

## SHARYEM TOURS BOOKING CONDITIONS

Sharyem Tours undertakes to ensure that all possible care is taken so that the travel arrangements specified in your Itinerary run efficiently and successfully. These booking conditions seek to explain as clearly as possible the responsibilities undertaken between us when you make and we accept a reservation.

**1) Confirming a Reservation:** The person named in the booking form as Lead Traveller is acting on behalf of themselves and each person named on that form as an Additional Traveller and is responsible for ensuring that each Additional Traveller is fully aware of these booking conditions. The Lead Traveller warrants that he/she is authorised by the Additional Travellers including, where an Additional Traveller is under 18 years of age, the parent or legal guardian. No additions or changes may be made to the booking conditions except in writing and signed by Yemane Taye, the owner and manager of Sharyem Tours, or Sharon Savory, the UK representative.

On receipt of the Booking Form and the deposit paid as indicated in the Booking Form, we will issue you with a Confirmation of Booking confirming the Itinerary. No firm reservation exists until we have issued this Confirmation of Booking.

Payment of the balance of the amount for the Itinerary will be due forthwith on its commencing by any of the methods set out in the Booking Form. Failure to pay the balance will result in your reservation being cancelled and your deposit forfeited.

It is the responsibility of individual travellers to ensure that they are in possession of a valid passport, visa if required, and any necessary health, vaccination or inoculation certificates.

**2) Insurance:** You are required to take out travel insurance covering the medical expenses and repatriation of all Travellers. By submitting the Booking Form you confirm that all Travellers are covered by the policy(ies) listed for travel to all places to be visited on the Itinerary.

**3) Cancellation:** If you decide to cancel your reservation this must be done in writing by the Lead Traveller. The time of the cancellation is the date it is received in writing by Sharyem Tours. Sharyem Tours will forward a cancellation invoice to you to cover all cancellation charges and if you are covered by insurance these costs may be recoverable subject to the terms and conditions of the insurance policy. Cancellation charges will amount to 50% of the deposit if cancellation occurs more than 8 weeks before the scheduled start of the Itinerary or 100% of the deposit thereafter.

**4) Change of Plan:** Whilst Sharyem Tours will always endeavour to fulfil entirely your Itinerary it is sometimes necessary to make alterations to an Itinerary for a variety of reasons including, but not limited to, adverse weather conditions, political unrest, acts of terrorism, disruption of scheduled transport services, strike, official warnings as to personal safety of travellers or aviation authority, local authority or police restrictions.

In these circumstances Sharyem Tours reserves the absolute right, at its discretion, to make the changes it considers necessary. In such event we will offer substitute arrangements in the place of those affected, to the same standard.

**5) Our Liability to You:** All elements of the Itinerary will be provided either by Sharyem Tours or by independent sub-contracted suppliers.

We accept responsibility for ensuring that the Itinerary reserved is provided at a reasonable standard and as described.

Sharyem Tours will do all within its reasonable power to ensure that efficient and safe suppliers provide all elements of the Itinerary and that they adhere to all laws and regulations governing their activities.

Sharyem Tours accepts no responsibility, save as required by law, for loss or additional expense due to delay or change in air, road, rail, sea or other services, or arising from quarantine, sickness, strikes, lock-outs, weather or any other conditions outside the direct control of Sharyem Tours. Any such loss must be borne by the person(s) booking with possible reimbursement under certain circumstances direct from the person responsible or through insurance cover.

All Itineraries are issued on the sole responsibility of Sharyem Tours. They are not issued on behalf of and do not commit the airlines or any other transportation companies therein or any airline or transportation companies whose services are used in the course of the Itinerary.

**6) If you have a Complaint:** Sharyem Tours does its utmost to ensure that the travel arrangements provided are successful. However in the event that you wish to complain about any aspect of your arrangements you must notify our tour representative as soon as the issue arises and they will do everything possible to resolve the problem.

Our representative is there to assist travellers and will ordinarily be able to deal with any problem quickly and satisfactorily.

If for any reason a problem cannot be resolved to your satisfaction locally, the complaint should be detailed in writing and forwarded to Sharyem Tours within 28 days of return from the tour.

Such a complaint will be investigated thoroughly and every effort will be made to ensure that the matter is resolved speedily and amicably.

