



Terms and Conditions

Horizonz Travel

VAT #: NL004720050B94

Chamber of Commerce: 89362349

Horizonz Travel is working together with local partners and service providers, and it is trying its outmost best to cater guests with everlasting memories and great experiences.

Horizonz Travel operates mostly with personally known panthers and places visited, therefore ensuring quality of service in all cases possible.

Horizonz Travel however is working with information and material provided by the service providers and partners, therefore inaccuracies, missing parts of information and other errors may arise. The used photographs are illustrative and may not represent accurately the booked items, services, etc.

As Horizonz Travel can not have control over all factors during a booked trip, the Service provider is solely responsible for the travel experience Horizonz Travel may not be held accountable for inconveniences up to extent permitted by law. The agency furthermore is constantly working on ensuring the highest quality of service and the smoothest resolution of arising problems.

All travellers must

Abide local laws.

Not to intentionally cause damage or inconvenience for the service providers.

Take care of their own health and safety during a trip.

Consider the advice and warnings of local guides and service providers to prevent damage and inconvenience for all parties.

Consider Rules and Regulations when travelling to a foreign country.

Behave according to cultural norms and manners with staff members of all parties



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1. Policies

When booking with us, a guest accepts general terms and conditions laid out by us and by the third party service provider. This includes accommodation, services, cancellations, purchases, etc.

1.1 Horizonz as a mediator

While Horizonz is Assisting with the booking of the accommodations, trips, services, the guest is in direct contractual relationship with the third party service provider. Horizonz assists the booking process with their relationships and advice, however is not part of the contract between the guest and the third party service provider. This contractual relationship may include experiences, accommodation, services.

Therefore guests are directly liable for all the arising costs, fees and responsibilities a booking may hold unless agreed otherwise.

Once the booking is confirmed, Horizonz may assist guests to change, cancel, postpone or move reservations.

1.2 Booking Packages

When booking packages with Horizonz Travel, The company takes ownership and responsibility for delivering the purchased services to its fullest extent. Horizonz Travel however can not be held liable in case of damages, inconveniences, or incorrections resulting in the fault of a third party service provider. In the case of a complaint Horizonz will work together with the service provider in order to resolve all arising issues to the fullest extent.

1.3 Cancellation:

The possibility of the cancellation of bookings are mainly dependent on the service provider, therefore in each case different conditions may apply.

As Horizonz Travel is working together with many different Hosts, Schools, Transports, Services and types of Accommodation, cancellation policies may vary in each case. The



Guest should therefore review carefully the different cancellation and reduction policies of each booked stay, experience, service, package, etc. prior to booking. Cancellations are accepted with following the local time zone of the service provider. . The guest shall be advised about these cancellation policies in each case, and settle the claims with the direct provider of the items listed above. Horizonz Travel therefore can not be held accountable for any arising fees and penalties due to cancellation and reduction policies, hence the guests were informed sufficiently with all the information available for Horizonz Travel.

If a service provider fails to follow the individually agreed terms and conditions, Horizonz Travel may interfere and assist the guest for finding a solution and resolving the issues.

1.4 Amendments (changes)

Changes in the booking i.e.: moving dates, changing attendees, extending or reducing stay may be completely up to the service provider based on availability, and may come with additional fees. Horizonz travel will assist the guests to make changes in the reservations, however it can not be held accountable and it is upon unavailability, hence the initial offer and the predetermined conditions were all settled.

When making a change a guest accepts the risk of extra fees and will abide the rules, regulations and payments outlined by the service provider.

It is important to follow and be advised about the different amendment policies of each service provider upfront to avoid fees and inconveniences. Horizonz Travel will advise the guests with these policies and may mediate resolving conflicts upon request.

1.5 Refunds

The refunds are dependent solely on the service provider and their cancellation and reduction policies.

1.6 Force Majeure

Force majeure or Acts of God are factors outside the control of the guest or the service providers, which make a completion of a booking or reservation impossible. If a reservation is cancelled because of such factors, guests may be eligible for partial or full refund. This is once again based on specific scenarios as well as policies of the third party service provider. The means of reimbursement are dependent on the service provider. On top of this, Horizonz travel may offer travel compensation as well in different forms and conditions.

The events which can lead to cancellation may include but are not limited to:

- Unforeseen events at the time of the booking



- Changes in travel regulations by governments after booking
- Nationwide emergencies, these may include but are not limited to: war, terrorism, civil war, nationwide protests, natural disasters. These exclude foreseeable events, such as common diseases in different parts of the world, or great storms in stormy seasons.

