



## TERMS & CONDITIONS

At INTRO we are committed to treating you fairly and will always be open and honest with you. We will do our best to make sure you're happy and will always adhere to all applicable laws and regulations. We know that reading terms and conditions is about as much fun as watching paint dry, so we've done our best to make them clear and easy to understand. But if you're unsure about anything just contact us.

### SUMMARY

#### PAYMENTS

You must pay in full at least 30 days before your start date.  
Please read Section 4 below.

#### DATE OR TOUR CHANGES

You can change your date or tour 30 days or more before your start date for free.  
If it's within 30 days, you will need to pay a fee.  
Please read Section 6 below.

#### CANCELLATIONS & REFUNDS

If you cancel 30 days or more before your start date a 25% fee will apply.  
If you cancel within 30 days a 100% fee will apply.  
Please read section 8 below.

### 1. GENERAL

These Terms form the agreement under which you will use our Website and we will supply our Tours to you. Please read these Terms carefully. Your use of our Website or booking or participation in a Tour, indicates that you have had sufficient opportunity to access these Terms, and that you have read, accepted and will comply with these Terms.



## 1.1 DEFINITIONS

In these Terms and Conditions "we", "us" or "our" mean Intro Travel Ltd. – UK (Company Registration Number 06554003) or Intro Travel Pty. Ltd. – Australia (Company Number 49137992039).

"You", "your" or "you're" mean the person, organisation or entity that uses our Website or books or participates in a Tour with us.

"Website" or "Site" means our website (<https://www.introtravel.com>) as supplemented, varied or replaced from time to time.

"Tour" means, as relevant, the tour/s described on our Website, or any Tour we have agreed to offer or provide to you.

"Fee", "Fees", "Price" or "Prices" means the fee set by us for the Tour, as set out on the Site and / or the Confirmation Email, and as adjusted in accordance with these Terms.

"Terms" means these Terms & Conditions, together with any Confirmation Email as contemplated by these Terms, as amended in accordance with its terms.

"Confirmation Email" means as defined within the Terms, being the email/s received by you from us, confirming your booking, and attaching and forming part of these Terms.

"Claim" or "Claims" includes a claim, notice, demand, right, entitlement, action, proceeding, litigation, prosecution, arbitration, investigation, judgement, award, damage, loss, cost, expense or liability however arising, whether present, unascertained, immediate, future or contingent, whether based in contract, tort or statute and whether involving a Third Party to these Terms.

"Third party" means a person, organisation, company or entity that is not part of Intro Travel Ltd.

"Law" or "Laws" means any relevant law, legislation, ordinance, regulation, by-law, subordinate legislation, standard and code, and any approval, licence or consent issued by a government department or statutory authority in any relevant jurisdiction, and including any renewal of, or variation to, any of them.



## 1.2 APPLICABLE LAW

These Terms are governed by the Laws of the United Kingdom and Australia, including the UK Package Travel and Linked Travel Arrangements Regulations 2018. Nothing in these Terms affects your rights as a consumer to rely on any applicable local laws. Our Website may be accessed from anywhere in the world and we make no representation that the Site complies with the Laws of any country outside the United Kingdom or Australia.

## 1.3 THE BOOKING CONTRACT

You may book a Tour from us, using the booking process on our Website. We may, at our discretion, accept or reject any booking of a Tour, for any reason. If we accept your booking, a Confirmation Email will be sent to you, attaching details of the Tour, our receipt and a link to these Terms. It is your responsibility to check the booking details (in particular, the details of your Tour, start date and the spelling of your name.)

Your booking will be complete, on your payment of part or all the Price, in accordance with these Terms. Once your booking is complete, you may not cancel your booking other than in accordance with these Terms, including our cancellation policy.

We may, at any time and at our discretion, vary these Terms within accordance of the Law. For any booking that has been accepted by us, the Terms that apply will be the ones that were in effect when you made the booking.

If you book a Tour through a Third Party, such as a Travel Agent, your booking contract will be with them, and you will be required to adhere to their booking Terms.

