

# GENERAL TERMS AND CONDITIONS OF SALE (GTC)

LOVE ASIA TOURS  
(LB Love Asia Co., LTD)

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## 1. Purpose of the General Terms and Conditions of Sale (GTC)

These general terms and conditions define the rights and obligations of the parties concerning the reservation, sale, and provision of services offered by Love Asia Tours (hereinafter referred to as "the Organizer") ([www.loveasiatours.com](http://www.loveasiatours.com)).

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## 2. Reservation and Confirmation

- All reservation requests must be made in writing (email, online form, or other means validated by the Organizer).
  - Reservations are confirmed upon receipt of the required deposit (see Article 4). A confirmation email or document will be sent to the client to validate the reservation.
  - Specific requests (connecting rooms, special dietary requirements, etc.) must be mentioned at the time of booking and are subject to availability.
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## 3. Prices and Rates

- Prices are quoted in USD, excluding taxes unless stated otherwise.
  - Rates include the services specified in the itinerary or contract (accommodation, transfers, activities, etc.) but exclude unspecified expenses such as flights, insurance, tips, or personal fees.
  - Prices are subject to change based on currency fluctuations, local taxes, or external service costs.
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## 4. Payment

- **Deposit:** A 50% deposit is required to confirm the reservation.
- **Balance:** The balance must be paid no later than 45 days before departure.

- Payments must be made via bank transfer or other methods validated by Love Asia Tours. Banking fees are the client's responsibility.
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## 5. Cancellation and Refunds

- All cancellations must be notified in writing. The following cancellation fees apply:
    - **60 days or more before the departure date:** 7.5% of the total amount is retained as administrative fees.
    - **45 to 59 days before the departure date:** 50% of the deposit is non-refundable.
    - **15 to 44 days before the departure date:** 100% of the deposit is non-refundable.
    - **Less than 15 days before the departure date:** 100% of the total amount is non-refundable.
  - No refunds will be provided for unused services during the trip.
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## 6. Modifications by the Client

- Any modification request after confirmation (change of date, itinerary, etc.) is subject to availability and additional administrative fees.
  - If the requested modifications cannot be accommodated, standard cancellation fees apply.
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## 7. Provided Services

Love Asia Tours commits to providing services as described in the program or contract delivered directly to clients or intermediaries such as travel agents, planners, or other travel professionals.

In unforeseen circumstances (weather, force majeure, delays), adjustments may be made to ensure the clients' safety and comfort.

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## 8. Liability

- Love Asia Tours acts as an intermediary for services provided by third parties (hotels, transport providers, etc.) and cannot be held responsible for damages resulting from actions by these providers.
  - Love Asia Tours' liability is limited to the services directly provided and the amounts paid by the client or intermediary.
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## 9. Reservation Methods

Reservations can be made via:

- **Email:** [contact@loveasiatours.com](mailto:contact@loveasiatours.com)
- **Phone:** +855 95 78 98 54
- **Online:** [www.loveasiatours.com](http://www.loveasiatours.com)

Required information includes:

- Full names of participants.
- Desired travel dates.
- Specific preferences (accommodation, activities, etc.).

Reservations must be made at least 30 days before the departure date unless otherwise specified.

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## 10. Payment Methods

Accepted payment methods are:

- Credit card (Visa, Mastercard, etc.).
- Bank transfer (details provided upon request).
- Check (for local clients in Cambodia only).

All payments must be made in USD or Euros unless otherwise agreed. Banking fees related to payments are the client's responsibility.

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## 11. Copyright

Love Asia Tours retains the rights to use images, videos, and other promotional content distributed via its platforms and media.

Any reproduction, distribution, or modification of this content by the client is prohibited without prior written authorization from Love Asia Tours.

Violation of these rights may result in legal action.

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## **12. Data Protection**

Love Asia Tours collects personal information (name, email, phone number, etc.) only for reservations and communication related to its services.

This information is securely stored and not shared with third parties without the client's prior consent, except where legally required.

In compliance with GDPR (General Data Protection Regulation) in Europe, clients have the right to access, modify, or request the deletion of their personal data.

To exercise these rights, please contact: [contact@loveasiatours.com](mailto:contact@loveasiatours.com).

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## **13. Insurance**

Clients are advised to purchase travel insurance covering cancellations, medical expenses, and incidents during the trip.

Love Asia Tours is not responsible for losses or damages not covered by personal insurance.

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## **14. Force Majeure**

In the event of unforeseen circumstances (natural disasters, conflicts, pandemics), Love Asia Tours reserves the right to modify or cancel trips.

In such cases, clients will have the option to reschedule or receive a partial refund, less any non-recoverable costs.

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## **15. Complaints**

Complaints must be submitted in writing or by email within 30 days of the trip's end to our office:

- Address: Love Asia Tours Office, Wat Bo Street, Siem Reap, Cambodia
- Phone: +855 95 78 98 54
- Email: [contact@loveasiatours.com](mailto:contact@loveasiatours.com)

Love Asia Tours will respond to complaints within 15 working days for post-trip issues and within 24 hours for in-trip concerns.

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## **16. Jurisdiction and Applicable Law**

These GTC are governed by the laws of Cambodia.

In case of a dispute, the parties agree to seek an amicable resolution before proceeding to the competent courts.

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## **17. Acceptance of General Terms**

Validation of the reservation implies unconditional acceptance of these general terms and conditions of sale.

For LB Love Asia Co., LTD

Ludwig Brigaud



The Client