

AMSAAN UK TERMS AND CONDITIONS

Updated 29 September 2026

1. General

These Terms and Conditions form a legal agreement (the "Agreement") between you as the traveller (the "Customer") and Amsaan Accessible Tours UK Ltd ("Amsaan UK") (VAT Number: 474008500).

The version of these Terms and Conditions in force when your booking is confirmed will form part of your contract with us. We may update these Terms and Conditions for future bookings, but any change to an existing booking will only be made in accordance with these Terms and Conditions and applicable law.

2. Acceptance of the T&Cs

These Terms and Conditions set out your rights when you purchase travel services, tours or travel packages from us.

By making a booking, you are accepting these Terms and Conditions.

We process personal information in accordance with our Privacy Policy.

These Terms and Conditions are governed by the laws of England and Wales.

3. Application of these T&Cs

An agreement will exist between us once you have paid the required deposit or other agreed initial payment and we have issued your booking confirmation.

If any part of these Terms is found to be invalid or unenforceable, the remainder will not be affected and will remain valid and enforceable.

3.1 Authority to Act

The person making the booking ("Lead Booker") confirms that they are aged 18 years or over and have the legal authority to accept these Terms and Conditions on behalf of all persons named in the booking ("the Party").

By making a booking, the Lead Booker confirms that all members of the Party have been informed of these Terms and Conditions and agree to be bound by them.

3.2 Acceptance of Terms

The Lead Booker accepts these Terms and Conditions on behalf of all persons included in the booking. The contract is formed between Amsaan and the Lead Booker acting on behalf of the Party.

Where a booking is made with the assistance of an Amsaan team member, including via video call or another communication method, the Lead Booker confirms that they have had the opportunity to review these Terms and Conditions prior to payment being taken.

3.3 Responsibility for Payment

The Lead Booker is responsible for ensuring that all payments due in respect of the booking are made in full and on time.

Where payments are not received by the stated deadline, Amsaan reserves the right to cancel the booking in accordance with these Terms.

3.4 Accuracy of Information

The Lead Booker is responsible for providing accurate and complete information for all members of the Party, including, but not limited to, full names as shown on passports, dates of birth, passport details, dietary requirements, medical conditions and contact information.

Amsaan shall not be liable for any loss, cost or disruption arising from incorrect or incomplete information supplied by the Lead Booker.

3.5 Communication and Instructions

Any communication, notice, amendment request, cancellation request or instruction provided by the Lead Booker shall be deemed to have been provided on behalf of all persons named in the booking.

Amsaan is entitled to rely on instructions received from the Lead Booker and shall not be required to seek confirmation from other members of the Party.

4. Your Booking with Amsaan UK

4.1 Booking Responsibility

When you make a booking, you confirm that you have authority to accept this Agreement on behalf of the persons included in the booking.

It is your responsibility to ensure that all details on your travel documents are correct.

Please note that bookings with Amsaan UK do not include flights to or from your destination unless we expressly confirm otherwise in writing.

Please verify that all names, dates and timings in your documents are accurate upon receipt and alert us immediately if there are any mistakes. Failure to inform us about any discrepancies may compromise your rights or result in additional charges where changes are required.

The booking details you share with us will only be relayed to the relevant suppliers of your travel services or others who are essential for coordinating your travel arrangements.

Information may also be shared with public authorities such as customs or immigration where required by law. This may include sensitive information you provide, such as disability details or dietary and religious requirements.

It is your responsibility to comply with any applicable vaccination or entry requirements in the country of travel. Amsaan UK will not be responsible if you are denied entry because you have not complied with applicable entry requirements.

4.2 Customer's Account Registration and Maintenance

To use specific features on Amsaan UK, you may need to create an account. You are responsible for safeguarding your account password and login information and for activity carried out through your account.

You must inform us promptly if you become aware of unauthorised use of your account.

