

TOURIST SERVICE CONTRACT

No. ____ / _____

This Tourist Service Contract ("Contract") is entered into between:

ADIOR PRODUCTION IMPEX S.R.L.

Trading name: **Adior Tour**

Tourism License No.: **434 / 19.05.2021**

Registration No.: **RO6480439**

Registered office: Str. Parfumului 14, District 3, Bucharest, Romania

Email: office@adiortour.ro

Phone: +40 728 295 432

(hereinafter referred to as "**the Agency**")

and

CLIENT / LEAD TRAVELER

Full Name: _____

Passport / ID No.: _____

Nationality: _____

Address: _____

Phone: _____

Email: _____

(hereinafter referred to as "**the Client**")

1. SERVICES BOOKED

The Agency agrees to provide the tourism services according to the confirmed personalized offer / itinerary attached to this contract.

Service dates: _____

Destination / route: _____

Number of travelers: _____

Included services:

- ☐ Guided tours
- ☐ Private transportation / transfers
- ☐ Accommodation
- ☐ Entrance fees
- ☐ English-speaking guide
- ☐ Other: _____

2. PRICE AND PAYMENT TERMS

Total contract value: _____ EUR / RON

Currency: _____

Payment terms

- Deposit amount due upon confirmation: _____
- Balance due date: _____
- Final balance: _____

Payment method:

- ☐ Bank transfer
- ☐ Card payment (via secure payment link)

The booking becomes confirmed only after receipt of the deposit or full payment and written confirmation issued by the Agency.

3. CANCELLATION & REFUND POLICY

Standard bookings

Cancellation notice	Refund
29 days or more before service	Full refund of deposit
16–29 days before service	Deposit non-refundable
15 days or less	100% cancellation fee

Package travel bookings

Cancellation notice	Refund
60 days or more before service	Full refund of deposit
29–60 days before service	Deposit non-refundable
30 days or less	100% cancellation fee

All cancellation requests must be submitted in writing by email.

4. CHANGES TO BOOKING

Any requested amendments must be communicated in writing.

Changes are subject to availability and supplier conditions.
Additional charges may apply.

5. CLIENT RESPONSIBILITY

The Client confirms and undertakes the following:

- all names, dates of birth, passport / ID details, and travel dates provided to the Agency are complete and accurate;
- all travelers included in the booking have been informed of and accept the terms of this Contract;
- all passports, visas, residence permits, and any other travel documents required for the trip are valid and available for the entire duration of the services;
- the Client shall arrive at the agreed meeting point and time communicated in the final itinerary or booking confirmation;
- the Client shall promptly communicate any medical condition, disability, mobility issue, dietary requirement, allergy, or special request that may affect the travel arrangements;
- the Client is responsible for obtaining adequate travel insurance, including cancellation, medical assistance, baggage, and personal liability cover, unless otherwise expressly included in the offer;
- the Client shall comply with all local laws, regulations, and instructions given by guides, drivers, hotel representatives, and local authorities during the services.

The Client shall be liable for any damage caused by their own conduct or by members of their party to vehicles, accommodation, tourist sites, or third-party property.

6. AGENCY RESPONSIBILITY AND LIMITATION OF LIABILITY

The Agency shall be responsible for organizing and coordinating the services expressly confirmed in writing, including the services listed in the confirmed itinerary, offer, invoice, or booking confirmation.

The Agency undertakes to exercise reasonable skill, care, and diligence in selecting and coordinating third-party suppliers such as hotels, guides, transport operators, ticket providers, and local partners.

However, the Agency shall **not be responsible** for:

- delays, cancellations, route changes, or service interruptions caused by airlines, hotels, transport companies, museums, venues, or any independent third-party supplier;
- traffic conditions, road closures, weather conditions, strikes, protests, public authority restrictions, border control delays, or force majeure events;

- closure of tourist attractions, changes in opening hours, or restrictions imposed by local authorities;
- loss, theft, or damage of personal belongings, luggage, valuables, passports, money, or documents;
- missed services caused by late arrival, no-show, or failure of the Client to follow the communicated schedule;
- costs arising from incomplete, expired, or incorrect travel documents provided by the Client;
- medical incidents, accidents, or personal injury occurring outside the Agency's direct control or caused by third-party providers;
- indirect losses, consequential damages, loss of enjoyment, missed flights, or missed onward travel arrangements booked independently by the Client.

Where any confirmed service cannot be operated due to circumstances beyond the Agency's control, the Agency will make reasonable efforts to provide a suitable alternative of similar standard whenever possible.

7. FORCE MAJEURE

The Agency shall not be held liable for delays, cancellations, or itinerary changes caused by events beyond its reasonable control, including weather, strikes, road closures, supplier failure, government restrictions, or force majeure events.

7. EFFECTIVE DATE AND ENTRY INTO FORCE

This Contract is deemed signed on ____ / ____ / ____ and shall enter into force on the same date upon signature by both parties and, where applicable, upon receipt of the agreed deposit or full payment by the Agency.

Unless otherwise expressly agreed in writing, all rights and obligations arising from this Contract shall become fully effective from the date of signature mentioned above.

8. SIGNATURES

By signing below, both parties confirm acceptance of this contract and its cancellation policy.

THE AGENCY,

THE CLIENT,

Signature _____

Signature _____