

Terms and Conditions

Cancellation Policy

Customers and Agents must notify Go Beyond in writing of any cancellation. We will provide neither partial nor full refunds for missed or unused services. Our cancellation policy and related fees are expressed as a percentage of the total booking price based on the booking's first day of service.

The following cancellation policy and related fees are expressed as a percentage of the total booking price.

- 100% refund of the total booking price if the cancellation is received more than 29 days prior to the first day of service.
- 50% refund of the total booking price if the cancellation is received between 15 and 29 days prior to the first day of service.
- No refund of the total booking price if the cancellation is received less than 15 days prior to the first day of service.

Join-In Tours

For tours that are operated on a "join-in" basis, there is typically a minimum number of passengers that must be booked on the tour in order for the tour to depart. Should the number of customers on a particular join-in departure change after the customer books but before the tour departs, we reserve the right, at any time, to offer an alternative price for that departure and/or an alternative departure date notwithstanding the cancellation policy detailed above.

Tailor-Made Tours

Our Tailor-Made tours may offer alternate cancellation policies at our discretion. The cancellation policy for tailor-made tours are always disclosed to the customer prior to booking.

Refunds & Bank Fees

Any bank fees incurred by Go Beyond Asia to process a refund will be deducted from the total refund amount.

Cancellations By Us

We reserve the right to cancel any trip for any reason. However, our usual practice is to only cancel tours 30 days or less before departure for unusual or unforeseen circumstances that are outside of our control or, in the case of

join-in tours, if there are too few people confirmed for us to operate the trip.

When we cancel a tour, you may choose between a full refund of all monies paid or credit in that amount for any alternative trip. If the alternative trip is less costly than the cancelled trip, we will refund you the difference. If the alternative trip is more costly than the cancelled trip, we will ask you to pay the difference.

We are not responsible for any incidental expenses or consequential losses that you incur as a result of the booking, such as, but not limited to, visas, vaccinations and non-refundable flights.

Participant Liability and Insurance

Tour participants must be protected by their own travel insurance that covers accidents, medical expenses, emergency evacuation and loss or damage to personal effects. By participating in a tour with us, you agree to be responsible for all costs related to the above and exempt and fully release our company, our employees and our local partners from any and all liability, claims, demands, actions or causes of action whatsoever arising out of any damage, loss or injury to yourself, to your property, or to your death, which may occur as a result of or in the context of participation in a tour, whether such loss, damage, injury or death results from the negligence and/or other fault, either active or passive, of any of the parties described, or from any other cause.

You must be able to provide proof of insurance. All customers traveling with Go Beyond acknowledge that no refunds will be provided for any reason if we cannot verify proof of insurance purchase prior to your trip with us. In all cases, customers should seek refunds from their insurance provider prior to requesting a refund from Go Beyond.

Further coverage, such as insurance for trip cancellation or the loss of luggage and personal effects is not required, but strongly encouraged. We are not liable for lost or stolen luggage.

Tour participants must be protected by their own travel insurance that covers accidents, medical expenses, emergency evacuation and loss or damage to personal effects. By participating in a tour with us, you agree to be responsible for all costs related to the above and exempt and fully release our company, our employees and our local partners from any and all liability, claims, demands, actions or causes of action whatsoever arising out of any damage, loss or injury to yourself, to your property, or to your death, which may occur as a result of or in the context of participation in a tour, whether such loss, damage, injury or death results from the negligence and/or other fault, either active or passive, of any of the parties described, or from any other cause.

You must be able to provide proof of insurance. All customers traveling with Go Beyond acknowledge that no refunds will be provided for any reason if we cannot verify proof of insurance purchase prior to your trip with us. In all cases, customers should seek refunds from their insurance provider prior to requesting a refund from Go Beyond.

Further coverage, such as insurance for trip cancellation or the loss of luggage and personal effects is not required, but strongly encouraged. We are not liable for lost or stolen luggage.

Booking Confirmation

We must confirm your booking in writing. You will receive instructions regarding payment prior to the confirmation of the booking. In order for us to confirm your booking, you must pay all charges detailed in your pre-confirmation notice. If we do not receive full payment, we will not provide confirmation for your trip.

Trip Modifications

We endeavor to operate all tours as advertised in the trip itinerary. Do note that we regularly update each trip according to customer recommendations and changes on the ground. In addition, certain conditions and unforeseen circumstances may alter your itinerary before or during your trip. As your trip approaches, we recommend you check gobeyond.asia for the most up-to-date itinerary. We reserve the right to make changes without prior notice. We ask that you remain flexible and accept that adventurous travel occasionally necessitates changes in the itinerary. We are not liable in any way for any change that we make either before or during your trip.

Clients must notify us in writing if they wish to change a booking. In some circumstances, we are able to waive the cancellation fee. Otherwise, the customer must cancel the prior trip and make a new booking. We will make you aware of any cost differences and you will need to pay the difference if the new trip is more expensive than the trip that was previously purchased. Customers can change the name on a booking or change the trip to a third party at any time.

Traveling with Children

The minimum age for children traveling on tours depends on each individual experience. While our partners may expressly prohibit children under a certain age, it is always the client's responsibility to determine whether their child is at a suitable age for the requested experience. Before booking with Go Beyond Asia, please ask us if you have any concerns or questions so we can help you make an informed decision.

Children under the age of 18 must be accompanied by an adult. An adult is defined as anyone 18 or over. All inquiries regarding children are subject to our review and approval. We reserve the right to restrict the number of travelers under the age of 18 on our tours.

Complaints

In the event that you have a complaint, you must make us aware at the time that an issue arises. If you cannot demonstrate that you acted to make us aware at that time, you waive your right to any compensation at a later date. If you are

traveling on a tour with one of our guides, they are the most appropriate point of contact for you. Otherwise, you may contact our office in your destination country through normal channels as indicated on your voucher.

We make all efforts to address your issue, but our options for resolving complaints are limited when we are not informed in a timely manner.

If you are still unsatisfied with our services, you must file a written complaint within 15 days of the end of your tour. If we have not received a written complaint by this time, you waive your right to any compensation related to your complaint.

License for Marketing Content

When you travel with us and share content (including, but not limited to, written content, images or videos) with us by tagging us on social media or sending the information to us by e-mail or other means, you provide us with a perpetual, royalty-free, worldwide, irrevocable license to use your content in any medium for any purpose.

Notwithstanding the above, we are generally quite flexible in removing content that you have shared with us. Simply contact us to request we remove any of your material.

Severability

In the event that any term or condition in this document is illegal or otherwise unenforceable for any reason, then such term or condition shall be deemed to be severed from this contract or amended accordingly such that the remainder of the contract will still apply and continue as binding.

Applicable Law

Any and all Terms and Conditions that you abide by in traveling with us, including all matters arising from these Terms and Conditions, are subject to the law and the exclusive jurisdiction of the courts in the country in which we have provided services to you.

Errors and Omissions

These Terms and Conditions have been written in good faith and every effort has been made to accurately reflect our policies. We cannot be held responsible for any error, omission or unintentional misrepresentation that may appear in our Terms and Conditions.

Force Majeure

We endeavor to conduct our operations with the utmost regard for you and other passengers' safety. We are aware of the risks of flooding, landslides and other natural disasters and make every effort to inform customers of any risky situations that may arise in a destination country. We are not, however, liable in

the event of injury, death, financial loss or any other damages incurred as a result of *force majeure*. This typically includes, but is not limited to, political turmoil, riots, war, landslides, and flooding.

Updates to Terms and Conditions

We reserve the right to update and/or alter these terms and conditions at any time and without prior notice.