Your account is intended for personal, non-commercial use only. You must not impersonate another person, use an email address that is not yours, or create multiple accounts for misuse.

Amsaan UK may suspend or terminate an account or website access where we reasonably believe there has been misuse, fraud, a breach of these Terms or another legitimate security or operational reason.

You can close your account at any time.

Amsaan UK is not responsible for unauthorised transactions caused by your failure to keep account credentials secure, except where responsibility cannot lawfully be excluded.

5. Deposits & Payment

Amsaan UK offers payment options depending on the type of tour and travel period, as set out below and in your booking confirmation.

5.1 Standard Tours

Unless a different payment schedule is stated in your booking confirmation, the following terms apply to standard tours:

- 20% of the tour price is payable as a non-refundable deposit at the time of booking, subject to your statutory rights and the cancellation rights set out in these Terms.
- The remaining 80% of the tour price must be paid no later than 40 days before the tour start date.
- The remaining balance may be split into equal monthly payments, provided the final payment is received no later than 40 days before departure.

5.1.2 Tours for the New Year and Christmas Period

For tours departing between 20 December and 4 January:

- 20% of the tour price is payable as a non-refundable deposit at the time of booking, subject to your statutory rights and the cancellation rights set out in these Terms.
- The remaining 80% of the tour price must be paid no later than 70 days before departure.
- The remaining balance may be split into equal monthly payments, provided the final payment is received no later than 70 days before departure.

5.1.3 Custom Tours – Individual Booking Requests

For custom dates and personalised inclusions:

- The deposit amount will be confirmed in the payment quote or booking confirmation.
- The remaining balance must be paid in accordance with the payment schedule shown in the booking confirmation.
- Where monthly payments are agreed, the final payment must be made by the date specified in the booking confirmation.

5.2 Processing of the Deposit and Balance

After you have paid your deposit, we may automatically process the remaining balance due on the date or dates specified in your booking invoice using the same credit or debit card used for the initial payment, where you have authorised us to do so.

If you need to change the payment card, please notify us at **info@amsaantours.com** at least five working days before the due date.

If payment is not received when due, we will contact you and allow up to 10 working days for the balance to be settled.

If payment remains outstanding, we may treat the booking as cancelled by you and apply the cancellation charges in Section 11.

Late payments processed 1–10 days after the due date may be subject to a £50 administration charge per transaction where applicable.

6. Tour Prices

6.1 Price Changes

The prices shown in our brochures, website, publicity and promotions are correct at the time of publication.

The total price of your package and what is included will be confirmed before your booking is accepted and will be shown in your booking confirmation.

Prices may be quoted in GBP (British Pounds), USD (US Dollars) or EUR (Euros).

Once your package travel contract has been concluded, we may only increase the price where the increase is a direct result of a change in:

- the price of the carriage of passengers resulting from the cost of fuel or other power sources;
- taxes or fees imposed by third parties not directly involved in providing the package, including tourist taxes and landing, embarkation or disembarkation fees; or
- exchange rates relevant to the package.

Any increase will be calculated by reference to the actual change in the relevant cost and the amount of that cost attributable to your booking.

We will provide a clear explanation and calculation on a durable medium.

No price increase will be made later than 20 days before the start of the package.

If the relevant costs above decrease after your booking is confirmed and before the package starts, you are entitled to a corresponding price reduction. We may deduct reasonable administrative expenses from any refund and will provide evidence of those expenses if requested.

If a price increase exceeds 8% of the total package price, we will give you the options required by the Package Travel and Linked Travel Arrangements Regulations 2018, which may include accepting the change or ending the contract without paying a termination fee.

Extra services or arrangements requested by you after booking may be charged separately at the price confirmed when the request is accepted.

Unless included in your booking confirmation, our prices do not normally include visa fees, locally payable charges, portage, personal expenditure, hotel extras, optional upgrades or other services purchased separately.