If a cancellation is made with an other reason, and due to a course of action made by guests, i.e.: booking wrong flight, being late, the cancellation policies apply, therefore the fees and refunds are solely dependent on the cancellation policy of the service provider.

1.7 In case of Damages and Loss

Guests must leave the booked accommodation, experience, or service in a state it was received in.

In case of damages, guests should always inform the third party service provider and discuss resolution. All of our guests will need to face consequences of their actions. These claims of damage must be settled directly.

If a guest fails to notify the service provider about these deeds, losses, damages, and the service provides files a claim to Horizonz, the guest is obligated to settle the costs and take responsibility for their actions.

Damage policy does not include general cleaning, depreciation and wear and tear, unless agreed upfront with the service provider.

Horizonz Travel may not be held liable for any damage caused intentionally or non-intentionally by any of its guests. The company furthermore will assist both the service provider and the guest in order to resolve all issues within reasonable limits.

2. Disclaimer of Liability:

Every guest is liable for their own actions during a trip, therefore can be held accountable in case of causing damage or inconvenience to any third party service provider or person. Due to the nature of the excursions, every guest accepts the risks involved, which they were informed about prior to booking. Horizonz Travel furthermore can not be held liable for damages or inconveniences caused by a third party service provider, unless the company has direct influence over it.

If a minor is taking part in the excursions, a guest who is responsible for the decisions on behalf of the minor must be legally authorised to do so, and will take responsibility for their supervision and wellbeing.



Horizonz can be held liable for costs which are directly related to our business activities, ie.: no accommodation upon arrival, failure to deliver a service or a product in a reasonable way up to a certain extent.

Horizonz therefore can not be held liable for costs or damages on which the company has no influence on or happens to the guest due to a result of their own actions. These may include but are not limited to:

- Theft, indirect loss or damage
- Misleading information provided by a third party service provider (unless we are prior aware of it)
- Incorrect phone numbers and email addresses (unless we are prior aware of it)
- Injuries, accidents, death
- Force Majeure, Acts of God, events beyond our control.
- Behaviour, service, or product of a third party service provider (unless we are prior aware of it)

While we are working closely together with our service providers and we are trying to ensure the best service possible, it is entirely the guest's responsibility to make a purchase decision and choose our services.

Due to the nature of the experiences offered, it is the responsibility of every guest to advise Horizonz Travel of their relatable illnesses, allergies, injuries, disabilities, etc. which may cause damage, harm or inconveniences during travelling. By informing Horizonz Travel, we can advise accordingly, whether an excursion is recommended, and a smoother experience and better satisfaction can be achieved.

3. Car Rental and Transportation.

While Horizonz mediates the process of Car Rental with trusted local partners, guests are in direct contractual partnership with rental agencies or third party service providers.

3.1 Rentals

When renting a vehicle, Horizonz assists the guest to find their most suitable option. And helps to finalize the rental agreement, however it is not reliable for the final delivery for the service. Horizonz will try its best to make sure that the rented means of transportation are the pre agreed ones, however only solely the third party service provider can guarantee this. If while renting a vehicle "or similar" mentioned, it means that it is entirely possible that not the presented vehicle will be rented, but something alike.



3.2 Laws

It is every guests responsibility to become informed about the laws and regulations of each visited destination, even if Horizonz Travel provides information with regards to rules and applicable laws.

If a guest fails to arrive on time or meet certain obligations therefore making the rental or transport impossible, Horizonz takes no responsibility for this impossibility, unless it was caused directly by actions done by Horizonz. Therefore Horizonz can not be held accountable for actions caused by the guest which have consequences on the experience of their trip. To avoid this, an efficient communication is needed in the direction of either Horizonz or the service provider itself so these challenges can be overcome.

3.3 Cancellations

Cancellations and amendments may differ with each individual service provider, therefore it is important that guests follow their applicable policies and inform the service provider in case of any modifications to their agreement.

3.4 Private Transportation

When booking private transportation, Horizonz Travel directly arranges these services with the service provider, therefore takes responsibility for all the inconveniences caused. By the third party service provider.

3.5 Public Transportation

Horizonz Travel may assist guests to book and evaluate different public transportation methods while on a trip. However when booking public transportation, Horizonz travel takes no responsibility for the inconveniences caused by third party service providers, as it has no relationship or influence over these transportation methods.

3.6 Transportation by Horizonz Travel

When Horizonz provides transportation it is reliable for the execution and the delivery of the service, however can not be held reliable for inconveniences caused out of its influence, this may include but are not limited to delays, accidents, etc.

