

Terms of Service

Booking Terms & Conditions for Tours and Travel Services

Effective date: [INSERT DATE] • Version 1.0 • Company registration no.: [INSERT STATE REGISTRATION NUMBER]

These Terms of Service (the “Terms”) govern all tours, activities and travel services (each a “Tour”) provided by **Maralgoo Dreamland Travel LLC** (“Maralgoo Dreamland”, “the Company”, “we”, “us” or “our”), a tour operator registered in Mongolia with its office in Ulaanbaatar. By making a booking with us — directly through maralgoodreamland.com, by email, or through an authorised distribution platform such as Viator or Tripadvisor — you (“you”, “the traveller” or “the client”) confirm that you have read, understood and accepted these Terms on behalf of yourself and every member of your travelling party.

1. Definitions

- **Tour** – any guided trip, day excursion, multi-day journey, activity or service we sell, including the Golden Eagle Festival tour, the Classic Mongolia journey and short tours such as Terelj, Hustai and the Chinggis Khaan Statue Complex.
- **Booking** – your request to reserve a Tour, which becomes a contract once we issue written confirmation.
- **Lead traveller** – the person who makes the Booking and who is responsible for payment and for all members of the party.
- **Non-recoverable costs** – sums we have already paid, or are contractually committed to pay, to third-party suppliers on your behalf and cannot get back (for example domestic flight tickets, festival entry tickets, special permits and non-refundable accommodation).

2. Booking and Confirmation

A Booking is made when you submit a reservation request and pay the required deposit or full amount. **A binding contract is formed only when we send you a written booking confirmation** (by email or through the platform on which you booked). Please check your confirmation carefully and tell us within 48 hours of any error in names, dates or services, as later corrections may not be possible or may incur supplier charges. The lead traveller must be at least 18 years old and warrants that all information provided is accurate and complete.

3. Prices, Inclusions and Payment

Prices are quoted per person in US Dollars (USD) unless stated otherwise, and are confirmed at the time of booking. The exact inclusions and exclusions of each Tour are listed on its itinerary or product page. Unless expressly stated, prices **do not** include international airfares, visa fees, travel insurance, personal expenses, optional activities, tips and items of a personal nature.

For direct bookings we normally require a deposit of **[e.g. 20–30%]** to confirm a Tour, with the balance due no later than **[e.g. 30 days]** before the start date; bookings made inside that window require full payment. For bookings made through Viator, Tripadvisor or another platform, payment is collected by that platform under its own payment rules. We reserve the right to treat a Booking as cancelled if payment is not received by the due date.

4. Cancellation and Refunds by You

We aim to keep our cancellation policy as flexible as possible while protecting both parties from non-recoverable costs. **For bookings made through Viator, Tripadvisor or another platform, the cancellation policy shown on that platform at the time of booking applies and overrides this section.** For direct bookings, the following applies:

Free cancellation on day tours and short tours (1–2 days): cancel at least 24 hours before the start time for a full refund.

For multi-day Tours (3 days or longer), such as the Classic Mongolia journey and the Golden Eagle Festival tour, refunds are calculated on how far before departure you cancel, **less any non-recoverable costs** already incurred on your behalf:

Notice before start date	Refund of tour price
30 days or more	Full refund, less non-recoverable costs
15 – 29 days	50% refund, less non-recoverable costs
7 – 14 days	25% refund, less non-recoverable costs
Less than 7 days, or no-show	No refund

All cancellations take effect only when received by us in writing. Where we are able to recover any amount from our suppliers after your cancellation, we will pass that amount back to you. Bank transfer or card-processing fees on refunds are non-refundable.

5. Changes Requested by You

If you wish to change a confirmed Booking (dates, number of travellers or itinerary), we will do our best to accommodate you, subject to availability and to any charges imposed by our suppliers. A request to move a Tour to a much later date or to substitute travellers may be treated as a cancellation and re-booking under Section 4.

6. Cancellation or Changes by Us

We plan every Tour carefully, but occasionally we may need to change or cancel arrangements. Minor changes (for example a small change to the order of activities or a comparable change of accommodation or guide) may be made without compensation. If we must make a significant change or cancel a Tour for reasons within our control, you may choose between accepting an alternative of comparable standard, rebooking for another date, or receiving a full refund of monies paid to us. **We are not able to refund amounts beyond what you have paid to us**, and we are not liable for incidental costs you arrange independently, such as international flights or pre/post-tour hotels. Where a change or cancellation is caused by Force Majeure (Section 12), Section 12 applies instead.

