

## **Bistouille Ltd & Happy Camel Ltd**

P.O. Box - 13  
Ulaanbaatar - 46  
Mongolia  
Tel: +97699538295

E-Mail: [info@mongolian.travel](mailto:info@mongolian.travel)  
Web: <https://mongolian.travel>

### **Tour Reservation Form**

#### **Tour Choice and Dates:**

Tour Choice: \_\_\_\_\_  
Trip Dates: \_\_\_\_\_  
Trip Cost: \_\_\_\_\_

#### **Participant Information**

Full Name (as listed on passport) \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone :( Home) \_\_\_\_\_  
(Work) \_\_\_\_\_

Email \_\_\_\_\_

Passport No. \_\_\_\_\_ Exp. Date\* \_\_\_\_\_

*\*Your passport must be valid for at least six months  
beyond the tour start date*

Date of Issue \_\_\_\_\_ Place of Issue \_\_\_\_\_

Date of Birth \_\_\_\_\_ Place of Birth \_\_\_\_\_

Citizenship \_\_\_\_\_ Occupation \_\_\_\_\_

Age \_\_\_\_\_ Gender \_\_\_\_\_

**Signature** of the applier \_\_\_\_\_

Dietary restrictions, if any \_\_\_\_\_

In Case of Emergency Please Notify (Name /phone  
number) \_\_\_\_\_

Describe any health problems \_\_\_\_\_

Tell us about yourself (hobbies, languages spoken,  
interests) \_\_\_\_\_

#### **Accommodation**

- Traveling together with  
 Please assign a roommate if possible (*I agree to pay  
for a single if no roommate is available*)  
 Traveling alone and prefer single room wherever  
available (*will pay single supplement*)

### **General info**

All clients must have comprehensive travel insurance cover before and while travelling with us. All passengers must come with travel insurance that should cover any accident, incident and related consequences during your stay in Mongolia.

We highly recommend that you purchase your insurance policy at the same time as you book your tour as you will then be covered Cancellation and Curtailment before travel begins. Failure to provide adequate cover will result in clients being prevented from joining the tour until travel insurance purchased without a refund as per our booking conditions.

### **Definition: Cancellation and Curtailment**

The cancellation and curtailment section of a travel insurance policy provides cover when you need to cancel your holiday before you depart, or curtail (cut short) your holiday whilst you are overseas. The various reasons will be specified in the policy terms and conditions and many will cover you if you have to cancel due to illness, the illness of a close relative (as defined by policy), redundancy or other circumstances. When choosing travel insurance, look at the amount of cover provided for cancellation and curtailment and compare it to the cost of your tour and other travel arrangements which is usually per person. Travel insurance is designed to cover any unrecoverable costs as a result of cancelling or curtailing your holiday- so you can only claim for the costs that we won't refund.

### **Coronavirus**

All travellers need to ensure they purchase travel insurance policy that fully covers them for Coronavirus or other epidemic or pandemic. This should include diagnosis, exposure, treatment, repatriation, cancellation and curtailment. This gives you complete peace of mind that if you contract

Coronavirus or other similar disease at any time, or are placed in quarantine as a result of coming into contact with disease, that you are protected if you have to cancel or curtail your trip or you require medical treatment or hospitalised. Unfortunately, some insurers are not covering cancellation and curtailment due to Coronavirus at the moment. Please make sure you check all the details of any policy you purchase thoroughly and that it satisfies your requirements and risk.

### *Cancellations*

Should you or another member of your party need to cancel your holiday, you must tell us in writing. Your notice of cancellation will only be effective when it is received in writing to our email address. As we incur costs from the time we confirm your booking the following cancellation charges will be nonrefundable. Cancellation charge per person canceling, 35% not refundable.

### *Assumption of the risks of travel, of activities and release from liabilities and responsibilities*

Bistouille Ltd & Happy Camel Ltd act only as agent for the hotels, bus companies, railroads, or owners or contractors providing accommodations, transportation or other services.

Bistouille Ltd & Happy Camel Ltd are not responsible for personal injury during activities which clients might take such as horse riding, camel riding, yak riding, swimming, canoeing, kayaking, fishing, cycling, trekking, climbing or property damage or loss arising out of the act or negligence of any direct air carrier, hotel, other accommodations or other person rendering any of the services or accommodations offered herein.

The tour member agrees to the foregoing, and also agrees that Bistouille Ltd & Happy Camel Ltd shall not be or become liable or responsible for any loss, injury or damage to person, property or otherwise in connection with any accommodations, transportation, activities or other services, closure of airports resulting directly or indirectly from any acts of nature, dangers incident related to activities mentioned above and fire, breakdown in machinery or equipment, acts of government or other authorities, de jure or de facto, wars whether declared or not, hostilities or terrorist activities (real or threatened), civil disturbances, strikes, riots, thefts, pilferage, epidemics, quarantines, medical or customs regulations, defaults, delays or cancellations of or changes to itinerary or schedules, or from any causes beyond Bistouille Ltd & Happy Camel Ltd control, or for any loss or damage resulting from insufficient or improperly issued passports, visas or other documents, and that neither Bistouille Ltd & Happy Camel Ltd nor any of its affiliates or subsidiaries shall be or become liable or responsible for any additional expenses or liability sustained or incurred by the tour member as a result of any of the foregoing causes. Bistouille Ltd & Happy Camel Ltd reserve the right, prior to departure and after departure, to re-price, cancel or to withdraw any tour for any reason whatsoever, and to alter or omit any part of the itinerary, to substitute hotels or tour leaders, or to change any means of conveyance without notice and without allowance of refund, whenever, in its sole judgment, conditions warrant, or if such changes result from circumstances beyond the control of Bistouille Ltd & Happy Camel Ltd, or if it deems it necessary for the comfort, convenience or safety of the passengers, with the liability for increased costs -if any -borne by the trip members.

