



2020 SMALL GROUP TOUR INFORMATION FOR TRAVELER

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PLANNING YOUR TOUR

When selecting a tour please make sure that it matches your interests and is appropriate for your physical abilities by studying detailed Daily Itinerary provided by East Site Inc. Our specialists are here to answer your questions, please do not hesitate to contact.

MAKING A RESERVATION

In order to make a reservation please complete and sign our Small Group Tour Reservation form and return to us with a photocopy of your passport and deposit due. It is recommended to make reservations in advance, as space in small group scheduled tours is limited. Once we confirm your reservation we'll mail out our information packet which will include: detailed tour itinerary, pre departure reading, Frequently Asked Questions handout with travel tips for the countries visited on a tour, preliminary invoice and optional traveler's insurance details.

WHAT IS INCLUDED IN TOUR COST

BEFORE DEPARTURE:

- Complete pre-departure information kit with detailed tour itinerary, information about countries visited and reading materials;
- Processing of visas needed for the tour. We'll complete your visa application forms, provide Visa Support Letters and obtain all visas necessary. Consular fees for regular visa processing are included into the cost of the tour;
- Assistance in selecting and purchasing your international air tickets, if desired;
- Assistance in selecting your traveler's insurance, if desired;
- Final Tour Confirmation sent approximately 10 days before the departure with addresses and phone numbers of all hotels booked for the tour day by day, names and contacts of guides who'll be working on a tour, emergency contacts in each country to be visit.

ON A TOUR:

- Arrival/Departure transfers to/from hotel regardless if we made your airfare arrangements or not;
- Well located accommodations based on double/twin occupancy, unless single supplement is purchased;
- Full board meals - breakfasts in hotel, lunches and dinners at local restaurants;
- Bottled water;
- Land transportation and internal flights;
- Experienced and knowledgeable English speaking tour guides and escorts;
- Entrance fees to sights/excursions visited per itinerary.

RESERVATION CONDITIONS

AIR TICKETS

East Site will gladly provide assistance with your international air travel needs. Optional flight schedules and prices which we provide are subject to change until ticketed. Cost of international air is not included into the tour cost. In case you will be making your own flight arrangements, please provide us with a copy of your flight itinerary at the time final payment for the tour is made. Please note, should you arrive for the beginning of the tour earlier than noon of the day when tour starts, or depart later than noon of the day tour ends, there will be an additional charge for hotel accommodation.

MAKING A PAYMENT

A non-refundable deposit of \$500 per person is due to make a reservation on a tour. Payment in full is due no later than 60 days before the departure, all payments can be made by check or money order made for East Site Inc, wire transfer or credit/debit card.

CANCELLATIONS

In case you need to cancel your travel plans, please notify us in written by e-mail, fax or mail. Upon your written notification is received, the following charges will apply:

- * 61 or more days before departure – deposit due or paid in full
- * 31-60 days before departure – 50% of land tour cost
- * 30 days or less before departure – no refund

Please note that no partial refunds are available for any missed days of the tour or any whole or part of the tour, accommodation, meal or any other service not utilized by the participant during the tour.

East Site Inc has the right to cancel any tour prior to departure for any reason whatsoever, in which case full refund of amount charged for the tour will be made. In the event of cancellation taking place, East Site Inc is not responsible for any expenses occurred by travelers in preparation for the tour (e. g. non-refundable air tickets).

INSURANCE

We strongly recommend that travelers purchase cancellation/interruption, medical and evacuation insurance. East Site Inc can provide you with our insurance rates and details if desired.

In case you purchase your own insurance, please provide us with the name of your insurance company, policy number and the insurer's 24-hour emergency telephone number.

ITINERARY AND PRICE CHANGE

Published itineraries are subject to change due to changing conditions in the field. East Site Inc reserves the right to make necessary revisions to the itinerary.

As price for the tour is made more than a year in advance, we reserve the right to change the cost of the tour if we are faced with significant increased costs over which we have no control.

VISA PROCESSING AND PASSPORTS

A valid passport is required for participation. Your passport must be valid for at least six months from the end of the tour date.

As a part of our all-inclusive travel services, East Site Inc's in-house visa processing department will take care of obtaining all visas needed for your tour. We will complete your visa application forms, provide Letter of Invitation and obtain the visas. Cost of consular and processing fees is included into the cost of the tour. East Site Inc cannot guarantee visa approval by a foreign government.

Travelers are responsible to submit their passports and photograph's to East Site Inc's visa processing.