



JOURNEY JUNCTION
MAKE YOUR TRAVEL EXPERIENCE

JOURNEY JUNCTION LTD
Terms & Conditions

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Registration number 15791277



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1. General

Thank you for using Journeyjn.com! We're happy you're here!

The journeyjn.com website is owned by Journey Junction LTD, a registered company in United Kingdom. Our country of domicile is United Kingdom. Your use of the services and bookings are governed by the following terms and conditions. For your convenience, we have tried to make it as clear as possible.

Our Service

Journey Junction LTD helps you plan your holidays and assists you in booking hotels. By using our Services, you are agreeing to these terms. Please read them carefully. If you do not agree with the terms stated in this agreement or are dissatisfied with the site, please direct your complaints to our feedback email (info@journeyjn.com).

Contract and Booking

A 'Customer' is all persons named on the booking form intending to travel with us. A 'Product' is any service sold by Journey Junction LTD. All customers will be deemed to have read, understood and accepted all of our booking conditions. In order to confirm a booking, we must receive full payment of all payments due. A contract between the customer and Journey Junction comes into existence once we have confirmed the booking in writing or by electronic medium and issued a confirmation. The person signing the booking form (that incorporates these terms and conditions) or confirming payment, warrants that they have full authority to do so on behalf of all persons whose name appears thereon and confirms that all such persons are fully aware of and understand these terms and conditions. The said contract, including all matters rising from it, is subject to Law and the exclusive jurisdiction of the United Kingdom courts. No employees or representatives of Journey Junction have the right to alter, vary or waive any of these terms and conditions, nor to undertake any liability whatsoever on behalf of Journey Junction, unless authorized in writing and signed by the Director of Journey Junction LTD. Journey Junction LTD reserves the right to decline any booking at their discretion without further explanation.

We are located in the United Kingdom, stipulate that the governing law is the local law. It is to be noted that, we are adhering to Office of Financial Sanctions Implementation (OFSI) regulations and the Package Travel and Linked Arrangements Regulations 2018 (PTR 2018). Customers under the age of 18 are not allowed to make any transactions via website or any operating channels, therefore must not register in our website until they are eligible.

Payment and Pricing Policy

Your reservation will be confirmed upon receipt of the payment at the time of booking. Once the payment is made, the confirmation notification will be sent to the customer via email to their registered email address within 24 hours upon receipt of payment. Please be aware that some of our airfares and land arrangements need to be paid in full at the time of booking and carry a 100% cancellation charge. In these cases you will be notified at the time of booking. Although every effort will be made to confirm your request, please note that travel arrangements are not confirmed until you receive our written confirmation and Journey Junction LTD reserves the right to make changes if required. Before a booking is confirmed, Journey Junction LTD reserves the right to amend price of product due to any circumstances outside the control of Journey Junction LTD such as changes relating to governmental action, increases in transportation costs (including schedule airfares and the cost of fuel) changes in any dues, taxes or fees chargeable for services (including landing taxes, embarkation or disembarkation fees at airports), increases in admission fees and hotel rate adjustments or availability. Advertised prices are also subject to seasonal changes, exchange rates and may vary slightly due to unforeseen circumstances. Payments can be made via bank transfers in GBP, EUR, USD currencies.

Please be aware that airfares need to be paid in full at the time of booking and carry a 100% cancellation charge. For all other services the cancellation fees in the next paragraph "Cancellation by Customers" will apply.

Cancellation by Customer

We understand that life is not always sunshine and rainbows. Sometimes, life takes us on a roller coaster ride, although it is not our choice. Well! You have got our backing. We have made our cancellation and refund policies purely by considering the unforeseen event that makes you to cancel your dream holiday. You will find this as a revolutionary policy that has ever been found.



