

Initial Information - Terms & Conditions of Services

Thank you for your choosing **the Mongol Global Tour Company Inc.** for your international travel needs. It is our goal to provide you an excellent quality travel services. We specialize in providing personalized service and tailored travel at an excellent value. We are here to help you maximize your travel experience!

We are glad to provide complete support for your travel needs both before and during your trip. Before you leave we will work with you on your needs and answer your questions. During your trip you will have the support of your guides, the various national offices in each country and our USA office.

We also know that you have friends, family or business associates who need to contact you while you are traveling. We will supply you with the phone number and fax number of each hotel as well as emergency contact numbers for each country and for our USA office. If there is an emergency and they have been unable to contact you, they can call our USA office and we will be glad to help complete the contact.

Here is some initial information which we hope is helpful, as we begin working with you on your trip. Please read this carefully and let us know if you have any questions.

PASSPORTS: IMPORTANT

All passports must be valid at least 6 months beyond the date that you return from your trip.

We are your One-Stop Shop for exciting International Travel

We are delighted to take the hassle and worry out of International travel. We offer a broad range of services to meet your needs. **We can take you to exotic destinations and give you unique travel experiences without the uncertainties and worries.**

Travel Insurance:

We highly recommend that in today's world you obtain travel insurance. Insurance is the thing you buy, hoping that you do not have to use it, however, it not only offers peace of mind, but it is very much worth the cost, should you need to use it. We are licensed to provide you travel insurance. Each company offers many different plans, depending on the type of coverage and plan that you desire. Our staff will be glad to answer your questions and book the travel insurance for you. **JUST ASK US!**

Booking Your Trip:

As you already know, you begin booking your trip by placing a deposit. If you are booking your tour for a travel date less than 6 months in the future, we will set up a customized payment plan. If your travel date is more than 6 months from the time of your deposit we generally set up a payment plan similar to the following:

Forms of Payments Accepted - Cash, Check or Credit Card:

We accept cash, cashier's check, money orders, or personal checks, all major credit cards including American Express, Visa, Master Card, and Discover. Please make any checks payable to MG Tour Co Inc or Mongol Global Tour Co. ****Please note that there is an additional 1% fee for payments made with American Express.**

TRANSACTION FEES NON REFUNDABLE ON AMERICAN EXPRESS PAYMENTS

Please note that any refunds processed for a payment using an American Express Credit Card will incur a 4% Penalty. This is the transaction fee withheld by American Express and not MG Tour Co. We highly recommend using Visa, Master Card or Discover to avoid additional fees and penalties.

TYPICAL LAND PACKAGE PAYMENT SCHEDULE:

Deposit: The date of you reserve your tour. 10% Non Refundable Deposit

6 months prior to departure: 50% of your land package

4 months prior to departure: 25% of your land package (bringing your total to 75%)

2 months prior to departure: 25% of your land package (bringing your total of 100%)

VISAS, EXTRA SERVICES, ETC. will be charged when performed or in conjunction with one of the scheduled payments.

INTERNATIONAL FLIGHTS:

We generally book the flights as early as possible; as the prices tend to become more expensive the closer we are to the travel date. Your travel counselor will work with you on this.

AUTO PAYMENTS FOR GROUPS AND OPTIONAL FOR INDIVIDUALS

Please note that all Group Tours will have an “Auto Payment Schedule”. Group members will receive a reminder email one approximately one week prior to the due date. This will include a current invoice, current payment schedule, and current amount due. The group member does not need to authorize the payment, it will be automatically processed on the listed due date in the amount listed to the credit card on file. The group member will have that time prior to the payment date to contact us should they prefer to use an alternate credit card, payment method or request any payment changes etc.

Late Payments:

Late payments received after the due date specified in payment schedule are subject to the following late fees:

7 or more days after due date are subject to a **\$50/person penalty.**

21 or more days after due date are subject to a **\$100/person penalty.**

We are here to help maximize your travel experience; to avoid late fees please contact us prior to the due dates stated in your personal payment schedule.

General Refund Policy on Cancelled Land Package:

10% Non Refundable Deposit Upon Booking

121+ days in advance 90%

91-120 days in advance 80%

61-90 days in advance 70%

31-60 days in advance 50%

0-30 days in advance 0%

During the trip:

There are no refunds for cancelled services during a trip. If you wish to change your return flight date during the trip, such changes are subject to availability. There will be a handling charge plus air carrier fee which is dependent on each individual airline, and the difference in the airfare.

Note: The best protection against emergency cancellations is travel insurance. We offer a number of various companies and plans, for additional information and rates please contact us at 714-220-2579 or toll free at 1-866-225-0577.

Cancellation of International Flights

Different carriers have different policies ranging from only \$100-\$300+ penalty to no refund at all on special discounted tickets. Once again, travel insurance is your best protection against losses.

NOTE ON SEATING: Some carriers do not give seating assignments in advance. However many others do. **If you would like us to reserve your seating when we are booking the flights, please let us know this as well as your seating preferences.** – OR - once we have booked your flight you may prefer to call in and make your own reservations (the advantage to this is if they do not have your first choice you can discuss the various options). If you want our assistance in this, we will be glad to help you.

