Terms & Conditions

Last updated: September 2026

Welcome to **Alis Journeys**. We organise small-group and private journeys across Pakistan, including cultural, sightseeing, adventure and bespoke travel experiences.

These Terms & Conditions explain how bookings with Alis Journeys work, what is included in your trip, your responsibilities as a traveller, and our responsibilities to you.

Please read these Terms & Conditions carefully before making a booking. By making a booking with us, you agree to these Terms & Conditions.

These Terms & Conditions are intended for customers booking our tours as consumers. Nothing in these Terms & Conditions is intended to exclude or limit any legal rights you have that cannot lawfully be excluded or limited.

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1. About Alis Journeys

Alis Journeys is a UK-based travel business organising tours and travel experiences in Pakistan.

Business name: Alis Journeys
Email: info@alisjourneys.com
Telephone / WhatsApp: +44 7761 835499
Website: https://alisjourneys.com/

Where required by applicable law, we will provide our full legal business details as part of the booking process.

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2. Definitions

In these Terms:

"Alis Journeys", "we", "us" or "our" means Alis Journeys and, where applicable, the legal entity operating the business.

"Customer", "traveller", "you" or "your" means the person making a booking and/or any person travelling under that booking.

"Tour" or "Trip" means the travel experience, itinerary or package booked with Alis Journeys.

"Booking" means a confirmed reservation for a Tour.

"Departure Date" means the date on which the booked Tour is scheduled to begin.

"Supplier" means a third-party provider used to deliver part of a Tour, including hotels, transport providers, guides, restaurants, activity providers or other local service providers.

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3. Who Can Make a Booking

You must be at least 18 years old to make a booking with Alis Journeys.

Customers under 18 must normally travel with a responsible adult and may be required to provide appropriate parental or guardian consent.

The person making the booking is responsible for ensuring that all members of their travelling party are aware of these Terms & Conditions and any requirements applicable to the Tour.

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4. Booking Your Tour

All bookings are subject to availability.

A booking request does not automatically create a contract with Alis Journeys.

Your booking becomes confirmed when:

1. you have provided the information reasonably required to make the booking;
2. any required deposit or payment has been received; and
3. Alis Journeys has issued written confirmation of your booking.

Your booking confirmation will normally set out the Tour booked, travel dates, price, payment arrangements and any important requirements specific to your trip.

Please check your booking confirmation carefully and notify us as soon as possible if any information is incorrect.

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5. Payment

The payment arrangements for your Tour will be stated at the time of booking.

Unless otherwise stated in your booking confirmation:

- a deposit may be required to secure your booking;
- instalment payments may be available for eligible bookings;
- the final balance must normally be paid no later than **14 days before departure**; and
- bookings that are not paid in full by the applicable deadline may be subject to cancellation after reasonable notice.

Where instalment payments are offered, the applicable payment schedule will be communicated to you before you commit to the arrangement.

We may use third-party payment providers to process payments. Where a third-party payment provider is used, its own terms may also apply to the payment transaction.

We will not normally ask you to send payment-card details to us by email, WhatsApp or other unsecured communication.

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6. Tour Prices

The price of your Tour will be the price stated at the time of booking, subject to any clearly stated conditions.

Your booking confirmation will specify what is included in your Tour.

Depending on the itinerary, the Tour price may include:

- accommodation;
- ground transportation;
- airport or other transfers where specified;
- meals specifically stated in the itinerary;
- entrance fees specifically stated in the itinerary;
- local guides;
- activities specifically stated in the itinerary; and
- other services expressly identified as included.

Unless expressly stated otherwise, Tour prices do **not** include:

- international flights;
- visas or visa-related fees;
- travel insurance;
- personal expenses;
- additional meals or drinks not specified as included;
- tips and gratuities;
- optional activities;
- excess baggage;
- personal medical expenses;
- costs arising from personal changes to an itinerary; or
- any other item not expressly stated as included.

We will aim to make inclusions and exclusions clear before you book.

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7. Price Changes

We will not make changes to the price of a confirmed booking except where permitted by applicable law and the terms of your booking.

Where a price adjustment is legally permitted, we will explain the reason for the change and any rights you may have as a result.

