERVATIONS**

A reservation is made once a completed booking form have been received from you and it is confirmed to you in writing by us (by e-mail and/or by post). When submitting your booking by telephone, fax, email, letter or online, it is implied and accepted that the ' name' on the booking form guarantees that he or she has the authority to accept, and does accept, on behalf of the party, the terms of these booking conditions. The party leader is responsible for making all payments due to us and must be at least 18<sup>th</sup> when the booking is made.

The confirmation of your booking means that we agree to operate your holiday, as stated on this website or tailored upon your special request (and received prior to your booking). When confirming your booking, a pro-forma invoice will be issued and sent to you, containing details of all appropriate payments and form of payment.

### **TOUR/TRIP COSTS & PAYMENTS**

The costs of all our tours & trips are ground costs only/person, based on sharing a double/twin bedded room. They include all the services mentioned in the Tour details/Trip details and are stated on this website for the maximum number of people in the party. For less number of people in the party, please check the cost of your chosen holiday at the time of booking.

We reserve the right to make changes and correct errors in advertised costs at any time before your tour/trip is confirmed.

Cost increases or decreases may occur due to alterations in exchange rates or due to unexpected rises/drops for ground transportation (includes transport taxes and cost of fuel) and accommodation. In the event of cost increases DIANA TRAVEL will absorb an amount of 2% of the holiday price . If the amount of the increase in our costs exceeds 2% of the cost of your holiday, a surcharge is required. If any surcharge is greater than 10% of the cost of your holiday, you will be entitled to cancel your booking with a full refund (less the bank commission for returning your money).

No surcharge will levy within 20 days of the start of your holiday.

A deposit must be paid at the time of booking. If you book a tour with us, the balance is due 60 days (2 months) prior to the start of the tour. If you book a Danube Delta trip with us, the balance is due 30 days (1 month) prior to the start of the Danube Delta trip. Bookings made within 60 days (for tours) and 30 days (for Danube Delta trips) must be paid in full at the time of booking. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we reserve the right to cancel your booking and to apply cancellation charges at the rates shown below.

All payments will be in Sterling, Euros or US Dollars, using the company's appropriate accounts, which will be found on your PROFORMA INVOICE and/or FINAL INVOICE. For safety reasons, we accept only bank transfer payments.

## **CANCELLATIONS BY YOU**

You are at liberty to cancel your booking and we accept notice of cancellation only in writing (by email or by fax). In the event of a cancellation, the refunds for:

A. The tour are made according to the following scale of charges:

Over 60 days before the first day of the tour..... deposit only  
60 – 31 days before the first day of the tour ..... 50 % of tour price  
30-16 days before the first day of the tour ..... 75 % of tour price  
15 - day of departure ..... 100 % of tour price

B. The Danube Delta Trip are made according to the following scale of charges:

Over 30 days before the first day of the tour..... deposit only  
30 – 16 days before the first day of the tour ..... 50 % of tour price  
15- day of departure .....100 % of tour price

You may transfer your booking to another person if you are unavoidably prevented from travelling, and the transferee meets the conditions which may apply to the booking, no later than 15 days prior to the start day of the holiday. There are no additional charges for this administration service.

In respect of cancellation, it is essential that your personal holiday insurance covers all the risks associated with travel.

## **INSURANCE**

Travel insurance is essential nowadays. As mentioned on the booking form, we cannot provide general travel insurance for those coming to Romania and you will be best protected under the terms of your Personal Travel Insurance policy. Health Insurance is mandatory when travelling on a tour/trip with us. We hold Travel Agents' Professional Indemnity Policy No. 571028576, issued on 16.05.2011 by ALLIANZ-TIRIAC ASIGURARI S.A., Romania.

## **TOUR CANCELLATION & ALTERATION**

Our tours and trips are carefully planned and we do everything to ensure every holiday runs as described. While every effort is made to make the holiday as advertised, you should be aware that occasionally, circumstances beyond our control may result. Sometimes it may be necessary for us to make changes to, or to cancel your holiday after we have accepted you booking. We reserve the right to make any change at any time and to advise you as soon as possible, than offering you the choice to accept the new arrangements or to cancel the holiday in return for a refund. No compensation is payable for a change or cancellation as a result of unforeseeable circumstances including emergency situations like: natural and nuclear disaster, national strikes, war or threat of war, epidemic, adverse weather conditions so that the roads and the railways will not fit to traffic, floods or other circumstances beyond our control.

## **ACCOMODATION**

On most of our tours we stay at good quality hotels, always in rooms with private bathroom. Tour participants should be aware that we will do our utmost to secure high standard accommodation and that we look upon all our clients to have the accommodation they prefer: in a single, double or twin-bedded room.

## **SPECIAL REQUESTS**

Any special request you have must be mentioned to us in writing no later than 30 days prior to the start of your holiday, so all the arrangements we make can be as satisfying as possible.

## **LIABILITY**

DIANA TRAVEL has taken all reasonable steps to ensure that any supplier of the services provided is reputable. We accept responsibility for the standard of services we are contractually obliged to provide and for any negligent acts and/or omissions of our employees, agents and suppliers in respect of claims arising as a result of bodily injury or illness to you. If negligence on the part of our staff, agents suppliers, or their employees results in illness, injury or death of you or any of your party we accept full liability.

During our tours and trips we will accept no responsibility or liability for: a) loss or damage to goods b) loss, damage or misdirection of your luggage and/or personal effects c) any unusual and unforeseeable circumstances beyond our control which could not have been avoided even with the exercise of all due care d) losses or additional expenses due to events which amount to emergency situations. When we are found to be liable for damages, the maximum amount of such damages will be limited to the price paid for the holiday.

## **COMPLAINTS**

In the event you have a complaint with any aspect of your tour please inform the leader as soon as possible, in order to solve the problem to your satisfaction. Any complaint you have about the tour please notify us in writing (by e-mail, fax or postal services) so as we take action so there will be no future problems and complaints.

## **ABOUT dianatravel.ro**

All holidays stated on this website are conceived & organised by DIANA TRAVEL LTD, which is a private limited liability company, incorporated under the laws of the Romanian state and registered with the National Trade Register Office in Bucharest under registration number J40/174/2003. Our VAT registration number is RO15118110. Having its office at Bd. Tineretului 31, Bl. 37, Sc. A, Et.1, Sector 4, Bucharest, Romania, DIANA TRAVEL is registered as online tour operator under Tourism Licence No. 2771(2011)/ Tourism Brevet No. 9804 (2005/ Mrs.Diana Vulpe) and sells all its holiday programs through the internet.