Bistouille Ltd & Happy Camel Ltd reserve the right to decline to accept or retain any person as a member of a tour at any time if such person's behaviour or physical condition, in Bistouille Ltd & Happy Camel Ltd sole judgement, impedes the operation of the tour, or is detrimental to the safety, enjoyment or interests of other tour members.

If such person is asked to leave a tour in progress, that person will be responsible for charges incurred by his/her departure from the tour and/or return home, and such person waives the right to all claims and damages.

**Participant Responsibility.** Tour members assume the responsibility to select/design a trip most appropriate to their physical abilities and interests. Members are responsible for being in sufficiently

good health to undertake their trip and maybe required to obtain a physician's release to participate in the trip. Members are responsible for studying all pre-departure information, for conforming to basic standards of personal hygiene, and for acting in a manner considerate of fellow group members and the countries visited. Smoking is not permitted in buses, cars, vans, tent or yurt camps, restaurants, cafes, public places and other designated non-smoking areas.

**Airline Responsibility.** The airlines concerned are not to be held responsible for any act, omissions, or events, during the time passengers are not on board their planes. The passenger contract in use by the airlines concerned when issued shall constitute the sole contract between the airlines and purchasers of these tours and/or passengers.

***Trip member's agreement regarding complete assumption of risk of travel and release of Bistouille Ltd & Happy Camel Ltd liabilities***

I acknowledge the risks and hazards of travel in lesser-developed areas where injury, delay or unanticipated events may occur. I understand that I am undertaking travel to places located in lesser-developed nations where, among other things, a sense of urgency, attention to detail, standards of quality, hygiene, political stability, cuisine, sanitation facilities, cleanliness, level of infrastructural development, telecommunications facilities, methods of conducting business, medical evacuation, etc., may be deemed unsatisfactory and/or not equivalent to those found in the industrialized nations. I also understand that the normal level of medical treatment and services, including the presence of a physician or any other trained medical professionals and/or availability of prescription type drugs, may not be possible. By signing this statement, I accept responsibility for my own welfare and waive any future claims against Bistouille Ltd & Happy Camel Ltd. I fully release Bistouille Ltd & Happy Camel Ltd from any and all liability for any accident to my person, or any physical illness I may have during my travels or upon my return. I understand that neither Bistouille Ltd & Happy Camel Ltd nor any travel agent is responsible for my personal health.

***Changes to Itinerary, Group Travel Situations and Promotional Use***

Bistouille Ltd & Happy Camel Ltd have made every attempt to make the tour itineraries accurate. However, should circumstances change or there be circumstances beyond our control, it may be necessary to modify itineraries. Every effort is made to keep changes to a minimum and to maintain standards of similar category and quality. Travel within a group situation invariably involves compromise to accommodate diverse desires, travel goals, personalities and physical abilities of all group members. Bistouille Ltd & Happy Camel Ltd tour leaders and local guides may be required to improvise and exercise their good faith discretion and/or make decisions based upon the consensus of the group. These decisions may not always please each individual, but are intended to satisfy the larger desires of the group. I acknowledge and accept these aspects of group travel. I agree to release Bistouille Ltd & Happy Camel Ltd from any and all liability whatsoever in connection with such decisions. I understand and agree that Bistouille Ltd & Happy Camel Ltd cannot and does not guarantee a verbatim compliance with the itinerary and itineraries that have been furnished to me. I fully release Bistouille Ltd & Happy Camel Ltd from any and all liability in connection with the foregoing.

**Promotional Use.** I understand that Bistouille Ltd & Happy Camel Ltd reserve the right to take photographic records of any participants on their trips and I agree that Bistouille Ltd & Happy Camel Ltd may use such photographic records for promotion of its tours.

I confirm that I have read, fully understand, and agree to all of the terms and conditions contained herein, especially noting cancellation and refund policies, limitations of liability, participant responsibility and airline responsibility. I agree that in the event any part or portion of this Trip Member's Agreement Regarding Complete Assumption of Risk of Travel and Release of Bistouille Ltd & Happy Camel Ltd

Liability is found to be void or unenforceable, then such part or portion will be stricken but the rest of the Agreement will be given full force and effect.

***Disclaim***

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2. Any liability for damage to your computer hardware, data, information, materials and business resulting from the information or the lack of information available
3. Any errors, omissions, or inaccuracies in the information
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NAME (Please Print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATED \_\_\_\_\_

(Parent or guardian must sign if applicant is under 21 years of age)