

AroundCA LLC

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PUBLIC OFFER AGREEMENT

Terms and Conditions for Booking, Payment, and Participation in Tours

Edition: April 2025

This Public Offer is an official proposal by AroundCA LLC (hereinafter — the Organizer) and sets forth the terms of booking, payment, participation in, and cancellation of tours both within Uzbekistan and abroad (Turkey, Egypt, Vietnam, and other destinations).

By making payment, paying a deposit, confirming participation, or booking by any means, the Tourist fully and unconditionally accepts all terms of this offer.

1. ORGANIZER DETAILS

Full legal name:	AroundCA LLC (OOO «AroundCA»)
Legal address:	100105, 29 Surkhan St., Mirabad District, Tashkent, Uzbekistan
TIN (INN):	312 176 122
OKED:	79120
Bank:	IPOTEKA BANK OTP Group
MFO:	01017
Account No.:	20208000107251517001
Phone:	+998 (97) 401-13-20
Website:	www.AroundCA.uz www.AroundCA.com
Director:	Tursunova A.V.

The Organizer operates under a tour operator license issued in accordance with the legislation of the Republic of Uzbekistan.

2. BOOKING CONDITIONS

2.1. Information Required for Booking

To confirm participation, the Tourist must provide:

- Full name exactly as stated in the identity document;
- Number of adult and child participants, with ages of children specified;
- Current phone number and/or messenger contact for communication.

2.2. Documents for International Tours

For tours abroad (Turkey, Egypt, Vietnam, and other international destinations), the Tourist must provide in advance:

- A copy of a valid international passport (validity: at least 6 months after the return date);

- Birth certificate of the child, if a child is participating;
- Any other documents required by the host country or visa authority.

! *Failure to provide or late submission of documents may result in denial of participation without refund.*

2.3. Visa Matters

The Organizer assists with visa processing but accepts no responsibility for decisions made by consular or visa authorities. In the event of a visa denial, refunds are processed in accordance with Section 6 of this offer, less any actually incurred costs (airfare, insurance, visa fees).

2.4. Booking Confirmation

A booking is considered confirmed only after 100% payment of the tour cost, unless otherwise expressly stated in the specific tour announcement. All payments must be made before the tour begins. A Tourist who has not made payment by the deadline may be denied participation without compensation.

2.5. Foreign Nationals

For foreign nationals and stateless persons, additional charges may apply: entrance tickets, permits, accommodation. The amount of any surcharge is confirmed by the manager and is mandatory.

3. INSURANCE

For international tours, insurance is a mandatory condition of participation. Medical insurance is either included in the tour price or arranged independently by the Tourist.

- The Organizer may offer insurance products from partner insurance companies.
- The Tourist may arrange insurance independently, provided the coverage meets the requirements of the destination country.
- The Organizer bears no liability for insurance events not covered by the policy.

4. PROMOTIONAL TOURS & SPECIAL OFFERS

- Promotional tours, special offers, waitlisted spots, and discounted tours have a limited number of places and a limited validity period.
- Discounts and promotions may not be combined unless expressly stated in the tour announcement.
- Tours marked "PROMO", "SPECIAL PRICE", "WAITLIST TOUR", or "NON-REFUNDABLE TOUR" may be subject to special payment, cancellation, and refund terms.
- If a tour was booked at standard price prior to a promotion being announced, the price difference will not be refunded.

5. TOUR PRICE CHANGES

The Organizer reserves the right to adjust the tour price in the event of:

- A change in foreign exchange rates by more than 5% from the date of booking;
- Introduction of additional fuel surcharges by the airline;
- Changes in rates imposed by the host party or government fees.

The Tourist will be notified of any price change in advance and has the right to cancel the tour with a refund of amounts paid, less actually incurred costs.

