

Terms & Conditions

Bespoke Travel Company Ltd. Does not own or operate any entity which is to provide goods or services. It purchases transportation, restaurant, ground handling and other services from various independent suppliers and individuals. All such persons and entities are independent contractors. As a result, Bespoke Travel Company is not liable for any negligent or willful act of any such person or entity or of any third person. Similarly, it is Bespoke Travel Company's policy that no fees for our services should be paid directly to third party suppliers by the customer. Bespoke Travel Company is not liable for any cash misplaced or misappropriated by any third party.

In the event of illness or other unforeseen circumstances on the part of the third party supplier resulting in non-provision of services, Bespoke Travel Company will endeavour to find a similar replacement, or should a suitable replacement not be available, all monies paid for the service shall be refunded to the customer.

In addition and without limitation, Bespoke Travel Company is not responsible for any injury, financial or physical loss, death, inconvenience, delay or damage to personal property in connection with the provision of any goods or services whether resulting from, but not limited to acts of god or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of any means of transportation or for failure of any transportation mechanism to arrive or depart on time. Similarly, there are many inherent risks in tours such as Great Wall hikes, which can lead to illness, injury, or even death. These risks are increased by the fact that trips take place in remote locations, away from immediate medical facilities. Guests assume all such risks associated with participating in any such tour.

Insurance and Safety: Each guest of Bespoke Travel Company should ensure they have insurance coverage for accident, loss or injury during any tour undertaken. During the tour, the tourist assumes all risks related to participation of the tour. Bespoke Travel Company is not liable to any guest for any direct, indirect or consequential damages.

Overdue Payments: payments that are more than 2 weeks overdue will incur an additional late payment fee amounting to 10% of the total invoiced amount each week until the invoice is paid in full.

Cancellations: Tickets for Bespoke's Group Tours are non-refundable but are transferable to other people provided we receive written notice of this at least 48 hours in advance of the tour. If you cannot attend for whatever reason, please let us know as soon as possible so that we can offer your place to someone on the waiting list, and put you in touch with them for transferring the ticket / money for the ticket. The walk will take place come rain, shine or bad pollution, so if it is raining please do bring an umbrella. If bad weather makes the walk impossible we will call you on the day of the tour on the number you provided to let you know it's been cancelled.

Governing Law & Dispute Resolution: These Terms and Conditions shall be governed by and construed in accordance with the laws of the People's Republic of China. Any disputes arising out of or in connection with these Terms and Conditions shall be resolved through consultations. If the consultations do not lead to an agreement within thirty (30) days of the commencement of consultations, any party has the right to submit the dispute exclusively to the Arbitration Center.