We will not use this clause to give ourselves an unrestricted right to increase the price of a confirmed booking.

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8. What Your Itinerary Means

Your itinerary describes the planned arrangements for your Tour.

Travel conditions in Pakistan can sometimes require changes to the planned itinerary. Examples include:

- severe weather;
- landslides;
- road closures;
- flight cancellations;
- local transport disruption;
- government restrictions;
- security concerns;
- political unrest;
- natural disasters;
- changes to access to tourist sites;
- local authority instructions; or
- other circumstances outside our reasonable control.

Where reasonably possible, we will notify you of significant changes and seek to provide a suitable alternative.

We may make minor changes to the order of activities, routes, restaurants, accommodation or sightseeing arrangements where reasonably necessary to operate the Tour safely and effectively.

Where a change is significant, any rights you have under applicable law will apply.

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9. Accommodation

Accommodation will be as described in your itinerary or booking confirmation.

Hotels and other accommodation may vary in facilities, standards and services depending on the destination and location in Pakistan.

Where a particular hotel becomes unavailable, we may arrange alternative accommodation of a similar standard where reasonably possible.

Accommodation standards and classifications may differ between countries and properties.

Specific room requests, including adjoining rooms, particular views, bed configurations or other preferences, are requests only unless expressly confirmed in writing.

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10. Transportation

Transportation arrangements will depend on the Tour and may include cars, vans, coaches, domestic flights, trains, boats or other forms of transport.

Journey times provided in itineraries are estimates and may be affected by traffic, road conditions, weather, security restrictions, road closures and other circumstances.

Pakistan has varying road and infrastructure conditions, particularly in mountainous and remote areas. Travellers should expect that some journeys may be long and may involve winding, uneven or challenging roads.

Seat allocation, vehicle type and transport arrangements may occasionally need to change for operational or safety reasons.

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11. Flights

Unless specifically stated otherwise, international flights are not included in our Tour prices.

If you arrange your own flights, you are responsible for ensuring that your flight schedule allows sufficient time to join the Tour.

We strongly recommend allowing appropriate flexibility between international flights and scheduled Tour departures.

If you book flights independently, Alis Journeys cannot guarantee that a Tour will be delayed or altered to accommodate your flight.

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12. Passports, Visas and Entry Requirements

You are responsible for ensuring that you have:

- a valid passport;
- any required visa;
- appropriate immigration permissions;
- sufficient passport validity;
- any required vaccination or health documentation; and
- any other documents required for your journey.

Entry requirements can change. You should check the latest official requirements applicable to your nationality and circumstances before travelling.

If you are unsure about your visa or immigration requirements, you should obtain advice from the relevant embassy, consulate or official government authority.

We may provide general travel information, but this should not be treated as immigration or legal advice.

We are not responsible for losses resulting from your failure to obtain the correct travel documentation where that responsibility rests with you.

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13. Travel Insurance

Comprehensive travel insurance is **strongly recommended and may be required for certain Tours**.

Your insurance should, where appropriate, cover:

- medical treatment;
- emergency medical evacuation;
- repatriation;
- cancellation;
- curtailment;
- missed departures;
- baggage and personal belongings;
- personal liability;
- activities included in your Tour; and
- any other risks relevant to your itinerary.

If you are taking part in trekking, hiking, high-altitude travel, adventure activities or other activities carrying additional risk, you should ensure that your policy specifically covers those activities.

You remain responsible for checking that your insurance provides adequate cover for your individual circumstances.

Nothing in these Terms removes any legal responsibility that Alis Journeys may have.

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14. Health, Fitness and Medical Information

Some Tours may involve long journeys, walking, hiking, trekking, altitude, uneven terrain, remote locations or limited access to medical facilities.

The itinerary or booking information will identify significant physical or practical requirements where appropriate.

You are responsible for considering whether a Tour is suitable for you.

You should seek appropriate medical advice before travelling if you have a medical condition or other concern that could affect your ability to safely participate in the Tour.

Where reasonably necessary to arrange your trip safely, we may ask you to provide relevant health, accessibility, allergy or dietary information.

We will only request and use sensitive personal information where necessary and in accordance with our Privacy Policy and applicable data-protection law.

