

Terms and Condition 2025

Agent: Decathlon Travel

Supplier: Jordan Experience tours

Travel documents

Agent is responsible to ensure that all clients travelling with the tour are in possession of a passport valid at least six months after the end of the tour.

In case a client cannot participate in the tour or part of the tour as a result of the lack of necessary travel documents, all costs deriving from this will be at the expense of the client or **Supplier**.

Program changes, cancellation by Jordan Experience

Supplier is responsible for the proper realization of the agreed programme as stated in the booking contract. This will be judged partly on the basis of the customs and habits as well as the limitations of the tour destination. The judgement of a proper realization will also be made based on the nature of the tour.

supplier reserves the right to make any changes deemed necessary as well as the right to postpone or cancel the tour in case of force majeure.

Force majeure is political conflicts, war or threat of war, riot, civil strife, industrial pollution, terrorist activity, strike, natural or nuclear disaster, fire or adverse weather conditions, technical or maintenance problems with transport, changes imposed by rescheduling or cancellation of flights by an airline or other similar events beyond the control of **Supplier**.

If a major change or cancellation is deemed necessary before departure, Jordan Experience will inform **'Agent'** immediately in writing.

In the event **supplier** decides to cancel a tour, **'Agent'** is entitled to a tour of equal value or full refund of the tour cost already paid.

Cancellation by **'Agent'**

In case **'Agent'** should wish to cancel the tour he will be obliged to send Jordan Experience a written notification. The following charges will be imposed on **'Agent'**

- A) until 14 days prior to arrival: no charges;
- B) until 13-7 days prior to arrival: 25% of the total tour costs;
- C) until 6-2 days prior to arrival: 75% of the total tour costs;
- D) less than 48 hours or upon arrival or no show: 100 % of the total tour costs.

No refund will be made for any accommodation, transportation, sightseeing, meals or service not utilized by any person after the tour has begun.

Liability towards the clients of ‘Agent’

Supplier shall not be liable in the event of:

- damages arising from shortcomings in the realization of the tour for which the client can be held responsible, including damages resulting from the health and physical condition of the client;
- damages arising from circumstances beyond reasonable control of **Supplier** or from circumstances for which **Supplier** cannot be held to account on the basis of law or social standards;
- delays and/or damages arising from changes in transportation schedules or departure times, strikes, mechanical failures, political circumstances, natural disasters or any other causes of force majeure which are beyond the control of **Supplier** and could not reasonably be avoided;
- theft, loss or damage to luggage or travel documents;
- possession by clients of substances or goods prohibited in their country of origin or in the country of the tour destination;
- clients acting against the laws and customs of the country in which they travel;
- omissions or mistakes made by companies supplying transportation and other related travel services;
- obvious mistakes in the tour programme;
- damages covered by travel insurance, cancellation insurance and/or insurance against the risks of the type of activities involved in the tour.

In the event **Supplier** will be liable to compensate the client for any damages, the compensation will not exceed the tour cost.

Responsibilities of ‘Agent’

Agent is responsible to inform Supplier of any circumstances which can influence the proper realization of the tour contract at the moment of sending the list of the participants. This includes age, physical and mental conditions of the participants. In the event that a participant behaves in such a way that he causes trouble or hindrance and a good realization of the tour is severely hindered, Supplier can debar the participant from further participation in the tour. All costs resulting from this are on the account of **Agent**.

In case of emergencies supplier is obliged to offer aid and assistance to participants. This can be severely hindered if supplier cannot make use of the aid of an SOS centre as included in most travel insurances. Therefore travel insurance with full cover is mandatory for all the tours organized by supplier. **Agent** is responsible for ensuring that all participants are properly insured, unless otherwise agreed.

If 'agent' decided to stop deal with Supplier must inform **Supplier** three months before.

The parties herewith declare that they agree on all the subjects described in this agreement and state this by the signatures of the party's representatives and company stamps.