

EXPAT ADVENTURE TRAVEL

EXPAT LLC

BOOKING TERMS AND CONDITIONS

BOOKING CONTRACT

Upon purchase of the package, the terms and conditions set forth herein become a binding contract between the Purchaser (hereinafter referred as “the Traveller”) & EXPAT LLC (hereinafter referred as “The Company”).

Acceptance of the contract occurs when the deposit is received by the Company.

PACKAGE PRICES

Prices are per person based upon shared twin room occupancy in hotels, and tourist camps and shared ger of upto four beds at a homestay, unless otherwise specifically indicated. All prices are based on current exchange rates and are subject to change without notice.

NOT INCLUDED IN PACKAGE PRICES

Prices do not include items of a personal nature such as laundry, alcoholic drinks, soft drinks, passport and visa fees, insurance, airport taxes and fees, international flights, tips and gratuities, optional activities and others unless specifically indicated in the package inclusions.

FUEL SURCHARGES

Some package prices include fuel surcharges based upon prevailing rates at the time of agreements with suppliers. Fuel surcharges are subject to change without notice due to fluctuating fuel prices. The Company reserves the right to amend tour prices at any time prior to receiving your final tour payment due to increases in fuel surcharges imposed by suppliers including airlines, tourist camps . Air ticket prices are often hard to determine until just a month or two before travel. Price changes by airlines and others can often occur.

COMPLIMENTARY FARES

The Company offers one free fare with every 14 paid fares on tour packages.

SINGLE SUPPLEMENT

Single supplement is available on most packages. If you require a single supplement, the additional charge is as standard \$50 per hotel night in Ulaanbaatar based on 4-star hotel and \$30 per night for ger camp in countryside, unless otherwise stated in your quotation.

PAYMENT

DEPOSIT

If you decide to book your tour, we require you to pay 50 percent of the total cost. On receipt of your deposit, we will send you confirmation of your booking along with details for the payment of the balance. The booking will not be accepted until the deposit is received.

FULL PAYMENT

Full payment is due on the date specified in your invoice, usually 30 days before departure.

SPECIAL ARRANGEMENTS

Earlier full payment might be required as described on your invoice because of the nature of special services such as ticketing.

EXPAT ADVENTURE TRAVEL

EXPAT LLC

BOOKING TERMS AND CONDITIONS

PAYMENT METHODS

Payment can be made by bank transfer, international money transfer services (WESTERN UNION etc.) or in cash. Payments can be made in Mongolian Tugrik or US Dollars.

DETAILS REQUIRED FOR BOOKING

Travellers must provide the information requested by the Company in the booking form. Travellers are responsible to ensure that The Company has the correctly spelled name, passport details and contact details. Names printed on the invoice must exactly match the first and last name written in their passport. If the traveller fails to provide all required information prior to the date on which full payment is due, an administrative fee will be charged for any costs incurred by the Tour Operator as a result of failure to provide the required information. If the traveller fails to supply information required by the Company for air tickets, permits, or other inclusions, the traveller will also be liable for any costs, fees or losses including failure to obtain or provide that inclusion. In the event that the traveller fails to supply information required by the Company, the Company also reserves the right to treat the booking (or the relevant component of the booking) as cancelled and levy any cancellation fees deemed reasonable by the Company, in its sole discretion. The Company will not be held responsible for any fees incurred as a result of errors, omissions, inaccuracies, late, misplaced or otherwise incomplete information provided by the traveller.

INSURANCE

Travel insurance is NOT included in any package. The Company requires that international travellers have adequate insurance against illness, injury, loss/damage to personal belongings and not being able to travel on the confirmed departure date.

TRAVEL DOCUMENTS AND VISA

Travellers are responsible for ensuring that they have appropriate travel documents and must check with the respective consulate or visa agency to determine whether any visas or passports are required. Passports are required to be valid for at least 6 months after the date of travel. You can obtain visas from the Mongolian embassy or consulate in your country of residence using our tour confirmation letter after the booking deposit is received. The Company can also provide an invitation letter inclusive of the package dates only, if required by the Mongolian Embassy or Consulate, after the booking deposit is received. Alternately The Company can arrange a visa on arrival or apply for an e-visa on your behalf for additional costs.

CANCELLATION POLICY

Once a partial or full payment has been made, cancellations will only be accepted in writing. Cancellation terms will be applied based on the date that the written cancellation is received and based on the following dates prior to departure. We highly recommend you take out travel insurance to cover you in case of the need to cancel your trip.

Tour Packages:

Up to 46 days prior to departure: Full refund (excluding any card or transfer costs incurred and cost of domestic flight tickets)

45 to 31 days prior to departure: 30% of total cost taken as cancellation fee

30 to 15 days prior to departure: 50% of total cost taken as cancellation fee

14 to 8 days prior to departure: 75% of total cost taken as cancellation fee

7 days or less prior to departure: 100% of total cost taken as cancellation fee

EXPAT Members

EXPAT ADVENTURE TRAVEL

EXPAT LLC

BOOKING TERMS AND CONDITIONS

Our EXPAT Members are exempt from the above cancellation terms, and instead are subject to the following:

31 days or more prior to departure: Full refund (excluding any card or transfer costs incurred and cost of domestic flight tickets)

30 to 15 days prior to departure: 10% of total cost taken as cancellation fee, 40% available as credit on another tour (excluding cost of domestic flight tickets, which is non refundable)

14 to 8 days prior to departure: 30% of total cost taken as cancellation fee, 45% of total cost available as credit on another tour

7 days or less prior to departure: 50% of total cost taken as cancellation fee, 50% of total cost available as credit on another tour.

