

TERMS & CONDITIONS

for the Provision of Travel Services
Pilgrim Travel System PC

Operating under the brand name **Pilgrim Travel**
Republic of Uzbekistan

ARTICLE 1. GENERAL TERMS AND DEFINITIONS

The terms used in this document shall be interpreted in accordance with the definitions below. Terms used in singular and plural shall have equivalent meaning.

- **Company** – Pilgrim Travel System PC, a company registered in the Republic of Uzbekistan, operating under the brand name Pilgrim Travel.
- **Client** – a private individual or legal entity purchasing travel services from the Company.
- **Traveler** – a person who participates in the tour and receives services provided by the Company. The Client and the Traveler may be the same person or different persons.
- **Services** – travel-related services arranged and/or provided by the Company, including but not limited to accommodation, transportation, flights, transfers, excursions, guiding services, entrance tickets, meals, visa support, and other tourism-related services.
- **Tailor-Made Tour** – a customized travel program developed individually based on the Client's request and confirmed through written approval.
- **Offer (Tour Proposal)** – a written proposal sent by the Company to the Client describing the itinerary, services, dates, and total price.
- **Acceptance of Offer** – confirmation by the Client via written approval (including email confirmation) and/or payment of the deposit.
- **Website** – www.pilgrimtravel.org
- **Official Email Address** – info@pilgrimtravel.org
- **Parties** – the Company and the Client collectively.

ARTICLE 2. GENERAL CONDITIONS

2.1. These Terms & Conditions are governed by the legislation of the Republic of Uzbekistan, including but not limited to the Civil Code, the Law on Tourism, and the Law on Consumer Protection.

2.2. These Terms & Conditions regulate the relationship between the Company and the Client in connection with the booking and provision of travel services.

2.3. These Terms apply to all tailor-made tours, private tours, and other travel services provided by the Company.

2.4. By accepting an Offer and/or making a payment, the Client confirms that they have read, understood, and agreed to these Terms & Conditions in full.

ARTICLE 3. SUBJECT MATTER

3.1. The Company provides private and tailor-made travel services based on individual requests submitted by the Client.

3.2. The Client purchases such services under the conditions set out in these Terms & Conditions and in accordance with the specific Offer provided by the Company.

3.3. Each tour is customized and confirmed individually. The final agreed itinerary and price are stated in the Offer approved by the Client.

3.4. The Company may arrange services directly or through third-party suppliers (hotels, airlines, transport providers, guides, etc.). The Company acts as an intermediary where services are provided by third parties.

ARTICLE 4. OFFER AND ACCEPTANCE

4.1. These Terms & Conditions are published on the Company's Website and may be provided to the Client upon request by email or other communication channels.

4.2. Following the Client's inquiry, the Company prepares and sends an individual Offer (tour proposal) containing the itinerary, services, travel dates, and total price.

4.3. The Offer may be revised upon the Client's request until a final version is approved.

4.4. Acceptance of the Offer occurs when the Client:

- confirms the tour proposal in writing (including via email), and/or
- makes a deposit or full payment for the Services.

4.5. Acceptance of the Offer constitutes the Client's full and unconditional agreement with these Terms & Conditions.

4.6. The Company's obligations arise only after the Client has approved the final Offer and made the required payment.

4.7. The Company reserves the right to amend or withdraw an Offer prior to its acceptance by the Client.

ARTICLE 5. BOOKING PROCEDURE

5.1. Services may be booked through:

- the Company's Website,

- email communication,
- messaging platforms,
- or other agreed communication channels.

5.2. The booking process typically includes:

1. Client inquiry and consultation
2. Preparation of a tailor-made tour proposal
3. Revision of the proposal (if required)
4. Client approval of the final program
5. Deposit payment
6. Booking confirmation

5.3. After approval of the final Offer, the Company may request passport copies or other documents required for reservations and travel arrangements. The Client is responsible for the accuracy of submitted documents.

