

Terms & Conditions

RESERVATIONS: Accepted up to 3 business days prior to US departure for hotels and most services.

CONFIRMATION: Normally provided within 24-48 hours. If a requested hotel or service is unavailable, a suitable alternative will be offered. (not applies for special requests or group reservations)

RATES: Determined and subject to availability at the time of booking. Surcharges may apply for certain holiday, trade fair, and/or weekend periods. Subject to change without notice due to currency fluctuation, changes in government taxes and/or contract amendments. Rates are guaranteed upon acceptance of full payment. All rates are in US dollars.

HOTEL ARRIVAL & DEPARTURE: Varies by property, but cannot be guaranteed prior to 3pm. Departure is typically required by 11am.

AIR CONDITIONING: **Russian American Consulting** cannot accept responsibility for actual air conditioning standards or availability, which may vary greatly between countries and properties.

HANDICAPPED FACILITIES: Handicapped facilities are not the norm in the countries outside of the USA and are not required by most local laws. Specific handicapped facility requirements and/or requests for wheelchair-accessible rooms must be made in writing at the time of booking, but are subject to availability and cannot always be guaranteed. **Russian American Consulting Corporation** cannot accept responsibility for actual handicapped facilities standards, which may vary greatly between countries and properties.

INSURANCE: Travel insurance is highly recommended.

PASSPORTS & VISAS: Solely the responsibility of the booking agent or passenger. **Russian American Consulting** cannot accept responsibility for passengers lacking all the necessary documentation for entry to a specific country. However we will be happy to assist you with your visa processing at additional charge.

PAYMENT & CANCELLATION

PAYMENT TYPES: Accepted forms of payment include checks, money orders, cash or credit cards. (For Travel Agents: Travel Agency check, corporate credit card or money order).
Within 14 days of commencing of the services all payments via certified funds or money orders only.

DEPOSITS:

\$150 per passenger deposit for land packages or 1 night for hotel hotels' booking is due within 48 hours of receipt of confirmation or booking will be automatically canceled.
Additional deposit requirements or full payments will be required for air, car, rail, sightseeing and transfer services and will be advised on the booking invoice at time of confirmation.

FULL PAYMENT: Due no later than 45 days prior to departure unless otherwise indicated on the booking invoice.

REVISIONS: (except for simple addition of hotels or services) \$50 per booking once under deposit.
\$100 per booking once full payment has been received and/or documents have been processed.
Additional fees for air, car, or rail tickets and selected sightseeing & services may apply and will be advised of at the time of revision.

CANCELLATIONS: The following cancellations penalties will apply:

Land Packages penalties:

45 days or more prior to commencing of services - \$100 per person

44-30 days prior to commencing of services - \$150 per person

30-15 days prior to commencing of services - \$250 per person

14 -07 days prior to commencing of services – 80 % are non refundable (some packages are 100 % non-refundable)

07 days or less prior to commencing of services – 100 % non-refundable

No show – no refund

Visa processing fees are 100% non-refundable.

Land and Air packages are 100 % non-refundable

Excursions and Transfers are 100 % non-refundable

Air and Train Tickets:

Some fares are non-refundable and non-changeable. If the fare allows changes, a fee may be assessed. Cancellation and change policies are subject to airlines' rules (or railways' rules)

Customized group packages; (Land packages):

The deposit of \$150.00 per person is required on the time of booking

The deposit is not refundable for cancellation made any time

The full payment is due 60 days prior the departure

The full payment is not refundable for cancellation made less then 60 days prior your departure

******Trip cancellation insurance is strongly recommended and can be obtained through.******

REFUNDS/COMPLAINTS: Refund requests and complaints must be made in writing within 30 days of the date of travel. Please allow 3-5 weeks for investigation and notification of intended action.

RESPONSIBILITY:

Russian American Consulting and/or its agents, act only as agents in making arrangements for hotels, sightseeing tours, and transportation or any other service in connection with the itineraries of individual tour members who by acceptance thereof, acknowledge that **Russian American Consulting** and/or its agents and suppliers shall not be liable for injury, damage, loss, accident, delay or irregularity, liability or expense to person or property due to act or default by any hotel, carrier or other company or person providing or rendering services included in the tours.

Further, **Russian American Consulting** the sponsoring organization and/or its agents accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restraints, acts of war and terrorism, weather conditions, defect in any vehicle of transportation or for any misadventure or casualty or any other causes beyond their control. **Russian American Consulting** is not responsible for any charges or increased costs incurred by passengers as a result of the cancellation of services due to be provided by its agents or suppliers for any reason including, without limitation, insufficient number of participants

Dispute resolution:

This contact is subject to dispute resolution under New York laws and under the exclusive jurisdiction of the appropriate state and/or Federal courts of New York, NY. By purchase of services with RACC, the client consents to venue and jurisdiction in New York.