

Libyavoyager Terms and Conditions

We strongly suggest you read these terms and conditions before you proceed. When you book with LIBYAVOYAGER, you agree to the TERMS AND CONDITIONS stated on these pages. You must read and agree to them before booking your holiday. Once a reservation has been made, the following terms and conditions will go into effect.

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1.0 The Company

Libyavoyager is a sole trader-ship founded in 2008 with address: PO Box 28, Malta International Airport, Malta.

2.0 Deposit and final payment

We accept, Paypal and bank transfers at this time. Your payment is not deemed made until it is received by Libyavoyager. All vacations, flights, excursions, and other services are charged in Euro, unless otherwise noted. In certain cases, partial payment may be required in Libyan Dinars at site.

A non-refundable deposit of €200 per vacation and person is required for us to reserve space for you. We would require a second transfer 30 days before the vacation and the balance to be paid in Libya on arrival. This is done for two reasons. i) Immigration authorities require travelers to carry the equivalent of USD1000 in cash and ii) by paying our partners in Libya, we save on bank charges which savings are passed on to you as our clients.

Prices shall be final and subject to no change once payment in full has been made.

3.0 Local payment



Some of our trips may require a compulsory local payment, which is part of the contract with you (the customer) and Libyavoyager. This amount is the final payment for your trip and is to be paid in the specified currency, in cash to your leader upon arrival. The local payment is non-refundable, and is considered part of the total trip payment.

Further details and information on your local payment are shown in our quotation. Paying locally facilitates the flow of funds to local suppliers in countries that we travel through and therefore helps to reduce the overall cost of your trip.

4.0 Cancellation by the traveler

If your cancellation is received by Libyavoyager more than 45 days prior to commencement of services, your deposit will be fully reimbursed. For individual reservations, the following per person cancellation fees apply:

45-22 days prior to commencement of services: 20% of total price

21-8 days prior to commencement of services: 30% of total price

7-1 days prior to commencement of services: 50% of total price

On departure day and later: 100% of total price.

No refunds will be made if you voluntarily leave a trip for any reason after the trip has begun. Refunds will be at the discretion of Libyavoyager if you are involuntarily forced to leave a trip for any reason. No refunds will be made for any accommodation, transport, sightseeing, meals or services not utilized. You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation penalties in certain circumstances.

5.0 Cancellation by Libyavoyager

Libyavoyager reserves the right to cancel any trip before it is guaranteed to run, but will not cancel a tour less than 45 days before departure. A trip is guaranteed to run once it has one fully-paid traveler, unless minimum numbers state otherwise. Libyavoyager reserves the right to cancel any trip, including a guaranteed trip, at any time prior to departure due to terrorism, natural disasters, political instability or other external events which make it unviable for Libyavoyager to operate our planned schedule. If Libyavoyager cancels a group adventure trip on which you are holding a fully paid booking you may choose between an alternative trip or a full refund. The company is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment, etc. If the alternative trip chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference. If the alternative tour chosen is of a higher value then you will pay the difference in price.

6.0 Revision fees

A fee of €30 per transaction will be charged for any alteration or revision made to a reservation. A change of traveler name, vacation date or vacation itinerary within 45 days of commencement of services will be treated as a cancellation and new reservation; standard cancellation fees apply.

7.0 Participation

For the benefit of everyone on your vacation, Libyavoyager together with its principles in Libya, reserves the right to accept or reject any person as a vacation participant, and to remove any participant whose conduct is deemed incompatible with the interests of the other participants.

8.0 Travelers who need special assistance

You must report any disability requiring special attention to Libyavoyager at the time the reservation is made. Libyavoyager will make reasonable attempts to accommodate the special needs of disabled travellers, but is



not responsible in the event it is unable to do so, nor is it responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Be aware that in Libya, facilities for disabled individuals are limited. Most transportation services, including the touring motor coach, are not equipped with wheelchair ramps. We regret that we cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motor coaches and other vehicles, or other personal needs. A qualified and physically able companion must accompany travelers who need such assistance. Motorized scooters are unsuitable.

9.0 Price Guarantee

All vacation prices are based on rates (including foreign exchange rates) known at the time of printing and expected to be in effect at the time of departure. Prices are subject to increase without notice if such rates change prior to departure. The current price including the foreign exchange rate will be confirmed at the time of reservation. However, once Libyavoyager has received your deposit for any vacation departing in 2009/2010, that land price is guaranteed, and any subsequent land cost increases are at our expense, not including surcharges and any government tax increases. Vacation prices are per person, based on double occupancy. Single room supplements and triple room reductions are listed where applicable.

10.0 Visas & Passports

Libyavoyager, through its principle in Libya, will assist you in getting a visa to enter Libya. You will need an invitation letter from our principle. To do this, we would require the following information: name, nationality, passport number, date and place of issue, date of expiry, date and place of birth and occupation. We will also require a passport photo sent via email. Passport will be registered within three days of arrival at a police station. There is a fee of 15 Libyan Dinars (approx €10) which is included in our quoted price. We require this information at least four weeks in advance. Your passport has to be valid for at least 6 (six) months beyond the duration of the trip. A passport with an Israel visa in it will not be accepted.

Passports must carry an Arabic translation of the details page. If you encounter difficulty doing this translation, we can assist you by doing the translation here in Malta. You would need to send your passport via courier. Our cost for this translation is EUR 35 per passport. Note: When sending passports via courier, Libyavoyager cannot be held responsible should passports be lost in transit.

