

Terms and Conditions

Please read carefully as they set out our respective rights and obligations. Once you begin your tour, by default you accept these terms and conditions.

Once ‘Active Life OÜ’ confirms your booking a contract is made between ‘Active Life OÜ’ and you upon the terms and conditions set out below. ‘Active Life OÜ’ hereinafter referred to as ‘we’, will only confirm your booking once we have received full payment for your tour.

1. Booking

1. Once full payment is made you will be allocated a place/places on the particular tour. If you pay via bank account you will get a confirmation letter. This is your confirmation of booking. This should be printed and saved for own reference.
2. Once you begin your tour, you accept and abide by these terms and conditions.
3. We accept no responsibility for incorrect email or inability to deliver email. If your confirmation does not arrive on time or at all, then you must ask us to resend the email confirmation of the tours you have paid for.
4. All internet bookings will be confirmed by email.
5. We reserve the right to sell any places reserved without full payment or a deposit.
6. It is the responsibility of the passenger to check the accuracy of dates booked.

2. Insurance

1. There is no travel insurance cover included in the price of the ticket.
2. We take no responsibility for any injuries or loss to you incurred whilst you are taking part in any optional activities that are outside our all inclusives. We accept no responsibility for the theft, loss or damage to personal belongings from at any time during the duration of your tour.

3. Cancellation

1. Cancellation of your booking must be in email or phone at least the same day an hour before the tour.
2. You are entitled to a full refund if you give us one day notice of your intention to cancel.
3. If you choose to cancel later than one hour before the start of your tour, no refunds will be granted. You can choose to change your tour departure to another date (subject to availability).
4. Tours already booked can not be cancelled and rebooked where special offers are made available. This applies to all trade shows and any other special offers that may be available.
5. Any refund which has been agreed with the management of Active Life OÜ. will be processed within 14 days.

4. Changes by us

1. We reserve the right to change our typical itineraries at any time and at our discretion. As professionals we will endeavour to avoid this and if this is necessary, we will substitute alternative arrangements of comparable monetary value.
2. We reserve the right to alter our itinerary in the event of happenings outside the control of Active Life OÜ. This includes outbreaks of ‘foot and mouth’ or other

contagious diseases, revolution, national or local strikes and/or protests, social disorder, political unrest.

3. We are constantly striving to make our tours even more brilliant than they are perceived by many to be, therefore should attractions open or become open to us, that we feel will enhance your experience of our beloved motherland then we reserve the right to include these in your best interests.
4. We reserve the right to decrease the price of our tours at any time.
5. Potential passengers are asked to appreciate that we cannot guarantee the vehicle you travel in will be decorated with Active Life OÜ livery.
6. We reserve the right to launch amended brochures in the public domain at any time.

5. Travelling

1. You must obey the laws of the Republic of Estonia and the European Union. We would ask you to show respect to the local traditions and communities. If you do not do so, you may be asked to surrender your participation, which may be cancelled without any refund. It is our representative who will decide to cancel your attendance or not and their decision will be final.
2. Your appointed Active Life OÜ tour guide may need to make a decision in the interests of safety. It is a condition of bookings that you comply with the authority and decisions of the appointed representative of Active Life OÜ. If you do not comply with the said representative and are not compatible with the general enjoyment and well being of members of the tour, we reserve the right to refuse to allow you to continue the tour. In such a case we will not be liable for any refund, compensation or any additional costs incurred by you. We cannot accept liability for the behaviour of others on your tour nor if any facilities are curtailed as a result of their actions.
3. It is your responsibility to meet your tour at arranged points. Active Life OÜ will endeavour to ensure that departure and arrival times are met.

6. Pick up points

1. All of our bus tours depart from Kuressaare Kuursaal (resrot hall), Lossipark 1, Kuressaare, Estonia.
2. Sailing tour to Abruka island depart from the Raeikivi peninsula, Kuressaare, Estonia

7. Your obligations and responsibilities

1. You must inform us in writing of any medical condition that's requires attention or medication before your tour commences.
2. During your tour your tour guide may take photographs and films of you (as part of a group) while you are a passenger and these may be used in our Group brochures and/or advertising and publicity material without obtaining any further consent or payment in respect of such photographs and/or films.
3. When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss must be paid at the time direct to the owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions.
4. You are obliged to respect the right of residents living around during your tour, to keep free from noise, vandalism or any other source of annoyance. Any tour member who contravenes this policy will be reported to the local police.

5. We would ask you come to our tour with a positive frame of mind, ready to enjoy your adventure with us. At all times you must show courtesy and respect to your driver/guide and more importantly the other Tour members. Failure to do so may result in you being asked to leave the tour at the management's discretion.

8. Complaints

1. In the highly unlikely event that you may wish to make a formal complaint against Active Life OÜ. Please inform the Active Life OÜ Driver/Representative at the time. If the matter cannot be resolved immediately or during your trip after the Driver/Representative's best endeavours to do so, your complaint should be made in writing to Active Life OÜ as soon as is reasonably possible after the holiday, but within 14 days thereof so that your complaint can be investigated. Active Life OÜ will not consider any claims after the 30-day period. You will be assured of respect and courtesy whilst your complaint is being dealt with.

9. Weather Conditions

1. Under no circumstances can we be held responsible for weather conditions. No ticket can be cancelled or amended by you at any time on the basis of weather conditions. We accept no responsibility for weather conditions that may affect the delivery and implementation of our itinerary.

10. No Smoking/Drinking Policy

1. We do not permit smoking or drinking on any of our vehicles.
2. You're allowed to try local beverages in reasonable quantities.

11. General

1. The booking conditions detailed herein contain the entire contract between you and Active Life OÜ. No representation, term, warranty or condition can be expressed or implied by reference to any other writing, advertisement or conversation. This contract may only be varied in writing by a duly authorised officer of Active Life OÜ.
2. This contract and all matters arising out of it are governed by Estonian law. We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday will be dealt with by the Courts of the Republic of Estonia only. Changes to these Booking Conditions will only be valid if agreed by Active Life OÜ in writing.
3. Every effort is made to ensure the accuracy of our brochures and other printed material at time of going to print, however Active Life OÜ cannot be held responsible for printing and typographical errors, or errors arising from unforeseen circumstances.
4. Active Life OÜ is operated by

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