POSTPONEMENT POLICY

All packages can be postponed to a later date, up to 12 months from the original departure date. Packages including Festivals or set events can be postponed for 1 year or amended by the Traveller. Once a partial or full payment has been made, postponements will only be accepted in writing. The amount paid for the postponed trip will be transferred in a credit note, minus the below fees, and applied to the Travellers next booking. The Company reserves the right to amend the price of the package when re-booked for new dates. Postponement terms will be applied based on the date that the written notification is received and based on the following dates prior to departure.

Up to 46 days prior to departure: No charge for postponement (excluding cost of domestic flight tickets).

45 to 31 days prior to departure: 20% of total cost taken as postponement fee (excluding cost of domestic flight tickets).

30 to 15 days prior to departure: 30% of total cost taken as postponement fee (excluding cost of domestic flight tickets).

14 to 8 days prior to departure: 50% of total cost taken as postponement fee.

7 days or less prior to departure: It is not possible to postpone, and notification of a desire to postpone the trip will be taken as cancellation. 100% of total cost taken as cancellation fee.

EXPAT Members

Our EXPAT Members are exempt from the above postponement terms, and instead are subject to the following:

31 days or more prior to departure: No charge for postponement (excluding cost of domestic flight tickets, which are non refundable).

30 to 15 days prior to departure: 10% of total cost taken as postponement fee (excluding cost of domestic flight tickets).

14 to 8 days prior to departure: 25% of total cost taken as postponement fee (excluding cost of domestic flight tickets).

7 days or less prior to departure: 50% of total cost taken as postponement fee.

SPECIAL EVENTS AND PRODUCTS

Deposit, Final Payment, and Cancellation penalties may differ for special events, select hotels and tour packages. You will be advised at time of booking on your invoice.

RESERVATION OF RIGHTS

The Company reserves the rights to decline or to accept or expel any person as a participant in travel, tours or trips arranged by the Company, if the Company deems it necessary for the safety or comfort of the other participants. Any person rejected or expelled will not be entitled to a refund for unused services.

EXPAT ADVENTURE TRAVEL

EXPAT LLC

BOOKING TERMS AND CONDITIONS

LIMITED RESPONSIBILITY

The Company acts only as a limited representative for Travellers or their agents in engaging the services of companies or other persons to provide transportation, lodging, tours, guides, and other travel services. The Company and its employees are not principals, partners, agents, or operators of any airline, carrier, hotel, guide service, outfitter, or any other provider of travel services, and no provider should be considered to be an agent, employee, principal, or partner of the Company. Neither the Company nor its employees, officers, directors, agents, or affiliates will be responsible or liable for any loss, injury, death, or damage to any person or property (i) arising out of arrangements made on behalf of any person by the Company or (ii) caused by or arising out of travel or other activities undertaken as a result of such arrangements.

LIABILITY

Each person who participates in travel or other activities arranged by the Company or its employees or agents does so at his or her own risk and assumes complete responsibility for the inherent risks and dangers associated with the travel and other activities. Risks and dangers may be present at any time during a person's participation in the travel or other activities arranged by the Company and include, without limitation: (a) adverse weather conditions and other hazards of nature; (b) strenuous physical activity; (c) accidents, whether related to travel, hunting, or other activities; (d) disease or other physical ailments; (e) contact with dangerous animals and insects; and (f) political or civil unrest.

IMAGES AND MARKETING

The Traveller agrees that while participating in any package, images, photos or videos may be taken by other participants, the Company or its representatives that may contain or feature the Traveller. When entering into this contract the Traveller consents to any such images being taken and grants a perpetual, royalty free, worldwide, irrevocable licence to the Company to reproduce for any purpose whatsoever (including marketing, promotions and the creation of promotional materials), in any medium whatsoever, without any further obligation or compensation payable to the Traveller.

PRIVACY POLICY

The company collects your personal information to deliver the package and services booked. The Company will only use and disclose the data reasonably required to enable the Company and its suppliers to provide the booked package. The Company will divulge personal information beyond what is needed to reasonably deliver the tour package and will not sell personal information to third parties.

APPLICABLE LAWS

The laws of Mongolia govern these Booking Conditions to the fullest extent allowable. Any disputes in connection with a trip or these Booking Conditions must be initiated in the courts of Mongolia.

EXPAT ADVENTURE TRAVEL

EXPAT LLC

BOOKING TERMS AND CONDITIONS

COMPANY ADDRESS AND CONTACT DETAILS

Mongolia, Ulaanbaatar,
Khan uul District,
11 Khoroo, Zaisan,
Tsagaan Suvarga, Building 44, #16
+976 88012123, +976 86062123
info@expatmongolia.com
www.expatmongolia.com

COMPANY BANK ACCOUNT DETAILS

Beneficiary Name	EXPAT LLC In cyrillic: ЭКСПАТ ХХК
Bank Name	TDB (Trade and Development Bank of Mongolia)
Account Number	470014581 MNT - 470014582 USD
SWIFT CODE	TDBMMNUB
Bank Address	14210 Peace avenue 19, Sukhbaatar district 1st khoroo, Ulaanbaatar, Mongolia
Bank Phone	+976 19001977, +976 18001977

VERSION 6: Last updated 2021 March