Horizonz will refrain from doing business with unreliable service providers to ensure maximal guest satisfaction.



4. Flights

As every guest is reliable for booking their own flights, Horizonz is unable to take responsibility for delays, inconveniences caused by airlines and flights.

Horizonz may assist the decision making process when booking a flight, however the booking decision is solely the responsibility of the guest. Horizonz Travel will try its utmost to assist every guest's needs and manage expectations when booking flights and aligning plans to flight details.

In case of delays and cancellations, the guest should communicate the most up to date information with their contact person or Horizonz Travel to avoid future issues and extra fees. In case of a failure of a guest not communicating most up to date travel information, therefore missing transfers or causing inconveniences for the service provider, guests may become liable for extra costs or arranging their own transportation.

When booking private transportation, Horizonz Travel directly arranges these services with the service provider, therefore takes responsibility for the delivery of the service but not for any inconveniences caused by the third party service provider.



5. Pricing

Horizonz Travel mainly operates with commission on the booked items or booked packages but may charge markups or service fees. In case of a transaction directly with Horizonz Travel, the company issues an invoice or receipt to the second party involved.

On top of the outlined costs and fees, VAT may be charged on set transactions.

6. Payment:

If Horizonz Travel is involved in the payment transaction it requires full prepayment and will take responsibility for completion, in case of cancellations and reductions, guests shall follow the guidelines agreed upon with the third party service provider or Horizonz Travel and settle all claims directly.

If the payment is settled directly with the service provider, the guest shall follow their advice and guidelines for all transactions. In this case all the cancellation, reduction and extra charges are settled with the service provider directly. In this case Horizonz Travel may not be held liable for any payment related inabilities between guests and service providers by neither parties.

If a booking requires a pre-payment and the guest fails their obligation to fulfil this according to the laid out deadlines,, the service provider may cancel the reservations or bookings without prior notification. It is every guests own responsibility to transfer the outlined fees to the correct accounts and / or provide the third party service or Horizonz Travel provider with correct information for future transactions.

If a guest is late for a reservation, they are required to inform the service provider so further action can be taken, and possible fees may be avoided. If there are arising extra charges, the guest is liable for these directly.



7. Travel Insurance:

Due to the nature of the tours, activities and excursions, we strongly recommend that guests have insurance arranged by their own means and preferences. Horizonz can support decision making of a certain product, however only takes limited responsibility for the purchase decision. Horizonz Travel furthermore does not take any responsibility for any inconveniences, injuries, damage, loss, death, etc not caused directly by the company.

8. Dispute Resolution:

8.1 Denial of Booking

In case of a non compliance, damage, unlawful activities, we may have the right to deny any guest from booking trips with us and inform authorities if necessary.

8.2 Filing a complaint

In case of complaints about Horizonz or its third party service providers, we strongly encourage to contact us directly, so we can improve and change our services if necessary. We at Horizonz are constantly open and actively looking for for both positive and negative feedback so we can excel in our industry and provide the best service possible.

We hope to resolve all possible arising conflicts with our guests without involving any third parties, therefore we are carefully following the terms and conditions laid out in this document. As guest satisfaction is extremely important for us, we will go the extra mile for every guest, to ensure a pleasant experience.



Liability Waiver Form

I, _____ (full name), acknowledge that I am participating in adventure travel activities organized and operated by Horizonz Travel. I understand that these activities may include, but are not limited to, hiking, biking, rock climbing, skiing, snowboarding, kayaking, rafting, and variation of watersports. I am aware that these activities involve inherent risks, dangers, and hazards that can cause serious injuries, disabilities, or even death.

In consideration of the opportunity to participate in these adventure travel activities, I agree to assume all risks associated with my participation. I hereby release, indemnify, and hold harmless Horizonz Travel, its owners, employees, agents, and assigns from any and all liability, claims, demands, or causes of action arising out of my participation in these activities.

I further agree to waive any and all claims I may have against Horizonz Travel arising out of my participation in these activities, including but not limited to claims for negligence, breach of warranty, breach of contract, or any other claim or cause of action of any kind whatsoever.

I understand that this waiver is intended to be as broad and inclusive as permitted by law. If any portion of this waiver is held to be invalid or unenforceable, the remainder of the waiver shall continue in full force and effect.

I have carefully read and fully understand this waiver, and I am signing it voluntarily and without duress. I acknowledge that I have had the opportunity to consult with legal counsel before signing this waiver, but I have chosen not to do so.

Signature: _____ Date: _____

Printed Name: _____