5.4. Upon receipt of the deposit, the Company proceeds with reservations and confirms the Services.

5.5. If the Client does not approve the Offer or make the required payment within the agreed timeframe, the Company is not obligated to hold availability or prices.

5.6. Compliance and Documentation Requirements

In accordance with regulatory, contractual, and banking compliance requirements of the Republic of Uzbekistan, the Company may request identification and payment-related documents from the Client prior to confirming the booking and processing payments. Depending on the selected payment method, the Client agrees to provide the following:

a) For SWIFT bank transfers:

- transfer receipt containing public details of the sending bank (bank name, address, SWIFT code, and sender account number);
- copy of the sender's passport;
- residential address of the sender.

b) For credit/debit card payments:

- payment confirmation or transaction receipt;
- copy of the cardholder's passport;
- residential address of the cardholder.

c) For cash payments:

- copy of the payer's passport;
- residential address of the payer.

Failure to provide requested documents may result in delay or inability to confirm Services, as the Company is legally required to register contracts and verify payments prior to service delivery.

ARTICLE 6. PROCEDURE FOR PROVIDING SERVICES

- 6.1. The Company provides Services in accordance with the final Offer approved by the Client.
- 6.2. The Company may provide Services directly or through third-party suppliers, including but not limited to airlines, hotels, transport providers, guides, and other tourism service providers.
- 6.3. The Company reserves the right, in exceptional circumstances beyond its control, to:
- adjust the order of services,
 - substitute accommodation, transport, or other services with alternatives of similar category and quality,
 - modify elements of the itinerary due to operational, safety, weather, or governmental factors.
- The Company shall inform the Client of such changes within a reasonable timeframe.
- 6.4. Any changes requested by the Client after confirmation of the Offer are subject to availability and may result in additional costs.
- 6.5. The Company is not responsible for Services not included in the confirmed Offer or independently arranged by the Client.

ARTICLE 7. PROCEDURE FOR MAKING PAYMENTS

- 7.1. Prices are indicated in the Offer and may be stated in USD or other agreed currency.
- 7.2. To confirm the booking, the Client must pay a **non-refundable deposit of 25% of the total tour cost**, which shall not be less than **USD 300**, unless otherwise agreed in writing with the Company.
- 7.3. The deposit must be paid **no later than 45 days prior to departure**. If the booking is made less than 45 days before departure, the Company reserves the right to request full payment at the time of confirmation unless otherwise agreed.
- 7.4. The remaining balance shall be paid as follows:
- by **cash** — upon arrival at destination;
 - by **SWIFT bank transfer or credit/debit card** — no later than **30 days prior to departure** unless otherwise agreed.
- 7.5. Payment may be made via:
- bank transfer (SWIFT),
 - online payment gateway,
 - credit/debit card,
 - cash payment,
 - or other agreed payment methods.
- 7.6. All bank charges, transfer fees, and currency conversion costs are the responsibility of the Client.

Price validity & currency clause

7.7. The Offer price is based on tariffs and exchange rates valid at the time of preparation. The Company reserves the right to revise prices prior to acceptance of the Offer due to changes in exchange rates, supplier tariffs, fuel surcharges, taxes, or other external factors.

7.8. After acceptance of the Offer and payment of the deposit, the Company will not increase the total tour price except in cases of:

- significant currency fluctuations,
- governmental tax or fee changes,
- mandatory supplier price increases beyond the Company's control.

In such cases, the Company shall notify the Client and provide supporting justification.

