

Riders Lodge^{*}

BAKHMARO

Powered by: ADJARA PALACE, Adjara Street #102/103a, Bakhmaro Georgia



Adjara Palace
BAKHMARO

General Terms and Conditions (GTC)

Dear traveler, please read the following provisions carefully. They govern the contractual relationship between you (the traveler) and Adjara Palace Bakhmaro LLC, Riders Lodge, #102/103a Adjara Street, 4900 Bakhmaro, Georgia. hereinafter referred to as Riders Lodge (RL). Effective: September 2023

1. Conclusion of Contract

By registering, you offer us to conclude a travel contract. Travel registration is made via email/contact form (hi@riders-lodge.com, barbara@riders-lodge.com) and becomes binding upon receipt of our booking confirmation. The customer agrees to the storage of their data.

2. Services

The scope of services is determined by the travel program and the information in the travel confirmation. Additional agreements that change the contractual scope of the trip are only binding upon our written confirmation.

3. Payment

The following payment terms apply unless otherwise agreed in the travel contract: A deposit of 20% of the travel price is due upon conclusion of the contract. The remaining payment of the travel price is due upon receipt of the travel confirmation, no later than four weeks before the start of the trip. If less than four weeks elapse between the conclusion of the contract and the start of the trip, the entire travel price is payable upon conclusion of the contract.

4. Changes to Services and Prices

We reserve the right to change services and prices for important reasons (e.g., increased fuel costs or significant exchange rate fluctuations). In the event of a price increase of more than 10% or in the event of a significant change to a key travel service, you may withdraw from the travel contract without incurring any fees.

5. Cancellation by the Customer

You can withdraw from the travel contract at any time before the start of the trip by submitting a written declaration (e.g., email). The receipt of the cancellation notice is decisive. The following cancellation fees apply:

Up to 45 days before departure: 20%; from 44 to 29 days before departure: 40%

From the 28th to the 15th day before the start of the trip: 60%; from the 14th day before the start of the trip or non-commencement: 100% of the trip price.

You may designate a replacement traveler; a processing fee of €50 will be charged for replacement travelers. Any additional costs (e.g., flight rebooking) are not covered by RL. Travel cancellation insurance is NOT included in the trip price. Purchasing travel cancellation insurance is strongly recommended.

6. Minimum Number of Participants

RL will inform you about the current booking status upon request. If the minimum number of participants specified in the trip descriptions is not reached, the trip may be canceled from 1 to 14 days before the start of the trip. The trip price already paid will be fully refunded. Upon request, the trip can be operated for fewer participants for an appropriate surcharge. The trip can also be rebooked to a date that is not yet fully booked, after consultation.

7. Exclusion from the Tour

We reserve the right to exclude participants who do not meet the required requirements (good skiers/snowboarders) before the tour, at the tour location, and during the tour. Participants may also be excluded from the tour after prior warning due to serious violations or persistent destructive behavior toward the country, its people, the mountain guides, or other tour participants. In this case, we retain the right to the full tour price.

8. Liability

You undertake the trip at your own risk and are solely responsible for your physical safety.

RL is liable for conscientious travel preparation and for the proper organization and implementation of the agreed services, as well as for the careful selection of the mountain guides on site and for the accuracy of the tour description provided to you.

RL is not liable for costs incurred, such as: an early return of the customer due to indisposition, illness, or accident (e.g., rescue costs, helicopter repatriation, medical expenses, hospital and hotel stays, including for accompanying persons), and for force majeure. Insurance covering international health, rescue, and repatriation costs is NOT included in the price. Travelers strongly recommend purchasing appropriate insurance.

Safety equipment such as an avalanche backpack, LSV (low-level transceiver), shovel, and probe are MANDATORY.

We assume no liability for flight cancellations or for damaged or lost luggage. Damage or loss of checked luggage must be reported immediately to the responsible airline.

9. Equipment

Safety equipment such as an avalanche backpack, LSV (low-level transceiver), shovel, and probe are MANDATORY.

10. Weather

We assume no liability for changes to the itinerary due to bad weather. It is the responsibility of the mountain guide/guide to decide how the daily program will proceed.

11. Extraordinary Circumstances

If the trip is significantly complicated, endangered, or impaired due to unforeseeable force majeure (e.g., war, civil unrest, natural disasters, or epidemics; travel warnings issued by the Federal Foreign Office of the customer's country of origin are decisive), both the traveler and RL may withdraw from the contract. If the cancellation is made by RL, it has the option of issuing the customer a voucher for the payment already made, which can be redeemed for a new booking or rebooking at the same price until December 31 of the following year. If the customer cancels their trip due to entry regulations or a travel warning issued by the respective Federal Foreign Office before the trip has been canceled by the airline or RL, they are not entitled to a refund. Any additional costs incurred due to the cancellation are borne by the traveler. RL undertakes to provide the traveler with the best possible support for their return to their home country. However, RL is entitled to charge a fee for services rendered (advice, bookings, reservations).

12. Complaints

Complaints regarding the contractually agreed services must be reported to RL immediately so that immediate remediation can be provided, if possible. If the customer negligently fails to report the defect, objections are excluded.

RL's liability is governed by statutory provisions. The customer may request remediation. RL may remedy the situation by providing equivalent replacement services, provided this is reasonable for the customer and the travel defect was not caused in bad faith or in bad faith, or the remedy does not constitute an impermissible change to the contract.

13. Travel Documents

Ensure that your travel document is valid in a timely manner! The traveler is responsible for compliance with entry regulations. Any disadvantages, in particular the payment of cancellation fees, resulting from failure to comply with these regulations are at the traveler's expense. Further information can be obtained from the Federal Foreign Office of the customer's country of origin.

14. Data Protection

When you make a booking, we collect personal data that is necessary for the fulfillment and implementation of the travel contract. This data is stored electronically, processed, and transmitted to third parties as necessary. We use your email address to inform you about comparable travel offers or newsletters. If you do not wish this to happen, you can object to this use.

15. Unused Services

If the traveler does not use individual travel services due to an early return due to illness or other reasons for which the traveler is responsible, the traveler is not entitled to a pro rata refund. If a trip is not completed or only partially completed due to a no-show (e.g., personal reasons, flight cancellation, etc.), the traveler is also not entitled to a price reduction.

16. Severability Clause

The invalidity of individual provisions of the travel contract does not result in the invalidity of the entire contract.

17. Rights of Use for Image and Video Material

Guests of the RL agree that any image and video material taken during their stay at Bakhmaro may be used by the RL for promotional purposes. This includes use on the website, in social media, and other marketing measures. Objection to such use is possible and must be communicated to the organizer in writing by email upon booking.

18. Disputes

We make every effort to resolve any disputes that arise promptly and directly. To date, we have found amicable solutions for all disputes. Should this not be possible, the place of jurisdiction is the registered office of Adjara Palace Bakhmaro, Bakhmaro.

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