Health information is special category personal data under UK data-protection law and requires additional protection.

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15. Accessibility and Special Requirements

We want our Tours to be accessible wherever reasonably possible.

Please tell us about any accessibility requirements, mobility limitations, dietary requirements, allergies or other requirements as early as possible.

We will discuss what can reasonably be accommodated for your particular itinerary.

Because some areas of Pakistan have limited accessibility infrastructure, we may not be able to accommodate every requirement on every Tour.

We will explain any significant limitations known to us before you travel.

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16. Activities and Adventure Travel

Some Tours may include activities such as:

- hiking;
- trekking;
- mountain travel;
- boating;
- camping;
- jeep or 4x4 journeys;
- high-altitude travel; or
- other outdoor activities.

These activities can involve inherent risks.

You must follow reasonable safety instructions provided by Alis Journeys, our guides or activity providers.

If you choose not to follow safety instructions or participate in an activity against reasonable advice, we may restrict your participation where necessary to protect you or others.

Where an activity is optional, you are responsible for deciding whether it is appropriate for you and whether your insurance covers it.

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17. Customer Responsibilities

You agree to:

- provide accurate information when booking;
- provide accurate passport and traveller information where required;
- make payments on time;
- comply with applicable laws;
- follow reasonable instructions from our staff and guides;
- respect local customs, communities and cultural practices;
- behave respectfully towards other travellers;

- take reasonable care of accommodation, vehicles and other property; and
- inform us promptly if you encounter a problem during your Tour.

You must not engage in behaviour that places yourself, other travellers, our staff, guides, suppliers or members of the public at unreasonable risk.

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18. Behaviour and Removal from a Tour

We expect all travellers to behave respectfully and responsibly.

We reserve the right to take appropriate action if a traveller:

- behaves violently or abusively;
- seriously disrupts the Tour;
- threatens or harasses another person;
- damages property;
- engages in illegal activity;
- creates a serious safety risk; or
- repeatedly refuses to follow reasonable safety instructions.

Where necessary, a traveller may be required to leave a Tour.

Where removal is caused by the traveller's serious misconduct, we will not normally be responsible for the traveller's resulting accommodation, transport or other expenses.

Nothing in this clause removes any legal rights you may have.

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19. Cancellation by You

If you need to cancel your booking, you must notify us in writing by email.

The cancellation date will normally be the date on which we receive your written cancellation request.

Unless your booking confirmation states different cancellation terms, the following cancellation schedule will apply:

Time before departure	**Refund**
More than 30 days	Full refund less any clearly identified non-refundable booking fees or third-party costs
15–29 days	50% refund
Less than 15 days	No refund

These cancellation charges are intended to reflect the costs and commitments involved in cancelling travel arrangements.

Where a different cancellation policy applies to a particular Tour, that policy will be clearly communicated to you before you book.

Where applicable law gives you additional cancellation or refund rights, those rights will apply.

Refunds that are due will normally be processed within **14 days**, unless a different period is required by applicable law.

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20. Cancellation due to Unavoidable and Extraordinary Circumstances

Where applicable law provides a right to cancel a package because unavoidable and extraordinary circumstances significantly affect the performance of the package or the carriage of passengers to the destination, your statutory rights will apply.

We will assess such situations in accordance with the applicable law and the circumstances affecting the Tour.

This clause does not remove or restrict any statutory right you may have.

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21. Changes Requested by You

If you ask us to change your booking, such as:

- travel dates;
- accommodation;
- number of travellers;
- itinerary;
- room arrangements; or
- other services,

we will try to accommodate the request where reasonably possible.

Changes may result in additional costs imposed by hotels, transport providers, airlines or other suppliers.

We will tell you about any additional costs before confirming a requested change where reasonably practicable.

A requested change is not confirmed until we confirm it in writing.

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22. Cancellation or Significant Changes by Alis Journeys

We aim to operate Tours substantially as advertised.

However, circumstances may arise where we need to make changes or cancel a Tour.

If we need to make a significant change to a confirmed Tour, we will notify you as soon as reasonably practicable and explain the options available to you.

