

These Terms & Conditions apply to all bookings with Experience Jordan Adventures, the commercial name and registered trademark of Experience Jordan for Travel and Tourism, a licensed tour operator based in Jordan.

1. Your Booking with Us

By booking a trip with Experience Jordan Adventures, you agree to be bound by these Terms & Conditions. Please read them carefully. You also acknowledge that you are aware of the nature of the trip and the associated risks, and you accept full responsibility for your participation. Any information provided by Experience Jordan Adventures, such as (but not limited to) weather, kit list, timings, special equipment, and terrain, is given in good faith and should be taken as guidance only. It is your responsibility to check and verify this information before depending on it.

2. Itinerary Changes (Weather & Force Majeure)

Due to the adventurous nature of our trips and the remote areas we explore, there is a likelihood of unplanned itinerary adjustments caused by weather, force majeure, or local conditions beyond our control. Experience Jordan Adventures reserves the right to alter itineraries without prior notice if necessary to ensure the safety and comfort of participants.

If alternative arrangements are required for the safety and well-being of travelers, we will make every reasonable effort to ensure comparable service and comfort.

- If the change is initiated by Experience Jordan Adventures as a necessary safety measure, we will cover or subsidize the additional costs where possible, based on the nature of the emergency and the availability of alternative options.
- If travelers choose to alter the itinerary independently, any resulting costs will be their responsibility.

3. Compensation Claims

We are not liable for compensation for changes, delays, or cancellations that occur due to events beyond our control (e.g., natural disasters, political unrest, government restrictions, etc.).

4. Our Liability to You

Participation in outdoor and adventure activities involves inherent risks. By joining our tours, you agree to assume all risks associated with the activities, and release Experience Jordan Adventures, its employees, partners, and suppliers from any liability for loss, damage, injury, or death resulting from your participation, except where such liability cannot be excluded by law.

5. Medical & Special Requirements

All participants must be in good physical condition and free from any medical or physical conditions that may hinder their participation. It is your responsibility to assess your fitness level and inform us of any relevant medical conditions, allergies, or dietary requirements in advance. We

reserve the right to remove a participant from a trip if they are not adequately prepared or if their condition poses a risk to themselves or others.

Participants consent to emergency medical treatment in the event of injury or illness during a tour and accept full financial responsibility for any associated costs.

6. Customer Behaviour

Participants are expected to act respectfully towards others, including fellow travelers, guides, local communities, and the environment. Disruptive, offensive, or dangerous behavior may result in removal from the tour without refund. We also reserve the right to refuse future bookings from individuals who violate these standards.

7. Equipment Use

Participants assume full responsibility for all equipment provided during the tour, including but not limited to tents, bicycles (including e-bikes), tents, and other gear (collectively, "Equipment"). Participants agree to compensate the Company for any damage (excluding normal wear and tear), loss, or theft of Equipment while in their possession.

Participants must follow all safety instructions provided by our team, especially concerning the use of bicycles and e-bikes. Bicycles are considered moving vehicles under Jordanian traffic law and must be operated accordingly. The use of mobile phones or any distraction while riding is strictly prohibited.

8. Leaving a Trip Early

If a participant chooses to leave a trip before completion, any costs incurred (e.g., transportation, accommodations) will be at their own expense. No refunds will be issued for unused portions of the tour.

9. Passport, Visa & Immigration

It is the responsibility of each participant to ensure their passport is valid for at least six months beyond the end of the trip and to obtain all necessary visas and travel documents. We are not liable for issues arising from improper or incomplete documentation.

10. Use of Personal Data

By booking a trip, you consent to the use of your personal data in accordance with applicable data protection laws. This includes using your data for operational, safety, and marketing purposes. We will not sell or share your information with third parties beyond what is necessary for the provision of services. Also, you consent —unless you tell us otherwise —that we can use any photos or videos of you taken during Experience Jordan Adventures activity for free in our promotional materials. This may include things like brochures, videos, or online content, now or in the future.