IMPORTANT NOTES

1. VISAS: Please note that some countries require US Citizens to obtain a Tourist Visa for travel prior to their trip departure (ie: India, Vietnam, China etc). Many countries now offer Visa On Arrival, while others do not require visas for US Citizens. It is the traveler's responsibility to confirm visa requirements for their particular destination with their Destination Specialist. In general Visa Service Fees are not included in the package price.

2. PASSPORTS: Please send us a scanned copy of your passport, for us to have on file. This not only ensures that all arrangements are made accurately but it is also good for us to have on file encase your passport is lost or misplaced while traveling.

PASSPORTS: IMPORTANT:

All passports must be valid at least **6 months beyond** the date that you return from your trip

Vaccinations and other health issues:

As different people have different health needs, we do not have any official recommendations for vaccinations travel to various countries. We encourage you to consult your local health officials or physician. Many people obtain their hepatitis vaccination series for any type of world travel as well as tetanus, typhoid, etc.

It is always a good idea to bring anti-bacterial soaps, dry wipes and to wash your hands frequently. It is also wise to bring an anti-biotic that you know is effective for you, as well as any other medications that you think you might need. The health-care facilities in the major cities in throughout the world are actually quite good, but we believe that it is best to be certain how your body will react to a given medication. When in high elevations, such as in Tibet or Cusco (over 10,000 ft above sea level), you should not over-exert yourself. You need to adjust to the change in altitude.

TRANSPORTATION AND ACCOMODATIONS

MONGOL GLOBAL TOUR COMPANY INC. will make all arrangements for all services as listed in your final itinerary and listed as included in the pricing summary of this tour package. MONGOL GLOBAL TOUR COMPANY INC. acts only as an agent for the airlines, bus companies, railroads, ship lines, hotels or owners or contractors providing transportation, accommodations or other services. They are not responsible for the failure of said travel provider's actions and services beyond the control of MONGOL GLOBAL TOUR COMPANY. However, MONGOL GLOBAL TOUR COMPANY will diligently seek to provide the best quality travel services and travel partners. MONGOL GLOBAL TOUR COMPANY and their travel partners will do whatever in their ability to provide alternate services that are similar or comparable, should any services included in this package become unavailable.

ACT OF GOD

MONGOL GLOBAL TOUR COMPANY INC. shall not be or become liable or responsible for any loss, injury or damage to person, property or otherwise in connection with the Tour resulting directly or indirectly from any acts of God, dangers incident to the sea, fire, breakdown in machinery or equipment, acts of government or other authorities, de jure or de facto, wars whether declared or not, hostilities, civil disturbances, strikes, riots, thefts, pilferage, epidemics, quarantines, medical or custom regulations, defaults, delays or cancellations of or changes in itinerary or schedules, or from any causes beyond MONGOL GLOBAL TOUR COMPANY INC.'s control, or for any loss or damage resulting from insufficient or improperly issued passports, visas or other documents, and that MONGOL GLOBAL TOUR COMPANY INC. nor any of their affiliates or subsidiaries shall be or become liable or responsible for any additional expenses or liability sustained or incurred by the Participant as a result of any of the foregoing causes. **The best protection against unexpected losses is travel insurance.**

CHANGE IN ITINERARY

In the Good Faith Discretion of MONGOL GLOBAL TOUR COMPANY INC., its agents, employees, tour leaders, or local guides the itinerary may be changed at any time. "Good Faith Discretion" is defined as (i) those actions necessary to avoid or accommodate circumstances beyond the reasonable control MONGOL GLOBAL TOUR COMPANY INC., including, without limitation, acts of God, fire, flood, war, civil unrest, labor unrest, or shortage of or inability to obtain supplies or transportation; (ii) those actions which may not please each individual, but are necessary or intended to satisfy the larger desires of the group; or (iii) those actions taken with a good-faith business justification. Participant hereby agree for himself, his heirs and assigns, to release MONGOL GLOBAL TOUR COMPANY INC. from any and all liability whatsoever in connection with the foregoing.

We are here to help maximize your travel experience!

In all of these circumstances MONGOL GLOBAL TOUR COMPANY INC will work diligently to do what we can to help your trip be the best it can be, even in the case of "Acts of God" and other circumstances beyond our control. Some adjustments and accommodations may result in additional cost to the traveler.

Again, Travel Insurance is the best protection against the traveler incurring additional costs due to these unusual circumstances. We can help you purchase Travel Insurance. Just ask us!

THIS IS A LEGALLY BINDING CONTRACT. BY BOOKING YOUR TRIP, YOU ACKNOWLEDGE THAT YOU HAVE READ, ACCEPTED AND AGREED TO BE BOUND BY THESE TERMS AND CONDITIONS. YOU HAVE 48 HOURS FROM THE RECEIPT OF THIS DOCUMENT TO CANCEL YOUR LAND DEPOSIT WITHOUT ANY PENALTIES IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS. AIR TICKET CANCELLATIONS ARE BASED ON THE SPECIFIC TICKET TYPE, IT IS THE CLIENT'S RESPONSIBILITY TO FIND OUT FROM THE AGENT OR THE AIRLINE THE SPECIFIC CHANGE OR CANCELLATION DETAILS OF EACH TICKET.