



FAQ

RESERVATION

How do I book my tour online?

Any activity must be booked by sending us an e-mail with the following details:

The name of the activity, the date of joining the activity, how many persons.

Full name, date of birth, phone number, e-mail, nationality.

Height and weight for cycling tours or multi-adventure activities.

How far in advance do I need to book my activity?

The sooner you book, the more likely the tour will be confirmed, as every activity has a minimum number of persons required to proceed the reservation. If you're looking for a multi-day tour, the reservation requires an earlier booking date according to the cancellation policy of the activity.

What if I want to book a Private Tour?

Any activity can be booked as a private tour. For private tours, you can send us a Tailor-Made Travel document which you can find in the header of the page, or send us an e-mail with your request.

Tailor-Made Travel?

Any tour can be modified to meet the interests and preferences of the customer. We create and organize a personalized tour ideal when traveling as a family, a group of friends, or on an incentive trip. You determine the duration of the trip, destination preferences, type of accommodations, and a range of activities with full flexibility to travel at your own pace.

Price Private Tours?

The price per person varies based on how many people, the destination, accommodation, the duration of your holiday, the range of activities, and the time of year you travel.

Booking steps Private Tours?

See Tailor-Made Travel which you can find in the header of the page.

When should I book a Private Tour or a Tailor-Made Travel?

The sooner you book, the more options you'll have in terms of dates, accommodations, and the range of activities.



How much is the tour deposit?

See Terms & Conditions and/or activity information.

Is my deposit refundable?

See Terms & Conditions.

When will I receive more detailed information about my trip so I can start planning my travel?

General information of each activity you find in the trip notes. Detailed information about the activity will be sent after making a pre-reservation.

My departure is not guaranteed. When will I know if my trip will run so I can book flights?

If a cancellation has to be made, we will inform you immediately and notify you of cancellation not less than 45 days before the start of your trip for multi-day tour or tours for 8 days or more. We confirm the client as soon as possible to guarantee your trip if we have reached the minimum group size.

How do I get to the start of the trip and how will I get to the airport after the trip ends?

Every tour has a private transfer on the first and the last day which is mentioned in the trip notes.

Will Montaraz Outdoors & Culture help me book a room before or after my trip if I'm extending my vacation?

Yes. Hotel extensions, adding an extra day or days at our selected accommodations can be arranged but have to be requested in advance.

Room Options?

Tours for 8 days or more: The hotel room type is a Standard Double Room assigned to two people with two individual beds or one double bed for couples with a private bathroom. Rooms are distributed, in consultation, according to the gender of the travelers. Private rooms can be booked at an additional cost for those who do not wish to be shared with other group members. Due to the limited capacity of the hotels, a single room must always be requested. Multi-day tour: The hotel room type is a Standard Double Room assigned to two people with two individual beds or one double bed for couples with a private bathroom. Rooms are distributed, in consultation, according to the gender of the travelers. Private rooms can be booked at an additional cost for those who do not wish to be shared with other group members. Due to the limited capacity of the hotels, a single room must always be requested. Possible that room options are different for multi-day tour and is mentioned in the trip notes.

**Confirmation hotel extensions?**

We confirm your request as soon as possible. The extra cost will be added to the total price of the tour and to the deposit of 20 % to make your pre-reservation.

What methods of payment are accepted?

Bank transfer payment. After booking a tour you will receive a proforma invoice with your tour- and payment details. If final payment is not received when due, we reserve the right to cancel your reservation.

Do I need a Travel Insurance?

Obligatory for multi-day tour or 8 days tour or more.

It is your responsibility to arrange appropriate travel insurance. Ensure you have read and understood the full terms and conditions of your travel insurance policy to ensure that you are covered for all activities you intend to undertake whilst on the tour. Your Insurance Policy must fully cover you for medical expenses and emergency repatriation to your home country.

Does Montaraz Outdoors & Culture offer insurance?

No.

Can I cancel for any reason?

The client has the right to cancel the tour in writing and signed if the cancellation takes place more than the given date. (See Cancellation Policy for each activity) Once we receive your notice, the cancellation will take effect.

