



www.diamondjourneys.weebly.com

julie@diamonlightworld.com

CANCELLATION POLICY – DIAMOND JOURNEYS - SACRED SITES TOURS

Although it is unlikely, if the tour is cancelled by us, you will receive a full and complete refund. If YOU need to cancel your participation, you may:

Transfer your registration to another person

Partial refunds may be given prior to 30 days before departure excluding deposit

No refund is given if cancellation is within 30 days of departure.

Send cancellation notice in writing to julie@diamonlightworld.com

General information, Conditions & Release of Liability

Please read thoroughly.

Accommodation and Meals:

Tour accommodations are carefully chosen to provide tour participants with quality accommodations, hospitality, and service at reasonable cost.

Breakfast, lunch and dinner are included in the price of the tour where stated.

Tour prices are based on two people sharing a room with either double or twin beds. Every effort will be made to pair tour participants traveling by themselves with another member of the tour, if so desired.

A single room may be available at the stated single-supplement cost.

Payments, Refunds & Insurance, Terms & Conditions:

Julie Umpleby – Diamond Journeys reserves the right to alter any tour or to cancel any tour in which the minimum occupancy is not reached or for any other reason.

If the minimum occupancy is not reached, your payment or deposit will be fully refunded. We recommend that you take out trip cancellation insurance to cover refund of your airfare in such a case.

Once the deposit and booking form have been received you will receive an email confirming your place on the tour, be sent the registration forms for completion and banking details for your deposit.

- 1) All Paypal fees and international transfer costs must be taken care of by the buyer. These will be added on final payment. We cannot absorb these costs as the tour prices are kept as low an affordable as possible.
- 2) In the event of your cancellation 30 days or more before departure your deposit payment of 50% is forfeited.
- 3) In the event of your cancellation less than 30 days before departure 100% of total cost is forfeited.

- 4) A 50% deposit is required 4 months in advance for large groups of 15 people or more, to secure your reservation.
- 6) The full payment of the cost of the trip must be paid at least 2 months before the trip starts, unless other arrangements have been stipulated or agreed to.
- 7) All cancellation must be in writing. If the reason for cancellation is covered by your insurance policy, you may be able to claim these charges from your insurance.
- 8) **Julie Umpleby – Diamond Journeys** reserves the right to adjust prices without notice, to reflect fluctuations in foreign exchange rates, fuel cost or tariff rates.
- 9) Travel insurance is mandatory for all clients and must provide cover for medical expenses including evacuation and repatriation in an emergency.
- 10) **Julie Umpleby – Diamond Journeys** reserves the right to alter the itinerary, the route, the transportation or accommodation with or without prior notice, should it be deemed necessary.
- 11) **Julie Umpleby – Diamond Journeys** purchases transportation, accommodation facilities and catering services from various independent suppliers that are not subject to its control. **Julie Umpleby – Diamond Journeys** and its associates cannot, therefore, be held liable for any death, personal injury or any loss which may occur due to any act or omission of such supplier or by reason of any other event over which it has no control.
- 12) While every precaution is taken for the safety of the clients, **Julie Umpleby – Diamond Journeys** does not hold itself responsible for force majeure, any accident, injury, death, illness, theft, loss of or damage to any property or delays from any cause whatsoever sustained or suffered by a client, occurring any time during the trip. The client hereby indemnifies and holds blameless **Julie Umpleby – Diamond Journeys**, its members, co-facilitators, agents and helpers from any claim of whatsoever nature. Please get travel insurance and relevant visas before booking this tour and have a passport with at least 3 months past the end date of the tour.
- 13) Each group or individual is responsible for all medical and other insurances and their own international travel arrangements. For unforeseen circumstances, you should consider personal accident, baggage, and trip cancellation insurance - such policies are available through most travel agencies. Baggage, as well as personal items, such as jackets, cameras, purses, or packs are the sole responsibility of the owner.
- 14) These terms and conditions shall be interpreted according to the laws of the Republic of South Africa.

Health and Ability:

I am aware that parts of this trip **may** require me to have an above average level of fitness and that extensive road travel, possible camping, walking - often up hills, and in some cases bending and climbing, are daily activities. I hereby affirm that I accept the inherent risks involved in exploring sites of antiquity, and that I do not have any physical, emotional, or other disability which would create a hazard for myself, my guides, or other tour participants.

Responsibilities and Terms:

Julie Umpleby – Diamond Journeys and or its agents and associates give notice that all tickets, vouchers, or other issuance for conveyance or accommodation made by them, are made as agents for participants of **Julie Umpleby- Diamond Journeys** upon the express condition that we are not liable for any accident, injury, damage, loss, delay, or irregularity which may be occasioned either by reason of defect in any vehicle, or through acts or default of any hotel personnel. **Julie Umpleby – Diamond Journeys** or its agents and associates accept no responsibility for losses or incidental expenses due to delay or change in schedules, hotel booking irregularities, defaults, accidents, sickness, quarantine, emergency, weather, strikes, war, or other causes. All such losses are the sole responsibility of the participants. The right is reserved to not accept or retain as a participant any person whose acts or conduct are judged to be detrimental or in conflict with the safety, interest, comfort, harmony, or well-being of the group as a whole.

Photography and Film:

I hereby agree to permit **Julie Umpleby – Diamond Journeys**, its agents and other participants to take pictures and make video or film records without further approval or recourse, and I understand and agree that such photographs and recordings may be used for professional, commercial, and promotional purposes.

Assumption of Risk and Release of Liability:

In consideration of, and in part payment for the right to participate in the trip and services, activities and food arranged on my behalf by **Julie Umpleby – Diamond Journeys**, its agents and associates, I do hereby state that I fully assume all risks of illness, injury or death. I hereby release **Julie Umpleby – Diamond Journeys**, its agents and associates from all claims and action for damages in connection with the trip for which I am issuing payment. I concur that the foregoing shall be binding on me personally as well as on my heirs. Payment, in the form of deposit, or payment, partial or full, shall constitute consent to all terms contained herein.