



TERMS & CONDITIONS

Booking procedure:

Reservation must be made directly with UNITEAM Tours & Travel, Ltd. in Yangon, Myanmar via email (info@uniteam-travel-myanmar.com) or fax +95-1-539348. Rates are quoted net in US Dollar and UNITEAM Tours & Travel, Ltd. reserves the right to change with or without prior notice.

Payment:

Advance payment of 30% of the total amount must be made upon confirmation of the programme. Remaining balance must be made by 1 month prior to client's arrival. Payment to be made as per arrangement, and UNITEAM Tours & Travel, Ltd. reserves the right to cancel reservations unless payment of remittance is made prior to the client's arrival.

Validity:

Prices are quoted on net basis and valid according to the date specified on the printed tariffs, quotation, invoice etc. UNITEAM Tours & Travel, Ltd. warrants that the prices or rates quoted are correct at the time of issuance but are subject to change in line with market, tax, or currency fluctuation.

Tour Cancellation:

In the event of cancellation, the client or agent will lose their deposit (as mentioned above)

- 21 to 15 days prior to tour 50% of tour cost
- 15 to 8 days prior to tour 80% of tour cost
- less than 7 days prior to tour 100% of tour cost

For cancellation of confirmed arrangements, a cancellation fee may be charged, as some hotels and airlines have a strict policy on late cancellation. In the case of changes in our suppliers' policies, UNITEAM Tours & Travel, Ltd. reserves the right to alter the cancellation policy accordingly. In the event that all cancellation fees are waived, a US\$200 administrative fee may apply.

Group Policy:

Reservations for groups should be made at least one month ahead of the intended tour start. For group bookings, the client's full details together with rooming list should be provided within two weeks prior to the arrival date in Myanmar.

Insurance:

It is strongly recommended that travel insurance covering health, trip cancellation, lost and damage baggage etc. be purchased.

Responsibility and Liability:

UNITEAM Tours & Travel Ltd. acts as the agent for the person in regard to travel by any means of transportation and assumes no liability for any losses or additional expenses due to accident, delay, sickness, weather, strike or other cause beyond its control.

UNITEAM Tours & Travel Ltd. will do its best to conduct the tour as per agreement. It also reserves the right to modify or reverse the original program in the interest of the clients. It may substitute transportation with any other means of transportation when necessary due to circumstances beyond its control.

UNITEAM Tours & Travel Ltd. will make every reasonable effort to assist in case of any misadventure. Though medical facilities and care are not up to western standards, serious accidents can happen. Therefore UNITEAM Tours & Travel Ltd. urges all travellers and tour operators to ensure that appropriate medical coverage is in place, if medical care and/or evacuation is needed. In the event of any such circumstances, additional costs shall be borne by the tourist. Participation in the tour implies the person's agreement to the above-mentioned.

Refund Policy:

There shall be no refund after commencement of the service included in the tour program but not utilized by the clients. The refund of payments received by UNITEAM Tours & Travel Ltd. from tour participants shall release UNITEAM Tours & Travel Ltd. from any additional liability.

Claims:

All disputes, claims and litigation regarding the services shall first be settled by way of negotiation and mutual understanding. In the event that such efforts fail, disputes, claim or litigation shall be finally settled by arbitration in the Union of Myanmar. All claims must be submitted in writing within 30 days after the end of the services.

Accommodation:

Accommodation is provided as indicated. The condition, services and the facilities of the hotels are as expressed by the hotel. If there should be any dissatisfaction during your stay, the hotel concerned takes full responsibilities for the inconvenience. Daily breakfast, service charges and taxes at hotels are normally included unless otherwise indicated.

Ground Transportation:

Ground transportation will be provided as indicated. UNITEAM Tours & Travel Ltd. utilizes all vehicles equipped with air-conditioning. However, due to poor road conditions and the poor quality of petrol (gasoline) the system may not function properly. In some areas, where facilities do not exist we will provide the best available alternative.