



## Zoe Yacht by Byzas Tours

Address: Ergenekon Cad. 20/2, Pangaltı, Şişli, İstanbul, Turkey.  
Phone number: +90-212-2257670 Fax: +90-212-2257669  
Web: www.byzastoursturkey.com  
Email: info@byzastoursturkey.com  
TURSAB Member License No: A5339

### Instructions:

**One person should make the booking on behalf of everyone who is going on the tour, as follows:**

1. Please print out this booking form, fill in all of the requested information below and sign it.
2. Then either email it to us as a scanned copy or smartphone photograph, or fax it to us at +90-212-2257669.  
(If faxing, replace the + sign with your international dial-out code: 011 from USA, 00 from Europe, 0011 from Australia)

**By signing this form I have read and agreed to all the terms & conditions that are enclosed further below.**

### Payment Details:

I hereby authorize Byzas Tours to bill my credit card at booking time with the following amount in Euro for the travel service:

Total Cost For This Travel Service: \_\_\_\_\_ EURO.

### Service Details:

Brief description of service and date requested:  
(we will follow your emails for the full details)

Name of Hotel/Cruiseship in Istanbul:

Mobile Phone Number while in Turkey:

### All Traveller Names in CLEAR BLOCK CAPITALS:

➤ Please enter all traveller names **exactly as shown on passport** and **passport numbers** (required by Turkish law).

MR./MS.	FIRSTNAME (and any middle names)	SURNAME	PASSPORT No.

### Credit Card Details:

*** Cardholder's Name:	
*** Type (VISA or Mastercard only):	
*** Credit Card Number:	
*** Expiry Date (MONTH/YEAR):	
*** CVC/CVV No. (Last 3 digits on back of card):	
*** Signature:	
*** Date of Signing:	
*** Billing Address:	
*** Country:	
*** Email:	
*** How did you hear about us?	

**Please ensure you have completed and signed the form before returning to us as instructed above.**



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### GENERAL TERMS & CONDITIONS

The payment of required deposit(s) or full payment of a reservation constitutes consent to all provisions of the terms and general information contained herein.

All rates are quoted in EURO and already include all necessary VAT and taxes.

We will bill your credit card based on the effective sales rate stated by the Central Bank of Turkey for the specific date of the transactions. We are not responsible for additional credit card fees or discrepancies assessed by your local bank.

### BOOKING PROCEDURES FOR RESERVATION OF SERVICES

One person should make the booking and payment on behalf of everyone who is going the tour. We require an online reservation/fax/email message of this person's credit card details using a signed and completed credit card booking form, as a guarantee to proceed with reservations of services and payment on everyone's behalf. (Multiple booking forms and/or credit cards for different travellers going on the same travel service are not accepted). This person will also be responsible for making sure all payments due are paid on time and will be responsible for passing on, all information, vouchers, schedule changes or any other information forwarded by Byzas Tours to him/her, to their accompanying traveller/s.

On receipt of your credit card booking form, we will proceed with the necessary reservations. On completion, we will email you a full confirmation of service/s and any documents necessary for your reference to keep, print and bring with you. Please check your booking confirmation and all other documents thoroughly as soon as you receive them, as the responsibility is yours to advise us without delay about any details that appear to be incorrect - it may not be possible to make amendments at a later date.

### PAYMENT

Byzas Turizm Ltd accept Visa and MasterCard for payment for all programs. No second-party credit cards or debit cards can be accepted. Alternatively, bank money transfers are also accepted for advance bookings (subject to 20 Euro processing fee for bank transfers).

A reservation is required using our secure online booking system or via our credit card booking authorization form for all transactions. For security purposes, we do require your signature if using our credit card booking form.

The total amount will be billed at booking time. Please ensure your credit card has been authorized for transactions overseas. We are under no duty to provide any services or travel documents to the client unless due payment is completed. We reserve the right to cancel a reservation/s where we are unable to process a credit card for due billing and/or don't hear back from you in due course in this regard.

### PRICING & AMENDMENTS:

The tour prices quoted are valid for dates of the respective tours only. Before full payment or deposit for a travel service is received, Byzas Tours reserves the right to amend prices due to any circumstances outside the control of Byzas Tours such as but not limited to changes relating to governmental action, increases in transportation costs (including schedule airfares and the cost of fuel) changes in any dues, currency fluctuations, taxes or fees chargeable for services (including landing taxes or embarkation / disembarkation fees at airports), increases in admission fees or any other unforeseen circumstances.

