

## SPECIAL NOTES

*Special Notes is the legal and behavioral norms contained in the contractual basis of our services and tours, which are provided to tourists as information (awareness) and recommendations when booking our tours/services, their use, as well as during their stay in Tajikistan and other countries of Central Asia.*

1. Company Policy .....	2
2. Legal aspects .....	2
3. Offer-agreement .....	2
4. Offer's Acceptance .....	2
5. Website.....	2
6. Client (Tourist) .....	2
7. Tour Product (tour).....	2
8. Type of tours .....	3
9. Type of tours by time .....	3
10. Booked Tour Product .....	3
11. Application (order) for a Tour Product .....	3
12. Confirmation for Tour Product .....	3
13. Payment for Tour Product.....	4
14. Payment Policy .....	4
15. Payment and Refund Rules .....	4
16. Free cancellation .....	4
17. Early Booking (Book now - pay later!) .....	4
18. Last minute tours .....	4
19. Special Offers.....	4
20. Primary Currency .....	4
21. Payment Method .....	5
22. Changes to the Tour Product .....	5
23. Accommodation .....	5
24. Standard meal.....	5
25. Privacy Policy .....	5
26. Insurance .....	5
27. Force majeure .....	5
28. Temporary registration .....	6
29. Tourist recommendations for hiking .....	6
30. How to use the website? .....	6
31. How to contact us? .....	6

## 1. Company Policy

To provide all guests with an atmosphere of trust, comfort and fair treatment. We adhere to legal regulations, ethical standards and internationally accepted standards for service provision and payment practices. We welcome suggestions from tourists on how we can improve the quality of our services.

## 2. Legal aspects

The legal aspects of concluding (signing) an agreement in electronic format are based on the Law of the Republic of Tajikistan "On Electronic Documents and Electronic Signatures" dated March 15, 2023, No. 1965 and other legislative acts of the Republic of Tajikistan. For consideration of the legal aspects of the Agreement, the text in Tajik is used, but texts in other languages are also considered equivalent.

## 3. Offer-agreement

Offer-agreement — a regulatory and legal document, published in the public domain on the website - <http://bunyodtour.tj>, which is concluded through the acceptance of the offer between the Contractor ("Bunyod-Tour"/Tour Operator) and the Customer (tourists, travel agents, etc.) for the provision of tourism services.

## 4. Offer's Acceptance

Offer's Acceptance — is the full and unconditional acceptance of the terms of the offer by the Client expressing the intention to use the website - <http://bunyodtour.tj> of the Tour Operator (Contractor) to arrange services through registration actions on the Contractor's website and the procedure for paying for tourist services.

## 5. Website

Website - open for free visual review, information and use (work) publicly accessible at the address - <http://bunyodtour.tj>, through which information is displayed on the types of services and tours provided by the Contractor (Tour Operator)

**Attention** ⚠: For proper operation of the website, we recommend using the "Website Usage Guide".

## 6. Client (Tourist)

A user, an individual or legal entity who has accepted the offer and is thus the Customer of the Contractor's (Tour Operator's) services under the concluded Offer-agreement, ordering a Tourist Product, both on their own behalf and on behalf of another tourist (tourists), including the legal representative of a minor tourist.

## 7. Tour Product (tour)

Tour Product (tour) – a set of transportation and accommodation services provided for a total price (regardless of the inclusion in the total price of the cost of excursion services and (or) other services) under this Agreement. Also, the specified term in the Agreement may be understood as a separate tourist service and/or services, which, depending on the specific conditions of the application, may include: accommodation in hotels and other accommodation places; transportation documents (air tickets, train tickets, etc.); meals in hotels and other places of

accommodation; transfer to (place of) temporary stay; excursion services; attending cultural, entertainment or sporting events; transport rental; services of instructors in various sports; services of a guide and/or assistant; insurance and other services.

## 8. Type of tours

We offer the following 3 types of tours:

- (1) **Private** - a standard type of tour, individual, services are provided personally. The tour package can be booked by one or more persons; payment is charged per person;
- (2) **Group, private** - a comfortable type of tour, group, individual; services are provided personally. The group may consist of one or several tourists in a specified (limited) number; payment is charged per group;
- (3) **Group, shared** - an economy (budget) type of tour, a general group tour. Anyone can sign up for the group, services are provided equally to everyone, the number of tourists is limited (indicated on the tour card); payment is charged per person.

**Attention**  $\triangle$ : If the group does not reach its full capacity, registered tourists will be offered a choice of alternative tour packages.

## 9. Type of tours by time

We offer the following 3 types of tours by time:

- (1) **One-day** – a comprehensive package of tourist services lasting 5-12 hours. Accommodation is not included;
- (2) **Multi-day** – a comprehensive package of tourist services for two or more days. Each day lasts from 5 to 12 hours, depending on travel conditions and the complexity of the tour;
- (3) **Excursion** - is a budget-friendly group tour lasting 3-10 hours. Anyone can join the group, and services are provided equally to everyone. Accommodation is not included.

## 10. Booked Tour Product

Booked Tour Product – is a signed or accepted Offer-agreement, which is presented when applying and paying (or making an advance payment) for a tour/service, and all conditions (specified in the Offer-agreement and on the website) are considered accepted and acknowledged by the Client (tourist) as an obligation.

## 11. Application (order) for a Tour Product

A signed or accepted Offer-agreement, which is presented when applying and paying (or making an advance payment) for a tour/service, and all conditions (specified in the Offer-agreement and on the website) are considered accepted and acknowledged by the Client (tourist) as an obligation.