ARTICLE 8. RIGHTS AND OBLIGATIONS OF THE PARTIES

8.1. The Company has the right to:

8.1.1. Request timely payment and accurate documentation from the Client;

8.1.2. Suspend or refuse provision of Services if the Client fails to make payments or provide required documents;

8.1.3. Modify the itinerary in accordance with Article 6 of these Terms & Conditions;

8.1.4. Engage third-party suppliers for the provision of Services.

8.2. The Company is obliged to:

8.2.1. Provide Services in accordance with the confirmed Offer;

8.2.2. Inform the Client about significant changes affecting the tour;

8.2.3. Provide reasonable assistance to the Client during the tour within its competence.

8.3. The Client has the right to:

8.3.1. Receive Services in accordance with the confirmed Offer;

8.3.2. Request modifications to the itinerary prior to confirmation;

8.3.3. Cancel Services in accordance with Article 9 of these Terms & Conditions.

8.4. The Client is obliged to:

8.4.1. Provide accurate personal data and travel documents;

8.4.2. Make payments in accordance with Article 7;

8.4.3. Comply with local laws and regulations of the destination country;

8.4.4. Obtain valid travel documents, visas, and insurance;

8.4.5. Be responsible for any damage caused to third parties or property during the tour;

8.4.6. Follow safety instructions and travel guidelines provided by the Company.

8.4.7. Provide identification and payment-related documents required for contract registration and payment verification in accordance with Article 5.6.

ARTICLE 9. CANCELLATION POLICY

9.1. Any cancellation request must be submitted in writing via email to the Company's official email address: info@pilgrimtravel.org.

9.2. The deposit payment is **non-refundable** once the Client has confirmed the tour and the Company has begun arranging Services.

9.3. In case of cancellation by the Client, the following charges shall apply:

- **15–29 days before departure** – 30% of the total tour cost*
- **7–14 days before departure** – 50% of the total tour cost*
- **3–6 days before departure** – 80% of the total tour cost*
- **48 hours or fewer before departure** – 100% of the total tour cost*

*If the applicable cancellation charge is lower than the deposit amount already paid, the deposit remains non-refundable.

9.4. Costs of flights, train tickets, or other non-refundable services purchased by the Company on behalf of the Client are subject to supplier cancellation policies and may be charged in full regardless of cancellation timing.

9.5. Refunds, if applicable, shall be processed after deduction of incurred expenses and bank transfer fees.

ARTICLE 10. LIABILITY AND FORCE MAJEURE

10.1. The Parties shall bear responsibility in accordance with the legislation of the Republic of Uzbekistan unless otherwise stated in these Terms & Conditions.

10.2. The Company acts as an intermediary between the Client and third-party service providers (airlines, hotels, transport companies, guides, etc.) and shall not be held liable for:

- actions or omissions of third-party suppliers;
- delays, cancellations, or schedule changes of flights, trains, or other transport;
- decisions of immigration, customs, consular, or governmental authorities;
- loss, damage, or theft of personal belongings and travel documents;
- injuries, illness, or other incidents occurring during the tour, although the Company will provide reasonable assistance where possible;
- changes to attractions, museum closures, weather conditions, or other circumstances beyond the Company's control.

10.3. The Client is responsible for obtaining valid travel documents, visas, and comprehensive travel insurance covering the entire duration of the trip.

10.4. The Client shall be liable for any damage caused to third parties or property during the tour.

Force Majeure

10.5. Neither Party shall be liable for failure or delay in performance due to force majeure circumstances, including but not limited to natural disasters, pandemics, war, civil unrest, government restrictions, border closures, strikes, or other events beyond reasonable control.

10.6. In such cases, the Parties shall make reasonable efforts to reschedule Services or agree on alternative solutions. Refunds, if applicable, will depend on supplier policies and actual recoverable amounts.

ARTICLE 11. FINAL PROVISIONS

11.1. These Terms & Conditions come into force upon acceptance of the Offer by the Client and remain valid until completion of the Services.

11.2. The Company reserves the right to amend these Terms & Conditions. Updated versions shall be effective upon publication on the Website.

11.3. Any disputes arising between the Parties shall be resolved through negotiations. If no agreement is reached, disputes shall be settled in accordance with the legislation of the Republic of Uzbekistan.

11.4. If any provision of these Terms & Conditions is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect.

11.5. These Terms & Conditions constitute the entire agreement between the Parties regarding the provision of Services.