6.2 Terms for Usage of Discounts and Promo Codes

Amsaan UK may occasionally offer special discounts and/or promo codes for booking tours or other Amsaan UK services.

Unless the specific promotion states otherwise:

- Different discounts and/or promo codes cannot be combined unless we specifically state otherwise.
- Discounts cannot normally be applied to bookings that have already been made.
- Discounts and/or promo codes must be applied at the time of a new booking.
- If booking online, enter the promo code before completing checkout.
- If booking through a representative, provide the promo code before the booking is completed.
- Only one discount or promo code can normally be used per booking.
- Unless stated otherwise, a promo code cannot be combined with a returning-customer discount.
- Promo codes cannot be transferred to another person, exchanged for cash or used as credit unless the promotion expressly allows this.
- Discounts apply only to eligible items and are subject to availability.

- We may change or withdraw discounts and promo codes for future bookings. Any rights already acquired under a confirmed booking will not be affected.

7. Passport, Visa and Immigration Requirements

It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your travel.

We do not accept any responsibility in the case of you being unable to travel due to not complying with any such requirements.

Ensure your passport(s) are valid for at least 6 months beyond your return date and have at least 3 blank pages for visas, entry and exit stamps.

You also need to ensure that you have all necessary travel documents, including valid visas, health documents, insurance, driving licences and any other documentation required for entry or other travel regulations of the country you're visiting.

Amsaan UK is not liable for any issues arising from failure to obtain such documents or to comply with entry requirements.

8. Insurance

Travel insurance may be included with certain Amsaan packages.

Where insurance is included, the policy is provided by a third-party insurer and/or insurance intermediary and is subject to that provider's own policy terms, conditions, exclusions and eligibility requirements.

Amsaan UK is not the insurer.

If insurance is included in your package, this will be stated in your booking confirmation.

The insurance provider and details of the cover will be confirmed in your insurance documentation.

You are responsible for reading the policy documents carefully and making sure you understand the cover, exclusions, limits and claims process.

8.1 Information Required for Insurance

Where insurance is included, Amsaan UK may need to provide information from your booking to the insurer or insurance intermediary so that cover can be issued for the named traveller or travellers.

This may include your full name, date of birth, passport details, nationality, country of residence, residential address and contact details.

You are responsible for ensuring that the information supplied to us is accurate and complete.

If required information is not provided within the requested timeframe, we cannot guarantee that insurance cover can be issued.

Where the insurer or intermediary requires any confirmation, declaration or action directly from you, you must complete this within the required timeframe.

8.2 Claims and Questions About Cover

Insurance claims are handled by the insurer in accordance with the policy terms.

If you have questions about the scope of cover, exclusions, eligibility or a claim, you should refer to the insurance documentation and contact the insurer or insurance intermediary using the details provided in the policy.

8.3 Additional Insurance Recommendation

Amsaan trips do not normally include flights.

Any insurance included with your package may not cover every risk connected with independently booked flights or other arrangements.

We strongly recommend that you check your cover and, where necessary, arrange suitable additional comprehensive travel insurance for matters such as flight cancellations or changes, lost or delayed luggage, personal liability and medical expenses not covered by the included policy.

9. Financial Protection

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for **Amsaan Accessible Tours UK Ltd, ABTOT member 5526**, and in the event of our insolvency, protection is provided for:

Non-flight packages for UK and EU customers only.

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package.

Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Amsaan Accessible Tours UK Ltd.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call the ABTOT 24/7 helpline on **01702 811397** and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here:

<https://www.abtot.com/>

10. Vaccinations and Travel Advice

10.1 Health, Vaccination and Travel Requirements

You should check the current Foreign, Commonwealth & Development Office (FCDO) travel advice and the official entry and health requirements for every country included in your itinerary.

It is your responsibility to ensure that you meet any vaccination, health, testing, documentation or other entry requirements that apply to you.

If illness, a positive test result, a public-health restriction or another health issue affects your ability to travel, please contact us as soon as possible.

