

The Jordan Trail Association (“JTA”)
Changes, Cancellation, & Refund Policy

This Cancellation and Refund Policy (“**Policy**”) applies to the Spring-Hike event which is scheduled to take place on the 12th of April, 2024.

Changes

The JTA will endeavor to apply the arrangements described in our website and brochures to the extent possible. We plan the arrangements for the Spring-Hike event months in advance and may occasionally have to make minor changes. The JTA reserves the right to change the dates, itinerary, schedule, facilities, services, transport, and overnight arrangements (hotel, homestay or camping arrangements) described in our website and brochure at any time before or during the Spring-Hike event.

The choice of overnight arrangement will always be subject to availability and may change to accommodate the number of participants, or due to weather conditions or other circumstances.

The JTA will inform you of any change to the itinerary or services described in our website and brochure as soon as reasonably possible.

Force Majeure

There are many conditions or events that are beyond our control including, but not limited to, potential or actual adverse weather conditions, natural disasters, fire, epidemics or pandemics, health risks, trail situations, bans by governments or official authorities, acts of God, riots, civil disturbances, legislative changes, unavoidable or unforeseeable technical problems with transport and other circumstances that amount to a ‘**Force Majeure Event**’.

In case of a cancellation due to a Force Majeure Event, you will have the choice of:

- a. receiving a full refund minus an amount of JOD 100¹ of the total fee paid by you and any costs that are non-refundable by other service providers, hotels, and transport providers; or
- b. transfer to the next scheduled Spring-Hike.

¹ The amount may be increased if additional transfer charges are charged by the bank.

Cancellation and Refund

1- Cancellation by the JTA

- c. The JTA reserves the right to cancel the Spring-Hike event at any time prior to its starting date, at a date it deems least convenient for the participants. The JTA will notify the participants of the cancellation and the reasons for such cancellation as soon as possible.
- d. In this case, an amount of JOD 100² of the total fee paid by each participant will serve as a non-refundable deposit and the remaining amount will be refunded.
- e. JTA requires a minimum of ten participants to run the Spring-Hike event to ensure a meaningful experience for the group. If JTA does not receive this minimum amount within 14 days of the start date of the Spring-Hike, the JTA has the right to make the unfortunate decision to cancel or re-schedule the event. In this case JTA will fully refund the cost of the event and will inform you of the cancellation by email.

2- Cancellation by you:

Should you cancel your participation in the Spring-Hike, the following guidelines apply:

- a. **60 days before the start date of the Spring-Hike:** you qualify for a full refund, minus an amount of JOD 100³ of the total fee paid which will serve as a non-refundable deposit.
- a. **30-59 days before the start date of the Spring-Hike:** you are eligible for a 50% refund, minus an amount of JOD 100⁴ of the total fee paid which will serve as a non-refundable deposit.
- b. **29-20 days before the start date of the Spring-Hike:** you are eligible for a 25% refund, minus an amount of JOD 100⁵ of the total fee paid which will serve as a non-refundable deposit.
- c. **19 days or less before the start date of the Spring-Hike:** your trip is non-refundable.

Exchange Rate and Transfer Charges

Refunds for bookings, based on this Policy, will be refunded to the nominated credit card used to pay for the original booking. All refunds will be made in Jordanian Dinars. If you paid by credit card denominated in a foreign currency, the refunded amount you receive in your foreign currency may not be exactly what you were

² The amount may be increased if additional transfer charges are charged by the bank.

³ The amount may be increased if additional transfer charges are charged by the bank.

⁴ The amount may be increased if additional transfer charges are charged by the bank.

⁵ The amount may be increased if additional transfer charges are charged by the bank.

charged at the time of booking due to changes in the foreign exchange rates, non-refundable or additional bank or credit card charges, or other factors. We are not responsible for currency exchange rate charges or conversion rates and fees imposed by your credit card provider or bank, and any questions relating to such matters should be directed to them. We accept no liability whatsoever for any loss that you suffer as a result of a difference in currency exchange rates, fees, or otherwise in relation to the amount funded.

Modifications and Amendments

The JTA reserves the right to modify and amend this Policy at any time in its sole and absolute discretion. Any such modifications or amendments will be communicated to participants who have an active booking for the Spring-Hike event, or otherwise, by publishing the amended terms on our website.

Contact

Cancellations and/or other requests that affect the scheduled itinerary must be in writing and must be communicated to the following email address (info@jordantrail.org). You must receive a reply by email for the cancellation to be valid. If our response is delayed, or if you do not receive a response from us, the cancellation will not be deemed effective, and you will be responsible for all fees in accordance with the original agreement. You may also contact us by phone on +962 6 461 0999 if you encounter any email issues.

Thank you for understanding that JTA thrives to provide you with the best possible experience making the most of its resources and the prevalent circumstances. We do hope there will be no need for cancellation and that you will get to explore and enjoy what our beautiful Jordan has to offer!

