

Outback Mongolia Booking Conditions

Please read this, it is important!

The following conditions, together with the relevant brochure/ website descriptions, form part of your contract with OUTBACK MONGOLIA.

The Contract.

A contract is deemed to exist once a booking has been made 'definite' by telephone, fax, email or letter AND a confirmation invoice has been issued by *OUTBACK MONGOLIA*. In signing the Booking Form you accept these conditions, and on behalf of all other persons named on the booking form and/or invoice, including anyone added subsequently.

As well as completing and signing our booking form, you may be asked by our overseas Contractor to sign a contract with them which will subject you to their terms and conditions and the laws of the country in which the tour takes place. This does not affect your statutory rights under Hong Kong law.

Bookings are accepted on the understanding that the client appreciates the possible risks inherent in adventure travel.

Reservation and Payment.

A 350.00 Euro deposit per person is required to make a reservation unless otherwise stated. No booking is deemed confirmed until payment has been acknowledged by *OUTBACK MONGOLIA*. Balances are due no later than 8 weeks in advance of your date of travel.

No reminders or statements will be sent. Balance payments by credit card (Visa, MasterCard) carry a 4.0% charge internet transfer and cheque payments carry no charges.

Personal Accident Insurance.

It is a condition of booking that you have appropriate travel insurance, which offers Emergency evacuation cover.

OUTBACK MONGOLIA, written evidence of appropriate cover is required, and it is your responsibility to provide this.

OUTBACK MONGOLIA accepts no responsibility for a customer's failure to arrange appropriate cover or to provide us with details, any expenses / costs incurred due to failure to obtain appropriate insurance will be to customer's account.

OUTBACK MONGOLIA accepts no responsibility for costs incurred in the event that customer's requires emergency evacuation within Mongolia or to destinations outside Mongolia.

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Emergency support.

In the case of an Emergency situation *Outback Mongolia* has an agreement with SOS International who can arrange Helicopter evacuation.

Your tour Guide has a satellite mobile phone for emergency situations and for the other urgent requirements. Should an emergency situation arise your tour guide will make a phone call giving GPS location to SOS. After the call is placed a maximum of 2-3 hours is required for a Helicopter or air plane to land at the agreed GPS location. Longest ETA return to Ulaanbaatar city would be 5 hours.

The satellite phone call, emergency Helicopter and Or air plane is chargeable is to customers account. Your travel insurance must cover emergency services.

What is Included. Please see the terms and conditions specific to the tour.

Price includes:

All hotels, ger camp lodgings (including bedding) and camping equipment in Mongolia.

Meals, motorcycle and fuel, support/Luggage van, mechanic, tour guide on motorcycle (minimum numbers required), some museum entrance fees, tour souvenir and airport transfers.

Use of camping equipment, at the beginning of the tour each customer will be issued with a "Camp set" which will include Tent, sleeping bag and ground mattress, it is the responsibility of the customer to return in the same condition that it was found at the start of the tour, other wise the customer will be responsible and must pay appropriate compensation.

What is not included. Excluded from all prices given (unless specifically stated) are personal travel insurance, flights, visas (where applicable) and single room supplements. Also excluded (unless specifically stated) are clothing and souvenirs, and additional request items, such as luggage carriers. Such costs are specified where relevant and are your responsibility.

Riding equipment is not usually provided, but with notice we can supply, jackets and helmets see advice sheet for equipment you need to bring with you.

Flights. Can be obtained from your local travel agent. Routes from Europe via Moscow and Beijing china are most popular with our customer's. Please ensure that appropriate visa's are obtained.

Note July is the most popular time to visit Mongolia as this is when the Mongolian games are held (The Three manly sports) If you wish to visit Mongolia during this time we suggest that you book flights early.

VISA'S an example, entry and departure to Mongolia via China would require that customer's obtain a double entry visa for China.

Amendments. Reservation amendments by you following issue of a confirmation invoice and/or receipt of full payment must be made in writing, and incur an amendment fee of 100.00 Euros.

Cancellation by Customer. Prior to 8 weeks before your holiday, cancellation will incur loss of 20% of the deposit. Within 8 weeks of travel, the charge will depend on the arrangements booked. It will be at least 50%, and if less than 30 days prior to the rental or tour, will be 100%. A no-show always incurs 100% charges. Cancellation is only effective when written notification is received by *OUTBACK MONGOLIA*. It is your responsibility to ensure such notification is received.

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Cancellation by *OUTBACK MONGOLIA*.

(a) Outback Mongolia reserves the right to cancel tours/rentals up to 14 days prior to commencement if minimum tour numbers have not been reached. Outback Mongolia is obliged to give you as much warning as possible of any cancellation, and will make every endeavor

to offer an alternative. If there is no suitable alternative, then the tour cost will be refunded in full, this will constitute full settlement.