Any cancellation or change will be handled in accordance with these Terms, the terms of any applicable insurance policy and your statutory rights.

Baggage

All clients' personal belongings are brought onto the holiday at the owner's risk, and Amsaan UK's liability is limited to taking reasonable care in the handling of such items by its tour team.

10.2 Checking Meals Before Your Booking

Meals provided during the tour are outlined in the tour itinerary or booking information so you can check what is included.

We can accommodate vegetarian requirements where this has been notified to us. Please tell us when you book and remind your tour leader at the start of the tour. Vegetarian options may differ between destinations.

Please tell us about any dietary or religious requirements before travel.

We will pass reasonable requests to suppliers, but specific arrangements cannot always be guaranteed unless expressly confirmed in writing.

Meals that are not included in your package are your responsibility.

11. Cancellations and Changes

11.1 Changes by Us

We may make an insignificant change to your booking where the contract allows us to do so. We will tell you about the change clearly and as soon as reasonably possible.

If, before departure, we have to make a significant change to one of the main characteristics of your package, cannot meet a special requirement that we previously accepted, or propose a price increase of more than 8%, we will tell you without undue delay and give you a reasonable period to choose whether to accept the change or terminate the contract without paying a termination fee.

Where appropriate, we may also offer a substitute package.

If you terminate in these circumstances, any refund due will be made without undue delay and no later than 14 days after the contract is terminated.

If a change results in a package of lower quality or cost and you accept it, you may be entitled to an appropriate price reduction.

Your rights to compensation, where applicable, are not affected.

11.2 Cancellation by Us

We may cancel a package where the number of travellers enrolled is smaller than the minimum number stated in the booking information, provided we notify you no later than:

- 20 days before the start of a trip lasting more than 6 days;
- 7 days before the start of a trip lasting between 2 and 6 days; or
- 48 hours before the start of a trip lasting less than 2 days.

We may also cancel where we are prevented from performing the package because of unavoidable and extraordinary circumstances and we notify you without undue delay before the start of the package.

If we cancel under this section, you will receive a full refund of payments made for the package without undue delay and no later than 14 days after termination.

We may offer you an alternative tour or travel credit, but you are not required to accept it instead of a refund.

Where the cancellation is due to insufficient numbers or unavoidable and extraordinary circumstances, additional compensation may not be payable where the law permits this.

11.3 Cancellation by You

You may cancel your booking at any time before the start of the package by giving us written notice.

Unless you have a right to cancel without a termination fee under these Terms or applicable law, the following standard cancellation charges apply:

Tour Type	When You Cancel	Cancellation Charge
Standard Tours	More than 40 days before departure	Deposit retained; other amounts paid will be refunded, less any additional non-recoverable costs where permitted by law.
Standard Tours	40 days or less before departure	100% of the total tour price.
New Year and Christmas Tours	More than 70 days before departure	Deposit retained; other amounts paid will be refunded, less any additional non-recoverable costs where permitted by law.
New Year and Christmas Tours	70 days or less before departure	100% of the total tour price.
Custom Tours	Any time	The cancellation terms shown in your booking confirmation will apply, subject to applicable law.

If you request it, we will provide a justification for the amount of any termination fee where required by law.

Amsaan UK may choose to offer a more favourable refund in exceptional circumstances, but this is discretionary and does not create an entitlement for other bookings.

If your remaining balance is not paid by the due date and remains unpaid after any additional payment period we have given you, we may treat the booking as cancelled by you and apply the relevant cancellation charge.

You may terminate the package without paying a termination fee where unavoidable and extraordinary circumstances occur at the destination or its immediate vicinity and significantly affect the performance of the package or the carriage of passengers to the destination.

In that situation, you are entitled to a full refund of payments made for the package, but not additional compensation.

11.4 Changes by You

If you wish to change or amend any part of your booking after receiving your booking confirmation, please tell us as soon as possible.

