

Terms & Conditions

As a potential and actual tour participant, we highly recommend you read through the following information. **All tour participants are REQUIRED to abide by the rules described therein.**

RESERVATIONS AND DEPOSITS:

FULL PAYMENT: All payments must be made in full before tour departure. This includes the tour itself, along with any extra options, or services arranged before the tour. We cannot accept anyone on the tour with an open balance.

CANCELLATION AND REFUNDS:

Cancellation and refund requests must be submitted promptly and directly via email. Refund requests submitted via any other method **WILL NOT BE HONORED.**

Travel Insurance: We recommend purchasing travel insurance.

VISAS: Visa applications are the responsibility of the participant.

PARTICIPATION: For the benefit of everyone in your tour group, we reserves the right to accept or reject any person as a tour participant, and to remove from the tour any participant whose conduct or health detracts from the enjoyment of the other participants. **DISRUPTING THE TOUR AND/OR NEGATIVELY AFFECTING THE ENJOYMENT OF THE TOUR FOR OTHER GUESTS WILL NOT BE TOLERATED.** Guests that engage in such behaviour **WILL** be removed from the tour and will **NOT** be entitled to a refund or compensation of any kind.

ELIGIBILITY: Tours require participants to be in good health. Step climbing and walking on cobblestone streets are common on most programs and wheelchair access can be tricky, so please notify us if you have any health conditions that may impact your participation in the tours. Any disability or condition requiring special attention must be reported to us at the time of booking; we cannot guarantee that any accommodations will be made for any conditions that are not reported.

INSURANCE: Travelers are strongly urged to purchase insurance for protection against loss, cancellation, medical and other emergencies. Tour participation is "AT RISK", meaning that YOU are responsible for your own insurance. we will **NOT** be held responsible for illness, injury, or death while participating in tour activities.

NOT INCLUDED: Most tours do not include fees for meals and personal expenses (shopping, miscellaneous purchases, etc.).

ITINERARIES: Deviations to the planned itineraries shown in published sources may occur, even though every effort will be made to keep them as they are presented. In case it is necessary to substitute sightseeing, due to unforeseen circumstances, we will do all possible to provide excursions that are most similar to the original schedule, and there will be no refunds for such itinerary changes. In addition, we reserve the right to substitute hotels as necessary and any such change will not result in eligibility for refund.

TOUR CONTENT AND ADJUSTMENTS: All tours run by us are designed with flexibility in mind. Free time is usually available, and shopping stops are planned in a way that allows for guests to separate from the group and explore on their own. Tour guests are welcome to deviate from the planned tour activities and go elsewhere. If a guest chooses to skip a day of the itinerary but wants help planning their alternative activity, they **MUST** contact us in advance to arrange such activities. In these cases, the following rules apply:

1. All additional arrangements and information requests are subject to additional charges. Small requests (directions, maps) are complimentary within reason.

2. We are entitled to reject any request which is unfeasible, unworkable due to time constraints, or could pose a threat to the structure of the main tour.

3. We are not responsible – and **CANNOT** be held liable – for the quality and/or integrity of ANY non-tour activities.

4. In the case that a guest decides they cannot attend a tour due to our inability to fulfil a special request or deviation from the scheduled tour, all standard refund policies remain in effect. All guests who leave a tour for these reasons are not entitled to any refunds, special treatment, or compensation. Furthermore, any discounts used (if any) in the purchase of said tour will be forfeited regardless of the date of cancellation.

6. In the case that anyone's alternative activities or tour deviations affect the overall tour and/or the enjoyment of other tour guests, we will put the needs of the tour first in every case. If, in the process of organizing their own alternative activity, any guest ends up affecting the enjoyment of the tour for other guests and/or attempts to keep the guide(s) from their duties ("hijacking"), we reserves the right to discipline the offending guest(s), up to and including **REMOVING THEM FROM THE TOUR**. In this case, the removed participant is not entitled to a refund of any kind and forfeits the right to take legal action against us or any of its partner companies or suppliers.

RESOLUTIONS AND DISPUTES: In the event legal or equitable action is initiated concerning a us. program, the exclusive venue of such action will be solely in Kuwait as per the local laws.

RESPONSIBILITIES AND LIABILITY: We are the Tour Operator responsible for arranging and providing all the services and accommodations offered in connection with these tours. The Tour Operator acts on behalf of Independent travel suppliers associated with the tours, such as airlines, hotels, and bus companies. Accordingly, participant(s) agree to seek remedies directly with the suppliers and not to hold the Tour Operator liable for any loss, injury, delay, or expense which results directly or indirectly from any action or omission, whether negligent or otherwise, of any entity providing goods and services for the trip. Participants also agree not to hold the Tour Operator liable for circumstances beyond its control (e.g. force majeure, acts of god, earthquakes, natural disasters, flight and rail delays, etc.). Participant(s) acknowledge that neither the Tour Operator, nor its agents have made any representations or promises with respect to the tours described herein, except as expressly set forth in the Tour Operator's brochure, unless such agreement is in writing and signed by an officer of the Tour Operator. At any time, the Tour Operator may decline, for any reason, any person as a Tour Participant on a trip (or option) where upon the Tour Operator's only obligation shall be to refund to that person the portion of payment allocable to the unused services.