General Terms and Conditions

Explore Bohemia
Operated by: Obchodní firma Helena Trčková
Registered office: Lipnická 753, 362 51 Jáchymov, Česká republika
Company ID (IČO): 23390671
Website: www.explorebohemia.com

1. Preliminary provisions
The travel agency Explore Bohemia, operated by Obchodní firma Helena Trčková, with its registered office at Lipnická 753, 362 51 Jáchymov, Česká republika, IČO 23390671 (hereinafter referred to as the "Travel Agency" or "TA"), arranges guided tours, day trips, and tailor-made experiences for individuals and groups, offered via the website www.explorebohemia.com ("Tours").
These General Terms and Conditions ("GTC") form an integral part of every contract for services ("Contract") concluded between the TA and the customer ("Traveller"). The GTC govern the rights and obligations of both parties in connection with the booking, sale, and delivery of Tours.
If an individual Contract specifies different terms than these GTC, the individual Contract takes precedence, provided that the TA has agreed.
The TA points out that the Tours arranged are not package tours as defined in § 2522 of Act No. 89/2012 Coll., the Civil Code. Therefore, the Traveller is not protected to the full extent applicable to package travel contracts.
Detailed specifications of each Tour, including its content, duration, and services included, are provided in the online description at www.explorebohemia.com, or directly in the Contract.
All times mentioned in the Contract, on the website, or in other communications are in CET/CEST (Prague local time).

2. Commencement of the contractual relationship
The contractual relationship becomes valid and effective on the day the TA confirms the Traveller's booking and receives payment as agreed.

3. Price and payment conditions
The Tour price is specified in the TA's offer and includes only the services listed. Travel insurance is not included. Payment must be made online and confirmed. Failure to pay terminates the Contract immediately.

4. Conditions of participation
Children under 15 must be accompanied by an adult. Travellers must follow all guide instructions and be medically fit. The TA may refuse participation if health or safety is at risk.

5. Cancellation by the Traveller
Travellers may cancel by email or phone.

- **0% fee** if cancelled more than 24 hours before the Tour.
- **100% fee** if cancelled less than 24 hours before the Tour.

6. Rights and obligations of the Traveller
Travellers must behave responsibly, follow Czech laws, reimburse damages caused, and arrive on time (max. 5 minutes delay tolerated).

7. Complaints
Issues should be reported immediately during the Tour. Refund claims must be filed within 3 days after the Tour to the email **info@explorebohemia.com**.

8. Rights and obligations of the TA
The TA is not liable for delays caused by external circumstances and may adjust the program if necessary.

9. Withdrawal by the TA
The TA may withdraw if the Traveller breaches obligations or if force majeure occurs. Refund or alternative date will be offered.

10. Data protection and communication
By booking, the Traveller consents to processing of personal data for service purposes. Data may be shared with guides and service partners.

11. Final provisions
Disputes may be resolved by the Czech Trade Inspection Authority (www.coi.cz) or the EU ODR platform (ec.europa.eu/consumers/odr).
By booking, the Traveller confirms acceptance of these GTC.

Effective from 1 October 2025.