



Contractual Conditions

Thank you very much for choosing World Wide Village Travel Ltd. for your travel experience. The following conditions are an integral part of the travel contract between World Wide Village Travel Ltd., the operator, and the client. Please read them carefully.

1. Contract conclusion

All business between World Wide Village Travel Ltd. and its clients takes place in written form (e.g. e-mail, fax or World Wide Village Travel Ltd. own online booking engine). Any offer made by World Wide Village Travel Ltd. is considered accepted by the client after receipt of confirmation, not being an oral confirmation. Once World Wide Village Travel Ltd. has issued and transmitted a booking confirmation to the client, the respective contract between World Wide Village Travel Ltd. and the client is concluded.

2. Responsibilities

2.1 Responsibilities of World Wide Village Travel Ltd.

World Wide Village Travel Ltd. is obliged to fulfill the travel services as confirmed in the booking confirmation and, depending on the individual service, additionally described in the tour program, subject to the conditions described therewith. Extras and/or deviations from the confirmed program can be agreed between the two parties in writing. Additional costs resulting from such changes or additional services are to be paid separately by the client.

2.2 Clients responsibilities

2.2.1 General responsibilities by the client

It is the client's obligation to provide World Wide Village Travel Ltd. in due time with the necessary information so that World Wide Village Travel Ltd. can accomplish the services confirmed. It is also the client's responsibility to fulfill with the payment according to paragraph 3 of these contractual conditions.

2.2.2 Use of illegal substances

World Wide Village Travel Ltd. does not encourage intoxication nor condone the use of illegal drugs. If you choose to consume alcohol, we urge you to do so responsibly and ask that you remember that the excessive use of alcohol or any use of illegal drugs can result in severely impaired judgment, injury, and/or death. You should also know that the use of illegal drugs can result in imprisonment.

2.2.3 Travel Insurance

Before you come on your trip you must be covered by insurance, which must include adequate cover for baggage, medical expenses and the cost of repatriation, should you become too ill to continue, including helicopter rescue and air ambulance. If you join the holiday without adequate insurance you may not be allowed to continue on the holiday, with no right of refund. Any claims concerning matters for which you are insured must be directed to your insurers.

2.2.4 Travel Documents

You must carry your proper identification/proof of citizenship for travel. You should consult your consulate for I.D./Passport or visa requirements. It is your sole responsibility to obtain proper identification/proof of citizenship or if applicable visa, required by the destination country to which you are travelling.

Airlines require all passengers to provide birth date, country of citizenship, form of I.D. that will be used for travel, and emergency contact information. This information must be provided to World Wide Village Travel Ltd. with initial reservation. Citizenship documentation requirements and airline required information vary by destination/carrier and are subject to change without notice; World Wide Village Travel Ltd. assumes no responsibility for such changes or notifying trip participants of such changes. Passengers who are denied boarding or entry for improper documentation/failure to provide required information

will receive no refund. Persons under the age of eighteen travelling to an international destination must carry a notarised letter of consent signed by both parents and/or legal guardian.

3. Payment

3.1 FIT Leisure Bookings

If not agreed differently, the client has to transfer a down payment of 30% of the total amount for booked services and if applicable the full amount of booked insurances at the moment of booking. The balance due must be received 60 days before the start of client's journey. World Wide Village Travel Ltd. will issue the respective invoices.

3.2 Group Bookings

If not agreed differently, the client has to transfer a non refundable down payment of 10% of the total amount for booked services at the moment of booking. The balance due must be received 60 days before the start of client's journey. World Wide Village Travel Ltd. will issue the respective invoices.

3.2 Conferences & Congresses

If not agreed differently, the client has to transfer a non refundable down payment for the booked services to World Wide Village Travel Ltd. at the moment of booking. The balance due must be received latest 60 days before the start of client's journey. World Wide Village Travel Ltd. will issue the respective invoices.

4. Rates & Prices

4.1 Validity

Only the rates or prices mentioned in the final booking confirmation are mandatory. For tailor-made programs, prices are calculated and valid according to the number of participants mentioned in the offer.

4.2 Changes

World Wide Village Travel Ltd. reserves the right of modifying program prices due to changes in the number of participants. In case of offers without time limited reservations (e.g. availability at hotels not verified), prices are only indicative and may vary at the time effecting a reservation.

5. Service changes & cancellations

5.1 Cancellation and modifications by World Wide Village Travel Ltd.

World Wide Village Travel Ltd. reserves the right to modify tour services as a whole or in part, if for urgent reasons necessary. Among other this might be the case if the clients through their actions or negligence of collaboration make it impossible for World Wide Village Travel Ltd. to fulfill the contracted services. In that case, the client has no entitlement whatsoever for refunding services not consumed partially or as a whole.

Force majeure: if the program or parts of it could not be operated due to Force Majeure (f.e. war, strike, lock-out, industrial action, fire, flood, drought, tempest or any other event beyond the reasonable control of World Wide Village Travel Ltd.), World Wide Village Travel Ltd. is entitled to apply short-notice changes to the program and/or operate an alternative program. If not possible World Wide Village Travel Ltd. is entitled to cancel the program or parts of it at short notice. In the latter case, World Wide Village Travel Ltd. will refund the client the services not consumed allowing for a service charge of 10% of the total program price. Modifications of the itinerary are explicitly reserved for World Wide Village Travel.. Efforts for offering alternatives of the same value are being made by World Wide Village Travel Ltd.