PRIOR TO DEPARTURE	PERCENTAGE OF CANCELLATION CHARGE ON PACKAGE PRICE
60 days and more prior to departure	You will get a refund of 90% of the total package cost (In case of full payment is made). In case of partial payment, we will only collect an amount equivalent to the 10% cancellation charge of the total package cost and will refund or issue credit note for the residual part.
59 days -45 days to departure	You will get a refund of 85% of the total package cost (In case of full payment is made). In case of partial payment, we will only collect an amount equivalent to the 15% cancellation charge of the total package cost and will refund or issue credit note for the residual part.
44 days-30 days to departure	You will get a refund of 65% of the total package cost (In case of full payment is made). In case of partial payment, we will only collect an amount equivalent to the 35% cancellation charge of the total package cost and will refund or issue credit note for the residual part.
29 days - 15 days	You will get a refund of 50% of the total package cost (In case of full payment is made). In case of partial payment, we will only collect an amount equivalent to the 50% cancellation charge of the total package cost and will refund or issue credit note for the residual part.
If you cancel 14 days and less	If you find it necessary to request a refund within 14 days of your departure date, please be aware that its total cost of package/your complete payment becomes non-refundable.
Cancellation due to VISA rejection days	Please understand that visa and immigration decisions are made by governments. We are here to assist, but we cannot take responsibility for non-approvals, delays, denials, or costs. To streamline the process, ensure accurate and timely document submissions. Visa processing related costs are non-refundable unless specified. In the event of a visa rejection, our cancellation policies apply along with charges for services like flights, hotels, and insurance.
Once the travel vouchers are issued/Processed, the above refund policy will not be applicable (Except for VISA rejection cases) as the Airline, Hotel, DMC's and Insurance company have several non-refundable rules for various products and services. Hence, the refund calculation or no refund will be done as per the rules and regulations stipulated by Airline, Hotel, DMC and Insurance company for the chosen service or product.	

Once the travel vouchers are issued, the above refund policy will not be applicable and no refunds will be provided.

If a non-flexible rate is selected for a hotel or flight booking, the booking will be non-refundable. In that instance, no time limit for cancellation will apply.

Cancellation by Journey Junction

Journey Junction LTD reserves the right to cancel or amend any confirmed bookings in any circumstances. However Journey Junction LTD will not cancel any guaranteed departure product except in unusual circumstances of force majeure defined here as war, threat of war, riot, civil strife, terrorist activity, natural disaster or nuclear disaster, pandemic, adverse weather conditions, flight cancellation or any other circumstances beyond control of Journey Junction LTD. If Journey Junction is forced to cancel the booking or anyway change the tour due to unlikely events like the one mentioned earlier, no compensation or services will be delivered to the customer or not liable to refund the customer.

In events where Journey Junction LTD is unable to provide the tour booked apart from the reasons mentioned above, Journey Junction will return the amount paid by the customer based on the cancellation policy as per the



product (less any insurance premiums paid) or offer an alternative date or holiday of comparable standards. In such circumstances, holiday offered for alternative date or comparable standards, the difference in amount has to be paid by the customer. Since it is not possible to directly inform the customers about the changes or amendments that we are making, customers should ensure themselves to visit our website periodically. We reserve the right to make changes that are not significant and to correct minor or obvious errors in customer's booking details at any time without any liability to the customer.

Any requested change cannot be guaranteed. If any number of the party is prevented from travelling because of death, injury or serious illness of the customer, close relative or friend, redundancy or jury service and the ticket has been booked, it will not be possible to transfer the booking to another person or change the departure date or tour of similar standard, but company may take account of the sincerity of the situation to resolve the issue in favour of the customer. Journey Junction will not pay fees charged to the customer by the customer's bank for processing the credited amount. Once hotel reservations have been confirmed, Journey Junction LTD reserves the right to substitute hotels listed with others of similar category. Hotels reserve the right to close facilities due to operational reasons without prior notice.

Liability of Journey Junction

Journey Junction LTD acts as the Tour Operator only on behalf of the suppliers and accordingly accepts no liability whatsoever for loss, damage, injury, accident, delay or any other irregularity arising whatsoever. Journey Junction LTD products and in particular adventure activities contain an element of risk to the personal safety of the customer that other package holidays may not contain. By accepting these booking conditions, customer are aware of the risks inherent in their chosen travel and customers undertake such risks at their own volition.

