
General Travel Terms and Conditions

1. Conclusion of Contract

Travel registration is made by e-mail or through the communication channels we provide. The booking becomes binding upon receipt of our booking confirmation. The person registering assumes the contractual obligations on behalf of all participants they register.

2. Services

The scope of services is set out in the travel programme and in the booking confirmation. Side agreements that alter the contractual scope of the trip are only binding with our written confirmation.

3. Payment

Unless otherwise agreed in the travel contract, the following payment terms apply: a deposit of 10% of the travel price is due upon booking confirmation. The remaining balance is due upon receipt of the travel confirmation and no later than four weeks before the start of the trip. If less than four weeks lie between the conclusion of the contract and the start of the trip, the entire travel price is due upon conclusion of the contract.

4. Changes to Services and Prices

We reserve the right to change services and prices for important reasons (e.g. increases in fuel costs or significant currency fluctuations). In the event of a price increase exceeding 8%, or a substantial change to an essential travel service, you may withdraw from the travel contract free of charge.

5. Cancellation and Rebooking

If you cancel your trip, the following cancellation fees apply depending on the time of cancellation prior to departure:

- Up to the 45th day before departure — 20% of the travel price
- From the 44th to the 29th day before departure — 40%
- From the 28th to the 15th day before departure — 60%
- From the 14th to the 3rd day before departure — 90%
- From the 3rd day before departure, or in case of no-show — 100%

To cancel, please notify us in writing. The date we receive your cancellation is decisive for calculating the cancellation fees. We recommend taking out travel cancellation insurance to avoid these costs.

6. Substitute Traveller / Rebooking

You may name a substitute traveller. Any additional costs (e.g. flights, rebooking fees) will not be covered by us. For private trips, the payment terms of the respective travel contract apply. For rebookings (changes to travel date, destination, accommodation or catering) after the contract has been concluded, in addition to the adjusted travel price and any extra costs demonstrably incurred by the operator, a processing fee of €50 per person applies.

7. Liability

You undertake the trip at your own risk and are responsible for your own physical safety. The operator is liable for conscientious travel preparation, proper organisation and execution of the agreed services, the careful selection of local tour guides, and the accuracy of the travel description provided to you. We accept no liability for flight cancellations and no liability for damaged or lost luggage. Damage to, or delays of, checked baggage must be reported immediately to the responsible airline. Delivery is generally arranged free of charge by the airline. If an additional baggage transfer is urgently required — for example, to enable the trip to start on schedule — the traveller bears the resulting costs.

All expenses arising from illness or indisposition during the trip are to be paid by the traveller and will be invoiced. This applies in particular to transport, meals and rebooking of accommodation. georgien-reisen.de reserves the right to charge a flat-rate handling fee.

8. Weather

We accept no liability for changes to the programme caused by poor weather. Our programmes indicate suitable travel times and road conditions. Nevertheless, sudden changes in weather may lead to programme adjustments. Additional costs for unavoidable transfers and hotel rebookings (in particular for trekking and mountaineering) are to be shared equally between both parties. In the event of poor weather you may, in consultation with the tour guide, undertake an alternative programme; any additional costs resulting from this are to be borne by the traveller.

9. Exceptional Circumstances

Should your trip be significantly impaired or rendered impossible by unforeseeable exceptional circumstances in the destination area (such as natural events, security-related developments or comparable situations of force majeure), both we and you, as the traveller, reserve the right to withdraw from the travel contract.

- You will receive a refund of the travel price less a flat-rate expense allowance of 15%, which covers our planning and organisational services already rendered.
- Additional costs, in particular for any necessary return transport, are — in accordance with statutory provisions — to be borne by the traveller.
- As an alternative, we offer you the option of receiving a voucher for the full amount of the travel price. The voucher is flexible in terms of redemption time and gives you maximum freedom when planning your next trip with us. This ensures that, even in exceptional situations, you benefit from a reliable, customer-oriented and legally sound solution.
- We offer travel cancellation insurance that takes care of everything for you in an emergency. Our cooperation partner is named below in section 11.

10. Travel Documents

Please ensure in good time that your travel document has sufficient validity. The traveller is responsible for complying with entry regulations. Any disadvantages — in particular the payment of cancellation costs — arising from neglect of or non-compliance with these regulations are borne by the traveller. Further information is provided by the relevant Foreign Office.

11. Insurance

The traveller is responsible for taking out travel health and travel accident insurance. Travel insurance is not included in the travel price. A repatriation insurance is particularly recommended for trekking tours and mountaineering. The traveller is also responsible for taking out travel cancellation insurance.

Our in-house cooperation partner is **CareConcept**. Coverage and offers are available on request, or directly at:
care-concept.de — [travel cancellation insurance application](#)

12. Services Not Used

If the traveller does not make use of individual travel services as a result of early return due to illness or for other reasons attributable to the traveller, there is no entitlement to a pro-rata refund. Likewise, if a trip does not take place, or only partially takes place, due to non-appearance (e.g. private reasons, flight cancellation or similar), there is no entitlement to a price reduction.

13. Copyright

The travel programmes, including the photos and maps they contain, are the intellectual property of www.georgien-reisen.de. They may not be copied, modified or otherwise used for commercial purposes or passed on, in particular on other websites.

14. Severability Clause

The invalidity of individual provisions of the travel contract does not result in the invalidity of the entire contract.

15. Disputes

We make every effort to resolve any disputes quickly and directly. To date we have always found an acceptable solution. Should this not be possible, the place of jurisdiction is the registered office of www.georgien-reisen.de in Tbilisi.

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