

GENERAL BOOKING CONDITIONS

Reservations

Reservations can be made by telephone, email, or WeChat to the Destination Office the client will be traveling to/with, and will be confirmed the same day whenever possible. A reservation is not deemed to have been made until it is confirmed by a member of Adventure Access.

Payment

Payment can be made by cash, bank transfer, WeChat, Alipay or credit card (for international payments). Full payment is required 30 days prior to arrival. If booked less than 30 days from arrival, full payment is required immediately. Any bank charges levied by the sending bank relating transfers to Adventure Access must be paid by the Client/Agent.

Cancellation Policy

Crafting transformative experiences for our clients takes care and hard work. We have limited availability throughout the year so, Adventure Access requires a non-refundable deposit at the time of booking. If a cancellation must be made for any reason, please do so in writing. Cancellations made 45 days prior to the arrival of clients will not be subject to any additional cancellation fees, except those according to the policies of hotels, airlines, and other contractors of Adventure Access or unless stated otherwise in a formal contract with Adventure Access.

Cancellations within 45 days or less prior to arrival will be subject to the following charges on the balance due after the initial deposit:

45 days before arrival	No charge Unless air-ticket refund fee (if any)
Between 44 days and 30 days before start date:	15 % of remaining tour balance
Between 29 days and 22 days before start date:	20 % of remaining tour balance
Between 21 days and 15 days before start date:	30 % of remaining tour balance
Between 14 days and 8 days before start date:	50 % of remaining tour balance
Between 7 days and 48 hours before start date:	90 % of remaining tour balance
Less than 48 hours before arrival:	No refund

No-show:	No refund
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ELEVATE YOUR EXPERIENCE

GENERAL BOOKING CONDITIONS CONTINUED

Claims

All claims and disputes arising under or relating to this contract ought to be resolved by both parties through consultations in good faith. In case no resolution can be reached through consultation, either party may bring an action that shall be subject to the jurisdiction of the Courts at Adventure Access' domicile and be governed by the laws of the People's Republic of China.

Disclaimer

Due to special circumstances beyond control, including but not limited to holidays, special events, seasonal schedule changes, weather, traffic delays and itinerary adjustments, etc., some sights and activities may not be available. Under such circumstances or toward the improvement of the tour experience, Adventure Access reserves the right to make changes in the itinerary at their sole discretion.