Outback Mongolia is under no obligation to refund the cost of additional arrangements such as extra nights' accommodation or flights.

(b) *Outback Mongolia* and its Contractors reserve the right to accept, decline or retain any customer from any tour at any time, and to cancel any contract on grounds of non-compliance with these Terms and Conditions, those of the Contractor, local traffic regulations or a Contractor's requirements for group travel. In such circumstances no refund will be due.

Customers agree to accept the authority and rules of Outback Mongolia and its Contractors, guides and outfitters.

Force Majeuro. *Outback Mongolia*, our Agents, Assigns and Contractors accept no responsibility for and shall not be liable in respect of any loss, damage, alterations, delays or changes arising from circumstances outside our control, such as but not restricted to: war or threat of war, riot, industrial dispute, civil strife, fire, adverse weather conditions, terrorist activity, natural and nuclear disaster, technical problems with transport, computer malfunction, cancellation of scheduled or charter airlines, closure or congestion of airports or ports, disease or financial failure of Contractors. UK Foreign Office advice at the date of travel is regarded as decisive where relevant.

Mechanical Difficulties. In the event of mechanical breakdown *Outback Mongolia* will make every effort to provide repair facilities or a replacement motorcycle, but is not obliged to do so.

Motorcycle Accident. In the event that a client's motor cycle is unserviceable due to accident or misuse, *Outback Mongolia* can offer a second vehicle, should this service be required a deposit for the second vehicle will be required.

Tour description. While every effort is made to be as accurate as possible in our brochure descriptions, *Outback Mongolia* reserves the right to amend tour itineraries before travel, and to amend itineraries during a tour if, in the professional opinion of the tour guide, so required by local circumstances or the number or riding ability of the tour participants.

If for any reason beyond the control of Outback Mongolia your return to Ulaan Baatar is delayed causing missed international departure, cost incurred will be borne by the client. Outback Mongolia will endeavor to give all assistance in obtaining necessary documents of proof if required by the insurance company for repayment of cost incurred.

Security/Damage Deposit. You maybe required to leave a deposit with the Contractor at the start of your tour/rental, usually equivalent to the insurance excess (deductible). Any damages will be deducted by the Contractor at the end of your tour.

Passports / Visas. You must have a valid passport with at least 6 months validity after your return date. It is your responsibility to ensure this, to ensure that you comply with the entry regulations for the country(ies) you are visiting, to obtain and pay for any visas that may be required, and to take all necessary documentation. *Outback Mongolia* will not be liable if you fail to discharge these responsibilities.

Driving License. You must have a full UK driving license valid for group A vehicles (motorcycles), or national equivalent for non-UK residents. An international driving license is also required.

Age and Experience. Minimum age and experience restrictions apply; It is your responsibility to ensure you meet any requirements. Neither *Outback Mongolia* nor our Contractors will be held liable for your failure to meet the stated requirements.

Non-riders / Passengers. Passengers / non-riders are welcome on all tours. Only passengers notified to *Outback Mongolia* and signing the booking form and if required contractors hire agreement may be carried.

Helmets. It is a condition of *Outback Mongolia* that you wear an approved crash helmet when riding a motorcycle. With notice we are able to provide helmets locally given notice, but we strongly encourage you to take your own. *Outback Mongolia* accepts no liability for the condition of any crash helmet.

Special Requests. Please notify *Outback Mongolia* of any special requests you may have at the time of booking (e.g., diet, disability, allergy, anniversary, birthday). There may be additional charges for any such requests. *Outback Mongolia* will try to arrange special requests to be met, but cannot guarantee that they will unless a supplement is charged.

Riding Areas. When group touring, it is your responsibility to follow any instructions and information issued by the tour leader. When riding a motorcycle, you must obey the restrictions imposed by our Contractor. Breaches of restrictions may invalidate travel and motorcycle insurances.

Prices. Prices shown in brochures and on our website are correct at the time of going to press. *Outback Mongolia* makes every endeavor to keep these prices, but changes in local regulations or exchange rates may lead to changes in the price charged. Once your tour or rental is paid in full there are no surcharges, guaranteed.

Complaints. If you have a complaint about the service that you have received from *Outback Mongolia* or our Contractor, we require you to do the following.

1. Lodge the complaint with *Outback Mongolia* or our contractor as soon as possible, to allow the opportunity to rectify the cause of the complaint. Failure to do so may reduce or extinguish your legal rights. At the very latest the complaint must be lodged by the end of the tour or rental.
2. If not resolved at the time, follow this up in writing to *Outback Mongolia* within 31 days of the completion of your tour or rental. All complaints will be acknowledged within 7 days of receipt, and we aim to respond in full within 31 days. If your complaint remains unresolved, it may be referred (with your agreement) to a Hong Kong Court of Law for arbitration.

Jurisdiction. This contract and any matters arising from it are subject to the jurisdiction of the courts of Hong Kong.