11. Legal Jurisdiction

These Terms & Conditions and any agreement arising from them shall be governed by and construed in accordance with the laws of the Hashemite Kingdom of Jordan. Any disputes shall be subject to the exclusive jurisdiction of the Jordanian courts.

12. Insurance

Travel and Medical Insurance are not included in our tours. It is a requirement to have comprehensive medical travel insurance to join our trips, and we strongly advise your policy also has cancellation cover.

13. Age restriction

Participant must be over 18 years of age, and when placing an order for services with age restrictions, the participant declares that he/she and all members of the party are of the appropriate age to purchase those services.

Refund Policy

If you cancel your trip and qualify for a refund, as per the cancellation policy, we will process the refund within one week of the agreement to the refund. The money will normally be refunded by the same method the payment was made unless mutually agreed by both parties to transfer the refund by a different method.

Tour Rescheduling

If you cancel your trip at short notice but want to keep the credit you have paid for a future trip, this can be mutually agreed upon. We will generally deduct some cancellation fee for the administrative costs from the first tour, but the outstanding credit can be put towards a new tour. This must be within 12 months of the date of the first trip, otherwise, the full cancellation costs will apply. The credit cannot be transferred to a different person.

Cancellation Policy

We have to require deposits and levy cancellation charges in order to cover all the costs we may incur before the start of a tour, including cancellation fees from hotels, cancellation charges from other service providers, etc.

Notes:

- In the cancellation policies below, the term “refund” = refund from total trip price = Cancellation Charge.
- All Refunds for cancellation by customers are subject to the policies below plus the related payment fees. For credit card payments, the payment fee is an additional 3.5% charge to cover the credit card company commission costs, which we still pay even when providing a refund.
- Refund methods, timings, and tour rescheduling are covered in the Refund Policy.

Force Majeure

Except where otherwise expressly stated in this Cancellation Policy, we cannot accept liability or pay any compensation if our contractual obligations to you are affected by “Force Majeure”. For the purposes of this Cancellation Policy, Force Majeure means any event beyond our or our supplier’s control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination, or natural disasters such as floods, earthquakes, or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned’s control.

Private Tours & Group Tours

Confirmation & Payment:

We confirm bookings on written confirmation of a new trip with dates. We require a 25% deposit at the moment of confirming the tour and full payment minimum 30 days prior to trip departure (Applicable to direct bookings only).

Cancellation by you:

- 31+ Days prior to the trip – full refund
- 0 – 30 Days before the trip – no refund

Changes by us: As we often plan arrangements many months in advance, we may occasionally have to make changes to your booking and we reserve the right to do so at any time.

If we make a minor change to your holiday, we will make reasonable efforts to inform you as soon as reasonably possible if there is time before your departure, but we will have no liability to you.

Examples of minor changes include a change of accommodation to another of the same or higher standard.

Occasionally, we may have to make a significant change to your confirmed arrangements. Examples of significant changes include:

- A change of accommodation area for the whole or a significant part of your time away.
- A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
- A significant change to your itinerary, missing out on one or more destination(s) entirely.

If we have to make a significant change, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

- Accepting the changed arrangements; or
- Having a refund of all monies paid; or
- Accepting an offer of alternative travel arrangements of a comparable or higher standard from us, if available (at no extra cost); or
- If available, accepting an offer of alternative arrangements of a lower standard, with a refund of the price difference between the original arrangements and the alternative arrangements.

You must notify us of your choice within 7 days of our offer. If we do not hear from you within 7 days, we will contact you again to request a notification of your choice. If you fail to respond again, we will assume that you have chosen to accept the change or alternative booking arrangements.

Cancellation by us: We will not cancel your travel arrangements less than 30 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. We may cancel your holiday before this date if, e.g., for group tours, the minimum number of clients required for a particular travel arrangement has not been reached. Group tour minimum group sizes are stated in the trip notes.

If we have to cancel due to force majeure, we will offer you the choice of:

- A 110% credit of all monies paid (must be used on another tour within one year of the original tour); or
- A full refund of all monies paid minus unrecoverable costs.

If the cancellation due to Force Majeure occurs after a trip has already started, we will offer you the same choice above on a pro-rata basis.