The pricing of any service/s quoted per person is based on the full number of participants taking part in the service/s (as the calculated total cost is shared between this number of participants). If the number of participants decreases for any reason after confirmation, then Byzas Tours has the right to increase the cost per person for the remaining participants to cover this difference.

### CHANGE FEE

Once your booking is confirmed, any subsequent changes requested by the client regarding any service, accommodation, flights, cruises, tours, transfers, dates, schedule, program revisions and any other changes will incur a change fee of 50 € Euro every time a change is made plus any applicable fee imposed by our suppliers such as airlines, yachts, boats, hotels, guides, catering and land suppliers. Additional cancellation fees may also apply. No requested change can be guaranteed.

In the case of bookings using custom/discount/special-offer pricing, we reserve the right to invalidate custom/discount/special-offer pricing if you make any changes to your confirmed itinerary.

All change requests must be requested, agreed and confirmed in writing more than 24 hours ahead of your confirmed service start time.

### CANCELLATION POLICY

Clients can cancel at any time. The cancellation will be effected at the time that Byzas Turizm Ltd receives a written request from the client, and regardless of cause the following cancellation charges will apply:

- More than 7 days prior to commencement of first service: 20% of the total amount.
- 0 to 7 days prior to commencement of first service: 100% of the total amount. No refund.
- No refund is given for a partially used or untaken service.

Should the customer or any one or more of the persons for whom he has booked the program wish to cancel the program, whatever the reason for such cancellations, Byzas Turizm Ltd must be advised thereof in writing under the signature of the customer. We highly recommend that all clients purchase trip cancellation insurance.

### REFUND OF UNUSED SERVICES

Once the first day of service has commenced, no refunds can be made for any specific cruise, tour, accommodation, sightseeing and other services not taken.



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### CRUISE CLAUSE

Unless cancelled by the vessel's captain due to weather conditions, mechanical problems or other factors, cruises take place rain or shine. Occasionally we may be required to operate the cruise program with another vessel as long as this vessel is of the same or higher standard. We reserve the right to add, withdraw, substitute and/or vary advertised routes, prices, departure times, vessels and locations without notice if considered necessary for the safety and welfare of the vessel, its passengers and crew. Passengers offered a suitable alternative cruise, program or vessel are not entitled to any refund. However, reasonable effort will be made to maintain arrangements. In the case of Airport-Yacht Transfers, where arrival flights are delayed more than 1 hour for whatever reason, please note that an extra fee of 125 € Euro per hour will be applicable to have the yacht continue waiting for you.

### AIRLINE CLAUSE

The airlines concerned and their agents and affiliates are not to be held responsible for any act, omission or event during the time passengers are not on board their conveyances. The airline passenger tickets when issued shall be the sole contracts between airline and buyer/passenger of these tickets.

Byzas Tours is not responsible in the event of cancellation, delays, unscheduled extensions to the holiday or additional fees caused by the airline due to itinerary or departure changes, strikes, flight delays, bad weather or any other cause beyond the control of Byzas Tours, as we only supply the tickets therefore we are not obligated by airline schedule changes. In the unlikely case of such event/s, it is understood that any additional expenses relating to those will be for the passenger's account.

### HOTEL CLAUSE

Hotel rooms are allocated run of the house by the hotel administration, so final rooming and location is solely their decision. Byzs Turizm Ltd is not responsible for any act, change, omission, delay, injury, loss, damage or nonperformance occurring in connection with these hotels, as we only make the hotel reservation/s therefore we are not obligated by hotel changes. For any hotel/room related issues, please contact the hotel directly.

### LATENESS POLICY

Please be ready at the right time and location, as indicated in our confirmation/correspondence. If coming to a meeting/departure/pick-up point, please ensure you allow sufficient time to reach and find the confirmed location. If you are late for a travel service, the service may not be able to wait for you, may be of shorter duration, or may be considered as an untaken service/no-show.

### SERVICE REQUEST

It is the customer's responsibility to request the correct dates, locations and times for services as we arrange the services according to this. Once services have been confirmed, we do not accept responsibility for extra costs incurred if the customer requested the wrong date/time/location for service or wishes to change any of these for any reason.

### TRAVEL DOCUMENTATION

It is the responsibility of the clients to be in possession of a valid passport, visa permits, vaccinations, preventative medicines and other medical certificates and all necessary travel documents. Byzs Turizm Ltd is not liable for damages arising from changes in regulations or laws to the necessary travel document requirements. Information about these matters is given in good faith by Byzs Turizm Ltd but without liability.

