

## **TERMS AND CONDITIONS FOR OUR TOURS WITH GUARANTEED DEPARTURE DATES**

- \* **Tours are guaranteed to operate with a minimum of 2 participants.**
- \* **Maximum participants for each tour is 12.**
- \* **The price for the tour will be defined 60 days prior tour start, depending on the number of participants who have applied for that tour. The price offered will be valid only for that number of participants. With the application, the participants agree to the offered price for the current number of participants within 60 days prior tour start.**
- \* **In case of late application and payment for the tour (30-60 days prior tour start), the participants who have already paid will be reimbursed with the amount of difference between the paid price and the new lower price according to the higher number of participants, minus fixed fee of 20 EUR for bank expenses.**
- \* **Tours can be organized on different dates and for any number of participants - price depending of number of participants and period of travel - available upon request.**

### ***The rate includes:***

- Accommodation in 3\* hotels with Bed & Breakfast in double rooms / single beds as per program;
- Transfer from and to Skopje airport;
- Air-conditioned transportation as per the itinerary - private car (for 2-3 pax), van or minibus for 4-12pax;
- English guide throughout (for parties of 2-3 pax the guide will also drive the car);
- VAT and local taxes.

### ***The rate does not include:***

- Bike rental - bikes have to be booked 90 days prior tour start;
- Half Board / Full Board supplement depending on the menu of the restaurant or hotel (if not specified in the tour itinerary);
- Single room supplement;
- Afternoon snacks / meals / lunches;
- Drinks, coffee;
- Entrance fees (have to be paid on the spot);
- Travel insurance;
- Optional tours, excursions and offers during the tour as per program for each tour;
- Hotel extras (telephone, mini bar, etc.);
- Photographing or filming fees at the visited sites;
- Tips;
- Airline tickets;
- Porterage fees;
- Personal Expenses;
- Visa procurement (if needed).

### ***Passport and Visa Requirements:***

For more information please contact the respective Consulate or Embassy of each country.

***Cancellation policy:***

- Cancellations free of charge are accepted up to 90 days before starting of services;
- For cancellations between 60 and 90 days before arrival a cancellation fee in the amount of 30% from the package price per person will be charged;
- For cancellations less than 60 days before arrival a cancellation fee in the amount of 50% from the package price per person will be charged;
- For cancellations made less than 30 days before arrival or no show, a cancellation fee for the total amount of services will be charged.
- Bike rental is not refundable.

***Booking conditions:***

- Booking for each tour with guaranteed departure dates has to be made 90 days prior to tour start;
- Upon confirmation from our side, 30% deposit is required per person/per tour.
- Booking for bike rental is 50% of the price for the selected bike.

***Payment conditions:***

Payment is requested at least 60 days before arrival. Payment is accepted via bank transfer only.

***Delayed arrival:***

No refunds for missed flights or late arrivals and subsequently late start/no start of the tour are covered by the local tour operator. All additional expenses have to be arranged on the spot.

***Accommodation:***

All hotel descriptions are based on hotel classifications valid for the country where accommodation is provided. Please note that standard policy is that hotel rooms are available for check-in after 14:00. Early check-in should be specified in advance. "Visit Macedonia" cannot guarantee that early check-in will be free of charge, since the standard policy requires a pre night to be booked and paid for.

***Local holidays:***

During national holidays some facilities (museums, restaurants, sightseeing tours and shopping) may be limited or inaccessible. Alternatives will be offered if it is possible.

***Refunds for unused services:***

"Visit Macedonia" does not cover refunds for unused services once travel arrangements have commenced, especially in the cases where tourists are unable to travel due to different reasons (invalid travel documents for instance). No refunds will be made for unused portion of services which are included in tour price and program, as well as for any unused transfer services. Any complaint during the tour should be made immediately to local representatives (hotel management, tour leader and others).

***Overbooking:***

"Visit Macedonia" reserves the right to change or modify a reservation in case of unpredicted circumstances and conditions which are not depending on the firm. Booked accommodation can be substituted only by an accommodation unit of the same or higher category and at the price confirmed during reservation.

***Ride Macedonia***

Cycling in Macedonia  
T: +389 75 341 131  
@: [contact@ride.mk](mailto:contact@ride.mk)  
W: [www.ride.mk](http://www.ride.mk)

***Visit Macedonia***

Macedonia and Balkans DMC  
T: +389 2 3071 614  
@: [info@visitmacedonia.mk](mailto:info@visitmacedonia.mk)  
W: [www.visitmacedonia.mk](http://www.visitmacedonia.mk)