

TOUR BOOKING TERMS & CONDITIONS

1. Booking Confirmation

A booking is confirmed when:

- The customer completes the booking process;
- Required information is provided;
- Payment requirements are fulfilled.

The Company will send confirmation via email or other communication channels.

2. Tour Price Includes

Depending on the selected package, prices may include:

- Accommodation;
- Transportation;
- Professional guide services;
- Entrance tickets;
- Meals (if specified);
- Airport transfers.

The exact inclusions are listed on each tour page.

3. Tour Price Does Not Include

Unless stated otherwise:

- International flights;
 - Visa fees;
 - Travel insurance;
 - Personal expenses;
 - Additional activities;
 - Tips;
 - Services not listed in the itinerary.
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4. Customer Documents

Customers must provide:

- Valid passport;
- Visa documents if required;
- Correct personal details.

The Company is not responsible for problems caused by incorrect customer information.

5. Accommodation

Accommodation is provided according to the selected package.
Hotels may be replaced with similar-category hotels due to availability or operational reasons.

6. Transportation

Transportation is provided according to itinerary.

Changes may occur due to:

- Weather;
 - Road conditions;
 - Safety reasons;
 - Operational circumstances.
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7. Tour Changes

The Company reserves the right to modify:

- Routes;
- Hotels;
- Activities;
- Schedule;

when necessary for operational or safety reasons.

Equivalent alternatives will be provided where possible.

8. Customer Behavior

Customers must:

- Respect local culture;
- Follow safety instructions;
- Avoid illegal activities;
- Respect other travelers.

The Company may refuse service in cases of serious misconduct.

9. Complaints

Customers should immediately inform the Company about any issues during the tour.

Complaints submitted after completion of services should be sent within:

[number] days.

10. Force Majeure

The Company is not responsible for circumstances beyond reasonable control, including:

- Natural disasters;

- War;
- Government restrictions;
- Epidemics;
- Transport disruptions.

CANCELLATION & REFUND POLICY

1. General Rules

Cancellation requests must be submitted in writing via:

Email:

[Email]

The cancellation date is considered the date the Company receives the request.

2. Customer Cancellation

Refund conditions:

Cancellation more than 30 days before arrival:

Refund:

90–100%

Administrative fees may apply.

Cancellation 15–30 days before arrival:

Refund:

50–70%

Cancellation less than 15 days before arrival:

Refund:

Non-refundable / Partial refund depending on supplier costs

3. Non-Refundable Services

The following may be non-refundable:

- Hotel deposits;
 - Domestic flights;
 - Train tickets;
 - Special event tickets;
 - Third-party services.
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4. Company Cancellation

If the Company cancels a tour due to reasons within its control, customers may receive:

- Alternative tour;
 - Rescheduled service;
 - Refund according to circumstances.
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5. Refund Processing

Approved refunds will be processed within:

5–15 business days

after approval.

The actual receiving time depends on the customer's bank/payment provider.

6. Payment Processing Fees

Bank fees, currency conversion fees, or payment gateway charges may be deducted where applicable.

7. No-Show Policy

If a customer does not appear for the tour without prior notice:

- No refund will be provided;
 - Services may be considered used.
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8. Force Majeure Refunds

In cases of force majeure, refunds will depend on:

- Supplier cancellation policies;
 - Actual expenses incurred;
 - Applicable laws.
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9. Contact Information

Touropia LLC

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