



ANEKA KARTIKA

tours & travel service

Terms and Conditions

Please read these terms and conditions of use carefully before using or obtaining any materials, information, products, or services through this site. By accessing, using, or obtaining any content, data, materials, information, products or services through the Aneka Kartika Tour and Travel Services, you agree to be bound by these terms and conditions (“Terms”). If you do not accept all these Terms, then please do not use our service.

General Information

You must be ready for pickup at the scheduled pick up time and location. If you are not ready for pick up at the selected time and location, our guide will be left behind after 1 hour waiting and your booking will be considered void. You may request a reschedule based on approval by the tour operator and availability on your selected date. If you experience flight delay due to force major, please immediately request for delay pick up notice. The transport may vary. The tour operator will replace them with similar services and items based on availability, type, and standard as specified in the itinerary.

Confirmation

This service will be provided by Aneka Kartika Tours. You are suggested to correctly and filled out all the information needed. When your booking has been verified, we will process all you need your request. Everything envisaged by the section in question must be correctly and filled out. We can only accept the booking form signed, confirming that you and the other people have accepted our terms and conditions booking and conclusion of the contract. During any type of tour, you must follow the scheduled itinerary and instructions from the tour leader. The scheduled itinerary may change depending on external factors including but not limited to weather conditions, road traffic conditions, and other unforeseeable circumstances.

Payment

Payment of any booked service must be made in full 30 days before the arrival. All payments should be free and clear of any withholding tax and deduction. All payments must be free of any withholding tax and deduction. Any bank payments for the remittance (by the bank or the intermediary) would be strictly charged to the payer. Any payment has been made are not eligible for refund, unless specified or agreed.

Cancellation Policy

- Cancellations made less than 14 days prior to selected visit date are not eligible for a refund and will be charged 100% of the total amount of any arrangement as per invoice, unless specified or agreed (+ viviTravels service cost). If the booking for the following period is canceled for any reason, clients are still eligible to reschedule for current arrangement by your own designed date without any surcharge

- Cancellations made less than 30 days prior to selected visit will be charged 50% of the total amount of any arrangement as per invoice, unless specified or agreed (+ viviTravels service cost). If the booking for the following period is canceled for any reason, clients are still eligible to reschedule for current arrangement by your own designed date without any surcharge
- This booking is non-refundable. This policy applies once you made any payment to our account.
- If you request to change your reservation after the confirmation invoice is issued, you want to change your arrangement of the trip in any way, from the date of departure to the choice of accommodation, we will try to make these changes (based on availability).

Complaints

If you have any complaints, please report any misunderstanding to your Tour Adviser operator who will do everything possible to solve the problem to problem immediately. If the situation is not resolved satisfactorily, it is must notify the company in writing within 14 days of the end of tour. If you do not write to us within this time, this will affect the investigation and the outcome of the complaint. In case of events and circumstances beyond our control, we reserve the right to modify the route in whole or in part, to safeguard safety and well-being of our valued passengers. Our Tour Advisor operator is unable to take responsibility for business agreements beyond our control, such as natural disasters, industrial disputes, reasons for threat or war, riots, civil unrest, terrorist activities, technical problems for transport, climatic conditions extreme, closure of airports and seaports and similar events outside ours control, or that they are due to exceptional and unforeseeable circumstances outside of your control. We hope with this we can satisfy your needs