

## **Booking and cancellation conditions**

The Venga Project Agency, located at Charles Monnard 6, 1003 Lausanne is considered to be the technical organiser and is responsible for the management of the event. It is the only interlocutor in case of any questions, modifications, disputes and, in general, any contact after your reservation.

You can reach it preferably by email at [info@vengaproject.com](mailto:info@vengaproject.com) or by phone at +41 79 600 22 40 during the agency's opening hours (Monday to Friday, 9am-6pm).

### **1. Price policy**

The prices indicated are in Swiss francs (CHF) and generally include value added tax. They are fixed prices, subject to price changes.

The price displayed on the Site at the time of your reservation is guaranteed, if it has not been modified (upwards or downwards) by our suppliers between the previous reservation and your reservation. If the price displayed is not in line with the current price, we will only be able to provide the service at the price in effect once the change has been made on the Site.

### **2. Payment**

A deposit of 30% is required at the registration time to confirm the booking of the trip.

The balance is to be paid within 30 days upon receipt of the invoice.

The agency reserves the right to cancel a reservation if the payment is not made according to the terms of the contract.

Invoices are issued in Swiss francs, exchange fees related to the use of another currency are the customer's responsibility.

### **3. Last minute reservations**

For reservations made 29 days or less before the consumption of the tourist product, full payment is required at the ordering time.

### **4. Travel documents**

Travel documents will be sent by email once the full payment has been received. Venga Project is not responsible for lost or stolen documents. It is the client's responsibility to notify Venga Project at least 15 days before the departure if documents are not issued, otherwise additional fees may be required to mail new travel documents.

## 5. Travel dates

Venga Project organizes all services on the travel dates specified in the offer submitted to the client. If the client changes his dates (flights or stops during the trip) he assumes full responsibility for the consequences of the changes, as well as all associated costs.

## 6. Cancellation fees

In case of cancellation by the customer of his trip, a cancellation fee will be charged:

\* > 60 days before departure: the deposit is not refunded (30% of the amount per person)

\* 60 – 31 days before departure: 50% of the amount per person

\* 30 – 15 days before departure: 80% of the amount per person

\* < 15 days before departure: 100% of the amount per person (no refund)

Besides these cancellation indemnities, there are also all costs related to non-refundable suppliers up to the total amount of the trip price.

Any cancellation must be communicated by email to [info@VengaProject.com](mailto:info@VengaProject.com). The date of receipt being taken as proof.

## 7. Trip Interruption and Advanced Return

Premature interruption of the trip, for professional or personal reasons, does not entitle the client to a reimbursement for not provided services.

## 8. Reimbursement

Venga Project is committed to delivering the services sold. If services cannot be delivered and Venga Project is at fault, the agency undertakes to reimburse these to the client. Any refund request must be made in writing no later than 14 days after the end date of the stay with Venga Project.

## 9. Non-satisfaction

Venga Project strives to ensure an excellent level of quality for its services. Any reimbursement of services consumed for non-satisfaction is excluded. This also applies to activities in the destination country.

## 10. Cancellation of services

Venga Project denies any liability in the event of cancellation of a third party service. Venga Project will nevertheless endeavor to replace the cancelled service under the best conditions.

## **11. Cancellation in case of force majeure**

In case of cancellation by force majeure, Venga Project is not considered responsible for the non-performance or poor performance of the contract. Venga Project is not obliged to pay damages to its clients. At most Venga Project can propose a postponement of the date and adapt the replacement offer to the urgency.

If the client decides to cancel the trip and not to accept the replacement proposal Venga Project will apply the cancellation clauses provided for in point 5.

If the client accepts the replacement offer Venga Project reserves the right to charge a fee for the postponement of the trip.

Events beyond the control of the Venga Project, such as: armed conflict, revolution, attacks, epidemic-pandemic, closure of the frontiers, external strikes, extreme weather events, cyclones, typhoons, natural disasters, floods, storms, volcanoes, tsunamis...

## **12. Schedules**

Even if we carefully organize travel and activities in the destination country, we cannot guarantee that the schedules will be respected. We are not responsible for any delays that may occur.

## **13. Valuables, cash, jewelry, credit cards, etc.**

We expressly draw your attention to the fact that you are personally responsible for the proper surveillance of your valuables, cash, jewelry, checks, credit cards, cameras and videos, etc. In hotels, valuables should be left in the safe whenever possible. You should never leave these objects unattended in a vehicle or anywhere else. We take no responsibility for theft, loss, damage or abuse of checks, credit cards, etc.

## **14. Medical precautions**

Check with your doctor to find out which vaccines are required for the destination country.

- Remember to do your tetanus recall.
- Please bring your health insurance card with you when you travel. This document maybe requested by the country you are visiting for visa purposes or for medical care.
- Take with you all the specific medications you need, as they maybe difficult to obtain locally.

## **15. Recommendations**

- We strongly recommend that you take out travel insurance with your insurer.

- Check that your civil liability covers you in the destination country.

## **16. Applicable Law and Jurisdiction**

Swiss law is applicable. The sole place of jurisdiction in Lausanne/VD is recognized.