

## **Terms of reservation, payment and cancellation and visa regulations**

### **Reservation and payment**

- The customer is responsible that the required passenger information (first name, last name, sex, date of birth in form dd,mm,yyyy, passport number and citizenship) and e-mail address are accurate.

- The booking can be made online and customer must pay reservation fee 75€/person at the moment of the booking. The remaining amount must be paid at latest 35 days before departure.

Booking confirmation and invoices will be sent to the customer's e-mail immediately.

### **Cancellation by customer**

- In case the customer cancels her/his booking more than 35 days before departure, the cancellation charge will be the amount of reservation fee 75€ per person.

- If cancellation is made later than 34 days before departure the cancellation fee is 100%

- Lähialuematkat / Russian Tours Oy Ltd may cancel a booking in the event of force majeure. In this case, the customer is entitled to a full refund of the sum paid to Lähialuematkat / Russian Tours Ltd.

### **Cancellation by operator**

- Lähialuematkat / Russian Tours Oy Ltd may cancel a booking in the event of force majeure. In this case, the customer is entitled to a full refund of the sum paid to Lähialuematkat / Russian Tours Ltd.

- Minimum number of 20 participants is necessary for the running of this particular trip. If this number should not be achieved, Lähialuematkat / Russian Tours Oy Ltd can withdraw from the contract up to 30 days prior to commencement of the trip. As soon as this circumstance exists, Lähialuematkat / Russian Tours Oy Ltd shall inform the customer without delay. The travel price paid shall then be immediately repaid by Lähialuematkat / Russian Tours Oy Ltd

### **Visa regulations**

- Citizens of most countries need a visa to enter Russia. Customers are responsible to find out Russian visa requirements, fees and processing times in their own countries and take care that they will get the visa on time.

- Visa price is not included in the price of tour.

- Lähialuematkat/Russian Tours Oy Ltd shall send to customer's e-mail address *visa support letter* and *voucher* that needed for a tourist visa to Russia.

- In order to get a visa passport must be valid at least 6 months after the tour.

- Participants who need visa for entering European Union can not travel to Russia if they have only single-entry visa to EU because that visa will expiry when a person exits European Union.