

## CODE OF CONDUCT POLICY



AGA TOURS strives to provide our customers with the service they deserve. Please read the information below in accordance with our values and principles to ensure our organization's integrity at all times.

### PRINCIPLES & VALUES

AGA TOURS invites you to uphold our values of Unity, Respect, and Honesty. To be conscious of your behaviour at all times, to express yourself in an honest and transparent manner with consideration for others, to always strive to be the best version of yourself, and to proudly represent your community and the spirit of our ancestral lineage at the highest level. We are a group of people who share a deep respect for and enthusiastic belief in our values and each other. This unique combination of respect and enthusiasm keeps us focused on what matters most - community, people, and culture - and reminds us that creating happiness is a privilege we all share.

### OUR RESPONSIBILITY IS

- To manage and process all payments.
- To provide invoices to all guests attending the trip, to pay for their tour.
- To provide updates and payment balances invoices to all guests in a reasonable period.
- To provide all tour items, activities, and meals as specified.
- AGA TOURS reserves the right to change the itinerary at any time prior to the tour's departure date.

### GUEST(S) RESPONSIBILITIES:

- To provide a visa, passport, and any necessary vaccinations in order to participate in the tour.
- All items not included in the tour package, is the responsibility of the guest(s).
- To pay for additional, not-listed activities.
- To make all payments in accordance with the agreed-upon payment plan.
- Make all payments directly to the AGA Tours bank account.
- If you choose the payment plan option, the guest(s) must pay a deposit to secure their booking.
- Taking out Travel insurance with Covid Cover is highly recommended by the AGA Tours Team.
- Please be aware that signing the booking form does not secure your booking. To secure your place on your preferred event/tour, you must pay a deposit

Guests consent to the organisers using their names, photographs, videos, audio, or promotional materials on all our media platforms.

If a guest(s) misses or declines to participate in any of the activities, AGA TOURS will not provide refunds, transportation, or activities at AGA TOURS' expense. Anything not included in this tour is the responsibility of the guest(s).



**Abusive behaviour or violence.** We can remove you from a tour immediately if we witness abusive or violent behaviour or receive a report that you are behaving in an abusive or violent manner. This includes using abusive, threatening, or offensive language towards others, uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false

Identification, underage drinking, providing alcohol to those under the allowed age, possession of illegal substances/items, or any other illegal or offensive conduct.

**Swimming and water safety.** Water safety is important for swimmers of all abilities. Do not swim or participate in a water activity alone, after consuming alcohol, in an unattended area, or after sundown.

**Do the right thing.** Say NO to sexual tourism of any kind. Refuse to support any business or organization that utilizes child labour.

**Illegal drugs and alcohol.** Illegal drugs and Alcohol. Travellers are responsible for their actions at all times. Consuming alcohol in excess impairs your judgment and reduces your ability to recognize and avoid potentially dangerous situations. Travellers who choose to consume alcohol do so at their own risk. Excess alcohol consumption and abuse of drugs or other controlled substances, whether legal or illegal, that puts you, other travellers or AGA Tours staff at risk is grounds for removal from a tour. Use and possession of illegal drugs and other illegal substances are prohibited. Travellers who abuse illegal substances are subject to arrest and prosecution under applicable laws and removal from their tour.

## CHILDREN POLICY

Children between the ages of 0 and 17 are welcome to attend if accompanied by an adult over the age of 18. If the adult cancels his or her reservation and there are no other adults on the reservation, the booking for the children will be cancelled.

Adults are responsible for their children at all times during the tour. AGA TOURS accepts no responsibility for anything that occurs to children or adults during the tour.

An adult must accompany children for the duration of the tour.

## CONSEQUENCES

If a traveller fails to adhere to this policy and we determine, in our discretion, that there is a concern for the safety, security, or well-being of others, AGA Tours may remove the traveller from a tour immediately. Travellers removed from an event/tour for failure to adhere to this Code of Conduct Policy are responsible for all costs related to their removal including accommodations and transportation home at their own expense. No refunds will be issued if you are removed from a event/tour because of a violation of this AGA Tours conduct Policy.

## **CANCELLATION POLICY**

Deposits are non-refundable.

If you cancel your tour three months before the scheduled dates, you have two choices. You can either request 50% of all subsequent payments or credit all subsequent payments to a future trip.

Guests are responsible for obtaining all necessary travel documents for their trip. If you do not have these, you may be denied the right to travel at the point of departure, and all payments made will be non-refundable and non-negotiable at this point.

If you fail to make two consecutive payments without informing any of our team members, you will be automatically be removed from the event/tour, and all payments will be non-refundable. If you decide not to participate in the event/tour after making a deposit for personal reasons, your deposit will not be refunded.

You can apply your payments to future events/trips, transfer your payment to someone else who will attend or travel in your place, or request a full refund if you cancel less than two to three months before the scheduled dates.

Guests are required to agree to our terms and conditions before participating in AGA TOURS organized events/trips.