Journey Junction LTD accepts no liability of customer's damages where Journey Junction LTD has fulfilled its duty of care to customers by providing products of a reasonable standard. Journey Junction LTD has no direct control over the provision of services or facilities by the relevant suppliers and hence we do not accept liability for errors or omissions by the suppliers. Journey Junction accepts no liability if there has been no fault on the part of Journey Junction or its' suppliers and the reason for the claimed damages was either the customer's fault or a result of unusual circumstances beyond the control of Journey Junction by force majeure and the consequences of which could not have been avoided even with all due care. In respect of carriage by air, sea and rail and the provision of accommodation, Journey Junction's liability in the said cases will be limited in the manner provided by the relevant international conventions. Journey Junction accepts no liability if additional costs to the customer are incurred through delay, accident or disruption of the product(s) beyond the control of Journey Junction by force majeure.

Journey Junction and their respective vendors are not liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any air carriers, hotels or other suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting therefrom. Journey Junction and their vendors have no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, force majeure or other causes beyond their direct control, and they have no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or authority. Granting or rejecting visas and immigration clearance is the sole prerogative of the concerned sovereign governments; the company shall neither be responsible in case of non-granting of such documents nor liable for any delay, denial or other related act/omission or for any loss, expense, damage or cost resulting there from. There would be no refund, if anyone is unable to travel due to the said reasons.

Complaints

In the event the customer has a complaint about any of the product arrangements, the customer must raise the complaint immediately with a Journey Junction employee or legal representative so that Journey Junction can use its best endeavours to rectify the problem. Journey Junction cannot rectify a problem it is unaware of. Failure to complain immediately will extinguish or at least reduce Journey Junction's liability to pay compensation. Although every effort will be made to resolve a complaint to the customer's satisfaction, it is specifically recorded that Journey Junction in no way accepts liability for any claim.



Holiday

Bookings

Once a booking is confirmed, the final travel vouchers for the hotel, sightseeing and flight will be sent via email to the lead passenger. If the customer does not present himself or herself at the departure of the trip, no refund will be issued. Journey Junction reserves the right to cancel a Customer's booking if full payment for the booking is not received in a timely fashion.

Name Change Amendments

At the time of making the booking, you must provide correct names in full, as they appear on your passport. Please note that airlines do not permit name changes on issued tickets. Journey Junction will not be held responsible for any charges that customers may incur for the incorrect submission of names. It is recommended that you submit a copy of passport while submitting preferred travel dates for your vacation.

Partial Payment

For any customized package, you are free to cancel and request a refund within 24 hours, prior to issuance of flight and hotel vouchers, with a cancellation charge of GBP 25 per person. Once the flight and hotel vouchers are issued, 100% cancellation charges are applicable as the booking has been confirmed. For detailed information, please read the cancellation policy as per the concerned tour.

Product Information

All product information has been published by Journey Junction in good faith and Journey Junction will use its best endeavours to operate all products. Journey Junction reserves the right to change any of the facilities and services described in its website and publications and to substitute alternative arrangements of comparable monetary value without compensation and accepts no liability for loss of experience resulting from any change. Journey Junction reserves its rights to change selected hotel to hotel in the same category, due to any extraordinary circumstances.

Inclusions and Exclusions of Package Price

The price of any holiday booked includes only the items specified. It does not include items of a personal nature including, but not limited to, personal insurance, transport to your outbound airport unless specified, refreshments, telephone calls, laundry, gifts, meals and beverages unless specified, optional excursions, passport and visa fees, portage, gratuities or taxes, unless otherwise specified, which shall in each and every case be the responsibility of the customer. Hotel check-in, check-out times are fixed and there are no guarantees for early or late check-in, check-out unless paid for by the customer.