## 1.4 LIMITATION OF LIABILITY

To the maximum extent permitted by Law, our total liability arising out of or in connection with these Terms, however arising, will be limited to us either resupplying the relevant Tour to you or paying to you an amount not exceeding the Fees paid by you to us. Before, during or after our Tour you may have the opportunity to participate in optional activities that are operated by Third Parties and not included in the price of your trip. You are responsible for all risks associated with the transportation to or from, and your participation in, or visitation to, any place, activity or excursion not listed as an inclusion of the Tour. Any assistance given by us in



arranging, selecting, or booking any optional activities is purely at your request and we make no warranties and expressly disclaim any liability whatsoever arising from participation in optional activities. You acknowledge and agree that any liability for loss, damages, death, personal injury, illness, emotional distress, mental suffering or psychological injury or loss of or damage to property associated with any optional activities you decide to participate in is the sole responsibility of the Third Party providing that service or activity.

We shall not be held liable for any damage to, or loss of, property or injury to, or death of, persons occasioned directly or indirectly by an act or omission of any other provider, including but not limited to any defect in any aircraft, watercraft, or vehicle operated or provided by such other provider. And any loss or damage due to delay, cancellation, or disruption in any manner caused by the laws, regulations, acts or failures to act, demands, orders, or interpositions of any government or any subdivision or agent thereof, or by acts of God, strikes, fire, flood, war, rebellion, terrorism, insurrection, sickness, quarantine, epidemics, theft, or any other cause(s) beyond our control. You waive any claim against us for any such loss, damage, injury, or death. In the event that any loss, death, injury or illness is caused by the negligent acts or omissions of us or of the Third Party suppliers of any services which form part of the booking contract then we limit our liability, where applicable by all applicable international conventions.

### **1.5 IMAGES, VIDEOS, REVIEWS & MARKETING**

During a Tour, your tour guide, local guides or other group members may take photos or record videos of you participating in the Tour or you may provide us with photos or videos that you have taken. You consent to us publishing such photos or videos, along with details, including but not limited to, your name, for our marketing purposes including on our Website and social media channels.

### **1.6 DATA STORAGE, PROTECTION & PRIVACY POLICY**

We have to collect personal information about you to confirm your eligibility for a Tour, to allow you to make a booking for a Tour on our Website and to contact and communicate with you or to respond to your enquiries. We also need to provide your name, gender, date of birth, nationality and passport number to Third Party service providers, operators or government departments (including but not limited to, airlines, activity and accommodation providers and national parks) to book you onto flights, activities and into accommodation that are part of your Tour. If you do not provide this information, we may not be able to accept your booking. We may



retain personal information provided by you to communicate with you or to allow you to access your account or book other Tours with us. If you wish to opt-out of communications (including any marketing communications), please contact us or opt-out using the opt-out facilities provided in any of our communications. You may request to obtain the details of the personal information that we hold about you or the deletion of the personal information that we hold about you by contacting us. We will never share your personal data to any organisation other than the ones we deem necessary for the proper organisation of your Tour. We store your personal information on secure servers that are operated by Amazon Web Services. Our Website uses HTTPS security encryption and uses cookies for the purpose of collecting data. We do not store your credit card information. By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with these Terms.

## **2. BOOKING REQUIREMENTS**

### **2.1 YOUR DETAILS**

To book you onto a Tour we require some personal information from you. We require your full name (as it appears in your passport), date of birth, gender, email address, any special medical or dietary requirements, and if the Tour you have booked includes a flight, we will also need your passport number.

### **2.2 AGE REQUIREMENTS**

You must be at least 18 years old to participate in one of our Tours. We occasionally accept people aged 17 years old if you obtain the consent of or are accompanied on Tour by a legal guardian that is at least 18 years old.

### **2.3 HEALTH & MEDICAL REQUIREMENTS**

It's our highest priority to make sure that you are safe and healthy on our Tours. Therefore you must not participate in a Tour if it might adversely affect your physical or mental health. If you are unsure as to whether you can safely participate in a Tour, we recommend that you seek medical advice. It is your responsibility to inform us if you have any physical or mental health issues that may prevent you from participating safely in a Tour. In some circumstances we might ask you to have a medical clearance form (that we will send you) completed and signed by a licensed



medical practitioner. If you have any pre-existing medical conditions which may impact your ability to travel, participate in a Tour, travel to remote areas without access to medical facilities or that may adversely affect the experience of others on your Tour, you must return a medical clearance form. You agree to disclose all relevant medical information accurately and fully. We will maintain the information in accordance with our Privacy Policy. We reserve the right to deny you permission to travel or participate in any aspect of a Tour at any time and at your own risk and expense where we determine that your physical or mental condition renders you unfit for travel, or you represent a danger to yourself or others.

