



TERMS AND CONDITIONS

All bookings are made with Personalized Odysseys, Inc. (herein referred to as “Personalized Odysseys”). Personalized Odysseys is a New York corporation and maintains valid commercial use authorizations and special use permits as required. By booking a tour with Personalized Odysseys, you agree to the following terms and conditions.

You must be at least 18 years of age to travel with Personalized Odysseys.

DEPOSITS AND PAYMENTS

A deposit of \$500 per person, per tour, secures your reservation. This deposit may be paid by credit card (Visa, MasterCard, American Express), personal check or Pay Pal.

Full payment of the total tour price is due 60 days prior to departure. If you pay the deposit but do not pay the balance of the tour price within 60 days of departure, your reservation will be cancelled.

CANCELLATIONS AND REFUNDS

If you cancel a reservation, you must notify Personalized Odysseys in writing by mail or email.

If you cancel your reservation for a tour, Personalized Odysseys will provide a refund according to the following schedule:

For trips to Nepal, Bhutan, Namibia, Vietnam and Ethiopia	
120 – 91 Days Prior to Departure	Full Refund
90 - 60 Days Prior to Departure	Charge of 50% of Tour Price
59 - 45 Days Prior to Departure	Charge of 75% of Tour Price
44 Days or Less Prior to Departure	No Refund

No refunds will be issued for any unused portion of a tour. Full refunds will be provided in the event that Personalized Odysseys cancels a tour due to low participation or an unanticipated event which could have an injurious impact on the trip.

CURRENCY EXCHANGE FLUCTUATIONS

All costs are based on the existing currency exchange for the destination country. These calculations are made at the time the tour itinerary is established and the in-country tour partnership agreed upon. These exchange rates are generally very stable, but should there be a change in rates, Personalized Odysseys reserves the right to increase the price of the trip accordingly without notice to cover any increased costs, tariffs, and taxes. Personalized Odysseys also reserves the right to implement fuel and other surcharges to address unexpected fluctuations in global exchange markets.

ITINERARY CHANGES OR TRIP CANCELLATIONS

Personalized Odysseys reserves the right to cancel or change any part of any itinerary should circumstances arise that Personalized Odysseys determines in its sole discretion require such an adjustment. Should Personalized Odysseys be forced to cancel any tour due to lack of participants or other unforeseen circumstances, all payments including deposits will be refunded in full.

COSTS INCLUDE

All accommodations as specified in the trip itinerary, based on double occupancy
All ground transportation (and some internal flights as specified in the trip itinerary)
All meals specified in the itinerary
A welcome dinner and a farewell dinner



The services of a registered and experienced English-speaking guide
All entrance fees and guided excursions as described in the itinerary
Airport transfers as noted in the itinerary
Baggage handling
Tips for local services

COSTS DO NOT INCLUDE

International airfare to the destination country and associated taxes and visa fees
Meals not specified in the itinerary and entrance fees to destinations not included in the itinerary
Any costs that may be incurred due to airline schedule changes including missed flights due to delays
Any medical costs incurred for immunizations and the purchase of Medical Trip insurance
All beverages and laundry with the exception of mineral water
Gratuities to guide(s)
Personal expenses (telephone expenses, medicines etc)
Non-scheduled or optional visits and activities

PROMOTIONAL PHOTOGRAPHY

Personalized Odysseys reserves the right to take photographs during any part of the tour and to use them for promotional purposes. By booking with Personalized Odysseys, you agree to allow your images to be used in such photographs.

TRAVEL INSURANCE

All travelers must provide proof of current and adequate emergency medical and evacuation insurance prior to departure. Many insurance plans cover both of these categories. Travel insurance for trip cancellation, trip interruption and other travel related expenses is optional, although strongly recommended. You are solely responsible for understanding the specifics of your insurance policy, ensuring that your policy covers all activities listed in the tour itinerary, and ensuring that there are no exclusion clauses that would limit your coverage

In the case of a serious medical emergency, you may need to be evacuated from the destination country to a nearby country or to the U.S. You are responsible for covering all of the costs of the evacuation, and the local service provider will require advance payment. Typically a cash payment is requested. Credit cards may or may not be accepted. You must have with you one of these forms of payment in the event of an emergency

TRAVEL DOCUMENTS

Valid passports are required for travel to most international destinations. Please check with the appropriate consulate or embassy for the latest visa requirements. Although Personalized Odysseys will provide information to help you obtain the proper documentation, you assume full responsibility for verifying any and all passport, visa, vaccination, or other entry requirements for each destination on your tour.

For trips to Namibia, Nepal and Papua New Guinea, you must have a passport that is valid until at least six (6) months after the completion of the tour. Travelers with insufficient passport validity need to obtain new passports prior to travel. The U.S. Embassy does not provide new passports on an emergency basis if U.S. citizen travelers are denied admission at the port of entry for this reason.

For travel to countries that require a visa, you also need at least three (3) blank visa pages at the end of your passport. These pages must say "Visas" at the top of the page. The last few pages of your passport reserved for *Endorsements, Amendments or Observations* are not considered legitimate blank pages. You can be denied entry to some destinations if you do not have a sufficient number of blank visa pages.

REQUIRED INFORMATION



Once you have registered and made your international travel plans, please email or mail a copy of your itinerary to Personalized Odysseys so that arrangements can be made to meet you upon arrival. Country-specific information will be included in your Trip Packet as will other important trip details and tips.

HEALTH AND MEDICAL ISSUES

You must be in reasonable health and provide your own medications for any medical condition you may have. Any special dietary problems, illnesses, physical or mental impairments or phobias must be disclosed in writing with the final payment. If you have any chronic conditions, you must provide written assurance from your personal physician that you are capable of participating in the tour. Personalized Odysseys reserves the right to remove any traveler from the tour whose physical condition or behavior compromises the safety of the tour; affects the enjoyment of the tour by the other tour members; or impinges on the operation of the tour as planned. Refunds for such removals shall be at Personalized Odysseys' sole discretion.

RESPONSIBILITY OF THE COMPANY

Personalized Odysseys, Inc. contracts with in-country tour operators and other sub-contractors. These third party entities or persons are independent contractors of Personalized Odysseys, and Personalized Odysseys is not responsible for any negligence or failure to act on their part. The local operator assumes responsibility for the provision of well-maintained vehicles, guide services and provision of accommodations as indicated in the itinerary.

All travelers are required to sign a Liability Waiver and Assumption of Risk Agreement releasing Personalized Odysseys from certain liabilities resulting from or arising from this tour.

Personalized Odysseys does not accept responsibility for death, bodily injury or illness caused to participants. Nor is it responsible for damage to person or property due to unforeseen circumstances outside of its control whether from, but not limited to, acts of God, weather conditions, natural disasters, epidemics, accidents, civil unrest, government action, war, mechanical or other failures of transportation and the caliber of existing medical facilities.

Personalized Odysseys does not accept responsibility for delays, changes, or cancellation costs due to incomplete, incorrect, or expired traveler documents. In the event that you must delay, cancel, or reschedule your tour due to expired or missing travel documents, you will be responsible for all associated costs. If you are unable to join your tour, you will not be refunded any amounts as per the cancellation policy detailed in these terms and conditions.

APPLICABLE LAW

These terms and conditions are governed by New York law without reference to its conflicts of laws principles. If a court of competent jurisdiction finds any portion of this document to be invalid or unenforceable, the remainder will remain in full force and effect.