

Before booking with us, please make sure that you agree with our way of travelling and have read the booking conditions very carefully. If you are making a booking for a friend or relative, please make sure that they are fully aware and accept the booking conditions. If something is not clear about the booking conditions, please contact us.

Travelling in Asia

We hope you will discover the 'Real' Thailand, so please be flexible and keep in mind that people in Asia have another way of thinking and living. The standard of transport, accommodation, hygiene and safety may not be the same as in your home country. People booking with us, need to have an open-minded attitude towards the local Asian way of life and accept our way of 'Eco conscious' traveling. Prepare yourself to adapt to a different climate, food and culture.

Travel insurance is compulsory

Travel insurance is compulsory when travelling with the Roots of Asia. On arrival, you will need to show proof of insurance to your trip leader.

Safe travel

We recommend to book your flight tickets directly with the airlines, to avoid hidden cancellation costs. In case you need to change your flight it is much easier to deal with the airline directly. Make sure your international passport is valid 6 months after your arrival date in Asia. Although we keep you up to date with the current travel restrictions, it is your own responsibility to follow the latest travel restrictions.

Bookings conditions

1. The holiday contract

- a. After reading and accepting our way of travelling, the Traveller needs to fill in the online registration form. We will process and confirm with the traveller as soon as possible and arrange for payment of the deposit.
- b. The contract between the 'Roots of Asia' and the Traveller, comes into existence from the date that the travel agent sends a confirmation invoice and after receiving the deposit.
- c. The contract, including all matters arising from it, is subject to Thai law. Complaints that can not be mediated between both parties are the exclusive jurisdiction of the Thai Courts.

2. Tour payment

To guarantee your booking we ask for a non-refundable deposit. Full payment should be made no later than 2 months or 60 days before departure. If the Traveller books less than 2 months before departure he / she needs to pay the full amount of the tour immediately. Please notice: Roots of Asia, co. is a Thai company, payments will be requested in Thai Baht. We will convert the price in Euro/Dollar to Thai Baht, according to the exchange rate of the billing day. Prices in Euro/ Dollar are indicative only and are subject to change.

3. On Tour

a. While on tour the Traveller accepts the authority of the Tour Leader or Local Guide at all times. If the Traveller does not follow the guidelines of the Tour Guide and/or endangers the safe and happy progress of the tour, the Traveller can be excluded from all or part of the tour without any refund.

b. If the Traveller becomes disruptive during the course of the tour the Tour Guide has the right to end the contract with the Traveller, or to negotiate return to the hotel or to the place of departure, with no further liability. The inconvenience and costs associated to the disruptive behavior are the responsibility of the Traveller.

4. Age

Our tours are designed for healthy travellers of all ages; we feel that age should not be a barrier for joining our trips. However, it is in the interest of all group members that everyone is able to fully participate in most activities of our tours. If you have any doubts or concerns, please contact us.

5. Fitness level required for our Tours

Please be aware of the adventurous nature of our way of travelling. The Traveller needs to be in good health and have a flexible attitude.

6. Travel insurance is compulsory

a. Travel insurance is compulsory when travelling with the Roots of Asia. It must provide cover against personal accident, medical expenses, personal liability and emergency repatriation. We strongly recommend an insurance that covers cancellation and loss of luggage. Please, check if your travel insurance covers adventurous excursions (as mountain biking, diving, rafting) and if not, you do all activities at your own risk.

b. If you have any pre-existing medical condition, please inform us. You must inform your travel insurance company and ask them a written confirmation that your condition is covered. If you are not insured for your condition we are unable to take you on tour.

7. Luggage

Roots of Asia can not be held responsible for the loss or theft of luggage. If you carry very expensive goods, we recommend you to get appropriate insurance.

8. Travel documents & vaccinations

a. The Traveller is wholly responsible for being in the possession of a valid passport (which is valid for 6 months beyond the duration of the trip) and correct visas (if necessary).

b. The Traveller is responsible for getting any required vaccinations for their journey. As a tour operator we do not have medical competence, so we advice our clients to evaluate the given information (in the safe travel section) with their doctor.

9. Single Travellers

If you are travelling alone and are willing to share a room, please let us know at the time of your booking, we may be able to match you with another traveller. If we are unable to this, we will charge you a single surcharge.

10. Minimum group size

Our tours require a minimum of six people.

If we don't get to the minimum group size, we will inform you in advance. We can guarantee that the trip will take place, with some changes to the program, some parts of the trip will be without the Tour Leader, but with local guides. The surcharge will depend on the group size. Roots of Asia reserves the right to decline any booking at their discretion.

11. Cancellation by the Traveller

Refund after cancellation by the Traveller depends on the date we receive a written notice of cancellation.

- 60 days or more prior to trip departure: loss of deposit
- Between 59 and 30 days to departure: we will refund 40% of total booking cost.
- Between 29 and 15 days to departure: we will refund 20% of total booking cost.
- Between 14 and 7 days to departure: we will refund 10% of total booking cost.
- Less than 7 days prior to departure: no refunds

No refunds will be made if you voluntarily leave the tour. We strongly advise you to arrange a cancellation insurance at the time of booking your flight.

Please notice that this is our cancellation policy for Thailand and Bali trips. Do notice that the refund policies of our Nepali - Bhutanese or Indian local agents might be slightly different.

12. Customer friendly changing fees

Prior to the tour departure, the Traveller can transfer his tour to another suitable person that is able to meet the conditions of the holiday contract. If all suppliers agree to accept the name change, a transfer will be allowed. An administrative fee will be charged.

13. Changes or cancellation by the Roots of Asia

Please note that prices and itineraries are subject to change. Prices are based on the exchange rates and costs current at the time of pricing. Prices for tours are indicative only and may alter slightly up to a maximum of 10 %. The price of your trip is guaranteed when you have paid your deposit. In the unlikely event that we need to change the planned itinerary due to local circumstances, we will do our best to ensure an alternative tour is arranged in conjunction with the group. If we cancel a group tour for which you have fully paid, we will give you a full refund. 'Roots of Asia' is not responsible for any incidental expenses that may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights, etc...