We will make reasonable efforts to assist, but changes are subject to availability and cannot be guaranteed.

Where a requested change can be made, you may be required to pay an administration fee of up to £50 per person per change together with any additional supplier costs or price difference, provided those charges are reasonable and permitted by law.

If we cannot make the requested change and you do not wish to proceed with the original booking, this will normally be treated as a cancellation by you and the cancellation terms in Section 11.3 will apply.

If you voluntarily leave a tour early for reasons not caused by a failure by Amsaan UK or its suppliers to perform the package, we will not normally provide a refund for unused services.

This does not affect any statutory rights you may have where travel services are not provided as agreed.

11.5 Changes After Full Payment and Close to Departure

Full payment confirms the booking but does not remove any cancellation or refund rights you have under these Terms or applicable law.

Requests to change a booking after full payment, particularly close to departure, may not be possible because supplier arrangements may already be committed or non-refundable.

If you request a change after arrival, we will make reasonable efforts to assist, subject to availability and any additional costs.

If you cancel or request a change within 14 days of departure, the cancellation terms in Section 11.3 and the change terms in Section 11.4 will apply.

11.6 How Changes Affect Flights Booked by You

Amsaan UK packages do not normally include flights.

If the dates of your package change, this may affect flights or other travel arrangements you booked independently.

Our responsibility is primarily for the package components we provide.

Any assistance we offer with independently booked flights will be considered on a case-by-case basis and is not guaranteed unless required by law.

We strongly recommend that you obtain suitable insurance for independently booked flights and other arrangements, including cover for cancellations or changes where available.

11.7 Transfer of Booking

If you are prevented from travelling, you may transfer your package travel contract to another person who satisfies all conditions applicable to the booking.

You must contact us as soon as possible and provide the replacement traveller's details.

Notice given at least 7 days before the start of the package will be treated as reasonable notice.

We may also agree to a transfer with less notice where it is reasonably possible to do so.

You and the replacement traveller will be responsible for any outstanding balance and for the actual costs we incur as a result of the transfer.

Transfer costs will not be unreasonable and will not exceed the costs incurred by Amsaan UK.

The replacement traveller must agree to these Terms and all conditions applying to the booking.

11.8 Unavoidable and Extraordinary Circumstances

Events beyond our control may include war or threat of war, riots, civil disturbance, terrorist activity, industrial disputes, natural or nuclear disaster, fire, epidemics or serious health risks, supplier disruption, closure or congestion of airports or ports, severe weather and other similar events that could not reasonably have been avoided.

Where such circumstances require a change but the package can still be performed, compensation may not be payable where the law allows.

Where unavoidable and extraordinary circumstances at the destination or its immediate vicinity significantly affect the performance of the package or carriage to the destination, you may have the right to cancel without a termination fee and receive a full refund.

If Amsaan UK is prevented from performing the package and cancels for unavoidable and extraordinary circumstances, we will provide the refund required by law.

We may offer a travel credit or alternative trip, but this will be optional.

12. Compliance with the UK Package Travel and Linked Travel Arrangements Regulations 2018

Amsaan UK, as an organiser, respects and follows the rights of travellers under the UK Package Travel and Linked Travel Arrangements Regulations 2018.

These include the following:

- a) Travellers will receive the essential information required about the package before the booking is concluded.
- b) Amsaan UK is responsible for the proper performance of the travel services included in the package, subject to the Regulations.
- c) Travellers will be given an emergency number or other contact details for Amsaan UK.
- d) Travellers may transfer the package to another person as described in these Terms and applicable law.
- e) The price of the package may only be increased in the circumstances permitted by law and not later than 20 days before the start of the package. If an increase exceeds 8% of the total package price, the traveller has the rights set out in the Regulations.

