

Luxe Voyage Limited – Terms and Conditions

1. Booking and Payment

A deposit (amount varies by tour) is required to secure your booking.

Full payment must be made by the deadline stated in your booking confirmation.

Payments can be made by bank transfer, debit/credit card, PayPal, or Wise.

2. Cancellation by Customer

Cancellations must be made in writing via email.

Refunds are subject to our Refund Policy (see below).

3. Cancellation by Luxe Voyage

We reserve the right to cancel a tour due to insufficient bookings, safety concerns, or unforeseen events.

If a tour is cancelled, you will be offered a full refund or an alternative date.

4. Tour Changes

Luxe Voyage reserves the right to modify itineraries due to weather, availability, or other reasonable factors.

Substitutions will always be of equal or higher value.

5. Customer Responsibilities

You are responsible for obtaining valid travel documents (e.g., passports, visas).

You must inform us of any medical conditions or dietary requirements in advance.

You agree to follow local laws and comply with instructions given by the tour guide.

6. Insurance

We strongly recommend that all travellers purchase comprehensive travel insurance, including cover for trip cancellation, medical expenses, and baggage loss.

7. Liability

Luxe Voyage is not liable for injury, loss, or damage incurred during the tour unless caused by our proven negligence.

We are not responsible for events beyond our control (e.g., strikes, weather, political unrest).

8. Data Protection

Your personal data will be handled in accordance with our Privacy Policy.

9. Governing Law

These terms are governed by the laws of England and Wales.

Booking & Cancelling Policy

Deposit: Non-refundable unless the tour is cancelled by Luxe Voyage.

Cancellation by Customers:

- More than 30 days before departure → 70% refund.
- 15–30 days before departure → 50% refund.
- 14 days or fewer before departure → No refund.

Refund Policy

Refunds will be processed within 14 working days to the original payment method.

If a tour is cancelled by Luxe Voyage, a full refund or travel credit will be offered.

No refunds will be given for missed activities due to late arrival, visa issues, or personal reasons.

Privacy Policy (GDPR Compliant)

Luxe Voyage collects your personal information (name, contact details, travel preferences) solely for booking and customer service purposes. We do not sell or share your data with third parties, except:

- Trusted service providers (e.g., hotels, tour guides).
- Legal obligations.

You can request access, correction, or deletion of your data by contacting us at:
luxevoyagelimited@gmail.com

Travel Insurance Policy

Luxe Voyage does not provide travel insurance. All travellers are responsible for purchasing their own comprehensive travel insurance before departure.

Health & Safety Disclaimer

By joining our tours, you acknowledge that:

- Participation may involve physical activity and inherent risks.
- You are physically fit and capable of taking part.
- You will follow all safety instructions from guides at all times.

By booking a tour with Luxe Voyage Limited, you confirm that you have read, understood, and agreed to our Terms and Conditions and Policies.