

JORDAN HORIZONS TOURS (JHT) GENERAL TERMS & CONDITIONS

1. COMPANY INFORMATION

Jordan Horizons Tours (JHT) is a licensed travel agency and Destination Management Company (DMC) in Jordan, operating in accordance with the regulations of the Jordanian Ministry of Tourism and Antiquities.

2. BOOKING & CONFIRMATION

All bookings are subject to availability and written confirmation by Jordan Horizons Tours (JHT). By confirming a reservation, the client agrees to these Terms & Conditions on behalf of all travelers included in the booking.

3. RATES & PRICES

All prices are quoted in USD unless otherwise stated. Rates are based on current supplier tariffs, taxes, fuel costs, entrance fees, and exchange rates at the time of quotation. JHT reserves the right to revise prices before final confirmation if supplier or governmental increases occur.

4. TOUR INCLUSIONS & EXCLUSIONS

Tour inclusions and exclusions are listed in each itinerary and quotation. Any services not specifically mentioned as included will be considered excluded.

5. AMENDMENTS & CHANGES

Requests for changes or amendments after confirmation must be submitted in writing. Additional charges may apply depending on the nature of the amendment and supplier policies.

6. CANCELLATION POLICY

Cancellation fees may apply depending on the cancellation date, season, hotel policies, and supplier conditions. Certain services, entrance tickets, special arrangements, or peak-season bookings may be non-refundable.

7. ACCOMMODATION

Hotel check-in and check-out times are subject to hotel regulations. Room preferences such as twin beds, double beds, smoking/non-smoking rooms, views, or floor levels are subject to availability and cannot be guaranteed.

8. TRANSPORTATION & TOURS

Transportation services are operated according to the confirmed itinerary. Tour duration and timing may vary depending on weather conditions, traffic, border procedures, operational requirements, or local authority regulations.

9. TRAVEL INSURANCE

Clients are strongly advised to purchase comprehensive travel insurance covering cancellation, delays, medical expenses, baggage, evacuation, and other unforeseen circumstances. JHT does not provide travel insurance coverage.

10. PASSPORT, VISA & HEALTH REQUIREMENTS

Clients are fully responsible for ensuring they hold valid passports, visas, vaccinations, and any required travel documents before arrival. Passport validity should normally be at least six months from the date of travel.

11. LIABILITY DISCLAIMER

Jordan Horizons Tours acts only as an intermediary between clients and independent suppliers such as hotels, transportation companies, guides, restaurants, and activity providers. JHT shall not be held responsible for delays, injuries, losses, damages, accidents, weather conditions, border closures, political situations, or any circumstances beyond its control.

12. OPTIONAL ACTIVITIES & THIRD-PARTY SERVICES

Optional excursions and activities may be operated by third-party providers. JHT cannot guarantee the operation, quality, or availability of services managed independently by external suppliers.

13. ITINERARY CHANGES

JHT reserves the right to modify routes, accommodations, transportation, or tour arrangements when necessary due to operational needs, weather conditions, safety concerns, supplier issues, or circumstances beyond control.

14. GUEST CONDUCT

Clients are expected to respect local laws, customs, hotels, transportation providers, guides, and fellow travelers. JHT reserves the right to refuse or terminate services for any traveler whose behavior causes danger, disruption, abuse, or damage.

15. FORCE MAJEURE

JHT shall not be liable for failure to perform services due to events beyond reasonable control, including but not limited to natural disasters, extreme weather, war, terrorism, political unrest, strikes, pandemics, transportation disruptions, or governmental actions.

16. COMPLAINTS

Any complaints or issues during the tour should be communicated immediately to JHT representatives in order to allow an opportunity for resolution during the trip.

17. ACCEPTANCE OF TERMS

By confirming a booking, the client acknowledges that they have read, understood, and accepted these Terms & Conditions.

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