- f) Travellers may terminate without paying a termination fee where the organiser makes certain significant changes before departure, subject to the Regulations.
- g) Travellers may terminate without paying a termination fee before the start of the package where unavoidable and extraordinary circumstances at the destination or its immediate vicinity significantly affect performance of the package or carriage to the destination.
- h) Travellers may otherwise terminate before departure subject to an appropriate and justifiable termination fee.
- i) If significant elements of the package cannot be provided after the package has started, suitable alternative arrangements will be offered where required, without extra cost.
- j) Travellers may be entitled to a price reduction and/or compensation where travel services are not performed or are improperly performed, subject to the Regulations.
- k) Amsaan UK must provide assistance where a traveller is in difficulty as required by the Regulations.
- l) If the organiser becomes insolvent, qualifying payments are protected and, where transport is included, repatriation is secured in accordance with the applicable insolvency-protection arrangements.

13. Our Responsibility For Your Arrangements

We have taken all reasonable care to make sure that all the services offered by Amsaan UK are provided following the local and national laws and regulations of the country where services are provided.

However, please be aware that overseas safety standards may be lower than in the UK.

We will not be liable where any failure in the performance of the contract is due to you, or a third party unconnected with Amsaan UK where the failure is unforeseeable or unavoidable, or beyond our control.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements.

Our liability may also be limited in accordance with the contractual terms of transport providers that apply to your travel arrangements and any relevant international convention, where those terms or conventions lawfully limit liability.

14. Damages

If you cause any damage to hotel, resort or other supplier property, you will be responsible for the payment of any charges arising from that damage.

15. Complaints Process

If you have a problem during your holiday, please inform the relevant supplier, for example your hotel, and your Amsaan UK representative as soon as possible so that we have an opportunity to resolve the issue.

You can also contact us at **info@amsaantours.com**.

If you wish to make a complaint after your trip, please email **info@amsaantours.com** as soon as reasonably possible and ideally within 28 days of returning.

We aim to investigate and respond to complaints within 30 days.

A delay in raising a complaint may make it more difficult to investigate, but we will not automatically refuse to consider a complaint solely because it was made more than 14 days after your return.

If, despite our best efforts and having followed the above procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled, we recommend that it is referred for arbitration under the ABTOT Travel Industry Arbitration Service.

An Independent Arbitrator will review the documents relating to any complaint and deliver a binding decision to bring the matter to a close.

A fee is payable by each party when an application for arbitration is submitted.

Details of this scheme are available from:

The Travel Industry Arbitration Service

Dispute Settlement Services

9 Savill Road

Lindfield

West Sussex

RH16 2NY

Email: **admin@disputesettlementservices.co.uk**

This scheme cannot decide cases where the sums claimed exceed £5,000 per person or £10,000 per booking form, or cases solely or mainly relating to physical injury or illness or the consequences of such injury or illness, or solely or mainly relating to a discrimination claim or any claim under the Equality Act.

16. Unreasonable Behaviour

If a customer behaves in an abusive, threatening, dangerous or seriously disruptive manner, Amsaan UK may take reasonable steps to protect customers, staff, suppliers and others, including terminating that customer's participation where justified.

Any refund or additional costs will be determined in accordance with the circumstances and applicable law.

16A. Safeguarding and Risk Management

Amsaan UK reserves the right to refuse or cancel a booking at any time prior to departure where, in our reasonable judgement, accepting or continuing the booking would present a safeguarding, safety or welfare risk to other customers, staff, suppliers or third parties.

Where a booking is refused or cancelled under this clause, Amsaan UK will refund any payments made in accordance with applicable law.

17. Documentation

Amsaan UK's general practice is to send documents to our customers electronically whenever possible.

We reserve the right to charge an administration fee should you request such documents to be sent as a hard copy.

17.1 Official Communication Channel

By providing your email address during the booking process or any other interaction with us, you acknowledge and agree that this email shall serve as the official channel for communications related to your booking and participation in our services.

This includes, but is not limited to, the delivery of risk assessments, safety information, itinerary updates and other legally relevant notices.