Depending on the circumstances and applicable law, options may include:

- accepting the proposed change;
- accepting an alternative arrangement;
- changing to another available Tour; or
- receiving a refund where legally required.

If we cancel a Tour before departure, we will provide the remedies required by applicable law.

Where a Tour is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018, the statutory rights and remedies under those Regulations will apply.

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23. Unavoidable and Extraordinary Circumstances

We may be affected by circumstances beyond our reasonable control, including:

- natural disasters;
- severe weather;
- floods or landslides;
- earthquakes;
- war or threat of war;
- terrorism;
- civil unrest;
- political instability;
- government restrictions;
- border closures;
- epidemics or pandemics;
- significant security threats;
- transport disruption;
- road closures;
- airline disruption;
- industrial disputes; or
- other circumstances that could not reasonably have been avoided even if reasonable care had been taken.

Where such circumstances affect a Tour, we will act reasonably and in accordance with our legal obligations.

This clause does not automatically remove your statutory rights.

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24. Our Responsibility for the Tour

We will provide the services that form part of your booking with reasonable care and skill and in accordance with applicable law.

Where a Tour constitutes a package under applicable package-travel legislation, Alis Journeys will comply with the responsibilities imposed on the organiser by that legislation.

Where third-party suppliers are used to deliver parts of your Tour, we will work with those suppliers to resolve problems that arise.

Nothing in these Terms is intended to exclude or restrict liability where such exclusion or restriction would be unlawful.

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25. Limitation of Liability

We do not exclude or limit liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- any liability that cannot legally be excluded or limited; or
- any statutory rights that consumers are entitled to retain.

Subject to the above, we will only be responsible for losses that are reasonably foreseeable and arise from our failure to provide the services with the standard required by applicable law.

Where a Tour is a package, our liability will also be subject to the rights and limitations provided by the applicable package-travel legislation.

We are not responsible for losses caused solely by:

- your own actions or omissions;
- the actions of someone unrelated to the provision of the Tour where the event was unforeseeable and unavoidable;
- unusual or unforeseeable circumstances beyond our reasonable control; or
- compliance with instructions issued by relevant authorities.

Nothing in this section prevents you from exercising rights you have under consumer law.

UK consumer law does not allow businesses to use blanket terms to avoid responsibility for matters such as death or injury, and potentially unfair terms may not be enforceable.

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26. Problems During Your Tour

If something goes wrong during your Tour, please contact us or your designated Alis Journeys representative as soon as reasonably possible.

We will make reasonable efforts to investigate and, where appropriate, correct the problem.

If you fail to report a problem promptly when it is reasonably possible to do so, this may make it more difficult for us to investigate or remedy the issue.

This does not remove any legal rights you may have.

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27. Complaints

We want customers to enjoy their experience and will take complaints seriously.

If you are dissatisfied during your Tour, please raise the issue with your guide or Alis Journeys as soon as reasonably possible so that we have an opportunity to resolve it.

If your complaint remains unresolved after the Tour, please contact:

Email: info@alisjourneys.com

Please provide:

- your name;
- booking reference;
- Tour dates;
- details of the problem; and
- the outcome you are seeking.

We aim to acknowledge complaints promptly and provide a substantive response within a reasonable period.

Where a specific statutory complaints, dispute-resolution or redress process applies, we will comply with the applicable requirements.

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28. Third-Party Suppliers

We work with local and international suppliers, which may include:

- hotels;
- transport providers;
- drivers;
- guides;
- restaurants;
- activity providers;
- domestic carriers; and
- other travel-service providers.

We select suppliers with the aim of providing safe and appropriate services.

Where we are legally responsible as the organiser of a package, our responsibilities will be determined by the applicable package-travel legislation.

Where you independently purchase a service that is not part of your Alis Journeys booking, that service is your own responsibility and is subject to the provider's own terms.

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29. Local Laws and Customs

Travellers must comply with the laws of Pakistan and respect local customs, cultural practices and community standards.

Certain behaviour that may be lawful or customary in another country may be restricted or treated differently in Pakistan.

We recommend that travellers familiarise themselves with relevant official travel advice before departure.

We may provide general cultural guidance, but this is not a substitute for official government or legal advice.

