

General Terms & Conditions of Visit Macedonia

Basic information

“Operator” of all tours published on our main web site www.visitmacedonia.mk and our sales portals www.incomingmacedonia.com and www.incomingbalkans.com is “Visit Macedonia DMC” an Incoming Tour Operator based in Skopje, Macedonia, operating under the license. A number 555, issued according to the local laws by Ministry of Economy of Macedonia. Please find more details [About Us](#), our [Company profile](#) and our [Privacy policy](#).

- Terms & Conditions published below are related to all tours and services provided by Visit Macedonia DMC.
- For each tour we have Payment & Cancellation Terms & Conditions relating to Payment, Cancellation, Changes and Refunds. A link to these Terms & Conditions can be found on the bottom of the page of each activity or service.
- General Terms & Conditions, together with the Payment & Cancellation Terms & Conditions are an agreement between you, as “User of the service” and the “Operator” as described above.

How to Make Your Booking:

After selecting your activity or service, you can choose one of following:

- if you would like an instant and fixed booking (credit card and passenger name required) please select BOOK NOW button on the page of each activity or service and you will be redirected to our Booking form for that particular tour or service. After filling in the required details, your booking will be instantly confirmed. Please note that by selecting this option, filling in the booking request, entering the payment details and receiving the confirmation, our **General** and **Payment & Cancellation** Terms & Conditions for that particular activity apply.
 - If you would like, before fixing your booking, to contact us because you have some question or if you need some more information before you decide to book, please select I NEED MORE INFORMATION button and fill in the form, with as much details as possible.
- Please make your reservations as early as possible since many of our tours are completely filled 2 to 3 months before departure.

Early booking discount:

20% Early booking discount from the basic tour price or tour extension price apply for reservations made 9 months and more in advance. In order to use Early booking discount, upon our confirmation, 30% of total amount is required as deposit. Deposit is non refundable in case of cancellation made in less than 3 months before departure date. Full amount has to be paid not later than 45 days before departure.

Pricing:

Price quoted is per person based on double occupancy. The Operator reserves the right to adjust prices due to fluctuations in foreign exchange rates, imposed fuel surcharges, taxes, charges and levies imposed by any third party including government and its agencies. Should any of these changes appear and the tour price increase by more than 10% you may cancel without penalty within 7 days after we notify you of the increase.

Accommodation:

All hotel descriptions are based on hotel classifications valid for the country where accommodation is provided. Please note: standard policy is that hotel rooms are available for check-in after 14:00. Early check-in should be specified in advance. “Visit Macedonia” cannot guarantee that early check-in will be free of charge, since the standard policy requires a pre night to be booked and paid for. Not later than 10 days before tour departure, you will receive an information with accommodation details for your tour.

Local holidays:

During national or religious holidays at certain country or region, some facilities (museums, churches or monasteries, boat trips or cable car trips, sightseeing tours and shopping) may be limited or inaccessible. Alternatives will be offered if it is possible.

Refunds for unused services:

The operator does not cover refunds for unused services once travel arrangements have commenced, especially in the cases where tourists are unable to travel due to different reasons (invalid travel documents for instance). No refunds will be made for the unused portion of services which are included in tour price and program, as well as for any unused transfer services. All additional expenses have to be arranged on the spot.

Complaints during the tour:

Any complaint during the tour should be made immediately to local representatives (hotel management, tour leader, driver and others). All refund claims must be submitted to the Operator in writing within 15 days of the completion of the tour.

Limitation of Liability:

The Operator reserves the right to change or modify a reservation in case of unpredicted circumstances and conditions which are not depending on the firm. Booked accommodation can be substituted only by an accommodation unit of the same or higher category and at the price confirmed during reservation. The Operator and its agents and suppliers accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restrains, acts of war and/or terrorism, weather conditions, defect in any vehicle of transportation or for any misadventure or casualty or any other causes beyond their control. It is the responsibility of all passengers, regardless of nationality and passport they hold, to check with the consulate/embassy of the country they visit, before they book and plan a trip for current entry requirements. We strongly recommend that you purchase a comprehensive Travel Insurance Policy prior to departure.

Contact Us - If you have any questions or suggestions about our Terms & Conditions, do not hesitate to contact us.



Operator of this tour is **VISIT MACEDONIA Incoming Tour Operator**, operating under the license. A number 555, issued by the local authorities.
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15 YEARS ANNIVERSARY
2006 - 2021