



## **FLORES JOURNEY TERMS AND CONDITIONS**

### **HOW TO BOOK?**

Advance reservation is a must, to check the space availability. The last reservation may be accepted up to 24 hours prior to a tour departure date but will be subject to the space availability of FLORES JOURNEY.

### **PAYMENT**

All bookings must be prepaid. A deposit of 40%(percent) is required for any reservation on the reservation date. The rest of payment to be paid 15 days prior to departure date. Payment could be made either in Indonesian Rupiah cash, US dollar cash, Euro cash, based on the current exchange rate. The payment can be done by Bank or Paypal Transfer. (4% extra will be charged for Paypal transfer).

### **PRICE EXCLUSION**

Personal expenses (beverages, laundry service, phone calls, tips and gratuities etc.), airport tax, inoculations, excess baggage charges, porter fee, accident and baggage insurance, meals as not mentioned in the program.

### **CANCELLATION**

- No cancellation fee applied when there is no flight or hotel voucher being issued, only administration fee US\$50.
- 50% cancellation fee applied when there is flight or hotel voucher being issued and cancellations made within 10 days prior to departure date.
- No Refund if cancellation made within 7 days prior to departure date and no show on departure date.
- After commencement of the tour itinerary, no refund or reduction of package price, either in full or part will be given for any un-utilized service.

**FLORESJOURNEY** keep the right to rearrange the order of any tour itinerary, to cancel or to substitute elements of any plan with or without prior notice when local conditions force such changes. No refund & / or no reduction of tour package price can be made for any rearrangement thereupon. Side trips are passenger's own account. Additional expenses incurred due to any delays, flight cancellations, accidents, political action or unrest must be borne by passengers themselves.

### **LIABILITY**

Floresjourney.com acts only in the capacity of an agent for hotels, carriers, transportation companies and all other service supplier. Therefore we will not be responsible and will have to disclaim responsibility for any loss, damage, injuries (including death), accidents, change of schedules, delays, flight cancellations, irregularities, etc., which are beyond our control.

### **INSURANCE**

Travel Insurance is **COMPULSORY** for all tours arranged by Floresjourney.com. We strongly recommend that you take an appropriate cover at the time of booking your holiday, so please consult with a reliable travel insurance company.

FloresJourney.com does not include travel insurance, accident insurance or any sort of insurance on this tour.

Our Warmest Regards  
Flores Journey Team