## 12. Confirmation for Tour Product

Tourists will receive confirmation of their booked tour package via email within 24 hours of booking. If they do not receive confirmation, they should contact the call center using the information below.

### **13. Payment for Tour Product**

Payment for the Tour Product must be made by one of the payment methods immediately after selecting the tour package, since only the paid tour product will be considered a submitted application (booked tour product).

### **14. Payment Policy**

There are two payment methods available: (1) full payment – this is when the Client (tourist) pays the full cost of the tour/services (100%), including the deposit; and (2) deposit – an advance payment of 25% (10% when signing up for a group tour) of the cost of the tourist product, which serves as a guarantee (security deposit) for the purchase of the tour/service and is non-refundable (for more details, see the Payment and Refund Rules).

### **15. Payment and Refund Rules**

Payment and Refund Rules – a document published on the website: <http://bunyodtour.tj>, presenting the methods of payment for tourist products and the conditions for refunds in the event of a Tourist (Customer) cancelling a booked (paid) tour.

### **16. Free cancellation**

Cancellation of a booked tour and a full refund are possible up to 30 days prior to the tour start date (local time, UTC +5). However, this bonus option does not apply to those booked within this period (30 days prior to the tour start date). If a tour is cancelled less than 30 days prior to the tour start date, the amount paid will be refunded minus the deposit.

### **17. Early Booking (Book now - pay later!)**

Tourists who have pre-booked (registered) for a group shared tour (see point 9) may make a deposit of just 10% of the tour price to secure their reservation, with the balance (90%) due (a) in cash on the first day of the tour or (b) by other accepted payment methods 72 hours prior to the tour start date. However, registration must be completed no later than 30 days prior to the tour start date. This benefit is only available for tours categorized as "Group Tour, Shared".

### **18. Last minute tours**

Book tours and excursions at affordable prices now! Last-minute tours are available on our website only at specific times, just a short time before the tour starts. You can find last-minute tours in the "Special Offers" section.

### **19. Special Offers**

Book any tour 12 months in advance and save 12%—and enjoy other perks only with us! Stay up-to-date with last-minute deals and save 10% to 20% on package tours.

### **20. Primary Currency**

The site's primary currency is the somoni (TJS), so all payments will be made in somoni (TJS). Other currencies, such as the USD, Euro, Ruble, and Yuan, are presented as reference currencies.

## **21. Payment Method**

To pay for tours/services, you can use payment methods such as bank accounts (TJS, US\$, EUR and RUB), Visa, Mastercard, Korti Milli, Mir cards, as well as online wallets and cryptocurrencies (for more details, see the Payment and Refund Rules).

## **22. Changes to the Tour Product**

Any changes to the Tour Product or other conditions of the Booking Application are permitted by agreement of the Parties no later than 48 hours before the start of the tour.

## **23. Accommodation**

Accommodation – these are the options (hotels) presented in the booking system on the website - <http://bunyodtour.tj> by hotel categories, on the basis of which the level of service is determined taking into account: (1) in case of Force Majeure and booking of a Tour Product less than 30 days before the start of the tour, there is a possibility that the hotel may be replaced with a hotel of the same or higher category; (2) depending on territorial availability (local conditions), there is a possibility of changing the names and categories of hotels. For details, including the classification of hotels, see the Accommodation Policy document.

## **24. Standard meal**

Standard meal includes salad, 1st and/or 2nd hot dish, bread, tea, however guests can order other dishes for an additional fee.

## **25. Privacy Policy**

Privacy Policy – a document developed in accordance with the requirements of the Law of the Republic of Tajikistan dated August 3, 2018 No. 1537 “On the Protection of Personal Data”, as well as in accordance with other laws and regulations of the Republic of Tajikistan defining the cases and features of the processing of personal data and ensuring security and confidentiality of such information and published on the website: <http://bunyodtour.tj>.

## **26. Insurance**

Some of our tour products are extreme, so tourists are advised to exercise caution while traveling. Please insure yourself against accidents in advance. Our company is responsible for providing the services specified in the tour package and is not liable for the negligence, illegal actions, and/or behavior of tourists, or for unforeseen circumstances..

## **27. Force majeure**

Force majeure – is an emergency, force majeure, an unpredictable event that is beyond our control (not dependent on our will) and leads to the impossibility of providing tourism services, including natural disasters (hurricanes, floods, earthquakes), epidemics and pandemics, military actions, riots, strikes, decisions of government bodies.

## **28. Temporary registration**

Guests (foreign citizens) intending to stay in Tajikistan for more than 10 days must register with the Passport Control and Temporary Registration Department of the Ministry of Internal Affairs of Tajikistan.

## **29. Tourist recommendations for hiking**

Tourists planning a hike are advised to take the following items with them: passport and other essential documents; backpack (35-50 liters); sleeping bag; sunglasses; trekking poles; personal hygiene items; light towel; swimming suit; long-sleeved shirt; warm flux jacket with a turtleneck (thick wool sweater); down jacket (warm jacket); gloves; warm hat; trekking boots..

## **30. How to use the website?**

For step-by-step instructions on booking travel products, please refer to the **Website User Guide**.

## **31. How to contact us?**

We're happy to help if you have any further questions about our tours or services or need assistance with booking. You can reach us by phone, WhatsApp, or Telegram at +992915123344, or by email – [info@bunyodtour.tj](mailto:info@bunyodtour.tj)

