

## General Terms and Conditions

### Introduction

The travel agency ZENVENTURE LIFE, s.r.o., ID: 21815461, with its registered office at Halenkovská 484/12, Zličín, 155 21 Prague (hereinafter referred to as "ZENVENTURE LIFE"), acts as a reseller of tours offered by Caria Pan Travel Turkey, a licensed and insured travel agency (license number: 7372), or as a reseller of services (e.g., accommodation, airport parking, etc.) not covered by Act No. 159/1999 Coll., on Tourism.

### Offers and Content

Tours are presented on the ZENVENTURE LIFE websites at [www.zenventurelife.cz](http://www.zenventurelife.cz) and [www.zenventurelife.com](http://www.zenventurelife.com). Tours can be booked via telephone, email, or through the aforementioned websites.

### Booking

Any individual over the age of 18 can book a tour or services. Customers may place a non-binding order for any number of tours or services via the website using the designated link for each tour. Upon receiving the inquiry, ZENVENTURE LIFE will verify the availability of the tour and notify the customer of the booking status.

Once a booking is successfully made, ZENVENTURE LIFE will contact the customer by phone or email with essential information regarding the purchase and further steps to finalize the booking. If the requested tour cannot be reserved, the customer will be promptly informed and offered an alternative.

Upon confirming a successful reservation, the customer will receive the travel contract, including the General Terms and Conditions, along with an optional offer for travel insurance (hereinafter referred to as "Documents"). The Documents will be sent via email or post, depending on the customer's preference, with adequate time for review and execution. Detailed instructions for completing the travel contract and payment of the deposit and/or balance will also be provided.

### Reservation and Travel Contract

The customer will receive all necessary information regarding the contract, payment details, and deadlines for completing the purchase.

The customer is required to review all details in the travel contract. By signing the contract, the customer agrees to its terms, including the General Terms and Conditions, and confirms the accuracy of their personal information. The customer also acknowledges receipt of all attachments constituting an integral part of the travel contract.

### Payment

Payments are made based on the details provided in the travel contract. Typically, a deposit of 25% is due at the time of contract execution, with the balance payable no later than 30 days before the tour start date unless otherwise specified. For last-minute bookings or tours scheduled within one month, full payment is required at the time of booking.

If the remaining balance is not paid by the deadline specified in the contract or prior to the start of the tour, ZENVENTURE LIFE reserves the right to cancel the booking. Payments can be made in cash or via bank transfer to the travel agency or tour operator's account. In some cases, customers may be required to pay directly to the organizing tour operator.

If the tour is canceled, ZENVENTURE LIFE will promptly refund the customer the full amount paid.

### Travel Documents

Customers are required to carry valid travel documents when traveling abroad.

It is the customer's responsibility to comply with the customs, immigration, and health regulations of the destination country. Any costs arising resulting from non-compliance are the responsibility of the customer.

Customers will be informed of passport and visa requirements applicable to their destination. It is their responsibility to verify the validity of their travel documents. Further information on visa, safety, and travel conditions is available from the Ministry of Foreign Affairs.

### Customer Rights and Responsibilities

Travel insurance, including trip cancellation coverage, is not included in the price of the tours but is highly recommended. The insurance agreement is concluded directly between the customer and the insurance provider. Customers should consult their physician regarding their ability to participate in activities included in the tours. ZENVENTURE LIFE assumes no responsibility for any health issues, injuries, or accidents resulting from poor judgment of physical condition or non-compliance with safety instructions.

**Tour Cancellation Policy**

Customers may withdraw from the travel contract without cancellation fees before paying the deposit or signing the contract. Once the contract is executed, the following cancellation fees apply:

- Up to 60 days before departure: 50% of the tour price.
- From 59 to 30 days before departure: 80% of the tour price.
- From 29 days until departure: 100% of the tour price.

For cancellations due to serious health reasons, with an official medical certificate, the full amount will be refunded (excluding specific flight conditions).

**Complaints**

The customer must report any defects in services immediately on-site (to the travel representative or directly to the hotel) to allow for resolution. If the issue cannot be resolved on-site, a formal complaint must be filed with the travel agency no later than one month after the tour's conclusion.

**Travel Agency/Tour Operator Rights and Responsibilities**

ZENVENTURE LIFE reserves the right to adjust tour dates, cancel tours with insufficient participants, or make necessary changes to the itinerary due to unforeseen circumstances. Customers will be notified promptly. ZENVENTURE LIFE reserves the right to make necessary changes, such as price adjustments due to exchange rate fluctuations, or to cancel tours with insufficient participants (notification will be provided at least 21 days in advance).

**Data Protection**

ZENVENTURE LIFE processes personal data in compliance with applicable regulations. By making a reservation, the customer consents to the use of their data for organizing tours and marketing purposes. Customers have the right to access, correct, or request the deletion of their data.