



Terms and Conditions for Partners

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1. Information about Kalipso Ukraine DMC

- 1.1. Kalipso Ukraine DMC** is owned and operated by „TOUROPERATOR KALIPSO UKRAINE” LLC (‘Kalipso Ukraine DMC’, ‘we’, ‘us’ or ‘our’), a company registered in Kyiv, Ukraine, with its registered office at Mezhygirska str. 39/20, of. 28. Our company contract details:

„TOUROPERATOR KALIPSO UKRAINE” LLC

The bank account of the company: 26005052662504

Name of the bank: PJSC CB “Privatbank”, 1D HRUSHEVSKOHO STR., KYIV, 01001, Ukraine

Bank SWIFT Code: PBANUA2X

Company address: UA 04071 c.Kyiv, str. Mezhygirska 39/20, of. 28,29

IBAN Code (usd) UA773007110000026001052660771

IBAN Code (euro) UA103052990000026000026210297

2. About the Terms and Conditions

- 2.1. In these Terms and Conditions ‘you’, ‘your’ and ‘your company’ refers to you as a partner company hiring services from us.
- 2.2. In these Terms and Conditions ‘their’, ‘they’, ‘your group’, ‘the travelers’, ‘the passengers’ means all persons named on the booking or any of them as applicable, including anyone who is added or substituted at a later date.
- 2.3. It is your responsibility to read the Terms and Conditions carefully. If you do not understand any aspect of the document, then you must contact us for further information.
- 2.4. The information contained in these Terms and Conditions applies once we have accepted your booking and you have made an initial payment/deposit. It is at this point when a valid contract will come into existence between us. It will also be understood that you -on behalf of all persons traveling on your booking- have read and accepted these Terms and Conditions.

3. Booking and Service Conditions

- 3.1. All mutual communications related to changes, amendments and cancellations will be directed to the persons in your company who are responsible for the booking and its travelers.
- 3.2. In order to use our services, the person registered as the lead booking name must be over 18 years old and possess the legal capability and authority to perform a booking.
- 3.3. You are responsible for supplying and ensuring the accuracy of the following information:
 - Personal details about the passengers traveling on the booking.
 - Information regarding the booking or any changes affecting any person traveling on such booking.
- 3.4. We strongly recommend that you place your booking as early as possible, so we have enough time to deal with reservations, payments, or possible changes from your side.
- 3.5. Bookings can be made through the following channels:
 - Our website <http://tour2ua.com/>
 - Our general email kalipsoukraine@gmail.com, or the email of the person assigned to work directly with you.
 - Our phones +38 044 4955793 or +38 095 2380808 or +38 050 3256261. Office hours GMT-4, Monday to Friday 9.00 to 19.00. Emergencies 24-hour contact mobile phones: +38 095 2380808 or +38 050 3256261. We will send a booking confirmation to your email address.
- 3.6. Promotional photography: photographs will be taken for promotional purposes during the operation of any program or part thereof. By booking with us, your passengers agree to allow their images to be used in such photographs. Passengers who prefer that their images not be used are asked to identify themselves with their guide at the beginning of the trip.
- 3.7. Quotation errors and omissions: we reserve the right to correct any errors in rates quoted for any service. We will use our reasonable endeavors to notify you of such rate corrections in a timely manner.

4. Booking a Trip: Step by Step

- 4.1. Step 1: You initiate a booking request.
- 4.2. Step 2: We send you a program proposal and quotation.
- 4.3. Step 3: The final program is duly approved by you (this also implies your travelers are in full knowledge of the program details).
- 4.4. Step 4: We verify Hotel availability and confirm bookings for all services.
- 4.5. Step 5: We request a 30% upfront payment from you.
- 4.6. Step 6: We send you final information, details and booking codes.
- 4.7. Step 7: We request from you a full remaining payment 14 days before the arrival of the passengers.

5. Payment Details and Methods

- 5.1. We require a 30% advance payment in order to proceed with your booking confirmation.
- 5.2. In order to secure your booking, we require a payment that completes the total amount 30 days before the arrival of the passengers.



5.3. Full payment is mandatory for bookings initiated 20 days or less before the arrival.

5.4. We accept the following payment methods:

5.4.1. **International bank wire transfer:** Please, make sure to elect to pay any fees your bank charges for the transfer and do not subtract the associated wire fees from your payment to us. Contact your bank if you need assistance with covering any related charges on your end. In the wire transfer payment notes, please include the name of the lead booking name so we can easily look up your payment and get it applied to your booking. Please note that it may take 2 to 3 days for the payment to clear.

Money Order: including Western Union and Money Gram. Please make sure to cover all related charges on your end if you use this payment method. With this method the payment is delivered the same day.

Credit card online: We charge 3% fee when using this method, meaning a 3% must be added to the amount to be sent. In this case a payment link handled by our secure payment company will be sent to you.

5.5. We do not accept checks.

5.6. After sending your payment, please contact us by email and let us know the payment details, as this will help us secure your booking.

5.7. Please kindly understand that your punctual payment will not only protect your booking and tickets, but will also help us serve you efficiently and smoothly. In case we do not receive the full payment as we expected or if we have reasons to believe that your payment is delayed and therefore affecting the tour arrangements, then we reserve the right to cancel your booking. The cancellation notice will be delivered to you by email or phone.

