

BOOKING TERMS AND CONDITIONS

All references in these Booking Conditions to, “we”, “our” and/or “us” should be taken as referring to the Company (B Adventure/All Jordan Tours).

By booking a Tour you acknowledge that you have read, understand and agree to be bound by these Terms. If you make a booking on behalf of other participants, you guarantee that you have the authority to accept and do accept these Terms on behalf of the other participants in your party.

B Adventure/All Jordan Tours reserves the right to alter itineraries and/or timetables should it be necessary, due to adverse weather and or other related conditions, for example minor change of accommodation to another of similar standard or higher. B Adventure/All Jordan Tours is not responsible for expenses and/or other related costs due to factors outside of its control, such as flight delays, changes and or cancellations, injuries, weather, war, natural disasters etc. and/or other unforeseeable matters. You are responsible for providing B Adventure/All Jordan Tours with the correct contact information and related details so that we can keep you informed in the event of changes made to the services booked.

BOOKING

Your booking is confirmed and a contract exists when “we” issue a written confirmation after receipt of the applicable deposit amount. Please check your confirmation carefully and report any incorrect or incomplete information “us” immediately. Please ensure that names are exactly as stated in the relevant passport.

Please note all our prices are for

You must be at least 18 years of age to make a booking. You agree to provide full, complete and accurate information to our company.

FORCED SINGLE SUPPLEMENT

Solo travelers who are willing to share a room will be placed in a double room, if a suitable roommate cannot be found they will stay in a triple room instead. Solo travelers who are not willing to share a room will be requested to pay a single supplement fee.

MEDICAL REQUIRMENTS

You are responsible for assessing whether a Tour is suitable for you. You should consult your physician to confirm your fitness for travel and participation in any planned activities. You should seek your physician's advice on vaccinations and medical precautions. "We" do not provide medical advice. It is your responsibility to assess the risks and requirements of each aspect of the Tour based on your own unique circumstances, limitations, fitness level and medical requirements.

SPECIAL OFFERS & PROMOTIONAL CODES

Please note that special offers such as promotional codes cannot be applied to a reservation after a purchase has been made such as in the form of a refund. When offered, promotional codes and/or other special offers, must be entered into the relevant field located on the payment page upon check out at the time of booking in order to be valid and applied.

Please note that all special offers such as promotional codes and/or early bird discount only apply to the price of the tour. Extras and rental gear are not subject to discount.

Early bird discount or a promotional code can be applied but cannot be combined you can either use one or the other.

PRICE LOCK GURANTEE

We often publish our prices more than a year in advance. Between that time and the time of your trip's departure, we may be faced with cost increases (e.g. foreign currency fluctuations, fuel surcharges, increases in cost of services). In the event of a significant change in costs, we reserve the right to apply a surcharge. If you pay in full at the time of booking, you are exempt from any such surcharges.

PICK-UP & DROP-OFF SERVICES

B Adventure/All Jordan Tours offers pick-up and drop-off services for most of its tours. Please read the tour description very carefully to see if pick-up and drop-off services are included in the price, can be added as extras or the activity in question only offers the option of meeting us on location.

Please note that missing the pick-up does not entitle you to a refund of the price paid for the services. You are responsible to be ready for pick up at the assigned pick up point from the start of the pick-up time in order to not miss our guides when they arrive to pick you up.

MEETING US ON LOCATION

If you are planning to meet us on location for your tour then please be sure that this can be arranged. For most of Adventures.com tours, it is possible to meet us on location. Please read the tour description of your tour very carefully to see if meeting us on location is possible for the activity in question. Please note that there are still some tours where this cannot be offered. If you are unsure which tours this follows under then please contact us.

Please note that if you do not arrive in time for your tour and/or are late to the meeting point of the tour, that is to say, you do not arrive to the correct meeting point at the correct time for your adventure tour then you are not entitled to a refund of the price paid for the services.

