



OUR TERMS & CONDITIONS

THE SERVICE PROVIDER

is Explore Beyond Ltd., registered in Shanghai, China.

THE CLIENT

Is the collective term for each person who partakes in the tour and has agreed to contract the services of Explore Beyond Ltd.

RESERVATION & DEPOSIT

For each trip a deposit of 30% of the agreed total amount is required at the time of booking. This deposit secures the dates, ground transportation & choice of accommodation and must be paid within 1 week of booking confirmation. The balance is due latest 2 weeks before the trip starts.

CANCELLATION & REFUNDS

In the event of a cancellation by the client prior to the start of the trip, Explore Beyond Ltd. shall refund the total amount received up until that moment, with a forfeit of trip costs that shall not exceed 10% of the total trip price when the cancellation is made 1 week or less prior to the start of the trip. Once the trip commences, Explore Beyond Ltd. is not required to make any refund if the client is unable to complete their tour for any reason other than officially communicated government restrictions. If the trip must be cancelled after it commences due to unforeseen government restrictions, Explore Beyond Ltd. shall issue a full refund for the remaining part of the trip that the client is unable to finish. All confirmed trips are guaranteed to start except in the case of unforeseen events beyond our control including but not restricted to extreme weather conditions, natural disasters, or government restrictions. On these occasions we will refund in full any deposits paid in advance.

VEHICLES (*in Journeys or Urban Explorations*)

Rental vehicles are included as part of the trip package, which are driven by the trip leader (Explorer) only. The size and shape may vary to fit the number of people on each trip or because of specific requests made by the client. Pictures of the vehicles in our brochures, on our website or on our social media are indicative and may not always represent the exact vehicle provided. Please consult your contact person if you need more detailed information. When the client opts for self-driving, the client either produces his own vehicle or Explore Beyond Ltd. shall provide the client with an insured rental vehicle from a third-party. The client shall provide a copy of his driver's license and a copy of his personal travel insurance beforehand, as well as a copy of his vehicle's license if the client produces his own vehicle for the trip. The client agrees to take full responsibility in case of traffic violations or accidents while self-driving. Explore Beyond Ltd. reserves the right to substitute the vehicles confirmed to the client. At times, certain unexpected and uncontrollable situations arise which may require the substitution of a rental vehicle. This includes, but is not limited to, mechanical failure, collision damage and theft. This constitutes the maximum liability of Explore Beyond Ltd.

INSURANCE

Explore Beyond Ltd. strongly recommends that the client takes out adequate travel, health, and accident insurance with an insurance company directly; the client should have insurance and will be asked to show his insurance details before the start of the trip. As a further precaution, Explore Beyond Ltd. includes an Inbound Personal Travel Insurance (plan B) by STARR, which covers any medical evacuation & repatriation expenses within mainland China up to 500,000 RMB, as well as medical reimbursements up to 200,000 RMB.

If the client does not want Explore Beyond Ltd. to include an Inbound Personal Travel Insurance by STARR, he should inform Explore Beyond Ltd. in writing latest 1 week prior to the date of the trip. Explore Beyond Ltd. is not responsible for checking if the client's insurance covers adventure tours in any of its destinations in China.

ALTERATIONS TO TRIP SCHEDULE

Some trips operate on a seasonal basis and where seasonal variances and/or weather conditions cause changes in the tour routing or accommodations, the program will be adjusted accordingly, and alternate hotels, restaurants and roads will be used.

RESPONSIBILITY

Explore Beyond Ltd. is responsible for providing the services listed in the trip description according to the local standards and the accurate description of services offered in its literature. Explore Beyond Ltd. carefully selects and constantly checks its contractors, such as hotels and individual providers. Explore Beyond Ltd. is responsible for conscientious travel preparations and Explore Beyond Ltd. reserves the right to withdraw any part of a trip without prior notice, to make such changes as may be necessary, and the extra cost, if applicable, resulting from such changes, shall be covered by the client. Furthermore, it is agreed and understood that the owners, operators and tour leaders of the trip including Explore Beyond Ltd. are not the guardians of the client's safety and they, individually or collectively, cannot be held liable in any way for any occurrence in connection with the operation or the client's participation in connection with the trip, which might result in injury, death or other damage to the participant, his property, or his family, heirs, or assigns. The liability of Explore Beyond Ltd. as the tour operator is limited to a total of one time the trip price irrespective of the title/claim. Explore Beyond Ltd. is not responsible for any delays, changes in schedule or other conditions.

WEATHER CONDITIONS

Explore Beyond Ltd. strives to schedule its trips at a time of the year when the weather in the touring area is usually pleasant, though some trips happen in areas where weather conditions can change fast and significantly. Explore Beyond Ltd. cannot be made liable for unpleasant or unsuitable weather conditions and no refunds are made for such conditions.

LUGGAGE

Explore Beyond Ltd. assumes no responsibility for loss, damage, or delay in delivering luggage to the client. A maximum of two pieces of luggage per participant is accepted.

PASSPORT, VISA & HEALTH REGULATIONS

The client is responsible for complying with above regulations and all consequences resulting from non-compliance.

VERBAL CHANGES OF CONTRACT

Any contractual changes are invalid unless confirmed in writing by Explore Beyond Ltd.

PRINTING ERRORS & CALCULATION MISTAKES

Explore Beyond Ltd. reserves the right to correct printing errors or calculation mistakes at any time.

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