6. CANCELLATION & REFUND POLICY

6.1. Domestic Tours (Uzbekistan & Neighboring Countries)

Cancellation period before tour start	Refund conditions
More than 10 calendar days	Full refund (100%) or transfer to another tour (by agreement)
5–9 calendar days	50% of tour cost is withheld
Less than 5 calendar days	100% of tour cost is withheld
Tour marked "NON-REFUNDABLE"	No refund or transfer under any circumstances

6.2. International Tours

Cancellation and refund terms for international tours are determined in accordance with the rules of airlines, hotels, and the tour operator. The Organizer notifies the Tourist of individual conditions at the time of booking. The following general conditions apply:

Cancellation period before tour start	Cancellation conditions
26 or more calendar days	Administrative handling fee withheld + actually incurred costs
21–25 calendar days	10% of tour cost + actually incurred costs
15–20 calendar days	30% of tour cost + actually incurred costs
10–14 calendar days	Up to 50% of tour cost + actually incurred costs
0–9 calendar days	Up to 100% of tour cost + actually incurred costs

Additional: upon cancellation within 0–25 calendar days before the tour start, the Organizer reserves the right to withhold an administrative fee for booking organization and cancellation processing.

 **Peak & Holiday Periods** — 100% non-refundable regardless of cancellation date: New Year (Dec 25 – Jan 5) • Navruz (Mar 18–28) • Christmas • Chinese New Year • Ramadan • Easter • May Holidays • School vacation periods Also applies to: Early Booking, MICE, Cruise tours, and Dynamic tours.

6.3. Cancellation Due to Illness

In the event of the Tourist's illness, a refund is possible only upon submission of:

- An official medical certificate from a healthcare institution;
- Submitted no later than 72 hours before the tour start.

Refunds are processed exclusively for the participant who is ill.

6.4. Refund of Transportation Costs

Refunds for air and rail tickets are processed strictly in accordance with the rules and fares of the carrier. The Organizer bears no responsibility for the refund conditions of transportation companies.

6.5. Refund Processing Times

Payment method	Processing time	
Cash / bank transfer	Up to 5 business days	
Click / Uzum	5–10 business days	
International bank card	Up to 30 business days	

7. LIABILITY OF THE PARTIES

7.1. The Organizer is not liable for:

- Weather conditions, natural disasters, and force majeure events;
- Actions of government authorities (border closures, travel restrictions);
- Actions of third parties — airlines, hotels, cable cars, nature reserves;
- Delays, cancellations, or schedule changes beyond the Organizer's control;
- Denial of a visa or entry into the destination country.

7.2. The Tourist is solely responsible for:

- Their own health condition and holding valid medical insurance;
- Compliance with safety rules and standards of conduct;
- Following instructions of the tour guide and accompanying staff;
- Having all necessary documents (passport, visa, insurance);
- Timely arrival at the meeting point.

7.3. Rights of the Organizer

The Organizer reserves the right to:

- Make changes to the tour itinerary without reducing the quality of services;
- Change the order in which sites are visited;
- Substitute accommodation with an equivalent alternative;
- Cancel the trip in case of force majeure, with a full refund of amounts paid.

8. PERSONAL DATA PROCESSING

By providing personal data at the time of booking, the Tourist consents to their processing for the purpose of fulfilling the tourism services agreement, in accordance with the personal data legislation of the Republic of Uzbekistan. Data is not shared with third parties except where required for tour arrangements (airlines, hotels, visa authorities).

9. COMPLAINTS PROCEDURE

In the event of a complaint, the Tourist may contact the Organizer as follows:

- Submit a written complaint by email or to the Organizer's legal address within 20 calendar days of the tour's end.
- The Organizer will review the complaint within 10 business days of receipt.
- If no agreement is reached, the dispute shall be resolved in court at the Organizer's location in accordance with the laws of the Republic of Uzbekistan.

10. FINAL PROVISIONS

- This offer is effective from the date of publication and applies to all tours operated by AroundCA LLC.
- The Organizer reserves the right to unilaterally amend the terms of this offer by publishing a new version on www.AroundCA.uz.
- Matters not addressed by this offer are governed by the legislation of the Republic of Uzbekistan.

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