



Born to travel at [www.intoromania.ro](http://www.intoromania.ro)

**Booking Conditions**  
For direct bookings only

1. The person who signs the booking form does so on behalf of all the individuals included on it, such that all are bound by the booking conditions. All bookings are made with IntoRomania (a trading name for Alina Beteringhe Ltd, registered number F08/670/2003, CUI 19316439, Brasov, Romania.) which is a special-interest travel venture. No variations of these conditions may be made unless this is done in writing by a director of the company.
2. A non-refundable deposit of 10% per person is required and should be sent with the completed booking form. We will confirm our acceptance of your booking in writing, including by e-mail, and it is at the time we send out this confirmation that a contract comes into existence between us. The balance of the tour price is due to 8 weeks prior to departure date. Should this final payment fail to reach us by the date specified, we reserve the right to treat the booking as cancelled. If a booking is made 8 weeks or less prior to the departure date then the full amount is payable at the time. If you make your reservation through a travel agent we shall address all communication to the agent. All monies paid by you to a travel agent is held by the travel agent for IntoRomania until such monies are forwarded to IntoRomania.
3. If you wish to make any alterations to your holiday we will make every effort to accommodate these, but cannot guarantee that this will be possible. If alterations you request are possible, these will, of course, be subject to any amendment or other charges imposed by any relevant supplier, and a sum of 50 euro to cover administrative costs. Requests for amendments must be made in writing by the person whose signature appears on the booking form.  
Any cancellation by you, must be made in writing. The date on which the letter is received by us or our agents will determine the cancellation charges applicable. The cancellation charges are expressed as a percentage of the total tour price. These charges are as follows:
 

30 days before departure	- 50%
29-16 days before departure	- 75%
15 days before departure	- 100%
4. We will not impose any surcharges on the price of tour arrangements less than 30 days before departure, and if surcharges become necessary before that, we will absorb an amount up to the first 2% (excluding insurance premiums and any

amendment charges) of any surcharges that apply. Surcharges may be imposed to cover increases in transportation costs, including the costs of the fuel, dues, taxes or fees or the exchange rates applied to the particular package. Where surcharge is payable, there will be an administration fee of 1 euro per person together with an amount to cover agents commission.

If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid to us except for any premium paid for insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 10 days of the date of the invoice.

5. If we have to alter your tour before departure, any change will be either major or minor. Where a change is a minor change, we will if practicable, advise you before departure, but we are not obliged to do so or to pay you compensation. A minor change is any change apart from a major change as defined below.  
When a change is a major change (and a major change is an alteration to your outward or return flight time more than 12 hours), we will advise you as soon as is reasonably possible. You will then have the choice of accepting the change, taking an alternative holiday (and where this is of a lower price we will refund the difference), or withdrawing from the contract and accepting a full refund of all monies paid. In addition, in appropriate cases, we will pay you compensation on the scale shown below (on the assumption that the full balance has been paid). If we have to cancel your holiday before the date of departure, you will have the choice of taking an alternative holiday (and where this is of a lower price we will refund the difference) or withdrawing from the contract and accepting a full refund of the monies paid. In addition, in appropriate cases, and where such cancellation is not due to underbooking or force majeure as defined below, we will pay you compensation on the scale shown below.
 

More than 40 days	Nil
39-30 days	euro 10
29 – 11 days	euro 20
10 – 0 days	euro 30
6. Underbooking is the situation in which the minimum number of bookings required to run a tour is not met, and if we have to cancel a tour for

this reason, we will not do so less than 30 days prior to departure. Major force is unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid, even with the exercise of all due care, examples of which are war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disasters, fire or adverse weather conditions, level of water in rivers or other similar events beyond our control.

In the unlikely event that we become unable to provide a significant proportion of the services you have booked after your depart, we will make alternative arrangements for you at no extra charge, or, if this is impossible, or you do not accept these alternative arrangements for a good reason, we will provide you with transport back to your point of departure and a pro rata refund for the cost of the remainder of your holiday. In addition, if appropriate, we will pay you compensation of an amount which is reasonable taking into account the circumstances.

7. IntoRomania takes every effort to ensure that the information contained in brochures and itineraries is correct. We reserve the right to change any of the prices, service or other particulars contained in brochures or itineraries at any time before we enter into contract with you. If there is any change, we will notify you before we enter into such contract.
8. If you have special requests, you should inform us of such requests prior to departure. We will advise the relevant supplier of your requirements, but we cannot guarantee that such requests will be met. Furthermore, we have no liability to you if such requests are not met.
9. IntoRomania is not an ordinary travel operator. The type of travel we offer requires flexibility and must allow for alternatives. The outline itinerary as given for each tour must therefore be taken as an indication of what each trip may accomplish, and not as a contractual obligation on the part of the company. The final decision on the itinerary and conduct of any tour will be taken by us in the interests of the group/or clients as a whole. It is understood that the route schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events which may include sickness or medical breakdown, flight cancellations, strikes, events emanating from political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances.
10. At all times the decision of our tour leader or representative will be final on all matters likely to endanger the safety and well being of the tour. You must at all times strictly comply with the laws, customs, foreign exchange and drug regulations of the country visited. Should you fail to do so then you may be ordered to leave the tour without recourse to any refund and without any legal claim against the company.
11. We strongly condemn the collecting of any specimen from the natural world. Our holidays provide the opportunity to view and photograph wildlife only; not to disturb it! All of our local leaders have the right to dismiss any member of a group who insists on collecting plants, insects or any other living material.
12. It is essential that all passengers are covered by insurance before setting out on holiday. This insurance must cover personal accident, medical expenses, loss of effects, repatriation costs and all other expenses which might arise as a result of loss, damage, injury, delay or inconvenience.
13. If we accept a request to transfer you from one tour to another you will be liable for any costs imposed on us by our suppliers for the cancellation of your original trip. We also reserve the right to charge an administration fee of 10% of the value of the first tour booked.
14. You acknowledge that the nature of travel is adventurous and that as such tours may involve a significant amount of personal risk. These include injury, disease, loss or damage to property, inconvenience, discomfort.
15. You must be in the possession of a valid passport and all visas, permits and certificates, including medical certificates required for the whole of the journey and the client accepts responsibility for obtaining the same. All information and advice given by us on visas, vaccinations, climate, clothing, baggage, special equipment etc is given in good faith.
16. By signing our booking form, you are agreeing to accept all the above conditions, and we agree to operate your holiday in the way stated on the website, or in your personal prepared itinerary. Your contract with us and many matters arising from it shall be exclusively subject to Romanian law.