



POLICY AND TRIP SERVICE CONTRACT

HT AGENCY TOURS

THIS POLICY AND TRIP CONTRACT IS CONCLUDED

Between,

The Tourism and Travel Agency named

HT Agency Tours

Located at

AB 303 bis / II Ambodirano
Ambohimamory Itaosy Antananarivo 102

Represented by Mr

TOKIARNO GARCIHEL

In quality of

Founder

Hereinafter referred as the

<**Agency:** HT Agency Tours.....>>

ON ONE HAND

And,

Mr/Organisation.....

Address

Hereinafter referred as the <<**Customer:**>>

ON THE OTHER HAND

1. OBJECT OF THE CONTRACT:

The purpose of this contract is to regulate the relations between the agency and the customer, Once the latter has realized his reservation request by a “booking form” and the signature of the pro-forma sent to the Customer. **Andasibe and Palmarium.pdf** file received with the contract is an integral part of this contract

2. DECLARATION OF THE CUSTOMER:

2.1 The customer declares and warrants that all his/her details on the booking form are authentic and accurate.

2.2 He/she declares that he/she has read the conditions of the trip and agrees to pay all the services ordered.

3. DECLARATION OF THE AGENCY:

3.1 The agency declares and warrants that it is licensed and, in all respects, authorized and regulated by the applicable law to sell trips.

3.2 The agency declares and warrants that all the services related in the booking form will be honored according to the rules of the profession.

4. PRACTICAL PRICES:

4.1 The prices in the booking form include:

- All specified details in the tour packages INCLUSIONS

4.2 Are NOT included in this price:

- All specified details in the tour packages EXCLUSIONS

4.3 Payment terms:

Minimum 30% payable as an initial booking deposit which is not refundable in the event of cancellation by the customer. The total amount must be deposited 30 days before the arrival date, any non-payment before the arrival date is considered as a cancellation.

5. REGISTRATION:

5.1 For a **business alliance**: Monthly bank transfer (Following the contract detail concluded between the both parties). For a **Private person(s)**: All registration must be accompanied by the payment of a minimum deposit representing 30% of the total price of the package, non-refundable in case of cancellation by the customer.

5.2 In case of registration of less than thirty (30) days before the date of departure, the regulation will be the totality of the service.

6. CHANGE:

6.1 All changes are considered as cancellation or re-registration. If the modification occurs more than twenty (20) days before the departure, it will be charged 50\$ fee per file.

6.2 If the change occurs less than twenty (20) days before the departure, except prior agreement, it will be considered as cancellation.

7. CANCELLATION:

7.1 Due to the organizer:

In case that the organizer is obliged to modify all or part of the planned program for reasons beyond its control, or for reasons related to customer security; the latter will benefit from the full refund of the sums paid.

7.2 Due to the customer:

If the customer cancels his/her registration more than 60 days before the departure, the deposit payment of 50% will be retained.

If the cancellation occurs within the 45 days before the departure, 70% will be retained

Within the 30 days before the departure, 90% will be retained.

In the 20 days preceding the departure, deduction of 100% will be retained.

8. RESPONSIBILITIES:

8.1 RESPONSIBILITY OF THE AGENCY:

Acting as a quality of intermediary between customers on the one hand and service providers, ie transporters and hoteliers on the other hand, HT Agency Tours will be held responsible to the customer for accidents and damage occurring during travel.

With regards to the consequences resulting from the infringements of the applicable rules in different countries, for customs formalities, police regulations, as well as for other local particularities, the agency cannot be held responsible.

We warrant that a replacement car will be provided in case of non-repairable breakdown.

The feasibility of the tour will depend on the availability of the proposed accommodations.

We do not take responsibility for any airline schedule changes that may occur after quoting or booking. We will do everything we can to alleviate any disruption of your itinerary or holiday but cannot be held responsible for any loss of funds, bookings, missed connections or other prebooked/paid services.



HT Agency Tours
AB 303 bis / II Ambodirano Ambohimamory Itaosy Antananarivo 102

Phone: (+261) 034 20 00 198
Mail: harintsoatoky@ht-agency-tours.com
Web: www.ht-agency-tours.com

TOUR REGISTRATION FORM

Tour Dates: _____ **to** _____ **Tour Title:** _____

FULL NAME: (Mr./Mrs./Ms./Dr.) _____ (LEADER) _____

ADDRESS: _____

Town/City: _____ Prov./State: _____ Postal/Zip Code: _____

TELEPHONE: Cel _____

E-MAIL ADDRESS: _____

PERSONAL DETAILS:

Age: _____ Sex: _____ Marital Status: _____

Physical Limitations: _____

Doctor's Name: _____ ph. # _____

Please list name(s) & telephone number(s) of person(s) to contact in case of emergency:

PAYMENT METHOD:



Bank transfer (*For more/less than USD4000*)

Amount in \$ (in number)

USD

Amount currency

USD

NOTE: The price PER ADULT is USD

In letter: _____

TRANSPORT:

AIR: ☐ Regular Flight

☐ Charter plane

☐ RAILWAY
OTHERS

LAND: ☐ Autocar/Bus

Light ☐ Flight

SEA ☐

ACCOMMODATION

Accommodation type COMFORT

☐ Housing

☒ Bed &
Breakfast

☒ Half Board

☐ Housing + Full board

Important:

The trip is based on 2 travelers. Two separated contracts are required thus one Traveler leader of the tour has to fill out / sign the Contract.

Bring these documents with you during the date of your departure:

- o To serve as assistance: the original of the booking form.
- o To serve for border police: depending on the case, To serve as customs: Bank Receipt.
- o For sanitary service "NOT COMPULSORY": health book (vaccination)

NOTE: I have read the Conditions & Responsibilities paragraph on page two of this tour registration form, and agree to its terms & conditions.

Date: November, 13th 2024

Signature: HT AGENCY TOURS

Signature and stamp of the agency

HT AGENCY TOURS



The original of this document is given to the customer

It will be the same in case of emergency (strike, delay, technical incidents...).

The organizer reserves, if required by the circumstances, in case of external events beyond his control, the right to modify or even cancels his programs or itineraries and to substitute a means of transport or a hotel for the one originally planned, since approved by the Travelers.

8.2- RESPONSIBILITIES OF THE CUSTOMER:

The price of the trip cannot be refunded under any circumstances when the customer does not show up at the times and places mentioned on the travel documents or if, following the non-presentation of the documents necessary for the completion of the trip or stay (passport, visas, vaccination certificates, ...).

9. SPECIAL CONDITION:

- Bookings made on the flight at special rates (Regular flight), being firm and definitive, cannot be in any case neither advanced, nor delayed or cancelled
- In case of cancellation of the trip by the customer and whatever the reason, any refund cannot be claimed
- All customer requests and changes outside the organization will be the responsibility of the customer

10. INSURANCE:

10.1- The agency will NOT guarantee, and NOT responsible of any travel insurance. The costs of the insurance are not included in the amount of the service to be provided.

10.2- The customer informs the agency of any incident occurring during the trip, even if there is no obvious damage.

11. LITIGATION ARRANGMENT:

This Agreement is subject to the legal and regulatory applicable provision in Madagascar. The Parties commit to sort out amicably any dispute or disagreement that may occur during the performance or interpretation of the contractual provisions, or the probable consequence. In the event of failure of the said settlement procedures, any dispute will be brought expressly before the competent courts of Antananarivo.

Agreed in Madagascar, on _____ in two
(02) original copies.

SIGNATURE OF CUSTOMER

SIGNATURE AND STAMP OF THE AGENCY

HT AGENCY TOURS

A blue ink stamp of "HT AGENCY TOURS" is visible, with a handwritten signature in blue ink written over it.

HT AGENCY TOURS BANK DETAIL



BANK ACCOUNT DETAILS

Part reserved for the recipient of the statement

BANK OF AFRICA - MADAGASCAR

This information is intended to be given, upon request, to your creditors or debtors for transactions against your account (RTGS, EFT, Direct Debit).

It is meant to ensure accuracy of the account provided and hence avoid any delays due to erroneous representation of your account details.

Bank code	Agency code	Account N°	RIB key	Domiciliation
00009	05065	21698910009	91	BANK OF AFRICA - MADAGASCAR

IBAN: MG46 0000 9050 6521 6989 1000 991

SWIFT Address: AFRIMGMG

Account name: HT AGENCY TOURS

Address: AB 303 bis/II Ambodirano Ambohimamory

City: Antananarivo

Postal Code: 102

Country: Madagascar

BANK ADDRESS: Immeuble Financial District, Zone Galaxy Andraharo 101 Antananarivo, BP 183

NOTE: Once the bank transfer is done, you should receive a **Copy SWIFT** of the transaction then please forward it to us so that we can send it to our account manager. This **Copy SWIFT** is the best document with which our bank can follow the transfer process. Sometimes it takes more than 7 business days for our account to be credited but this Copy SWIFT is enough to confirm your booking. Also, once the Trip Contract is filled out (Mainly the TOUR REGISTRATION FORM), please forward it back to us.

