

# RULES OF PAYMENT AND REFUND

*Our policy is to provide conditions and atmosphere of trust, comfort and fair relationship to all tourists. We adhere to generally accepted standards and practices for the provision of services and mutual settlements; we always welcome customer suggestions aimed at improving our services.*

## 1. LEGAL BASIS

The legal basis for payment or refund for booked/paid tours or services is a signed agreement between Buned-Tour LLC (hereinafter referred to as the Tour Operator) and the tourist or travel agent (hereinafter referred to as the Tourist). The agreement for ordering or implementation, or booking tours and services is concluded both offline (manual) and online on the website <https://bunyodtour.tj/> (hereinafter referred to as the Website) of the Tour Operator.

## 2. BASIC CONCEPTS

- **full payment** – it is when the Tourist pays in advance the full cost (100%) of the tour or service;
- **prepayment** – it is a deposit, an advance payment in the amount of 30% (10% when registering for a group tour) of the cost of a tourist product or service, which is a guarantor/collateral for the purchase of a tour or service and it is not refundable;
- **tourist product** – tour, tour package, services, travel services;
- **booking a tour** – it is when a Tourist records a tourist product on the Website or by other means and makes an advance payment or full payment for the selected tourist product;
- **tour package** – individual (private) or group tourist product;
- **individual tour** – these are tour packages designed for two, three or four persons. Tour packages published on the Website and designated as “individual tours” are designed for tourists in pairs in order to optimize costs and reduce prices for tourist services in favor of tourists;
- **tour package for solo (lonely) tourists** – individual tour with a relatively increased tour cost of +50% (of the cost). This component is generated autonomously when selecting the appropriate tour package in the reservation system on the Website;
- **group tour** – these are tour packages intended for 5 (five) or more people.

2.1. Deposit-30% - deducted in two following cases:

- 1) A tourist for booking an individual or group tour package pays part of the tour cost (but not less than 30%);
- 2) A tourist for booking an individual or group tour package pays the full cost

of the tour (100%).

- 2.2. Deposit-10% - deducted when a Tourist signs up for a group tour; pays 10% of the tour cost to book a tour under the conditions stipulated by the agreement.

### 3. PAYMENT FOR TOURIST PRODUCT

Payment for a tourist product can be made with the following conditions:

- 3.1. **Full payment-100%**, autonomously on the Company's Website - selection, booking and payment for tours using the presented payment methods, including bank cards Visa, Mastercard, Korti Milli, Mir, as well as online wallets QIWI, Web-money and cryptocurrencies. For detailed instructions on booking and paying for tours on the website, use the link - <https://bunyodtour.tj/en/use.php>;
- 3.2. **Prepayment-10%**, autonomously on the Company's Website for signing up for a group tour - choosing a group tour, booking and paying for signing up for a group tour using the payment methods presented in clause 3.1.;
- 3.3. **Prepayment-30%**, by submitting an invoice for booking an individual or group tour:
- 1) selection and booking of tours on the Website (before the payment section, but without filling out the form you need to click on the "Pay" button) or
  - 2) submitting a request (order) for a special tour via the Company's email [info@bunyodtour.tj](mailto:info@bunyodtour.tj)
- Therefore, after placing an order, you will receive the necessary documents and an invoice for payment using the selected payment method. To pay for a tour or service in this context, you can use payment methods such as bank accounts (TJS, US\$, EUR and RUB), bank cards Visa, Mastercard, Korti Milli, Mir, as well as online wallets QIWI, Web-money and cryptocurrencies.
- 3.4. Full payment will need to be made 72 hours before the start of the tour (first day of the tour); however, for respectable reason it can be made (cash in TJS) on the first day of the tour.

Depending on the choice of payment method, we accept payment in four currencies - TJS, US\$, EURO and RUB.

### 4. RESPONSIBILITY OF THE PARTIES

- 4.1. Tour Operator is responsible for the execution of the order on the terms of the Tour, subject to full payment for the tour within the specified period by the contract.
- 4.2. Tour Operator with whom the tour package is booked is not responsible to the Tourist and does not return the full or partial cost of the tour or compensation

for moral damages:

- if the Tourist violates the provisions and obligations of the concluded agreement and the legislation of the Republic of Tajikistan;
- if a foreign state refuses to issue entry visas to a Tourist along the Tour route, for delays in the consideration of documents by the consulate of a foreign state;
- when the Tourist passes through customs, sanitary, border control and other airport services, including if this is due to incorrect registration or invalidity of the Tourist's passport, or the absence of a record of family members in the Tourist's passport or the absence or incorrect registration of powers of attorney for minors;
- in case of changes in the pricing policy of airlines, changes in tariffs for booked air tickets, for delays in departures and arrivals, replacement of aircraft type, cancellation of flights, for the delivery and safety of the Tourist's baggage;
- if problems, difficulties and consequences arise for the Tourist when the Tourist loses his international passport;
- if the Tourist independently changes individual elements of the program (excursion program, transfer, place and level of accommodation, untimely attendance at the group meeting place, etc.), which caused additional costs on the part of the Tourist;
- in case of discrepancy between the services provided, unreasonable expectations of the Tourist and his subjective assessment;
- if problems arise related to the safety of the Tourist's personal luggage, valuables and documents during the entire period of the trip.
- if problems arise related to the authenticity of documents provided by the Tourist for registration and organization of a tourist trip (passport, certificate, power of attorney, etc.) and is not responsible for possible consequences associated with these circumstances.

## **5. REFUND FOR TOURS OR SERVICES**

If the Tourist refuses a tour or service, regardless of the reasons, the Tourist pays an unconditional penalty on the terms of the Tour Operator (in accordance with the concluded agreement), but this is not less than 30% (10% according to clause 3.2.) of the amount of the agreement (tourist product).

## **6. TERMS FOR REFUND FOR TOURS OR SERVICES**

- 6.1. Refunds for cancellations are made (up to) 48 hours before the start date (time) of the tour.
- 6.2. Refunds are made to the bank account of an individual (legal entity) or in cash within 15 banking days.
- 6.3. To get a refund for tours or services paid in cash or by bank transfer:

- 1) Send an application for cancellation of a tour or service by email to info@bunyodtour.tj with the subject "Order cancellation and refund";
  - 2) You will receive a calculation of the amount to be refunded;
  - 3) After agreeing on the settlement amount with the manager, the refund is made within the specified period.
- 6.4. Refunds paid in cash are carried out at the cash desk of the company office at Dushanbe, 104, st. Ayni, from 09:00 to 16:00.
- 6.5. Only bank transfer makes refunds for tours or services paid to a bank account and by credit cards to a personal account (credit/debit card account or other bank account).
- 6.6. Refunds for tours or services paid for by legal entities are made to the bank accounts of organizations.
- 6.7. The issuance of funds to the buyer's representative is carried out in the presence of a notarized power of attorney.

## **7. REQUIRED DOCUMENTS**

- 7.1. To receive a refund you must submit:
- documents (receipts, invoices, etc.) about payment;
  - copy of the passport;
  - copy of the agreement;
  - invoice for payment (refund), standard form including all bank and Tourist details (for legal entities or non-cash refund).
- 7.2. If the required documents are not provided, no refund will be issued.

**Бунёд-Тур**