6.Changes, Cancellations and Refunds

6.1. **Changes:** if you change/amend a booking after the contract between us has come into existence, then we will do our best to execute the change. Please note that changes are subject to availability and that additional costs could be incurred, particularly for last minute changes and cancellation charges.

6.2. As a basic principle, we won't make changes to any program or itinerary. However, sometimes we are forced to make a change as a result of unusual and unforeseeable local circumstances beyond our control, the consequences of which we could not have avoided even with all due care. In such cases, we might modify the itinerary of a program based on changes in air or land transportation schedules, and proceed to inform you immediately. We may also offer hotel/flight/program alternatives in the same or higher standard if the original service is not available.

6.3. **Cancellations:** A written cancellation request must be sent by you via email. You should expect to receive a cancellation confirmation notice within 24 hours

6.4. **Refunds:** Please consider the following situations about refunds:

6.4.1. Refunds do not apply to programmed services, activities or tours that were missed or not taken by travelers. No-shows are non-refundable.

6.4.2. Refunds do not apply for some hotels, based on the highly demanded region or high season.

6.4.3. International and internal/domestic flights are non-refundable.

6.5. **Cancellation fees:** If a service qualifies for a refund, then the following cancellation fees apply from the moment we receive a written notification from you:

Number of days before arrival of passengers	Cancellation fees*
31 days or more	No cancellation fees
30 - 21 days	30% fee from total
20 - 15 days	50% fee from total
14 - 8 days	60% fee from total
7 days or less	Payment is non-refundable

* Wire transfer fees may be charged to the refund

7.Documents and Insurance

7.1. **Documents:** The passengers must ensure that all travel documents, full passports, visas, vaccination certificates and currency are in order and valid for travel. All costs incurred in obtaining such documentation must be paid by the travelers.

We regret we cannot accept any liability if the travelers are refused entry onto any transport or into any country due to failure on their part to carry a correct documentation.

7.2. **Insurance:** Travel insurance is indispensable for all passengers while staying and traveling in Ukraine. We highly recommend that they purchase full coverage travel insurance from their country of origin in order to access all the benefits of travel protection. They should consult a licensed insurance company at their country of origin before they departure.

7.3. It is the traveler's responsibility to ensure they are adequately covered by insurance for all elements of the trip.

8.Medical Issues and special requests

8.1. If any of the passengers have a medical problem or disability which may affect the trip, please let us know before you confirm the booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. You must also promptly advise us if any medical condition or disability which may affect the trip develops after the booking has been confirmed. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation.



8.2. We cannot accommodate women past their sixth month of pregnancy.

8.3. If any of the passengers have a medical condition as contemplated herein we will do our best to provide help at any moment, however please take into account that they would be traveling at their own risk. We are not liable for any injuries, damages they may suffer relating to such as condition, including without limitation loss of special equipment, lack of assistance with or accommodation of special needs, and unavailability of medical assistance or treatment.

8.4. The passengers should take into account all international travel risks and familiarize themselves with health requirements applicable to the areas they intend to visit. We will inform about safety and security conditions of a particular destination, including vaccination and other health requirements.

8.5. We are not responsible for the costs of any medical treatment the passengers may require during the trip. Under no circumstances we are responsible for the quality of medical care, or lack thereof, they may receive while on the trip.

9.Complaints and Claims

9.1. If the passengers have a complaint about the arrangements during the trip, they must immediately notify the local supplier of the service in question. If they are unable to resolve the problem immediately, they should contact us straight away by telephone/email and we will endeavor to assist. If they do not give us the opportunity to resolve any problem locally by reporting it to the supplier, then we may not be able to deal positively with any complaint on their return.

9.2. If the passengers do not report a problem or complaint which, if it had been reported at the time and place it occurred could have been resolved there, then we cannot accept any future liability in respect of that problem or complaint.

10.Limit on Responsibility

10.1. Our compromise is to comply and fulfill with all aspects of our offer, so the passengers have the greatest possible experience.

10.2. We will arrange for you to receive the services that you choose and that we confirm. These services will be provided either directly by us or through independent suppliers contracted by us. We are responsible for making sure that each part of the tour you book with us is provided to a reasonable standard and as was advertised by us, or as changed and accepted by you. If any part of the tour is not provided as described and this spoils the passengers' trip, you or your passengers must contact us straight away in order to amend the situation.

10.3. We have taken all reasonable care to make sure that the services offered by us are provided by efficient and reputable partners who follow national laws and regulations of Ukraine.

10.4. Regarding the provision of our services, we are not responsible for any costs, delays, itinerary modifications, inconvenience, loss, injury, damage or death resulting from but not limited to:

- Strikes, road blockages, political incidents, insurrection or revolt, or other labor activities.
- Aerial, land, lacustrine or fluvial transportation accidents.
- Altitude sickness, illness, disease, food poisoning.
- Flight overbooking or failure of any public transportation to arrive or depart on time (including flights).
- Mechanical failure of aircrafts, vehicles or other means of transportation.
- Acts of God, force majeure, weather, animal attacks.
- Acts of war, civil unrest, criminal or terrorist activities of any kind.

10.5. Adventure Travel: There are certain inherent risks in travel of type "adventure". These include, but are not limited to, hiking, climbing injuries, altitude sickness, dangers of animals, inaccessibility to medical attention and difficulty in evacuation from remote locations in the case of a medical emergency. The travelers assume all such risks with regard to these possibilities.