Pregnancy is considered a medical condition and must be disclosed to us at the time of booking. Most airlines have policies in place and depending on the stage of pregnancy (usually 24-26 weeks) may require you to complete a medical clearance form or may refuse to carry you. If you do not disclose any relevant medical conditions to us we reserve the right to cancel your booking and all applicable cancellation Fees will apply.

## **2.4 SPECIAL REQUIREMENTS**

Any special requirements must be disclosed to us at the time of booking. We will use reasonable efforts to accommodate special requirements or requests, but this is not always possible given the nature of the destinations visited and availability of options outside a planned itinerary. Certain activities may be inaccessible to you if your mobility is limited in any way. All food allergies and dietary restrictions must be disclosed to us at the time of booking and we will do our best to accommodate them, but we cannot guarantee that all dietary needs or restrictions can be accommodated.

## **2.5 PASSPORT & VISA REQUIREMENTS**

You must have a valid passport for the duration of your Tour and for 6 months thereafter. It is your responsibility to have a valid visa for the country or countries that you will be going to on the Tour. We will not be held responsible if you are denied entry to a country due to an invalid passport or lack of visa.



### **3. PARTICIPATION REQUIREMENTS**

#### **3.1 TRAVEL INSURANCE REQUIREMENTS**

You must have valid travel insurance to participate in any of our Tours. And the insurance must be valid for the entire length of the Tour. We strongly recommend that you check the levels of cover on any travel insurance policy before you purchase it, and make sure that it covers you for all of the activities that you will be doing on the Tour.

#### **3.2 ACCEPTANCE OF RISK / PARTICIPATION WAIVER**

Your participation in a Tour will be at your own risk, and you agree to sign a waiver form prior to the commencement of the Tour. You acknowledge that the nature of the Tour may be adventurous and participation might involve a degree of personal risk. You may be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in your daily life. We use information from government foreign departments, our own operations teams and reports from our own contacts in assessing whether the itinerary should operate. However, it is also your own responsibility to acquaint yourself with all relevant travel information, including applicable health risks, and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risks involved with such travel. To the fullest extent permitted by law, we accept no liability in relation to these additional risks.

#### **3.3 CONDITIONS OF CARRIAGE / YOUR CONDUCT**

When participating on a Tour, you must cooperate with your tour guide, and conduct yourself in an appropriate, decent, lawful, non-aggressive, non-bullying and proper manner, and comply with these Terms and any instructions or directions given to you by us or any of our tour guides, at all times. If you are not conducting yourself in an appropriate manner, we reserve the right to remove you from the Tour. If we remove you from the Tour, you will not be entitled to a refund or compensation. You acknowledge and agree that we are unable to control the conduct of you, other group members or third parties and that we will not be held responsible or liable for any conduct of you, other group members or third parties.



### **3.4 ISSUES ON TOUR**

If you are unhappy in any way with the service you are being provided while on tour please discuss this with your group leader as soon as possible so they have the opportunity to resolve your issue. If this is not appropriate or your group leader is part of the issue please email [hello@introtravel.com](mailto:hello@introtravel.com) without undue delay and we will do our best to resolve the situation fairly and promptly.

If we are not contacted within 48 hours of an issue arising or not given the opportunity to resolve the issue when it happens we cannot be held responsible for any compensation related to your issue or requested at a later date.

## **4. MAKING A BOOKING**

### **4.1 MAKING A BOOKING**

You can make a booking by telephone, online, or in person. It's your responsibility to make sure that all the information you provide us when you make a booking is correct. If you are planning on travelling with a partner or friend/s you will need to make individual bookings, then let us know that you are travelling together. If you would like to book more than one Tour, just let us know or simply add them to the online booking cart on our Website, then proceed to the checkout. Once you have made a booking you will receive a Confirmation Email. It is your responsibility to check the booking details (in particular, the details of the Tour, start date and the spelling of your name) provided in the Confirmation Email.

### **4.2 OPEN-DATED BOOKINGS**

If you are unsure of when you want to travel, you can make an open-dated booking. Then once you know when you want to go you can contact us and let us know the date, or you can simply log into the Manage My Booking area of our Website and choose the date. A lot of our Tour groups do fill up, so we recommend that you try and book a date as soon as possible. Open dated bookings are flexible and can be applied to any start date that's available or can be moved to any Tour you choose. If the Tour you choose is at a higher Price than your original booking, you will be required to pay the difference in the Fee. If the Tour you choose is at a lower price than your original booking, you will receive a credit for the difference in the Fee.