PAYMENT

At the time of booking, a 20% deposit of the amount specified in your invoice, per person per Tour is due to our company. If the booking is made 45 days or less prior to departure, full payment is due at the time of booking.

The outstanding balance shown on your invoice (including any additional items) must be paid in full no later than 45 days prior to the departure date of your booked trip. Failure to pay the outstanding balance by the specified due date will result in your booking being canceled and your deposit, subject to the cancelation and refund policy.



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Payments made by check will be deemed to be paid on the date upon which funds are cleared by the Company's bank.

Prices shown on our website are inclusive of online payment fees.

Any payment made by credit card for any service in person will be subject to 3% fee.

CANCELLATION POLICY

All communications relating to these terms and conditions (in particular any requests to cancel or amend your tour arrangements) must be from the lead traveler of each reservation and processed through the wetravel.com portal where travelers can manage their bookings. If the customer portal is inaccessible, all cancellations must be delivered in writing via email and sent by the lead traveler. Once delivered the amendment and/or cancellation needs to be confirmed by B Adventure/All Jordan Tours before further action can be taken. If reimbursement is in order, then it shall be made in accordance with all procedures and processed as quickly as possible, and the stipulated amount will be transferred to the same credit card that was used upon booking. Please note that we cannot be responsible for delays of the delivery of the reimbursement to your account once it has been processed on our end. For tours purchased through another vendor please reach out to the vendor directly with your refund and/or cancellation request. The cancellation policy applies to the original booking departure date the tour has been booked for.

CANCELLATION FEES & CHARGES

Changing the number of people in a booking to a smaller number is considered cancellation for the change in number of participants. Such cancellations are subject to cancellation fees as per the below.

As we start to incur costs from the time the contract is confirmed we will apply cancellation charges as shown below from the time when written notification of the cancellation is received:

CANCELLATION OF DAY TOURS

More than 48 hours' notice	Full refund*
Less than 48 hours' notice	No refund*

For all bookings of day tours operated by B Adventure/All Jordan Tours, a minimum of 48 hours' notice of cancellation or amendment prior to your scheduled tour departure is required for a full refund. If a cancellation is made with less than 48 hours' notice prior to departure no refund is given. For the 48-hour policy to be applicable cancellations need to be made and delivered to B Adventure/All Jordan Tours through the [wetravel.com](https://www.wetravel.com). The 48-hour policy does not honor cancellation requests sent through other channels. If the customer portal is inaccessible, all cancellations must be delivered in writing via email and sent by the lead traveler.

Extras and rental gear, booked as part of a day tour fall under the terms as stated here above.

CANCELLATIONS OF MULTI-DAY TOURS & CUSTOMIZED EXPERIENCES

More than 45 days' notice	Full Refund
45-31 days' notice	50% Refund
30 days or less	NO REFUND

A cancellation by you will take effect from the date we receive notice in writing. No refunds will be provided in the event of voluntary or involuntary early departure from a trip. No refunds will be given for missed or unused services including, but not limited to, accommodation, activities and meals.

CANCELATION BY US

We are occasionally required to cancel a trip at any time prior to departure for reasons beyond our control, including when the minimum number of guests required to operate a trip is not reached. If your trip is canceled, you are welcome to transfer to an alternate departure for no additional fee, or transfer to an alternative trip (subject to any difference in price), or opt for a full refund.

BY FORCE MAJEURE

In circumstances where a cancelation is necessary due to any conditions or event beyond our control including, but not limited to, natural events, pandemics, border restrictions, terrorism, or political instability, we will endeavor to transfer your booking to an alternative departure or trip, or we will offer a trip credit to use towards the balance of any new booking.

If your booking is changed or transferred for any reason, the booking Terms and Conditions in effect on the date your new booking is made will apply. We are not responsible for any additional expenses you may incur as a result of your booking being canceled or changed including, but not limited to, visas, vaccinations, medical expenses, clothing, equipment, testing, quarantine, travel insurance excess or flights.

