



Terms & Conditions

Georgia Winter Group Tour 2026-2027

\$50

Seat confirmation fee
deducted from the trip
price

16

Minimum participants
to run the group

40 days

Deadline to reach
the minimum

31 days

Last day to withdraw
with a full refund

Please read these terms carefully before making any payment. Group bookings are secured in advance with hotels and suppliers under strict conditions. Clear terms from the start protect both the participant and the company, and make the trip comfortable for everyone.

1 About the Company and Acceptance of Terms

- Zain Travel is a tourism company officially registered in Georgia, registration number: 402158972.
- Paying the seat confirmation fee means the participant has read and fully accepted these terms.
- **Payment links and official information are issued only from two accounts:** the company WhatsApp +995511149000, and the official Telegram account **@zain4travel**, which manages all group channels and payment links.
- Any other account is not recognized, even if it carries the name of a company employee or its director. The company is not responsible for any dealings or payments made outside these two accounts.

2 Group Type

- Groups are separated by category: families, men, or women. Mixing between categories is not permitted.
- The type and dates of each group are set before the channel opens and before any payment is collected, so participants know the group category and dates before paying.
- Each group has its own separate channel.

3 Registration and Seat Confirmation

- After joining the group channel, the participant contacts the company WhatsApp or @zain4travel on Telegram to request a payment link. Telegram is available for those who prefer not to share their phone number.
- A seat is secured by paying a confirmation fee of **\$50 per person only**, which is later deducted from the trip price.
- The confirmation fee must be paid within 5 days of joining the channel. Otherwise, the member is removed so the spot can go to someone else.
- Seats are limited and allocated on a first-paid basis. Once all seats are taken, a waiting list opens.

4 Channels and Communication

- **Private group channel:** used to share the program, updates, and the number of confirmed participants. It is managed by the Zain Travel team, and comments or discussions are disabled.
- **Discussion group:** opens once the minimum number is reached, exclusively for confirmed members, and is linked to the group channel.
- **Inquiries:** before the discussion group opens, all inquiries go directly to customer service via the company WhatsApp or @zain4travel on Telegram.

- The company may remove any member who offends others or the company, spreads false information about the trip, or promotes other parties. The removal rules in Clause 7 then apply.

5 Minimum Number for the Trip

- The minimum to confirm a group is 16 participants.
- The deadline to reach this number is 40 days before the arrival date.
- Once the minimum is reached, the company officially announces the trip confirmation on its official channels.
- If the minimum is not reached by the deadline, each participant chooses one option:
 1. Transfer the booking to an alternative date put to a vote. The price may differ depending on the new date.
 2. Receive a full refund of the \$50 confirmation fee within 3 to 14 business days.

6 Prices and Payments

- Prices are per person and vary by room type (single, double, triple) and trip dates.
- The applicable price is the one published in the group channel at the time of registration, and it is fixed once the first installment is paid.

Payment	Amount and Due Date
Seat confirmation fee	\$50 at registration, within 5 days of joining the channel
First installment	50% of the trip price minus the \$50, within 3 days of the minimum being announced
Final installment	The remaining balance, no later than 21 days before arrival

- Prices are shown in US dollars. Payment is made **exclusively through the payment link** sent by the company, charged in local currency (Georgian Lari) at the exchange rate on the day of payment, plus a **2.5% payment service fee**, which is non-refundable in all cases.
- Failure to pay any installment on time is treated as a withdrawal by the participant, and the cancellation policy applies.

7 Cancellation and Refund Policy

In all refund cases, the participant receives the full trip amount paid, through the same payment method and in the same amount paid in Lari, within 3 to 14 business days. The payment service fee (2.5%) is **non-refundable**, as it is paid to the payment provider.

Situation	Outcome
Withdrawal before the minimum is reached	Refundable: the full \$50 confirmation fee.
Withdrawal after the minimum is reached, up to 31 days before arrival	Refundable: all amounts paid.
Withdrawal within the last 30 days before arrival (day 30 or later)	Non-refundable. The participant may transfer the seat to another person of the same group category, with company approval, up to 7 days before arrival, since names are tied to hotel and insurance bookings.
Seat filled from the waiting list by the company	Refundable: all amounts paid.

