

Terms and conditions

Confirmation

1. Once payment has been received confirmation voucher will be sent on the email provided.
2. Payment of the quoted amount constitutes binding acceptance by the client of the services offered on the terms set out herein.

Changes or cancellation

Changes

1. If you wish to change your booking after the confirmation has been sent and full payment has been made, you should contact ET-Holidays on ETH@ethiopianairlines.com All changes are subject to availability and must be advised in written form.
2. Amendments for travel arrangements might not be possible after confirmation; hence a cancellation charge of up to 100% might apply.

Cancellations

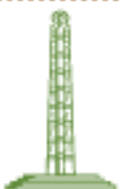
1. If you or any member of your party wishes to cancel your booking once a booking has been confirmed and voucher has been issued, the Lead Name must notify ET-Holidays in writing. The cancellation charges you will be required to pay, will be calculated based on the date we received the written notification and the booked departure date. Please note we cannot refund amendment fees.
2. Specific and more restrictive cancellation charges will apply during peak periods e.g. public holidays, exhibitions, conferences, special events, AU Summit, Christmas and New Year which will be advised at the time of booking.
3. The below cancellation policy is applicable for the Stopover program
Prior to scheduled date of arrival - Cancellation charge
3 days or less and no show - 100%

Liability

1. We accept responsibility for ensuring that the travel arrangements you book with us are supplied as described in the ancillary sales. We accept responsibility for the partial or full omissions of the tour package.

Your responsibility

1. You must ensure that you and all customers named on your booking have valid passports, any appropriate visas and vaccinations if required. We are not liable



for any costs resulting from your failure to meet these requirements. Please check with the appropriate tourist board/embassy of the destination you are travelling to prior to departure to ensure you have fulfilled any visa/passport requirements in good time before you depart.

2. You are responsible for ensuring that any existing medical conditions or disabilities, which may require assistance, are declared to us before you book your Holiday or, if newly diagnosed, before the date of departure. In all circumstances it remains your responsibility to ensure that you are fit to travel and to participate in all of the services and facilities which you have booked and undertaken and also that you have taken the relevant travel and medical insurances.

Insurance

1. Clients are advised to take out their own adequate insurance to cover health, accident, cancellation, loss / damage and/or theft of possessions and curtailment.

Visa Requirements

1. Visa requirements and costs thereof have not been considered in the quotation/ booking.
2. These need to be clarified directly with the consulates of the countries visited.
3. These requirements vary according to the nationality of the passport held.

★REMARKS:

1. Tour fare quoted in US dollars.
2. Come experience the coffee journey and city tour are only available during the daytime.
3. Tour itinerary may be changed/ deleted subject to natural calamity or disaster, weather conditions, civil unrest, suspension of services rendered by transport/ accommodation facilities, provision of transportation not based on the original operational plan, governmental orders, or other circumstances beyond the Company's control.

