

Turas Tales – Client Terms & Conditions

Last updated: [13/05/2026]

These Terms & Conditions govern bookings made with Turas Tales ("we", "us", "our"). Please read them carefully before confirming a booking. By paying a deposit or balance, you confirm that you have read, understood, and agreed to these terms.

1. About Turas Tales

Turas Tales is an Ireland-based travel business specialising in private, bespoke, and small group land-only tours. We design, sell, and manage travel experiences, while on-the-ground services are delivered by carefully selected local operating partners in the destination country.

For tours in Vietnam, logistical services are delivered by our local operating partner, Footprint Travel, a licensed, insured, and bonded operator in Vietnam.

Certain specialist activities or tour components may also be operated by trusted third-party local providers selected by Turas Tales or our operating partners.

For Ha Giang Loop motorcycle tours in Vietnam, services are operated by Bibi Ha Giang Loop Tour, an independent licensed local operator. During this portion of the itinerary, operational delivery, guides, drivers, vehicles, and activity management are the responsibility of Bibi Ha Giang Loop Tour.

Turas Tales remains responsible for the overall booking and coordination of the tour experience, while local operational responsibility for the Ha Giang Loop segment rests with the operating provider.

2. Nature of Our Tours

All tours sold by Turas Tales are land-only.

International flights are not included and are booked independently by clients.

Because flights are excluded, statutory bonding arrangements that apply to flight-inclusive packages do not apply in the same way to our tours.

Clients are responsible for arranging arrival in the destination country in time for the scheduled tour commencement.

3. Booking & Contract Formation

A booking is considered confirmed when:

1. You have received written confirmation from Turas Tales, and
2. The required deposit has been paid.

Once confirmed, a binding contract exists between you and Turas Tales, subject to these Terms & Conditions.

4. Payments

4.1 Deposit

A 30% deposit of the total tour price per person is required to confirm your booking.

For private and bespoke tours, the deposit covers trip design, planning, administration, and the reservation of services, all of which commence immediately after confirmation. Once planning work has begun and suppliers have been engaged, the deposit becomes non-refundable.

For small group departures, deposits are fully refundable until the minimum group size has been reached and the departure formally confirmed in writing by Turas Tales.

Once the departure has been confirmed, deposits become non-refundable except where otherwise required by law or specifically agreed in writing..

4.2 Balance Payment

Remaining balance payments are due in instalments according to the payment schedule provided at the time of booking.

For small group departures, final payment is due no later than 45 days prior to departure. Interim payment amounts and dates may vary depending on the departure and booking timeline and will be communicated clearly in writing by Turas Tales during the booking process.

Failure to pay the balance by the due date will be treated as a cancellation by the client and cancellation charges will apply in accordance with Section 7.

4.3 Currency

Clients will be invoiced in their chosen or agreed currency (EUR, USD, or GBP).

Turas Tales manages currency handling internally, and clients will not be charged additional exchange rate or conversion fees on invoices issued by us.

5. Prices & Inclusions

Prices are based on the itinerary, group size, dates, and services agreed at the time of booking.

Only services explicitly listed in your confirmed itinerary are included.

Prices may be subject to change if travel dates, group size, or inclusions change prior to booking confirmation.

6. Changes & Amendments

We will make reasonable efforts to accommodate requested changes prior to departure.

Changes may be subject to availability and additional charges.

Some services may be non-amendable once booked.

7. Cancellations & Refunds

7.1 Cancellation by the Client – Private & Bespoke Tours

Cancellation fees are based on the date we receive written notice of cancellation and mirror the terms of our operating partners:

45 days or more before arrival:

Deposit retained (planning and administration services)

Any additional refundable amounts returned, less non-refundable services already booked

44–35 days before arrival:
10% of total tour cost + non-refundable services

34–25 days before arrival:
40% of total tour cost + non-refundable services

24–15 days before arrival:
65% of total tour cost + non-refundable services

14–7 days before arrival:
85% of total tour cost + non-refundable services

6 days or fewer / no-show:
100% of total tour cost

7.2 Cancellation by the Client – Small Group, fixed-date Departures

Before Minimum Group Confirmation

If a participant cancels before the minimum group size has been reached and confirmed, their deposit will be refunded in full.