### TRAVEL INSURANCE

Adequate insurance is strongly recommended for all clients to cover at least but not limited to health, medical and repatriation expenses, loss of luggage and cancellation or curtailment of a service and should not exclude any planned adventure activities from the time of booking for the full duration of the product as a minimum. Byzs Turizm Ltd accepts no liability on the client's behalf where Byzs Turizm Ltd has provided a product of reasonable standard. Clients are fully responsible for arranging their own insurance.

### LOST & FOUND

A guest's personal belongings are the sole responsibility of himself. In the event that you leave a personal belonging at your accommodation/restaurant/airport/airline/vessel, please contact them directly for arranging its return. In the event that you leave a personal belonging in a vehicle, please contact us and we will make every effort to get it back to you. Vehicles may be scheduled to different locations and may not be able to return your belongings immediately or prior to your departure, so please ensure to make a thorough sweep for your belongings before vacating vehicles. All shipping costs and custom fees (where applicable) for the return of lost & found items are for the guests account.

### HEALTH & CONDUCT

Prior to booking, all clients are expected to satisfy themselves that they are fit and able to complete the itinerary of their chosen tour as described in the brochure. Any clients with pre-existing medical conditions or illness must declare the true nature of such conditions at the time of booking, and make arrangements for the provision of any medication or other treatment which may be required during the tour. Such a client is required to provide a medical statement from a General Practitioner to confirm they are fit to travel. Failure to make such disclosure will constitute a breach of these booking conditions and relieve Byzs Turizm Ltd from any obligations and liability.

### CANCELLATION BY BYZS TURIZM LTD

Byzs Turizm Ltd reserves the right to cancel any confirmed booking in any circumstances, however, Byzs Turizm Ltd will not cancel a guaranteed departure service except in the unusual circumstances of force majeure, defined here as war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, flood, drought, adverse weather conditions, flight or cruise cancellation, airport regulations and closure, unforeseen alterations to public transport schedules, rescheduling of aircrafts, boats or any other external circumstances beyond the control of Byzs Turizm Ltd. Compensation is not available if Byzs Turizm Ltd is forced to cancel or in any way change a program due to force majeure but where Byzs Turizm Ltd is unable to provide the program booked, Byzs Turizm Ltd will return to the client all monies paid to Byzs Turizm Ltd or offer an alternative date, service or holiday of comparable standard.

\* We do not accept any responsibility for any client who contravenes any law or regulation of any of the countries visited while on the program.



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### **RESPONSIBILITY OF BYZS TURIZM LTD**

Byzs Turizm Ltd is responsible in making all the arrangements for everything specified in the services and itineraries but our liability and responsibility does not extend beyond the vessel "Zoe Yacht"; any arrangements made by or for passengers either before boarding or when disembarking are at the passenger's own risk. Byzs Turizm Ltd does not own or control any ground transportation or hotels. All of the carriers, hotels and other services provided and for which we bring together in our programs are independent contractors and are not agents or employees of the company. Nevertheless, all of the service provided bears Byzs Turizm Ltd's guarantee and responsibility for quality service, with which we provide all of our customers. All travel documents issued by Byzs Turizm Ltd, in written paraphernalia or to the customer, are subject to the terms and conditions specified by the laws of Turkey. In case any of the services included in our tour packages cannot be provided at the time of the tour for reasons beyond the control of the company, then Byzs Turizm Ltd is responsible in providing equally comfortable and interesting alternatives. Any resulting difference resulting from the customer's choice of the alternatives, shall be payable by the customer during their stay.

### **LIABILITY OF BYZS TURIZM LTD**

Byzs Turizm Ltd services may contain an element of risk to the personal safety of the client that other package holidays or trips may not contain, particularly in the case of cruises, adventure or sailing holidays. By accepting these booking conditions clients are aware of the risks inherent in their chosen travel and clients undertake such risks at their own volition. Byzs Turizm Ltd accepts no liability of client's damages where Byzs Turizm Ltd has fulfilled its duty of care to clients by providing services of a reasonable standard. Byzs Turizm Ltd accepts no liability if there has been no fault on the part of Byzs Turizm Ltd or its' suppliers, and the reason for the claimed damages was either the client's fault or a result of unusual circumstances beyond the control of Byzs Turizm Ltd by force majeure and the consequences of which could not have been avoided even with all due care.

In respect of carriage by air, sea and rail and the provision of accommodation, Byzs Turizm Ltd's liability in the said cases will be limited in the manner provided by the relevant international conventions.

Byzs Turizm Ltd accepts no liability if additional costs to the client are incurred through delay, accident or disruption of the service/s beyond the control of Byzs Turizm Ltd by force majeure.