You are responsible for ensuring that the email address provided is accurate, active and accessible.

We shall not be held liable for consequences arising from failure to receive our communications due to incorrect or inactive email addresses, spam filters or other technical issues beyond our control.

If you wish to update your official email address, you must notify us in writing at least 14 days before your scheduled service date.

18. Data Protection

18.1 Compliance with Data Protection Laws

We process personal data in accordance with applicable UK data protection law, including the UK GDPR and the Data Protection Act 2018.

Further information about how we collect, use, share and retain personal data is set out in our Privacy Policy.

If you have a data protection query, please contact info@amsaantours.com.

18.2 Media Use and Photography

Making a booking with Amsaan UK does not, by itself, give us consent to use identifiable photographs or videos of you for promotional or marketing purposes.

Where we wish to use identifiable photographs, videos, your name or likeness for marketing, we will seek permission separately where consent is the appropriate lawful basis.

You may refuse marketing-media consent without affecting your booking or travel services, and you may withdraw consent for future use at any time by contacting us.

Where photographs or video are taken as part of an event, tour record or operational activity for a purpose other than marketing, we will handle that material in accordance with our Privacy Policy and applicable data protection law.

19. Brochure and Website Contents

The content of the website or other publication materials from Amsaan UK may be updated from time to time.

All publication material is true at the time of publication, but we cannot guarantee that it remains true and accurate at the time of your booking.

20. Privacy Policy

Any personal information you provide to us will only be collected, used and disclosed in accordance with our Privacy Policy.

Amsaan Accessible Tours UK Ltd – Official Promotion Terms

1. General Provisions

1.1. These Terms govern participation in promotional campaigns, discount activities, giveaways and interactive promotional mechanics organised by Amsaan Accessible Tours UK Ltd ("the Company" or "Amsaan").

1.2. Participation in any promotion is voluntary and constitutes acceptance of these Terms, which form part of the General Terms and Conditions.

By accepting the General Terms and Conditions on the website <https://amsaantours.com>, you also agree to these Official Promotion Terms.

1.3. The Company reserves the right to modify, pause or terminate any promotion at any time, provided that such changes do not affect rights already acquired by participants.

1.4. The promotion period and final deadline for each campaign will be publicly announced on the Company's official website or through the Company's official social media channels.

2. Customer Giveaway Participation

2.1. All customers who have previously purchased any tour or service from the Company are automatically granted the right to participate in periodic giveaways organised by the Company.

2.2. Giveaways may include travel discounts, promotional certificates or other rewards.

2.3. Winners are selected randomly among eligible participants.

2.4. The Company will inform winners directly or via the communication method specified in the announcement.

2.5. Prizes cannot be exchanged for cash, substituted or transferred to third parties unless explicitly stated otherwise.

2.6. If a winner does not respond within the reasonable period specified in the announcement, the prize may be reassigned to another participant.

3. "Spin the Wheel" Promotion

3.1 General Conditions

3.1.1. The "Spin the Wheel" promotion is available to all users who access and interact with the wheel on the designated promotional page of the Company's website.

3.1.2. Each spin gives participants a chance to receive a discount applicable to a specific tour or travel destination selected by the Company.

3.1.3. Discount values, eligible tours and the list of available destinations may be changed by the Company at any time.

3.2 Spin Limitations

3.2.1. Each participant may spin the wheel up to four times within any 24-hour period. Spin limitations are enforced at the browser level through cookies/local storage.

3.2.2. Any attempt to bypass or manipulate the limitation system may result in cancellation of the obtained discount or refusal of the booking.

3.3 Discounts and Promo Codes

3.3.1. After the wheel stops, participants will receive a personalised promo code applicable to the specific tour displayed.

3.3.2. The tour name shown with the discount is an active hyperlink. When clicked, the promo code is automatically applied on the booking page.