Travel Insurance

Adequate insurance is mandatory for all customers to cover at least but not limited to medical and repatriation expenses, loss of luggage, cancellation or curtailment of a product and should not exclude any planned adventure activities from the time of booking for the full duration of the Product as a minimum. A customer and their personal belongings are the sole responsibility of themselves. Journey Junction accepts no liability on the customer's behalf where Journey Junction has provided a product of a reasonable standard. Customers are fully responsible for arranging their own travel insurance. Should the insurers dispute their liability for any reason, the customer will have recourse against the insurers only.

Flights

We book flights or connect with IATA-approved agents, which may include Travel with Confidence scheme. It is the customer's responsibility to inquire and ensure it before booking whether these protections are included. Please note that some fares and taxes are non-refundable, and certain tickets are non-reroutable and non-transferable. Once a booking is made, name changes are not permitted. In some cases, depending on the airline or circumstances, the ticket may not be amendable or changeable, and we are not liable for this. If changes are permitted, airline change fees and reissue charges will apply. Carriers reserve the right to change the flight schedule at any time prior to departure.



We strongly recommend that all customers must check-in online at least 24-hours prior your departure for long haul/Intercontinental flights and check-in at airport 3 hours prior to departure and customer who travelling to European and short haul, must check-in 2 hours prior departure and for Domestic flight, passenger must check-in 1 hours and 30 minutes prior your departure.

It is passenger's responsibility to make sure that they arrive on time prior to flight departure. If passengers arrive late for their flight departure, they will risk losing their seats and the cancellation of their current air ticket and all of their onward flights. This may involve purchasing completely new air tickets as the previous tickets may become invalid and non-refundable.

Under European law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation, or delay to flights. Full details of these rights will be publicized at European airports and will also be available from airlines. However, reimbursement in such cases is the responsibility of the airline. If your airline does not comply with these rules you should complain to the Civil Aviation Authority Council on 020 7453 6888 (Consumer advice line Monday to Friday, 9.00am to 2.30pm) or at the website www.caa.co.uk.

Delays

Journey Junction will not be liable for any delays prior to departure or during travel to any hotels / resorts brought about by airline technical difficulties, strikes, weather conditions or any other circumstances out of our control. Any expenses relating to these unscheduled extensions will be for the customers own account.

Travel Documentation, Passports & Visa

It is the responsibility of the customers to be in possession of a valid passport (Minimum 6 months validity), visa permits, all necessary travel documents, vaccinations, preventative medicines and other medical certificates that may be needed to travel. Journey Junction is not liable for damages arising from changes in regulations or laws to the necessary travel document requirements. Information about these matters is given in good faith by Journey Junction but without liability. It is important that you check all details provided on your travel documentation are correct upon receipt. If there are any inaccuracies, please contact the Journey Junction immediately. All customers will be personally responsible for ensuring they are in possession of the correct and necessary documentation prior to departure. It is the customer's responsibility to obtain correct, current and valid passports and re-entry permits where required. Journey Junction will not be liable for any consequence of any nature arising from the customer failing to ensure he or she has complied with such requirements.

Health & Conduct

All customers are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen tour as described in the brochure. Any customers with pre-existing medical conditions or illness must declare the true nature of such conditions at the time of booking, and make arrangements for the provision of any medication or other treatment which may be required during the tour. Such a customer is required to provide a medical statement from a General Practitioner to confirm they are fit to travel. Failure to make such disclosure will constitute a breach of these booking conditions and relieve Journey Junction from any obligations and liability.

Customer Exclusion & Local Law

Customers agree to accept the authority and decisions of Journey Junction and its supplier's employees and representatives whilst on tour. If in the opinion of such persons, the health or conduct of a customer before or after the departure appears likely to endanger the safe, comfortable or happy progress of the tour, the customer may be excluded from all or part of the tour without prior notice or any liability on the part of Journey Junction. In case of a customer's ill health, Journey Junction may make such arrangements as it sees fit and will recover the costs thereof from the customer. Customers agree to comply with the laws and regulations of the countries they travel. Journey Junction shall not be liable for any customers who commit illegal or unlawful acts whilst on tour.