7. Travel Insurance – Your Responsibility

Comprehensive travel insurance is a condition of joining any Maralgoo Dreamland Tour and is your responsibility to arrange. Your policy should, as a minimum, cover medical and hospital expenses, emergency evacuation and repatriation (essential for remote regions such as Bayan-Ölgii and the Gobi), personal accident, trip cancellation and curtailment, and loss of baggage and personal effects. Some activities take place far from medical facilities; you must ensure your policy covers the regions and activities on your itinerary. We may ask to see evidence of valid insurance before departure and may refuse participation, without refund, to any traveller who is not adequately insured. Our own business liability insurance does not cover your personal losses or medical costs.

8. Passports, Visas and Entry Requirements

You are responsible for holding a valid passport, the correct visa for Mongolia (and for any country you transit), and for meeting all health and entry requirements. We can provide general guidance and supporting documents where needed, but we cannot accept responsibility if you are refused entry or denied boarding because your documents are not in order.

9. Health, Fitness and Special Requirements

Mongolian tours can involve long drives on rough roads, high altitude, basic facilities in remote areas and varied weather. You must be in good general health and able to take part in your chosen Tour. Please tell us at the time of booking about any medical condition, disability, dietary need, allergy or mobility limitation so that we can advise on suitability and make reasonable arrangements. We may decline a booking, or require a traveller to be accompanied, where a Tour cannot safely accommodate a particular need.

10. Our Liability

We accept responsibility for arranging the services that make up your Tour with reasonable skill and care. We are not liable for any injury, illness, death, loss, damage, delay or additional expense caused by an event we could not

reasonably foresee or prevent, by the act or omission of the traveller, by an unconnected third party, or by Force Majeure. Many elements of a Tour (domestic flights, internal transport, accommodation and certain activities) are provided by independent suppliers whose own terms and conditions apply. To the maximum extent permitted by the laws of Mongolia, our total liability to you for any claim arising out of a Booking is limited to the total price paid by you for the affected Tour. Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited.

11. Force Majeure

We are not liable for any failure or delay in performing our obligations where this is caused by circumstances beyond our reasonable control, including but not limited to extreme or unusual weather, natural disasters, epidemics or pandemics, government action or border closures, civil unrest, strikes, fire, and the suspension or cancellation of transport services. Where such an event affects your Tour, we will work with you and our suppliers to recover whatever costs can be recovered and to offer reasonable alternatives, but we cannot guarantee refunds of amounts that suppliers do not return to us.

12. Your Responsibilities and Conduct

You agree to behave responsibly, to respect local laws, customs, sacred sites and the natural environment, and to follow the reasonable instructions of your guide, particularly those concerning safety. We may, without refund, decline to carry or may remove from a Tour any person whose behaviour endangers others, causes distress, or risks damage to property. You are responsible for any loss or damage you cause to the property of the Company or its suppliers.

13. Photography and Marketing

Our guides may take photographs or video during a Tour. By joining a Tour you agree that we may use such images for promotional purposes on our website and social media, unless you tell us in writing before or during the Tour that you do not wish to appear. We will not identify you by full name without your consent.

14. Complaints

If something is not to your satisfaction during a Tour, please tell your guide or contact us immediately so that we have the opportunity to put it right on the spot. If the matter cannot be resolved at the time, please submit your complaint in writing within 30 days of the end of your Tour to the contact address below, so that we can investigate fully.

15. Privacy and Personal Data

We collect and use your personal information only to operate your Tour, to meet legal requirements, and to communicate with you, in accordance with the Law of Mongolia on the Protection of Personal Information. We share your details with suppliers (airlines, camps, guides) only as needed to deliver your Tour, and we do not sell your data. Full details are set out in our Privacy Policy at maralgoodreamland.com.

16. Governing Law and Jurisdiction

These Terms and any Booking are governed by the laws of Mongolia. The parties will try to resolve any dispute amicably; failing that, the dispute will be submitted to the competent courts of Mongolia. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions continue in full force and effect.

17. Acceptance of These Terms

By making a Booking, paying a deposit or full payment, or otherwise confirming a Tour with us, you confirm that you accept these Terms on behalf of yourself and all members of your party. We may update these Terms from time to time; the version in force at the date of your Booking is the version that applies to that Booking.

Contact

Maralgoo Dreamland Travel LLC
[INSERT REGISTERED ADDRESS], Ulaanbaatar, Mongolia
maralgoodreamland.com

Email: [INSERT EMAIL]
Phone: [INSERT PHONE]
State registration no.: [INSERT]

Note: This document is a commercial terms template tailored for Maralgoo Dreamland Travel LLC. Before publishing, please replace every [INSERT ...] field with your real details and have it reviewed by a Mongolian lawyer to confirm it fully complies with current local law.