

Stephanie Ventures
IMPORTANT INFORMATION

GENERAL TERMS & CONDITIONS

These Terms and Conditions govern the relationship between you, the passenger, and us, Stephanie Ventures, (hereinafter "SV"). By booking a trip, you agree to be bound by these Terms and Conditions. This document outlines, among other things, our cancellation policy and certain limitations of liability. These terms affect your rights to sue, governing law, forum, and jurisdiction; please be sure to carefully read these terms and make sure you understand your rights and obligations and our rights and obligations. We strongly urge you to purchase travel protection. Payment of your deposit indicates your acceptance of these terms and conditions.

Pricing, Reservations and Payments

2023 tour prices are per person in Euros. Prices include accommodations and transportation as outlined in the trip brochure. Meals are included as specified in the brochure.

Hotel & Ship Accommodations – SV's price includes all hotel/ship accommodations with private baths, as outlined in the brochure. Two bedded rooms/cabins are reserved in most hotels/barges in Europe.

Tour Director and Bicycle Tour Guide – Barge trips and tours are conducted by an English speaking, certified tour director who will travel with the group. On each Bike & Barge Trip, a local, bilingual bicycle guide will plan each day's route, provide route briefings to the group after the evening meal, and accompany the group on the designated ride each day of the tour. The guide may also conduct evening walking tours as outlined in the brochure.

Gratuities – Gratuities are not included in the price of the tour. Guidelines for tipping will be provided in your welcome packet.

Luggage Handling and Restrictions – For your own comfort, due to space limitations, we ask that you limit your luggage to one suitcase per passenger weighing no more than 50 lbs. and with overall dimensions (length + width + height) not exceeding 62 inches. Any additional carry-on items you bring should be in compliance with your carrier's policies and fit either underneath the seat in front of you or in the overhead compartment above your airline seat. Most airlines require that checked and carry-on baggage meet these requirements. Luggage in excess is subject to excess baggage fees. Many airlines now charge baggage fees, particularly on overseas flights and you are strongly urged to check with your carrier as these policies are subject to frequent change. SV cannot be responsible for additional fees or inconveniences for excessive baggage as defined by your carrier.

Airfare to the tour departure point or from the tour conclusion point is not included in your tour package unless stated in the tour brochure. Airport tax or departure taxes are not included.

A non-refundable deposit is required to secure your reservation. The amount of deposit will vary by the type and length of the tour. To secure reservations on a trip departing within 180 days, a full payment is required by credit card at the time of booking.

Final payment for all trips must be made in full to SV at least 180 days prior to departure. Reservations will be cancelled if final payment is not received by the due date and cancellation charges will apply. Tour prices stated are per person and based on double occupancy. Departure taxes, surcharges and government fees are not part of the trip price and will be billed separately.

Every effort has been made to produce pricing information accurately. We reserve the right to correct errors.

Late Bookings: Reservations made within 120 days of the tour departure may require 72 hours for confirmation. There is a late-booking fee of \$25 when reserving 35 days or less prior to departure. SV's Pre-trip extension option is subject to availability within 120 days of departure and may incur a late fee and or a higher cost.

Cancellations and Refunds: If you must cancel your trip, you must do so in writing. Cancellation fees will be calculated as of the date we receive your written cancellation. Please note that if you cancel your trip on or after the date of departure, you will not receive any refund. All payment for travel services not provided to the passenger shall be refunded in accordance with these Terms and Conditions and in accordance with SV's cancellation policy.

Cancellation charges for Bike & Barge Tours: Unless otherwise stated in the brochure, for all cancellations we will refund the cost of your trip less the following per person charges:

Prior to Departure	Charge
181 days or more	Deposit
121-180 days	50% of the tour price
120-91 days	75% of the tour price
90 days or less	100% of tour price

Traveler substitutions are considered cancellations and are subject to the above cancellation charges.

SV cannot make exceptions to these cancellation policies for any reason, including personal emergencies and weather. Please note that we do not make any refunds for any unused portion of your trip.

Single Travelers: Most programs offer a limited number of single rooms, subject to availability and hotel/barge space. Please see the rate chart in the brochure for costs.

Roommate Matching: If you request to share a room with another single traveler, we'll do our best to match you with a same gender roommate. You will need to pay 50% of the published single-room supplement prior to your departure. If we find you a roommate, you'll pay no single room supplement whatsoever and the 50% single supplement will be refunded once the tour departs. If we can't find you a same-gender roommate, you won't have to pay any more than your initial payment of 50% of the published single room supplement.

