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1. Payment

Payment of the full amount for any tour organized by Tontan Travel takes place in two stages, unless agreed otherwise. A deposit is required to confirm the booking, and the remaining balance needs to be paid upon meeting our guide at the start of the first day of the tour. The deposit payments needs to be fulfilled by credit card, or by bank transfer. The payment of the remaining balance can only be done in Thai Baht (THB) cash, unless agreed otherwise.

2. Cancellations, rescheduling service date and refunds

You shall notify Tontan Travel in writing in case of any cancellation or rescheduling of the service date. In case of cancellation notification of **more than 14 days** prior to the start of the booked service, Tontan Travel will refund **90% of the paid deposits**.

In case of cancellation notification of **14 or less days** prior to the start of the booked service, there will be **no refund of the paid deposits**.

In case of rescheduling service date notification of **7 or less days** prior to the start of the booked service, you will be charged a date rescheduling fee of **1000 baht**.

No partial refunds are made for unused portions or services of a tour for any reason whatsoever. Trips are sold as a package only.

3. Health considerations

Tontan Travel's tours are within the capabilities of average people in good health and good condition, unless stated otherwise. Some of these trips require the capability of walking for several kilometres over uneven trails and occasionally hiking up mountains—all while carrying your own day pack with water, food and other necessities. No technical climbing skills are required for any of our trips.

If you have any concerns about your own capabilities and/or fitness level as it relates to a trip, please inquire with us before making a reservation. By forwarding a trip deposit or the full amount, you certify that you do not knowingly have any physical or other conditions of disability that would create a risk for you or other trip participants.

Once a trip has been confirmed, medical circumstances will not be considered as exceptions to our cancellation policy. We assume no responsibility for medical care or for special dietary requirements.

4. Insurance

All participants are strongly urged to purchase travel protection insurance. Please, contact your insurance provider to make sure you are fully insured.



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5. Logistics

Depending on the trip and specific locale, participants order restaurant meals from the menu selected by Tontan Travel in restaurants selected by Tontan Travel. Some trips might include picnic meals in the field. Participants are responsible for their own bar tab (including soft drinks and alcoholic beverages) at restaurants and hotels.

Our itineraries are intended as examples only. Our tour leader(s) reserve the right to make any changes in the itinerary due to weather conditions, natural history or cultural events, or any other reason. We ask for your flexibility.

6. Responsibility

Tontan Travel acts only as an agent for the passenger in regard to travel including, but not limited to, sightseeing, meals, lodging, transportation, and all other services whether by rail, road, motorcar, motor coach, boat, ship or aircraft and we assume no liability for injury, damage, loss, accident, theft, delay or irregularity which may be occasioned either by reason of defect in any vehicle, local conditions, or for any reason whatsoever, or through the acts or fault of any company or person engaged in conveying the passenger or in carrying out the arrangements of the trip.

We can accept no responsibility for losses or additional expenses due to delay or changes in air or other services, sickness, weather, strike, war, quarantine or other causes. All such losses or expenses will have to be borne by the passenger, as trip fees provide for arrangements only for the times and locations stated. Baggage is at the owner's risk entirely.

National parks are inhabited by wild animals. Joining a tour to these parks is at your own responsibility. Tontan Travel assumes no liability for injury, death, damage, loss, accident, theft, delay or irregularity which may be occasioned either by wild animals or other natural causes.

Tontan Travel reserves the right to:

- 1) substitute hotels of similar category for those indicated and to make any changes in the itinerary or transport where deemed necessary;
- 2) cancel any trip prior to departure, in which case full refund of the paid trip funds will be given, but Tontan Travel is not responsible for any other trip preparation expenses such as penalized or non-refundable air tickets, visa fees and medical related expenses;
- 3) substitute trip leader(s) for the leader(s) originally specified, in which case the substitution is not a basis for participant cancellation or refund other than provided by our normal cancellation policy.