REFUSAL OF ENTRY AT THE BORDER

As a tour company, we make sure that you have all the information you need regarding crossing the border prior to your trip, however, we have no control over the procedures and systems followed by the border authorities, so we can't guarantee your entry at the border.

Please be aware that if a customer is denied entry at the border by the border authorities for any reason, we can't be responsible for that, hence our relevant cancelation terms would be applicable.

ASSUMPTION OF RISK

I accept and assume all the inherent risks, dangers, and hazards associated with participation, whether known or unknown, including those specifically identified above. I am voluntarily participating with the knowledge of the dangers involved. I therefore release and discharge the Company and its owners, employees, subcontracted activity and service providers, and business partners from liability for bodily injury, death, property damage or theft, and any of the consequences thereof, arising from my participation in the trip. I enter into this release of liability on behalf of myself, and those members of my party who are under 18. I certify that I am the parent or guardian of any such minors.

Provided that nothing in this Statement of Understanding and Assumption of Risks and Release and Indemnity Agreement shall be interpreted as me releasing B Adventure/All Jordan Tours or

its subsidiaries from liability for injuries, damage, death, or other loss to participant or others that may occur and is caused by B Adventure/All Jordan Tours or its subsidiaries' negligence, gross negligence, recklessness, or intentional conduct, including but not limited to any negligence with respect to B Adventure/All Jordan Tours or its subsidiaries' judgments and decisions, or failure to take reasonable precautions to ensure it provides defect-free equipment.

RESPONSIBILITY FOR CONDUCT

I accept and assume responsibility for my own negligent or reckless conduct while participating. I understand that the Company accepts and assumes responsibility for its own negligent or reckless conduct. I also understand that the Company has advised me to purchase trip insurance. I acknowledge that the Company can cancel my trip at any time, and/or exclude me from any activity(s), at my expense if I do not adhere to the instructions of a guide or any other person engaged by the Company to conduct any aspect of the trip, or if I am behaving in a manner that could affect the health, safety or wellbeing of others on the trip, including the guides and/or trip leaders. I agree that it's at the complete discretion of my guide(s) to cancel any activity at any moment if there are concerns for the health, safety and wellbeing of the group or any individual. I accept that there will be no refunds for activities, travel, or any itinerary items missed for this reason.

You are responsible for any costs (including repair, replacement and cleaning fees) incurred by the Tour Operator or the Tour Operator's suppliers for property damage, destruction or theft caused by you while on a Tour. You agree to immediately report any pre-existing damage to a representative of the Tour Operator and staff of the accommodation, transportation service, or facility as soon as possible upon discovery.

PHOTOGRAPHS AND FILMING

The Company reserves the right to take photographs and/or videos of me during the trip. I agree the Company may use any such photographs and/or videos for business purposes without payment or other consideration.

TIPPING

The first thing to remember is that tipping is not compulsory, nor are there any fixed amounts. The bottom line in determining whether and how much to tip is to ask yourself how much the individual did to make your travels more enjoyable. It is with this in mind that we offer the following information.

From 01 person up to 06 People: Private & Individual Tours (Day Tours or multi-day tours / Packages)	Airport/Border Representative: \$10 -\$20 USD for all the group Drivers: \$15 -\$30 USD per day for all group Spot guides in Petra, Jerash and 4x4 Bedouin driver in Wadi Rum etc.: \$30 – \$50 USD per day/visit/guide for all group Bellboys etc.: \$1-2 USD per person in the group Restaurants: \$1 – 2 USD per person in the group Hotels: \$1 - \$2 USD per person in the group
From 07 people or more Day Tours / Multi-Day Tours	Airport/Border Representative: \$10 -\$20 USD for all the group Drivers: \$10 -\$30 USD per day for all group Guide: \$40 – \$60 USD per day for all group 4x4 Bedouin drive in Wadi Rum: \$30 - \$50USD for all the group Bellboys etc.: \$1-2 USD per person in the group Restaurants: \$1 – 2 USD per person in the group Hotels: \$1 - \$2 USD per person in the group