Health and Fitness: We will send you information on the physical requirements for your trip with your pre-trip materials, in some cases, you may want to discuss these with your doctor. Your health and safety during your trip are our first concern so you should be in good health to participate in our active vacations. SV is not responsible for the costs of any medical treatment you may require during the trip. Under no circumstances is SV responsible for the quality of medical care, or lack thereof, you may receive while on the trip. We strongly recommend that you obtain medical and dental insurance that will cover the cost of any medical and dental assistance you may require during your trip. SV reserves the right to decline any trip participant whose condition, in our opinion, may affect the health, safety or enjoyment of other participants.

Medical Issues & Travelers Needing Special Assistance: You must advise us in writing, at or prior to booking, of any physical, emotional, or mental condition which may require professional attention during the trip or may require use of special equipment. SV regrets that on our itineraries outside of the US, where the Americans with Disabilities Act is inapplicable, and where facilities for disabled individuals are limited, we cannot provide individual assistance to a guest for walking, wheelchairs, motorized scooters, dining or other personal needs. If you are so challenged, you must bring and be responsible for all necessary items related to your condition. Guests needing assistance must be accompanied by an able companion who can assist them. We cannot accommodate women past their sixth month of pregnancy.

If you fail to disclose any such conditions, SV may refuse to allow you to take the trip and you will forfeit the trip cost; and in such event we shall have no liability, financial or otherwise.

If any such condition arises after the trip is booked, you must advise us in writing immediately. Failure to advise us shall release SV and all professional personnel from any liability related to such condition or its treatment.

Children 16 years or older are welcome on any of our International Tours if accompanied by an adult. A certified copy of a birth certificate will be required. Children must always be supervised by their accompanying adult during the trip.

SV reserves the right to terminate the trip of any participants who are abusive of others or whose behavior disrupts the tour.

Air Arrangements: We recommend that you do not purchase airline tickets with high fees or charges for changes. Minimizing the number of flight connections you must make will reduce your risk of not arriving in time to meet your tour group at the designated meeting time and place. If you miss any of your flights for any reason, you are responsible for the cost of an alternate flight to your destination, as well as any other expenses incurred prior to joining up with your tour group.

Air routings are subject to availability. Routings cannot be guaranteed and are subject to change any time. SV is not responsible if an airline cancels or delays a flight. If that occurs, you should work with the airline to ensure you arrive at your destination. SV will not provide any refund for portions of trips missed due to cancelled or delayed flights.

Passports: All international programs require a valid passport which contains at least five blank pages and, must be valid for three - six months (depending on the destination) after the completion of your trip. All information on your passport including your name, passport number and expiration date are needed at time of booking. If your destination requires a visa for US citizens, you are responsible for obtaining a visa prior to departure. Non- US citizens should contact the appropriate consular office for any requirements pertaining to their trip; SV is not responsible in any way for your failure to do so.

Responsibility: The responsibility of SV is strictly limited. As a tour operator, SV organizes, promotes, and sells you programs consisting of certain travel services, including surface and water transportation, sightseeing excursions and barge/hotel accommodations that SV purchases or reserves from various suppliers (collectively "Suppliers"). SV does not own or operate any of these Suppliers. The Suppliers providing travel services for SV's tour programs are independent contractors and are not agent or employees of SV.

As such, SV is not responsible for any negligent or willful act or failure to act of any Supplier or of any third party. Some tours include visits to shops and merchants. SV is not responsible for any purchases you make during your trip, whether that merchant is part of the scheduled itinerary or not. By utilizing the travel services of Suppliers, you agree that you will look to such Suppliers for any accident, injury, property damage, or personal loss to you or to those traveling with you, and that neither SV nor any representative of SV shall be liable. Without limitation, SV is not responsible for any injury, loss, or damage to person or property, death, delay, or inconvenience in connection with the provision of, or failure to provide, any goods or services occasioned by or resulting from – but not limited to – acts of God or force majeure, acts of war or civil unrest, insurrection or revolt, strikes or other labor activities, criminal or terrorist activities of any kind, epidemics or pandemics, overbooking or downgrading of accommodations, mechanical or other failure of airplanes or other means of transportation or for any other cause beyond the direct control of SV.

To the extent that SV is involved in booking barge transportation for you, SV acts as your agent and not as an agent of the carrier. For all other purposes, SV does not act as an agent for any party whatsoever.

SV reserves the right to correct promotional or pricing errors at any time, or to increase the program price in the event of cost increases due to changes in barge fees, currency fluctuations, park fee increases, taxes, or fuel surcharges. SV reserves the right to decline to accept or retain any person as a member of any tour or to cancel or alter the tour without notice, in which event your sole remedy shall be a prorated refund for any unused portion of the trip. Hotels and other accommodations are subject to change.

SV reserves the right to take photographic or film records of any of its tours, and to use any such photographic or film records of any of its tours for promotional and/or commercial purposes.

Applicable Law: This relationship shall be governed by the laws of the Netherlands. Any claims against SV must be brought to the Dutch courts located in the Netherlands, to the exclusion of the Courts of any other state and country.

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