After Group Confirmation (More Than 45 Days Before Departure)

If a participant cancels after the departure has been confirmed but more than 45 days prior to departure, their deposit remains non-refundable.

Within 45 Days of Departure

If a participant cancels within 45 days of departure, the following cancellation charges apply, calculated as a percentage of the total tour price per person:

44–35 days before arrival:
10% of total tour cost

34–25 days before arrival:
40% of total tour cost

24–15 days before arrival:
65% of total tour cost

14–7 days before arrival:
85% of total tour cost

6 days or fewer / no-show:
100% of total tour cost

7.3 Minimum Group Size – Small Group Departures

Small group departures require a minimum number of confirmed participants to operate.

For Vietnam small group tours, the minimum group size is eight (8) participants unless otherwise stated.

If the minimum number is not reached, Turas Tales reserves the right to cancel the departure. In such circumstances, all monies paid will be refunded in full.

Once the minimum group size has been reached and the departure confirmed in writing, the tour will operate as scheduled regardless of any subsequent individual cancellations.

7.4 Transfer of Booking (Small Group Tours)

If a participant is unable to travel, they may request to transfer their booking to another suitable person, subject to approval by Turas Tales and any applicable amendment fees imposed by suppliers.

7.5 Refund Timing

Refunds, where applicable, are processed once funds are returned by suppliers.

Refunds will be issued in the original payment currency.

7.6 Travel Insurance

We strongly recommend comprehensive travel insurance that covers cancellation, medical expenses, curtailment, and participation in adventure or motorbike-related activities where applicable.

8. Cancellations or Changes by Us

In the unlikely event that we are forced to cancel a trip due to an extreme or unforeseen event that makes the tour impossible to operate (including but not limited to natural disasters, government restrictions, or serious safety concerns), clients will receive a full refund of all amounts paid to Turas Tales.

Where possible, we may offer the option to reschedule the trip or accept a credit instead of a refund, but this will always be at the client's discretion.

If a confirmed service becomes unavailable for reasons outside our control, we will offer an alternative of equivalent value where feasible.

9. Passports, Visas & Health

Clients are responsible for ensuring valid passports, visas, and entry requirements.

Visa services are not included unless explicitly stated.

Clients must ensure they are medically fit for travel and disclose any relevant conditions.

Clients acknowledge that some itineraries may include physically active elements such as trekking, cycling, boat excursions, or motorcycle travel. Clients are responsible for ensuring that they are physically capable of participating safely in the activities included in their chosen itinerary.

10. Insurance & Liability

Our operating partners maintain appropriate public liability insurance for services delivered locally.

Turas Tales does not accept liability for events beyond our control, including illness, injury, delays, or losses caused by third parties or force majeure events.

Clients participate in activities at their own risk and may be required to sign activity waivers.

11. Client Responsibilities

Clients agree to:

- Follow local laws and customs
- Respect guides, drivers, and accommodation staff
- Behave responsibly and safely during the tour

We reserve the right to terminate a tour without refund if client behaviour poses a risk to themselves, others, or the tour operation.

12. Complaints

Any issues should be raised immediately with the guide or local operator during the tour.

If unresolved, please contact Turas Tales as soon as possible so we can assist.

13. Data Protection

We process personal data in accordance with applicable data protection laws. Client information is shared only with relevant suppliers for the purpose of delivering the tour.

14. Governing Law

These Terms & Conditions are governed by Irish law, and any disputes shall be subject to the jurisdiction of the Irish courts.

15. Acceptance

Payment of a deposit or balance constitutes acceptance of these Terms & Conditions. If you have any questions, please contact us before booking.