

Payment and Booking

By booking your space on a tour and advancing your deposit, you are accepting the booking conditions, payment schedule and liability release. All persons wishing to make a booking therefore acknowledge and accept the terms stated on the Booking Conditions and Liability Release Statement. All such persons will be bound by the conditions that follow.

Payment

The reservation/booking form must be completed by all wishing to travel. All guests must supply a medical form dated and signed by their physician. All forms should then be emailed/faxed to Dunagiri Retreat, and a deposit of \$1000 submitted. Acceptance of the client's reservation will be confirmed with a receipt. Final payment covering balance of tour costs is due for payment 60 days prior to departure date, unless late booking. Bank transfer accepted.

Bookings accepted less than 60 days prior to departure can be secured with the deposit, full payment must reach us within a further 14 days.

Cancellation by the Guest

Any cancellation by a guest must be made in writing. The date on which Dunagiri Retreat receives the written notification will determine the cancellation charges applicable. The cancellation charges below are a percentage of the total tour price.

- A. Cancellation more than 60 days before departure: Loss of deposit.
- B. 60-31 days before departure: 50% of tour cost
- C. 0-30 days before departure: 100% of tour cost

You are strongly advised to take out cancellation insurance at time of reservation.

If you fail to join the tour, join after its departure, or leave prior to its completion, Dunagiri Retreat reserves the right to set the amount of refund (if any). Such terms are usually covered by your trip cancellation/travel insurance, provided the reason for the cancellation falls within the policy terms.

Cancellation of tour by Dunagiri.

Dunagiri Retreat reserves the right to cancel a tour for any reason, such as inadequate sign-up or for unusual or unforeseen circumstances outside Dunagiri's control. When a tour is canceled the guests may choose between a refund of all monies paid or any alternative tour offered in lieu by Dunagiri Retreat.

Flexibility

The guest appreciates and acknowledges that the nature of this type of travel requires considerable flexibility and should allow for alternatives. It is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events, which may include sickness or mechanical breakdown, flight cancellations, strikes, events emanating from political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances.

Changes

Dunagiri Retreat reserves the right to change any of the facilities, services or prices described before a reservation is made. If such a change is made the guest will be told at time of reservation.

The guest is able to make a change to a confirmed booking arrangement only if more than 60 days before departure. Extra costs incurred will be charged.

If prevented from traveling

The only circumstance when a guest can make changes or transfer from one tour to another without penalty is if the guest is unable to travel due to serious illness, or death or serious illness of a close family relative. Written proof and reasonable notice of the reason must be given.

Acceptance of Risk

The guest acknowledges that the nature of the tour is adventurous and that such holidays may involve a significant amount of personal risk.

Itineraries

All itineraries are a guide only and are subject to alteration on occurrence of any unpredictable conditions and circumstances that may arise.

Authority on Tour

At all times the decision of Dunagiri's tour directors will be final on all matters likely to endanger the safety and well being of the tour. Should a guest fail to comply with the laws, customs, foreign exchange and drug regulations of all areas visited, the tour director may order the guest to leave the tour without any refund.

Travel Documents

The guest must be in possession of a valid passport and all visas, permits and certificates including vaccination certificates, as required. It is ultimately the responsibility of the client to ensure they have the necessary documentation

Factors outside Dunagiri’s control

Dunagiri Retreat cannot accept any liability for matters outside its control such as political disputes, refusal of visas, delayed flights, and unforeseeable climate conditions which may prevent the itinerary being followed. Trip insurance is required.

Insurance

The guest is willing to accept full responsibility for insurance which must cover personal accident, medical expenses, loss of belongings, repatriations costs and all other expenses which might arise as a result of loss, damage, injury, delay or inconvenience occurring to the client. We recommend that insurance cover cancellation costs. It is compulsory that all guests have personal travel insurance.

Local Conditions

Due to political and cultural differences, as well as generally tougher physical conditions, travel to the areas we visit may involve risks other than those we take in our daily lives. It is important guests make themselves aware of the risks involved.

Responsibility

Dunagiri Retreat herein organizes all services. All arrangements made on behalf of guests are made by organizers on the sole condition that the organizers shall not be held responsible for any

injury, death, accident, delay, loss, damage or irregularity.

Dunagiri Retreat shall not be held liable for any injury, damage, loss, delay or irregularity that may occur with transport companies, hotels and other contractors.

Claims and Complaints

If a guest has a complaint against Dunagiri they must first inform their tour director whilst on the tour so that they can attempt to rectify the matter.

Prices

Dunagiri reserves the right to alter prices at any time. All prices shown are subject to currency fluctuations and cost increases. Please check when booking for current prices.

Damages

Any damages or losses will be the guest’s responsibility to make full restitution for, prior to departure.

By participating in a Dunagiri Retreat tour, you assume certain obligations to Dunagiri Tours and to other tour members. It is your responsibility to:

*Understand the conditions implied in the itinerary and trip description.

*Select a tour that is appropriate to your interests and abilities.

*Prepare for the tour by familiarizing yourself with the itinerary and tour dossier.

*Bring appropriate gear and clothing, as recommended.

*Follow considerate social behavior with the other tour participants.

*Act in an appropriate and courteous manner befitting the customs of the area you visit.

*Complete the tour itinerary as scheduled (or as adjusted by tour leaders).

* Respect India and Dunagiri Retreat by using environmentally safe products, properly disposing of waste, conservative use of resources and by being respectful of your surroundings.

I understand that this is a release of liability and a contract between Dunagiri Nature Retreat(AKA Dunagiri Retreat), and myself, and or its operators, parent organization and affiliated organizations, and I accept this agreement.

Please contact us with any questions.