

Terms and Conditions of Bookings

Please read these Terms & Conditions carefully before making a booking and the subsequent deposit or payment. Throughout these Terms and Conditions 'we' means Eco-Trails Asia, 'you' means the guest. These Terms & Conditions may be modified and/or supplemented by additional provisions specific to your Tour ("Supplementary Terms"). In the event of a conflict between these Terms and Conditions and the supplementary terms, the Supplementary Terms will apply.

Bookings

Bookings are being made by email enquiry@eco-trails.asia. The booking shall be confirmed within 2 working days. By making a booking and the subsequent deposit or payment you accept these Terms & Conditions.

Deposit & Payment

A deposit of 20% of the total booking cost (or minimum of \$100 (USD) per person), whichever is greater, is required to secure the booking. The full balance is required no later than 45 days before departure for the tour by cash deposit or money transfer with all bank transfer charges/ fees to be paid by the guest. If the balance is not paid in time, the booking is considered cancelled by the guest.

Bank: Advanced Bank of Asia Ltd.
Bank's address: No. 01-04 , Tep Vong St., Mondul II,
Siem Reap, Cambodia.
Account Number: 000135140
SWIFT: ABAKHPPXXX
Account Name: Eco-trails Asia, Co., Ltd.
Tropieng Ses Village, House 137
Siem Reap, Cambodia.

Alternatively, guests from the EU may find it easier, with less bank fees incurred using the following account:

Bank: UniCredit Bank Czech Republic, a.s.
Bank's address: Zeletavska 1525/1
140 92 Praha 4, Czech Republic
IBAN: CZ7127000000003187354012
SWIFT/BIC: BACXCZPP
Account Name: Michal Citavy

Cancellation Policy

We will make commercially reasonable efforts to keep the Itinerary as it has been published; however, the final Itinerary may vary due to availability and factors beyond our control. We may in our sole discretion substitute services such as hotels or goods of similar quality for any service or goods stated in the Itinerary.

We reserve the right to cancel any Tour because of our concerns with respect to the safety, health or welfare of our guests or staff. For bookings cancelled by Eco-Trails Asia, our liability is limited to a full refund of the payments received (100%). We will not be liable for any other costs, damages or refunds of any kind for any loss, delay, inconvenience, disappointment or expense whatsoever in such circumstances. If a Tour in progress must be interrupted or cancelled, our liability shall be strictly limited to refund of the recoverable cost of any unused portion of the Tour.

For bookings cancelled by the client the following cancellation fees apply:



more than 45 days
44-30 days before tour starts
29-15 days before tour starts
14-8 days before tour starts
7 or less days before tour starts

Eco-trails Asia, Co., Ltd.
Siem Reap
Kingdom of Cambodia

deposit paid
charge 40%
charge 60%
charge 80%
charge 100%

Cancellation of a confirmed booking has to be made in writing to the same email address and must contain instructions to which account the refund is to be made. The refund will be made within fifteen working days.

Conduct During the Tour

The guest is responsible for respecting the authority and following the directions of the Tour guide and the laws of the countries in the Itinerary during a Tour. We may exclude a guest from participating in all or any part of the Tour if, in our sole discretion, the guest's condition or behaviour renders you unfit for the Tour or unfit for continuation once the Tour has begun. Unfitness may include, without limitation, any behaviour that, regardless of its cause, is inappropriate or offensive or interferes with the delivery of Tour services or may constitute a hazard or embarrassment. In such case, our liability shall be strictly limited to refund of the recoverable cost of any unused portion of the Tour. Should the guest decides for any reason not to participate in certain parts of the Tour or use certain goods or services included in the Tour, no refunds will be made for those unused parts of the Tour or goods or services.

Liability and Insurance

We strongly recommend our guests to take a comprehensive travel & medical insurance! The unexpected does happen from time to time – not only trip cancellation. Eco-trails Asia does not accept liability for any claims, damages, losses, costs or expenses arising from the following situations which may occur during the tour (but not limited to the list): Personal injury, disease, sickness, death; loss of or damage to luggage or other property, delays or other irregularities. Without insurance coverage, the guest will personally assume full responsibility for any financial loss associated with your travel arrangements, and you could lose your travel investment and/or have to pay more money to correct the situation.

The guest agrees to indemnify and hold us harmless from and against any costs, damages, losses or liabilities arising out of (a) the actions or omissions of any minors traveling with the guest and (b) if the guest checked the box indicating that he/she is signing on behalf of him/herself and their traveling companions, the companions' claims that the guest was not authorized to agree to these Terms & Conditions on their behalf.

Passports & Visas

We will be happy to assist our guests but it is their sole responsibility to make sure that they are in possession of a valid passport and visa allowing them the stay for the duration of the booking (or expected vacations). Adequate number of blank pages must be available in the guest's passport. Many destinations also require that visas be obtained prior to travel. It is recommended that you check with the appropriate Embassies for the latest passport and visa requirements.