We take our responsibility and you will be entitled to a full refund of the total trip price if we are not able to guarantee your trip by not having a minimum group size. If a cancellation has to be made, we will inform you immediately and notify you of cancellation not less than 45 days before the start of your trip. You will be entitled to a full refund of the total trip price because of extraordinary circumstances meaning warfare, significant risks to human health, or a natural disaster such as weather conditions, which make it impossible to travel safely.

What if a family member gets sick or what if I get sick or injured?

Montaraz Outdoors & Culture is not responsible for any cancellations that indicates personal reasons or other reasons. If the event takes place within the cancellation charges, we treat your booking as canceled and cancellation charges apply.



Dietary restrictions and food intolerance?

Please let us know when you are booking a tour. After every booked tour you will receive a confirmation where you have to fill in a question form before joining the tour.

Updates and trip details?

Any update about your trip will be immediately sent by e-mail. Shortly before departure, we will send you the latest update including group details – the number of travelers, couples, and solo travelers, and the age range of the group. For privacy reasons, we don't give any personal details. Because of the limited capacity of the hotels due to the group size, dates, etc., any changes in hotels will be immediately communicated to you.



CYCLING & HIKING

I am unsure about being able to finish the rides or hikes.

People often have different expectations and abilities for active holidays that way we have our tours graded with difficulty levels to better inform our travelers before booking the wrong tour. All active tours have graded physical and technical levels that fit your expectations and abilities to ensure a positive travel experience. If you have any concerns about your fitness or ability to complete any of the activities, please get in touch by sending us an e-mail. We will help you select the right trip for you and advise you on how best to prepare.

How many hours of activity can I expect each day?

Every tour has detailed information which includes an estimated activity duration and the total time required for an activity.

What kind of shape do I need to be to enjoy my trip?

The tours are graded with difficulty levels. Please have a look at our difficult rating levels or get in touch by sending us an e-mail. We will help you select the right trip for you and advise you on how best to prepare.

What types of bikes do you offer and how do I know what bike type is best for me?

Mountainbike / Gravelbike / Roadbike / Tourbike / E-bike

The type of bike depends on the tour.

When you book a cycle tour, we will ask your height and weight to pre-select the perfect bicycle for you. Minor adjustments will be take care of on the first day of the tour. If you have any concerns about the bike selection, please get in touch and we will help you and advise you about your preferences (frame type, size, pedals, etc.)

Can I bring my own bicycle?

Yes.

What is the minimum age for kids to ride a bike?

The minimum average age is 11 years and a minimum height of 1.50 meters which you can find in the trip notes under requirements.

Is there a minimum age to ride an e-bike?

The minimum age is 11 years old and a minimum height of 1.50 meters.

How do I know what size bike I should request?

Check out our blog where you can find more information or contact us with your questions.



Are helmets required on cycle tours?

Yes. It is obligatory to wear a helmet on our cycle tours which is included in the tour. Or you can bring your own helmet. Montaraz Outdoors & Culture takes it as a legal requirement to wear a helmet. In case of an accident resulting in personal injury, certain insurance policies are invalidated in cases where a helmet was not being worn.

Training Tips?

Check out our blog where you can find more information or contact us with your questions.

ORGANIZED GROUP TRAVEL

Why organized group travel?

Organized group travel has benefits and is an attractive option to offer positive experiences. One of the main benefits of organized group travel is that you don't have to plan anything. Accommodations, itineraries, and meals are pre-arranged, which means you can focus on enjoying the trip rather than be occupied with logistical details. Also, often it can lead to significant savings when traveling as part of an organized group. It's a chance to meet new people who share similar interests, which can enhance the travel experience. Our tours come with knowledgeable guides who can offer insights that you might not discover on your own. It provides a sense of safety, we ensure that the travel itinerary is safe, and they are prepared to handle any emergencies that may arise. We provide a structured itinerary that helps ensure you see the best sights and make the most of your time. Suitable for all ages, making it ideal for families and a wide range of age groups and interests.

What can I expect?

Group travel gives you the flexibility to explore on your own on our pre-designed tours accompanied by other travelers, a great blend of personal freedom and to meet new people. The average group size is 8 with couples, friends, and individual travelers.