If a minimum number of participants is preconditioned and cannot be reached, World Wide Village Travel Ltd. is entitled to cancel the journey.



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5.2 Cancellations and modifications by the client

Additional charges caused by service modifications on clients demand are at the expense of the client. Service modifications as well as an eventual cancellation of the contract must be made in written form. The cancellation is issued and legally binding after arrival of the written cancellation letter World Wide Village Travel Ltd.

5.3 Cancellation charges

5.3.1 Cancellation charges FIT Leisure Bookings

Unless otherwise stated in the offer or the booking confirmation, respectively, in case of cancellations by client, the following percentage of the total price will be charged:

Until 61 days prior the scheduled departure date: 0%
60 - 46 days prior the scheduled departure date: 25% of total amount
45 - 30 days prior the scheduled departure date: 50% of total amount
30 - 0 days prior the scheduled departure date: 100% of total amount

5.3.2 Cancellation charges Group Bookings

Unless otherwise stated in the offer or the booking confirmation, respectively, in case of cancellations by client, the following percentage of the total price will be charged:

Until 61 days prior the scheduled departure date: non refundable down payment
60 - 31 days prior the scheduled departure date: 50% of total amount
30 - 0 days prior the scheduled departure date: 100% of total amount

5.3.3 Cancellation charges Conferences & Congresses

Unless otherwise stated in the the booking confirmation, respectively, in case of cancellations by client, the following percentage of the total price will be charged:

Until 61 days prior the scheduled departure date: non refundable down payment
60 - 31 days prior the scheduled departure date: 50% of total amount
30 - 0 days prior the scheduled departure date: 100% of total amount

5.3.3.1 Cancellation of additional services related to Conferences & Congresses

Unless otherwise stated, all by the client prebooked additional services (e.g. pre- and/or postnights at hotels, transfers, rental cars and many more) related to Conferences and Congresses are non refundable after booking.

In case of full cancellation of Conferences and Congresses by World Wide Village Travel Ltd. the down payment as well as prebooked pre- / and postnights will be refunded by the operator.

5.3.4 Cancellation & Rebooking of flight services

All cancellations and rebookings of flight tickets are according to the rules given by the respective airline and are related to your booked ticket.

Hereby we clearly advise our clients not to make any flight arrangement until World Wide Village Travel Ltd is informing you that your trip or conference is considered as confirmed. World Wide Village Travel Ltd. is charging a handling fee of USD 60.- per ticket for each cancellation and/or rebooking. This handling fee is in top of the fees charged by the airline.

5.4 Changes of dates

Additional costs (e.g. rise in supplier prices), caused by the client through a change of the confirmed service dates, will be charged. Date changes are on request and World Wide Village Travel Ltd. can not guarantee the same services on other dates than initially booked.

6. Services not consumed

Services which are included in the program but the client does not make use of (excursions, sight-seeing's, meals etc.) will not be refunded.

7. Customer complaints

Customer complaints and service interruptions shall be directly communicated to World Wide Village Travel Ltd., so that the operator can find a solution and produce relief as fast as possible.

8. Insurance

The World Wide Village Travel Ltd is covered by Liability insurance within the scope of the duty of care.

The participants themselves are responsible for a sufficient health and travel insurance coverage according to 2.2.3.

9. Customer complaints

Customer complaints and service interruptions shall be directly communicated to World Wide Village Travel Ltd., so that the operator can find a solution and produce relief as fast as possible.

10. Use of pictures and videos

Any likeness or image of you secured or taken on any of our holidays may be used by World Wide Village Travel Ltd. without charge in all media (whether now existing or in the future invented) for bona fide promotional or marketing purposes, including without limitation promotional materials of any kind, such as brochures, slides, video shows and the internet.

11. Our liability to you

11.1 We accept responsibility for ensuring that your travel arrangements, which you book with us, are supplied as described in the sales Invoice confirmation and will perform our obligations with reasonable skill and care.

11.2 We cannot accept liability where the failure to perform the contract or improper performance of the contract is due to:

- a) Acts and/or omissions of yourself or any member of your party.
- b) The fault of someone else, not connected with the provision services contracted for and is unforeseen or unavoidable.
- c) Any circumstances, unusual or unforeseeable, beyond our control, which could not have been avoided even if all due care had been excised.
- d) Any event, which we, or the supplier of any part of the contract, even with all due care, could not foresee or forestall.

12. Applicable law

Every privity of contract between the client and the operator is subject to Swiss law.



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13. Legal venue

The only legal venue for all disputes arising from this contract is Jonen, Switzerland.

The Operator

World Wide Village Travel Ltd.
c/o Rödl & Partner
Flurstrasse 55
8048 Zurich
Switzerland

CHE-391.500.522

Zurich, 31st October 2022