

## TERMS AND CONDITIONS

These Terms and Conditions govern your use of our website [www.tourismarmenia.org](http://www.tourismarmenia.org) and the purchase of our travel services. By booking a tour or service, you agree to these terms.

**Services:** We provide tourism, hospitality and transportation services in Armenia as described on our website.

**Liability:** TourismArmenia acts as a service provider and is not liable for personal accidents, loss of belongings, or delays caused by force majeure.

### 1. BOOKING AND CONFIRMATION:

- To book a tour, clients must provide their name, email address, and the number of accompanying persons (children and their corresponding age). They must also indicate any dietary requirements.
- Once we receive your booking request and confirm all tour details to you, we will issue a deposit invoice.
- A deposit of 100 EUR (or the equivalent amount in another currency) per person is required.
- Once we have received your deposit, we will start booking your hotel and other services. At the same time, our company will send you a confirmation email.

### 2. PAYMENT TERMS:

#### **Prepayment**

You should make the non-refundable deposit (prepayment) of 100 EUR (or another currency) after booking the tour. Prepayment confirms your booking and enables your tour manager to begin organizing your trip.

You can make your prepayment in one of the following ways:

- **Card payment**
  - To pay by card, click on the “Make a Prepayment” link located in the left footer menu of our website. Enter the prepayment amount and click “Pay Now.” You will then be redirected to our secure payment system, where you can enter your card details to complete the transaction. At the request of our partner bank, after each transaction we kindly ask the credit card holder to send us a scan of their passport. This additional step helps protect against fraudulent activity.
  - For detailed step-by-step instructions, please refer to our payment accurate guidance. Our payment system is highly secure, you can learn more about its protection standards [here](#).

*Please note: 3% card service charge is applied to the transaction amount.*

- **Bank transfer**
  - If you prefer to pay via bank transfer, we will provide an invoice with the payment details and total amount. The invoice can be issued in your preferred currency (USD/ EUR/ GBP). For payments made by bank transfer, the final payment must be completed no later than 45 days before the tour start date.

#### **Final Payment**

You can make the final payment in one of the following ways:

- By Card Upon Arrival

- You can pay the remaining amount by card or any other convenient method upon arrival, before the tour starts.

*Please note: 3% card service fee applies to final balance payments made by card.*

- **By Bank transfer**
  - The final payment must be made via bank transfer at least 45 days before the start of the tour.

*Please note: your bank may charge a fee for processing bank transfers.*

*The full amount of the tour price we specified should be deposited into our bank account.*

### **3. REFUND AND CANCELLATION POLICY**

We aim to provide flexible terms for our international guests while ensuring the stability of our operations.

#### **Cancellation by Customer:**

- If you or any other member of your group wishes to cancel the tour, please inform our company in writing as soon as possible.
- More than 15 days before the service start: Full refund (except prepayment and administrative/bank processing fee).
- 5 to 14 days before the service start: 50% refund.
- Less than 4 days or "No-show": No refund will be issued. If you choose to interrupt or discontinue the tour for any reason, we are unable to provide a refund for the unused portion, since all the services included in the tour have been paid for in advance.
- The deposit of 100 EUR is non-refundable, but it can be used to book another tour within the given year. In this case, our company will have to charge an additional 100 EUR for rebooking the hotels.

#### **Cancellation by Company:**

- If we cancel a tour due to weather conditions or safety reasons, a 100% refund (except administrative/bank processing fee) or an alternative date will be offered.

#### **Refund Process:**

- Refunds are credited back to the original payment card or bank account within 7-10 business days, depending on the customer's bank.

### **4. RIGHTS AND RESPONSIBILITIES:**

- All tour itineraries are carefully planned and confirmed, and are usually not subject to change or cancellation. However, in cases of force majeure or other circumstances beyond our control, the company reserves the right to make reasonable changes to the planned route.
- In the event of force majeure or any other situation beyond our reasonable control, both parties are released from their contractual obligations and liabilities. Please note that no refunds will be issued in such cases.
- Our company is not responsible for any services not included in the price of the tour package. Our liability is strictly limited to the scope of the services confirmed and provided by our company.
- Please note that the price of group tours is calculated based on the number of participants. In other words, the group should consist of between 1-2, 3-6, 7-11, or 12-16 participants.

If there are fewer participants than stated above for any reason, the tour price will be adjusted accordingly.

- We kindly ask travellers to report any complaints or issues relating to the service immediately during the tour, so that our team can resolve them promptly.

## 5. PRIVACY POLICY

Your privacy is important to us.

**Data Collection:**

We collect your name, email, and phone number only to process your booking.

**Third Parties:**

We do not sell or share your personal data with third parties for marketing purposes.

## 6. CONTACT INFORMATION

For any questions regarding your booking or payments, please contact us:

Brand Name: TourismArmenia

Legal Name: P/E KARAPETYAN SAMVEL Pargevi

Tax ID: 32525805

Address: 34, 21 Davidashen 1, 0058 Yerevan, Armenia

Phone: +374 99 555 938, +374 94 404 303 (WhatsApp)

Email: [info@tourismarmenia.org](mailto:info@tourismarmenia.org)

*In case of any urgent question, please send us a WhatsApp message or email, and our representative will respond as soon as possible. We are not always available to take phone calls.*

*Thank you!*