Situation	Outcome
Removal from the channel or group	The \$50 confirmation fee is non-refundable in all cases . Other amounts follow the cases above.
No-show or leaving before the program ends	Non-refundable: no refund for unused services.
Trip cancelled by the company for any reason	Refundable: all amounts paid.

8 Flights and Arrival

- The program price does not include flights. Participants book their own tickets.
- Participants must arrive and depart at the times set by the company for the group, to be included in the group airport pickup and drop-off.
- If a participant arrives or departs at a different time, a private transfer is at their own cost: 80 GEL for a sedan (1 to 3 people) and 120 GEL for a minivan (4 to 7 people), per one-way trip.
- The company is not responsible for flight delays, cancellations, or lost luggage, or for any part of the program missed as a result.

9 Program and Accommodation

- Daily tours last 8 hours within the window of 10 AM to 8 PM.
- The order of tours may change, or some may be replaced, due to weather, mountain road closures, or security conditions, for the safety of participants.
- Skiing and snow activities depend on weather and snow conditions, and the company is not responsible if they are unavailable.
- If a hotel becomes unavailable, the company will propose an alternative of the same standard and notify participants in advance, who are free to accept or decline. The alternative may cost the same, more, or less, and the difference is paid or refunded accordingly. If a participant declines the alternative, they may withdraw and receive a refund of the amount paid.
- The price does not include: entrance tickets to attractions and cable cars, 4x4 vehicles, optional activities such as boats, paragliding, and zip lines, or any personal expenses.

10 Rooms

- Rooms are booked according to the type chosen by the participant at registration.
- In men's or women's groups, a participant may request to share a room with another group member at the double room rate. If no roommate is available, the single room rate applies.
- In triple rooms, the third bed may be an extra rollaway bed or a sofa bed, depending on each hotel's policy.

11 Children in Family Groups

- For families of more than 3 members, children's prices are set according to their ages and hotel policies. Prices are available from customer service, to add the children and pay any difference.
- Children remain the responsibility of their parents or guardians throughout the trip.

12 Respect and Conduct

- Mutual respect is the foundation of every successful trip. Participants must treat the tour guide, the driver, and the customer service team courteously, both during the trip and in messages via WhatsApp and Telegram.
- Offensive language or condescending behavior toward any team member or participant is not permitted.

- Participants must respect daily departure times. If a participant is more than 20 minutes late, the group may leave, and the late participant joins at their own cost.
- Smoking inside the vehicle is not permitted.
- The company may exclude any participant who violates the above or disrupts the program, without any refund.

13 Documents, Health, and Insurance

- Passports must be valid for at least 6 months from the arrival date.
- Participants are responsible for checking Georgia's entry requirements for their nationality, and the company is not responsible for entry refusal by airport authorities. Customer service is available to answer any questions and help prepare documents where possible.
- The program includes comprehensive travel insurance covering the full program duration. Participants with specific health conditions are advised to inform the company in advance and bring their medication.

14 Force Majeure

- The company is not liable for cancellations or changes caused by circumstances beyond its control, such as natural disasters, pandemics, airspace closures, and government decisions. In such cases, the company will make every effort to provide a suitable alternative or recover what it can from suppliers.

15 Photography and Privacy

- The company may photograph moments from the trip for marketing purposes, and any participant may ask not to appear.
- In family and women's groups, no photos or videos are published without the consent of those shown.
- Participant data is used for booking purposes only and is not shared with any other party.

Contact Us

WhatsApp
wa.me/zain4travel
wa.me/995511149000

Official Telegram Account
[@zain4travel](https://t.me/zain4travel)
 Inquiries and payment link requests
 Zain Travel Official Channel
t.me/zain4travel_Official_Channel
 Trip announcements and polls

Email
reservation@zain4travel.com
 Bookings
info@zain4travel.com
 General inquiries

All Official Accounts
linktr.ee/Zain4travel
 Website, TikTok, Instagram, X, and Snapchat
 Website
zain4travel.com

Payment links are sent only from the company WhatsApp +995511149000 or @zain4travel on Telegram

Zain Travel | Your Journey Starts Here

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