

Terms and Conditions of Excursion Booking and Payment

Terms and conditions

- Please note that in order to book an excursion through ACADEMSERVICE delegates should be registered online for the LES International Conference and paid in full **before 16 April 2014** (the latest term of registration).
- All reservations should be made **no later than 28 April 2014** except for Kremlin excursions.
- All reservations for Kremlin should be made **no later than 15 April 2014**.
- All excursions start and finish at the entrance № 4 of the World Trade Center.
- All the excursions are on a seat in coach (SIC) basis (non-private).
- All the excursions are conducted with English or Russian speaking guide.
- Each excursion requires minimum 5 people except cooking class “Russian Cousine” in Metropol hotel (min 6), the Museum of Chocolate (min 10), Sergiev Posad (min 10), Kolomenskoye (min 10) and Fashion House of V. Zaitsev (min 10)
- Confirmation is subject to availability and will not be confirmed until full payment is received. After received payment you’ll be supplied with a tour voucher.
- You should bring the tour voucher to the excursion indicated in it. Tour voucher will be provided by Academservice upon 100% prepayment.
- Tour vouchers issued are not exchangeable with other tours.
- You should be assembled at the pick-up point 15 minutes prior to tour departure time.
- Should the tour date selected did not achieve the minimum number of participants required Academservice will ask you to choose from alternative available dates.
- Any modification or amendment request to a booking should be made in writing form to les2014@acase.ru **no later than 28 April 2014** except for Kremlin excursions.
- Any modification or amendment request to a Kremlin booking should be made in writing form to les2014@acase.ru **no later than 15 April 2014**.
- Tailor-made excursions are available on request.
- All excursion bookings during the period of the Conference work **from 16-22 May 2014** are available on request.

Terms of cancellation

- Cancellation request should be made in writing form and submitted to les2014@acase.ru **no later than 28 April 2014** (no penalty will be imposed).
- Cancellation request for Kremlin should be made in writing form and submitted to les2014@acase.ru **no later than 15 April 2014** (no penalty will be imposed).
- Cancellation made **after 28 April 2014** is subject to cancellation fee equal 100% cost for the ordered excursion.
- Cancellation for Kremlin made **after 15 April 2014** is subject to cancellation fee equal 100% cost for the ordered excursion.
- Refund will be made by ACADEMSERVICE **no later than 10** business days after cancellation. In case payment was made by a bank transfer, bank fees will not be refundable.
- No refunds will be granted for No shows and late comers.

Terms and methods of payment

- 100% prepayment is required at the moment of booking.
- Payment can be made by Credit Card (Visa/MasterCard/EuroCard/JCB) in RUB or by bank transfer in RUB, USD, EUR.
- Please note that bank transfer fees are at participants or company’s charge.
- Please note that American Express, Visa Electron and MasterCard Electron are not accepted.