

Travel Conditions (tours departing 2026-2028)

Welcome to Transylvania! Thanks for your interest in our destination. This document outlines what Experience Transylvania provides when you sign up for a tour, and what you agree to do while on tour with us.

By signing up for a tour with Experience Transylvania, you are agreeing to these travel conditions. Please read this document carefully before completing your booking request and especially before paying a deposit. This applies to all the destinations we offer.

Tour price: The price for the tour you've selected will be guaranteed the moment we receive your deposit. Yet we would like to inform you that some tour prices can change according to group size or depending on major changes in our partner's pricing or in currency rates. In that rare case, we will inform you in advance. You will always have the opportunity to cancel your booking or to choose another alternative package with the same price in that particular case. In cases

Included in the price of each group tour: usually, tours, visits, meals and land transfers are included in our tour packages according to the each program. However, we often leave a few meals "on your own" on each tour, so you can enjoy some cities at your own pace and explore local cuisine individually. All our group tours have a local guide/tour leader.

For bespoke/tailored/individual travels, please contact us.

Flights are usually not included in our prices.

Itineraries are subject to change. The past few years, after the pandemic, have taught us we need to be flexible when it comes to activities, visits and meals that can be organized in safe conditions. We ensure you that our team at Experience Transylvania always do their best to offer you the best, most genuine local experiences, provided that it is done in conformity with all safety and health measures.

Tour payments: as soon as you wish to confirm a booking (after you've received our exact tour dates and prices), you will receive an invoice from Experience Transylvania GV AB (with our head office in Sweden), for a deposit. The deposit, also called a "booking fee" varies between 300 and 500 EUR and will be deducted from the total tour price when you make the final payment.

We accept MasterCard, Visa, and American Express, internet banking transfers, for all tour payments. **Please note that when making an internet bank transfer, it is you as a customer who will pay for the possible international bank transfer fees, depending on your bank. The amount reaching our account needs to be the one stated on the invoice, in the currency stated on the invoice. We cannot accept losses due to currency rate fluctuations.**

Your **final tour payment is due in our office at least 60 days prior to the start of the tour**, in one payment. Your final payment due date will be listed on your tour invoice in your tour account. Missing the final payment deadline may result in your being removed from the tour. If you sign up for a tour less than 30 days before its departure, the entire tour price must be paid, and is non-refundable after 7 days.

Single supplements: all displayed prices are calculated per person, in a shared double/twin room. If you travel on your own, you can either book a single room, or you can ask for sharing a twin room with a fellow traveler of the same gender (we cannot always guarantee we can match you with one though; signing up for a tour and paying for your booking fee implies you accepting to eventually

pay for a single supplement and be accommodated in a single room in case we cannot match you with another same-gendered traveler). Single supplements vary depending on each tour and will be specified accordingly.

Cancellations, refunds, and credits: deposits made 60–90 days before a tour departs become non-refundable on the final payment due date. If you book a tour less than 60 days before its departure date, the entire tour cost becomes non-refundable after 7 days. Once your deposit refund date has passed, your deposit will not be refunded under any circumstance.

Refunds, cancellations of group tours, and postponing of tours will always be based on medical facts, certificates and authority decisions. Refunds will not be offered for, for example, personal worry regarding pandemic spreading, presupposed war risks or other similar individually appreciated causes. Experience Transylvania complies with the national and international authority recommendations and rules and will only cancel or postpone a tour when there is an official recommendation of these authorities based on which the tour may set the travelers or the staff at risk.

Insurance: we strongly recommend that you have an appropriate insurance prior to booking or paying for a deposit. A good insurance should cover for situations such as cancellation due to medical conditions or other events that can force you to cancel or interrupt your tour. Also, in relation to covid-19 pandemic and post-pandemic, please be extra aware of any possible inconvenience and try to prevent these by choosing the right type of insurance in your home country. By paying with your credit card, you may expect some insurance issues to be covered, but please be aware that this kind of insurance can sometimes be insufficient. Therefore, check all details with your insurance company in advance. We will not be able to refund any cancellation.

Participation: we strive for offering all guests a fantastic experience. Therefore we oblige to offer our best service. We also expect all guests to respect all fellow travelers, local hosts, our guides, our drivers and other staff members. As a member of our travel group, you will be expected to comply with local regulations.

Tour member expectations: at Experience Transylvania we keep high health and safety standards. Tour members will agree to follow all safety precautions and health directives set by our local guide, by our travel producer, and by local officials. This may include maintaining proper social distancing, the use of protection masks (covering your nose and mouth), proper handwashing, the use of hand sanitizer. Other restrictions and regulations may apply. Our hotel and restaurant partners ensure thorough hygiene standards and practices to create the safest environment possible for you as a guest. Please ensure that you have all required vaccinations for the respective destination. It is your responsibility to ensure you took all health precautions before a tour.

Age

We welcome all ages on a tour to our destinations! However, our group tours are planned for guests who are 18+ of age.

For tailored family trips and tours especially designed for travelers under the age of 18, please contact us. All travelers under the age of 18 need to be accompanied by a legal guardian adult.

We are happy to see you in Transylvania or in one of our other magnificent destinations soon!