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30. Photography and Video

During Tours, photographs or videos may occasionally be taken for operational, promotional or social-media purposes.

Where we intend to use identifiable images of customers for promotional purposes, we will handle this in accordance with applicable privacy and data-protection requirements.

If you do not wish to appear in promotional material, please tell us before or during your Tour and we will take reasonable steps to respect your preference.

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31. Personal Data and Privacy

We collect and use personal information necessary to process bookings and provide Tours.

This may include:

- name;
- contact details;
- emergency contact information;
- passport or travel-document information where necessary;
- booking information;
- dietary or accessibility requirements;
- relevant health information where necessary; and
- payment-related information handled through appropriate payment providers.

We may need to share relevant information with suppliers such as hotels, transport providers, guides and activity providers where necessary to provide the services you have booked.

Health information is treated as special category data under the UK GDPR and is subject to additional legal requirements.

Our full approach to personal data should be set out in our separate **Privacy Policy**, which explains what information we collect, why we use it, the legal bases for processing, retention, data sharing and your rights.

Our Privacy Policy can be found at: https://alisjourneys.com/terms

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32. Marketing Communications

We may send you important communications relating to your booking, including:

- booking confirmations;
- payment reminders;
- itinerary information;
- changes to your Tour;
- safety information; and
- other service-related messages.

Where we send promotional communications, we will comply with applicable data-protection and electronic-marketing laws.

You can unsubscribe from promotional communications at any time where applicable.

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33. Website Information

We make reasonable efforts to keep information on the Alis Journeys website accurate and up to date.

However, photographs, descriptions, itineraries, travel times and other information may occasionally change.

Website content is provided for general information and does not override the specific terms of your confirmed booking.

Where there is a difference between general website information and your confirmed booking, the booking confirmation and applicable contractual information will normally take precedence, subject to your statutory rights.

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34. Intellectual Property

Unless otherwise stated, the content of the Alis Journeys website, including:

- text;
- photographs;
- graphics;
- logos;
- branding;
- itineraries;
- designs; and
- other original content

belongs to or is licensed to Alis Journeys.

You must not reproduce, copy, distribute, modify or commercially exploit our content without our prior written permission, except where permitted by law.



35. Links to Other Websites

Our website may contain links to third-party websites.

These links may be provided for convenience or additional information.

We do not control third-party websites and are not responsible for their content, availability, privacy practices or terms.

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36. Financial Protection and Travel Regulations

Where a Tour constitutes a package or other regulated travel arrangement, Alis Journeys will comply with the applicable legal requirements.

Where financial protection is required by law, we will provide the relevant protection and information to customers in accordance with the applicable requirements.

Important: Details of any applicable financial protection, bonding, insurance, trust arrangements or membership schemes will be stated in the booking documentation where required.

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37. Changes to These Terms

We may update these Terms & Conditions from time to time to reflect changes to our services, business practices or legal requirements.

The version applicable to your booking will normally be the version provided to you or made available at the time you enter into the booking contract, subject to any changes required by law.

We will not use an update to these Terms to retrospectively remove rights you have already acquired.

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38. Governing Law

These Terms & Conditions are governed by the law of **England and Wales**, unless applicable consumer law requires otherwise.

Where permitted by law, disputes will be subject to the courts of England and Wales.

Nothing in this section prevents a consumer from relying on mandatory consumer protection rights or bringing proceedings in another jurisdiction where the law gives them that right.

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39. Severability

If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, that provision will be treated as removed or modified to the minimum extent necessary.

The remaining provisions will continue to apply.

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40. Entire Agreement

Your booking confirmation, the Tour itinerary, any specific booking conditions provided to you and these Terms & Conditions together form the agreement between you and Alis Journeys, subject to any mandatory rights provided by law.

If there is a conflict between these Terms and a specific written term of your booking, the specific term will apply to the extent necessary, unless prohibited by law.

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41. Contact Us

If you have any questions about these Terms & Conditions or your booking, please contact us:

Alis Journeys
Email: info@alisjourneys.com
Telephone / WhatsApp: +44 7761 835499
Based in: London, United Kingdom
Operating in: Pakistan

Alis Journeys

Where Journeys Become Stories.