11.0 Documents

It is the traveler's sole and exclusive responsibility to have all required documents for the trip. The traveler must have a valid passport and visa. The traveler shall not be entitled to any refund if he or she fails to comply with the above requirements. Travelers will have to pay any expenses resulting from their failure to produce any required documents, in which case the voluntary cancellation policy shall apply. The same shall apply if any country's authorities deny the traveler entry into their country.

12.0 Accommodations

The accommodations listed in our itineraries are intended to be used on all departures; however, if a change becomes necessary for any reason, the accommodations substituted will be equivalent in standard to those shown. Every effort is made to reserve only twin-bedded rooms. It may occasionally happen that an accommodation provides some double-bedded rooms instead.

The quality of the hotels has been rated in accordance with the normal standard of the destination and could be different from the standard in other countries. Service may be interrupted at any time for renovations, maintenance, or construction. Libyavoyager is an intermediary and cannot be held responsible for quality or interruptions of service.



13.0 Hotel Overbooking

In the event that a hotel refuses to honor your reservation, our principle's only responsibility will be to relocate the travelers in other hotels of the same category or superior accommodations without compensation of any kind. Libyavoyager and its principles cannot be held responsible for any inconvenience resulting from this change.

14.0 Not included in the vacation price

Travel Insurance;
International Air Transportation Tax;
Vaccinations;
Tips to your tour director, tour driver, local city guides;
Laundry;
Telephone;
Mini bar;
Alcohol (this is illegal in Libya), beverages and food not on the regular table d'hôte menu (these extra items will be billed to you before leaving the hotel or restaurant);
Optional excursions;
Museum entrance fees, other entrance fees, portorage at airports; excess baggage fees;
All other items of a personal nature.

15.0 Refund Restrictions

Please note that any request for refunds is subject to our terms and conditions; no refund can be made for unused services of less than 48 consecutive hours, for unused transportation where group activity tickets are involved, or for voluntary modifications made by the traveler.

16.0 National and Religious Holidays

During local or national holidays, certain facilities such as museums and restaurants, sightseeing tours and shopping may be limited or not available. Alternatives will be offered whenever possible.

17.0 Safety

Please be aware that during your participation in vacations organized by Libyavoyager and operated by our principles, certain risks and dangers may arise beyond our control including, but not limited to, the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft or other means of transportation; the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Libyavoyager or its principles will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. It is understood that Libyavoyager and its principles will use its best efforts to ensure that adequate measures are taken.

18.0 Travelers' responsibility

The traveler agrees to adhere to the rules and laws of the country he/she is visiting. Should the traveler conduct him/herself in a manner threatening to the supplier and/or other traveler(s), the supplier has the right to refuse service or expel him/her from the hotel. In this event, the traveler is responsible for all costs and no refund will be issued for any unused portions.



19.0 Travelers' Declaration:

Travelers understand that traveling with Libyavoyager and its principles may involve risks above and beyond those encountered on a more conventional holiday, and that the travelers are undertaking a trip with inherent dangers. Travelers also understand that they are traveling to geographical areas where, amongst other things, the standard of accommodation, transport, safety, hygiene, cleanliness, medical facilities, telecommunications and infrastructure development may not be of the standard they are used to at home or would find on a conventional holiday. Travelers have read and understood the Libyavoyager Terms and Conditions and any trip notes sent to them for the trip they are undertaking and have provided details of any pre-existing medical conditions they may have to Libyavoyager's representatives. Travelers accept these risks and obligations and fully assume the risks of travel. Travelers release Libyavoyager and its principles from any liabilities connected to these risks to the maximum extent permitted by law.

20.0 Libyavoyager's Responsibility

Libyavoyager, together with its principles, is responsible to you in making arrangements for the vacation services offered, including transportation, sightseeing, and accommodations.

The carriers, accommodations, and other suppliers providing services are independent contractors and are not agents, employees, or servants of, or joint venturers with, the Libyavoyager or its affiliates. All certificates and other travel documents for services issued by Libyavoyager are subject to the terms and conditions specified by the supplier, and to the laws of the countries in which the services are supplied.

If, after departure, the services included in the vacation cannot be supplied, or there are changes in an itinerary for reasons beyond the control of Libyavoyager or its principles; Libyavoyager and its principles will arrange for the provision of comparable services. Any resulting additional expense will be payable by travelers and any resulting saving will be refunded by Libyavoyager to vacation participants.

Libyavoyager reserves the right to accept or reject any person as a vacation participant, to expel any participant from the vacation, to make changes in the itinerary whenever Libyavoyager deems it necessary for the comfort, convenience, or safety of the participants, and to cancel a vacation at any time.

21.0 Travel Insurance

Travel insurance is not compulsory but strongly recommended. Your travel insurance should provide cover against personal accident, medical expenses, emergency repatriation and personal liability. We also recommend it covers cancellation, curtailment and loss of luggage and personal effects. We strongly recommend that you take out travel insurance at the time of booking.

No person, other than an authorized representative of Libyavoyager, by a document in writing, is authorized to vary, add, or waive any term or condition in this brochure, including any term or condition set forth in the preceding provisions.

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A decorative graphic at the bottom of the page consisting of several overlapping, wavy, light green shapes that create a sense of movement and depth.