



General Terms & Conditions

Basic information

"Operator" of any tour, activity or service published on our main web site www.visitmacedonia.mk and our sales portals www.incomingmacedonia.com, www.incomingbalkans.com, and www.affordablebalkantours.com, is "Visit Macedonia DMC" an Incoming Tour Operator based in Skopje, Macedonia, operating under the license. A number 555, issued according to the local laws by Ministry of Economy of Macedonia.

More company details you can find on the main web site under About Us and read the Privacy policy.

- **General Terms & Conditions** described below are related to all tours, activities and services provided by Visit Macedonia DMC.
- **Booking, Payment and Cancellation conditions** can be found on the description of each tour, activity or service.
- Both *General Terms & Conditions* and *Booking, Payment & Cancellation Conditions* are an official agreement between you, as "Client" and the "Operator" as described above.

"**Tour, Activity, Service or Transfer**" is related to all products published on following web sites and sales portals - www.visitmacedonia.mk, www.incomingmacedonia.com, www.incomingbalkans.com, and www.affordablebalkantours.com, provided, organized and supported by Visit Macedonia DMC - the "Operator".

"**Booking, Payment and Cancellation conditions**" are part of each product and can be found on the description of each tour, activity or service. By accepting these General terms and Conditions, the *Client* accepts mentioned Booking, Payment and Cancellation conditions.

Accommodation:

All hotel descriptions are based on hotel classifications valid for the country where accommodation is provided. Please note: standard policy is that hotel rooms are available for check-in after 14:00. Early check-in should be specified in advance and may be subject of additional costs. *Operator* 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. Not later than 10 days before tour departure, *Client* will receive an information with all accommodation details.

Pricing:

Price quoted is per person or per vehicle (for transfers). The Operator reserves the right to adjust prices due to fluctuations in foreign exchange rates, imposed fuel surcharges, taxes, charges and levies imposed by any third party including government and its agencies. Should any of these changes appear and the tour price increase by more than 10%, *Client* may cancel without penalty within 3 days after the notify.

Complaints during the tour:

Any complaint during the tour, activity, service or transfer, *Client* should made immediately to *Operator* representatives (tour leader, tour guide, driver and others). If it is not possible to fix this issue in the moment, the *Client* have to create a written complaint which have to be signed by our representative. Such written complaint have to be sent to the *Operator* (by email or regular post) as soon as possible, but not later than 15 days of the completion of the tour, activity, service or transfer.

Refunds for unused services:

The *Operator* does not cover refunds for unused services once travel arrangements have commenced, especially in the cases where *Client* is unable to travel due to different reasons (invalid travel documents for instance). No refunds will be made for the unused portion of services which are included in tour price and program, as well as for any unused transfer services. All additional expenses have to be arranged on the spot.

Limitation of Liability:

The *Operator* 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. The *Operator* and its agents and suppliers accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restrains, acts of war and/or terrorism, weather conditions, or for any misadventure or casualty or any other causes beyond their control. It is the responsibility of the *Client*, regardless of nationality and passport they hold, to check with the consulate/embassy of the country they visit, before they book and plan a trip for current entry requirements. We strongly recommend *Client* to purchase a comprehensive Travel Insurance Policy in his country of residence prior to departure.

Local holidays:

During national or religious holidays at certain country or region, some facilities (museums, churches or monasteries, boat trips or cable car trips, sightseeing tours and shopping) may be limited or inaccessible. The *Operator* will try to find an alternative attraction or visit in the same price range and theme, but will be not responsible if such alternative is not possible or the Client does not accept it as substitute.

Contact Us

If you have any questions or suggestions about our *General Terms & Conditions*, do not hesitate to contact us.