#### **4.3 MANAGE MY BOOKING PORTAL**

Once you have made a booking, you will be able to log into the Manage My Booking area of our Website and view any outstanding balance that is due and make payment. You can also print off your receipt, provide us with any missing personal information, tell us when you're arriving, book any pre-tour nights, get a quote on travel insurance, get a quote on a flight and get a Wise travel card.

### **5. PAYMENTS**

#### **5.1 PAYING A DEPOSIT / PAYING IN FULL**

To make a booking and secure your place on a Tour you can either pay a deposit of £200 / €200 / \$400 or pay in full. If you are making the booking within 30 days of the start date you will need to pay in full (60 days for INTRO packages). If you are booking more than one Tour, you will need to either pay a deposit or pay in full on all the Tours. You should not book non-refundable flights or make any travel arrangements until you have received the Confirmation Email from us. Your booking will be complete, on your payment of part, or all the Fee, in accordance with these Terms. The Fees are determined by the Tour/s that you have selected during the booking process and as shown in the Confirmation Email.

#### **5.2 PAYING IN INSTALMENTS**

If you have made a booking and paid a deposit, you can pay off the balance in instalments. You can do this by calling us or by logging into the Manage My Booking area of our Website. Full payment of the Fee must be paid at least 30 days before the start date of the Tour (60 days for INTRO packages).

#### **5.3 FINAL PAYMENT**

You must pay the Fee in full at least 30 days prior to the start date of your Tour (60 days for INTRO packages). We may cancel your participation in the Tour if the Fee is not paid to us in full at least 30 days prior to the start date of your Tour. If we have to cancel your booking due to you not paying in full, you will lose the total amount of any Fees that you have paid.



## 5.4 OPTIONAL EXTRAS

If you book any optional extras, such as a private room upgrade or pre Tour accommodation, you will be required to pay for these before your Tour starts. You can make the payment by calling us or by logging into the Manage My Booking area of our Website. If you purchase a flight or travel insurance from a Third Party by clicking on a referral link on our Website, you will be bound by the Terms of the Third Party.

## 6. PRICES

### 6.1 INCLUSIONS & EXCLUSIONS

The Price of your Tour includes accommodation, all transport (including any flights) that is part of the Tour, an airport pickup (excluding in Japan), and all activities and some meals, as listed on our Website and in our Trip Notes. The Price of your Tour does not include any flights that are not part of the Tour, airport transfers after the Tour ends, excess baggage charges, accommodation before or after the Tour, visa and passport fees, travel insurance or any optional activities that are not listed on our Website and in our Trip Notes.

### 6.2 PRICES, SURCHARGES & TAXES

Our Website uses Geo Location and will display our Prices in one of six currencies, depending on where you are. (GBP, EUR, USD, AUD, CAD, NZD.) You can manually select the currency by clicking on the link at the top of our Website. To avoid any additional foreign exchange fees from your bank, we recommend that you pay in the same currency as your credit or debit card. We will not be liable for any fees that your bank may charge you. We do not charge any credit card Fees. Our Fees include all relevant taxes and we do not charge any local surcharges or Fees. Depending on the date of the Tour, seasonality and availability, our Prices may vary slightly. Our Prices may change from time to time, at our discretion. It is your responsibility to check our current Prices before you submit your booking through our Website.



### **6.3 VALIDITY**

We reserve the right to increase the Price of a Tour once you have made a booking, due to any increases which are a direct consequence of an increase in the cost of fuel, tourist taxes, fees charged by third parties involved in the performance of the Tour, significant changes or improvements to the itinerary, accommodation or inclusions, or currency fluctuations. If we increase the Price by more than 8% you are entitled to cancel and receive a full refund. We will not increase the Price within 30 days of your departure.

### **6.4 PROMOS & SALES**

Occasionally we will run a sale or promotion for some or all Tours. These promotions are only valid during the specified period shown in the promotion. If no period is specified, we reserve the right to discontinue the promotion at any time. Offers are only valid on new bookings and any promos, discounts or sales cannot be applied to existing bookings. Only one promo or sales code can be used when booking a Tour. Any discounts offered are for the Tour only and exclude private room upgrades or pre and post night accommodation. If you wish to cancel your booking to take advantage of a cheaper price, full cancellation Terms will apply.