3.3.3. Promo codes remain valid until the date specified in the announcement of each campaign.

3.3.4. Discounts cannot be combined with other promotions unless explicitly stated in the offer.

3.3.5. Promo codes apply exclusively to the tour indicated and cannot be applied retroactively to previous bookings.

4. Limitations and Liability

4.1. The Company is not responsible for technical issues, device malfunctions, browser errors or internet connectivity problems that may affect participation.

4.2. The Company may cancel a promo code or reject a booking if fraudulent activity or misuse is suspected.

4.3. Discount codes and prizes cannot be resold, transferred, exchanged or redeemed for cash unless stated otherwise.

4.4. The Company is not liable for the inability to use a discount or prize due to fully booked tours, visa issues, travel restrictions or circumstances outside the Company's control.

5. Personal Data

5.1. Participation in promotions requires processing of personal data in accordance with the Company's Privacy Policy available on the official website.

5.2. Personal data is used for administering promotions, awarding prizes and verifying eligibility.

5.3. By entering a Promotion that involves user-generated content, including photos, videos, text, comments, posts or other materials, participants represent and warrant that:

1. They are the sole and exclusive owners of such content, or otherwise hold all necessary rights, licences, permissions and consents to submit the content in the Promotion.
2. The content does not infringe any intellectual property rights, privacy rights, publicity rights or any other rights of third parties and does not contain material that is unlawful, offensive, defamatory or otherwise violates applicable laws.
3. They grant the Company a worldwide, royalty-free, irrevocable, perpetual, transferable and non-exclusive licence to use, reproduce, modify, adapt, publish, translate, distribute, publicly display, publicly perform and create derivative works from the content, in whole or in part, for promotional, marketing, advertising or commercial purposes related to the Promotion or the Company's services, in any media now known or developed in the future.
4. Participants acknowledge and agree that the Company may use such content without further notice, approval, compensation or attribution, unless prohibited by applicable law.
5. The Company reserves the right to remove, reject or disqualify any content that violates these Terms or that the Company reasonably considers inappropriate, harmful or inconsistent with the Company's brand or the purpose of the Promotion.

6. Miscellaneous

6.1. All promotional discounts are subject to tour availability.

6.2. The Company may update destinations, discount values or promotional mechanics at its discretion without diminishing rights already granted to participants.

6.3. In case of discrepancies between different language versions of these Terms, the English version will prevail unless otherwise specified.

6.4. Unless explicitly stated otherwise, discounts apply only to the base tour price. They do not apply to:

- a) mandatory taxes, government fees and surcharges;
- b) visa fees, embassy service charges or consular processing costs;
- c) international or domestic flights, airport transfers or transportation costs not included in the base tour;
- d) travel insurance, medical insurance or additional coverage;
- e) accommodation upgrades, room category changes or single-room supplements;
- f) optional excursions, add-ons, activities or special experiences purchased before or during the trip;
- g) third-party services not directly controlled by the Company.

6.5. Promotions, discounts or special offers cannot be combined unless expressly permitted in writing by the Company. Where multiple potential discounts are available, the highest single applicable discount will be applied unless otherwise stated.

6.6. The Company may introduce referral bonuses, loyalty rewards, tiered incentives, gift vouchers or other promotional programmes.

Each programme may be governed by separate specific terms defining eligibility requirements, reward levels, redemption periods, limits on use and conditions under which benefits may be modified or withdrawn.

In the absence of specific terms, the Company reserves the right to amend, suspend or discontinue such promotional arrangements, provided this does not affect benefits already earned and validly redeemed.

6.7. All General Terms and Conditions of Amsaan Accessible Tours UK Ltd, as published on the Company's official website, continue to apply in full.

Participation in any Promotion does not alter, limit or replace the General Terms and Conditions, which remain legally binding for all customers.

If there is any inconsistency between these Promotional Terms and the General Terms and Conditions, the General Terms and Conditions will prevail unless the specific terms of a Promotion expressly state otherwise.