



GENERAL TERMS AND CONDITIONS ANAM Travels

1. **Company: ANAM Travels**

These terms and conditions apply to ANAM Travels, which organizes journeys and is a collaboration between LIZANNE LANSER and ANCIENT ALCHEMY WISDOM (Claudia Bolleurs).

2. **Payment Terms**

Registration can be completed via the website or email. By registering and making a (partial) payment, you agree to these general terms and conditions. You have the option to pay for the trip in one or two installments. Upon receipt of the (partial) payment, your spot on the trip is secured. The deadline for the second installment is specified on the website and in the confirmation from ANAM Travels.

3. **Prices**

The prices listed at the time of registration on the website and in the registration confirmation are part of the agreement.

4. **Cancellation**

Cancellations must be made in writing via letter or email.

- For cancellations up to 60 days before departure, the paid amount minus €750 will be refunded.
- For cancellations between 60 and 30 days before departure, 50% of the trip cost will be refunded, with a minimum of €750 retained.
- For cancellations within 30 days of departure, no refund is possible. If the full trip cost has not yet been paid, the remaining amount is still due.

If the trip cannot proceed due to force majeure (e.g., negative travel advice), the trip will be rescheduled. Your payment will automatically apply to the new trip. If ANAM Travels cannot offer a new trip, you will receive a cancellation notice via email, and the full amount paid will be refunded.

5. **Exceptions to the Cancellation Policy**

If ANAM Travels cancels a trip due to severe weather, natural disasters, political unrest, government policies, or border closures, refunds cannot be guaranteed. We will make every effort to recover costs, depending on the cooperation of local accommodations, centers, guides, etc. We recommend purchasing travel and cancellation insurance to cover these risks. Please note that we do not reimburse airline tickets. No refunds or discounts are available for late arrivals, flight changes, canceled flights, travel delays, or illness. Travel and cancellation insurance is strongly advised.

6. **Insurance**

ANAM Travels is not a member of the General Dutch Association of Travel Agencies (ANVR) or the Travel Guarantee Fund Foundation (SGR). We recommend purchasing travel and cancellation insurance to cover unforeseen events during your trip. ANAM Travels is not liable for such events.

7. **Liability**

ANAM Travels is not liable for any damage or injury (physical or material) incurred during the booked trip. Participants are responsible for their own actions at all times.

8. **Group Size**

The minimum number of participants for each trip is indicated on the website. If there are insufficient participants at the start of the trip, we reserve the right to cancel or reschedule the trip. Your payment will automatically apply to the new trip. Once the new date is announced, you have 14 days to cancel, and the full amount paid will be refunded. If the trip is canceled, you will receive confirmation via email, and the full amount paid will be refunded.

9. **Special Pandemic Arrangements**

In the event of a sudden outbreak of COVID-19 or another virus in the destination country that endangers participants' health, the trip will be rescheduled. Your payment will automatically apply to the new trip. The same conditions as mentioned in point 8 apply.