### **6.5 INTRO GIFT CARDS**

You can purchase an INTRO Travel gift card on our Website or by contacting us. The value of the gift card can be used to book a new Tour or as payment towards an existing booking. Gift cards cannot be redeemed for cash.

## **7. CHANGES MADE BY YOU**

### **7.1 DATE CHANGES**

We understand that your travel plans may change and that you might need to change the date of the Tour/s you have booked. You must notify us in writing (via email or Live Chat on our Website) of the new date, and your request will be subject to availability. You can also move your existing booking to open-dated and choose a Tour date when you know the date you want to travel.



If you wish to change your Tour date the following Fees will apply:

- Changes made 30 or more days prior to the start date of your original booking will be free of charge.
- Changes made within 30 days of the start date of your original booking, a minimum administrative Fee of £200 / €200 / \$400 or the equivalent amount in other currencies will apply to cover the costs incurred by us. Additional charges may apply up to a total of 100% of the Tour cost depending on the destination of travel and notice period given by you.
- If you have booked our Croatia Sail Adventure or South Africa Adventure Tour, any date changes made 30 days or more prior to the start date of your original booking will be free of charge. Any date changes made within 30 days of the start date of your original booking will incur a Fee of 100% of the value of the Tour.

If the Tour date you are moving to is at a higher Price than your original booking, you will be required to pay the difference in the Fee.

- If you have booked a private Tour and you wish to change the date, you can do so free of charge 60 days or more prior to the start date of your original booking. If you wish to change the date within 60 days of your original booking a Fee of 100% of the value of the Tour will apply.

## 7.2 TOUR CHANGES

If you would like to change the Tour you've booked you can. You must notify us in writing (via email or Live Chat on our Website) of the Tour and Tour date you would like to change to. Your request will be subject to availability. You can also move your existing booking to open-dated and choose a Tour and Tour date when you know which one you would like to do.

If you wish to change your Tour the following Fees will apply:

- Changes made 30 days or more prior to the start date of your original booking will be free of charge.
- Changes made within 30 days of the start date of your original booking, a minimum administrative Fee of £200 / €200 / \$400 or the equivalent amount in other currencies will apply to cover the costs incurred by us. Additional charges may apply up to a total of 100% of the Tour cost depending on the destination of travel and notice period given by you.



- If you have booked our Croatia Sail Adventure or South Africa Adventure Tour, any changes made 30 days or more prior to the start date of your original booking will be free of charge. Any changes made within 30 days of the start date of your original booking will incur a Fee of 100% of the value of the Tour.

- If the Tour you are changing to is at a higher Price than the Tour you originally booked, you will be required to pay the difference in the Fee.

- If the Tour you are changing to is at a lower Price than the Tour you originally booked, you will receive a credit for the difference in the Fee. This credit can be used in future towards booking another Tour and does not expire.

### **7.3 NAME CHANGES**

If you are unable to participate in a Tour, you can transfer your booking to another person if it's 7 or more days before the Tour start date. Depending on when you transfer your booking, we may need to charge you a Fee due to us having booked everything (including potentially flights) in your name. We will inform you of the Fee amount prior to us making the change and can provide you with proof of the costs if you require.

## **8. CHANGES MADE BY US**

### **8.1 TOUR ITINERARY CHANGES**

Due to unavoidable or extraordinary circumstances we may occasionally have to make a change to the itinerary. This could include the destination, route, mode of transport, accommodation, activities or inclusions. We would only make a change if it was absolutely necessary or unavoidable due to reasons such as safety concerns, extreme weather conditions, or local transport delays and cancellations. While we always endeavour to operate all Tours as described, we reserve the right to change the Tour itinerary if need be, which may be before or after the Tour starts. And the change we might have to make could either be a minor change or a significant change.



## **8.2 MINOR CHANGES**

We will occasionally need to make minor changes, such as changing an accommodation to another hotel/hostel/guesthouse of the same standard or better in the same destination, or changing the departure time of a local bus/train/flight, or changing an activity to another one of the same standard or better. While we will do our best to notify you of the change, this may not always be possible. In any circumstance we will not be liable to refund or compensate you for the minor change that we had to make if an appropriate alternative of similar or higher value is provided.

