

TERMS AND CONDITIONS

Welcome to **Alis Journeys**. By using our website and booking our tours, you agree to comply with and be bound by the following terms and conditions. Please review them carefully.

ELIGIBILITY

- You must be at least **18 years old** to book a tour.
- Minors must be accompanied by a responsible adult and have written consent from parents or guardians.

BOOKING AND PAYMENTS

- All bookings are subject to availability and written confirmation from Alis Journeys.
- Full payment is due **no later than 14 days** before the start of the tour unless otherwise stated.
- Payment can be made via bank transfer, online booking, PAYPAL, (Klarna coming soon), or other methods as mentioned on the website.

PRICING AND INCLUSIONS

- Tour prices typically include accommodation, transportation, entry fees, meals as listed in the itinerary, and guide services.
- Prices do not include international flights, visa fees, personal expenses, tips, optional activities, or travel insurance.

CANCELLATION & REFUND POLICY

- Cancellations made **[30 days]** prior to departure may be eligible for a partial refund (excluding booking fees).
- No refunds will be provided for cancellations within **[14 days]** of departure.
- Refunds (if applicable) will be processed within 14 business days.

If you wish to cancel your booking, you must notify us in writing via email.

Days Before Departure Refund Amount	
More than 30 days	Full refund (minus booking fees)
15–29 days	50% refund
Less than 15 days	No refund

- No refunds will be made for early departures, unused services, or no-shows.
- In certain cases, cancellation penalties imposed by third-party providers may apply.

CHANGES TO ITINERARY

- Alis Journeys reserves the right to alter or cancel itineraries due to unforeseen circumstances (e.g., weather, safety, political conditions).
- Clients will be informed promptly of major changes and offered alternatives where possible.
- If we cancel a tour, you may choose between a full refund, credit for future travel, or an alternative tour.

TRAVEL DOCUMENTATION

- We **strongly recommend** that all travellers obtain comprehensive travel insurance including coverage for medical emergencies, trip cancellation, personal liability, and loss of belongings.
- Proof of insurance may be required before joining a tour.
- Alis Journeys is not responsible for any loss, injury, illness, or delay.

PASSPORT & VISAS

- It is the responsibility of the client to ensure they have a valid passport and any necessary visas.
- Alis Journeys is not liable for any issues related to entry or exit requirements.
- Alis Journeys is not liable for any issues arising from incorrect or incomplete documentation.

HEALTH AND SAFETY

- Travelers should be in good health and capable of moderate physical activity.
- You must inform us in advance of any medical conditions, allergies, or dietary restrictions.
- Alis Journeys is not responsible for any health issues arising during the tour.
- We reserve the right to refuse service to anyone who poses a health or safety risk.

BEHAVIOUR & CODE OF CONDUCT

- We promote responsible, respectful, and inclusive travel.
- Disruptive, disrespectful, or unsafe behaviour may result in removal from the tour without refund.
- You are responsible for any damages or loss caused by your conduct.

PRIVACY POLICY

We value your privacy and are committed to protecting your personal data.

1. WHAT WE COLLECT

- Name, email address, phone number, and emergency contact info
- Payment information (processed securely via third-party payment gateways)
- Passport details, travel preferences, and health information when necessary

2. HOW WE USE IT

- To process bookings and provide services
- For internal record-keeping and customer service
- To send important notifications, itinerary changes, or promotional offers (you can opt out anytime)

3. HOW WE PROTECT IT

- Your data is stored securely with limited access.
- Sensitive data is encrypted where applicable.
- We do not sell or rent your personal information.

4. DATA SHARING

- Your data may be shared with trusted partners such as hotels, transport providers, and local guides solely for the purpose of delivering services.
 - We comply with legal obligations to disclose information when required by law.
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LEGAL DISCLAIMER

The content and materials provided on **Alis Journeys** are for general informational purposes only. While we strive for accuracy, we make no warranties or guarantees of any kind, express or implied.

- **Liability:** Alis Journeys is not liable for damages, losses, or injuries arising from use of our services or information on this site.
 - **Third Parties:** We may link to other websites. We are not responsible for the content or services of third-party sites.
 - **Force Majeure:** Alis Journeys is not responsible for delays or failures caused by events beyond our control (e.g., natural disasters, political unrest, transport issues).
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COOKIE POLICY

When you visit Alis Journeys, we may use cookies to enhance your user experience.

- **Essential cookies:** Required for core functionality
- **Performance cookies:** Help us understand how users interact with our site (e.g., Google Analytics)
- **Marketing cookies:** Used to tailor ads and offers (optional)

Your Choices:

You can manage or disable cookies through your browser settings. However, this may affect your experience on our site.

CONTACT US

If you have questions about these Terms and Policies, please contact:

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