

Happy Mongolia Terms and Conditions

Our Responsibility

We are responsible for organising and operating your chosen tour's itinerary. We take responsibility to provide quality service by us or other third parties. We can not be held responsible for unforeseen circumstances such as extreme climate changes, governmental legislative changes, air flights, poor road conditions or emergency health issues during a tour. We are able to provide you with a letter of invitation or additional support to help you secure a tourist visa, if necessary.

Guarantee of spiritual sessions

We can not give a 100% guarantee on magical experiences or sudden positive changes in your feelings and your life after any of our spiritual sessions. However, we can tell you that at least 70% of our previous clients has had a positive spiritual encounter or experience. We can provide you with some of our client's testimonials should you wish to request them. Please note that we do not give refunds for our sessions and rituals.

Reservation

Upon finalization of your booking, we require 80% of the total price to be paid in advance. We will send you a detailed itinerary and invoice for the reservation of your tour. Payment will be made through international bank transfers. Please make sure that all bank fees are covered by you. We can convert our standard USD rates into different currencies if you wish to pay in your own local currency.

Payment upon Arrival

Short tours (1-3 days) can be paid upon arrival. In that case, a reservation fee of 100 USD is required to be paid in advance. Note that this payment is not refundable in case of cancellation.

Remaining payment

The remaining 20% of your payment will be paid after the tour in Mongolia. This final amount can be paid in local currency and you can withdraw cash from ATM machines in Ulaanbaatar. Note that ATM machines have a maximum withdrawal limit of 800 USD a day.

Cancellation

In case of cancellation, we charge an administrative fee. The amount due for payment depends on the time of cancellation:

30 days or more prior to start of tour: 200 USD

21-29 days prior to start of tour: 20% of the tour price

6-20 days prior to start of tour: 50% of the tour price

0-5 days prior to start of tour: 90% of the tour price

We only accept written notification of cancellation through email or post.

Any refunds will be transferred to your bank account within 3-5 days of cancellation notice.

Discounts

We may have an off-season discount of 10-15% from the 15th of September to the 15th of May.

Child Policy

Children under 12 years old can have a discount on accommodation in ger camps.

Vegetarians

Vegetarians are welcome. However, we must charge 20% extra on our meal price, as we have to arrange for special ingredients. This applies only on group tours using a private cook.

Other

Any international flights, insurance, tips and personal additional costs while in Ulaanbaatar are not included in the tour price.