## **8.3 SIGNIFICANT CHANGES BEFORE THE TOUR STARTS**

If we have to make a significant change before the Tour starts, such as changing the route of the Tour due to extreme weather conditions, we will inform you as soon as possible. If this happens you will have 3 options:

(a) accept the proposed change, and if this results in a reduction in the quality or cost of the tour, you may be entitled to a Price reduction.

(b) reject the proposed change and cancel your booking with a full refund.

(c) reject the proposed change and cancel your booking and make an alternative booking or receive a credit that you can use to make another booking in the future.

## **8.4 SIGNIFICANT CHANGES AFTER THE TOUR HAS STARTED**

If we have to make a significant change after the Tour has started, such as changing the route of the Tour due to extreme weather conditions, we will inform you as soon as possible. If this happens we will make alternative arrangements whenever possible. If the alternative arrangements are of a lower quality you will be entitled to a Price reduction, and you may be entitled to compensation for any damage you sustain as a result of the Tour being changed. You will be entitled to an appropriate Price reduction unless the significant change is attributable to you. You will be entitled to receive appropriate compensation from us for any damage you sustain, except where the damage is attributable to you, attributable to a Third Party unconnected with the provision of the Tour and the event is unavoidable or extraordinary, or where the damage caused was due to unavoidable or extraordinary circumstances.



## **9. CANCELLATIONS, CREDITS & REFUNDS**

### **9.1 CANCELLATION BY YOU**

Following your payment of part or all of the Fees, if you choose to cancel your Tour the following cancellation Terms will apply:

- For cancellations made 30 days or more prior to the start date of the Tour, a cancellation Fee of 25% of the Price of the Tour will apply. If applicable, we will refund you the balance of any Fee paid by you, or we can provide you with a credit that you can use to make another booking in the future.
- For cancellations made within 30 days of the start date of the Tour, a cancellation Fee of 100% of the Price of the Tour will apply.
- If you have booked a private Tour, the above Terms will apply but with a 60 day timeframe.
- If you do not show up for the Tour or decide to leave the Tour, you will not be entitled to a refund, partial refund or credit.
- In the event of unavoidable or extraordinary circumstances, excluding force majeure events (See section 8.3) occurring at the destination of your Tour or its immediate vicinity, that will significantly affect the performance of the Tour or significantly affect the transport arrangements to the destination, you have the right to cancel your booking before the Tour starts and receive a full refund of the Fees you have paid. In this circumstance we will not be liable to pay you any additional compensation, provided we have notified you without undue delay before the start of the Tour.
- In the event of unavoidable or extraordinary circumstances occurring that affect you, such as illness or an injury, and you have to cancel your booking the above cancellation Terms will apply. However you might be able to make a claim through your travel insurance provider.

### **9.2 CANCELLATION BY US**

On extremely rare occasions, we may have to cancel a Tour due the minimum group size not being met. If this happens, we will notify you by email at least 30 days before the Tour start date. We can move your booking onto another Tour or Tour date, or you can cancel your booking and receive a full refund or credit that you can use to make another booking in the future. If you decide to move your booking



onto a different Tour which is a lower Price we will refund you the difference. If you decide to move your booking onto a different Tour which is a higher Price you will need to pay the difference. If we notify you that your Tour has been cancelled, please respond to us promptly to let us know what you would like to do. We will not be liable to pay you compensation if we have to cancel a Tour.

### **9.3 FORCE MAJEURE**

Force majeure means an event that is unavoidable or extraordinary that is out of our control and makes it impossible to travel safely to the Tour destination or remain at the destination. Examples include natural disasters, extreme weather conditions, warfare, acts of terrorism or political unrest. If we have to cancel or make significant changes to a Tour you have booked because of force majeure we will not be liable to refund your Fee or pay you compensation. If this happens you will be entitled to move your booking to a different Tour date or Tour, or receive a credit for the total amount of the Fee paid by you if the Tour hasn't started, or a partial credit if the tour has already started.

If you decide to move your booking onto a different Tour which is a lower Price we will provide you with a credit for the difference in the Price. If you decide to move your booking onto a different Tour which is a higher Price you will need to pay the difference.

### **9.4 CREDITS**

Instead of a full or partial refund, we may offer you the choice of a credit instead. Any credit you receive does not have an expiry date and may be used towards payment of another Tour. Credits are not redeemable for cash. You can use part of your credit to book a Tour and any remaining balance will remain as a credit that you can use any time in the future.

**For any questions please contact us at:  
hello@introtravel.com**