

Payment & Delivery Policy

Last updated: October 13, 2025

Thank you for choosing “Authentic Georgia” LTD. We value your trust and aim to provide the best travel experiences. Please read our payment and delivery policy carefully before booking any of our tours or services. This policy explains the terms and conditions regarding payments, confirmations, and delivery of services.

1. Payment Methods

- Card Payment – All online card payments are processed securely through Bank of Georgia. We accept Visa and MasterCard issued by any local or international bank.
- Pay on Arrival (Cash/Terminal) – Customers can choose to pay in cash or by card terminal upon arrival at the meeting point.
- Other Payment Methods – At this time, no other payment methods (bank transfer, PayPal, etc.) are available on the website. In the future, we may offer additional options.

2. Payment Timing

- Card Payment – Customers are charged the full amount immediately upon booking.
- Pay on Arrival – Customers are not charged in advance. Payment is made on the day of the tour at the meeting point.

3. Currency

- All payments are processed in GEL as required by the Bank of Georgia. Prices may be displayed in USD or other currencies for reference only.

4. Payment Security

- All card payments are processed securely via Bank of Georgia’s payment gateway, which complies with PCI DSS standards to ensure the protection of customer data.

5. Receipts & Confirmations

- After completing a booking (including pay on arrival), customers receive an automatic confirmation email.

The email includes:

- Tour details (date, time, meeting point, itinerary)
- Booking reference number
- Customer support contact information
- Invoice or receipt (for card payments)

6. Service Delivery

- Confirmation Method – Tour confirmations are sent via email and contain all necessary details for the tour.
- Delivery Time – Customers will receive their confirmation immediately after booking, and no later than within 24 hours.
- Required Documents – Customers must present their confirmation email at the meeting point. This applies whether payment was made in advance or on arrival.

7. Changes to Tours

- If any tour details change (e.g., pick-up time, weather adjustments), customers will be notified promptly via WhatsApp.

8. Special Conditions

- Pay on Arrival – Customers choosing this option still receive an automatic confirmation email immediately after booking.

No-Show Policy:

- If a customer notifies us at least 24 hours in advance that they cannot attend, the full amount will be refunded.
- Cancellations or no-shows less than 24 hours before the tour are non-refundable.
- For pay-on-arrival bookings, if the customer does not show up, the risk is accepted on our side, and the service is considered undelivered.

Contact Information

If you have any questions regarding this Payment & Delivery Policy, please contact us at:

Phone: +995577696382

Email: contact@daytripsgeorgia.ge