

what you need to KNOW

BOOKING TERMS & CONDITIONS

RESERVATIONS & DEPOSITS

The easiest way to make a reservation is to contact us by telephone. You may also send in the reservation form included with this catalogue or place a reservation on our website adventures-abroad.com. A non-refundable per person deposit, plus optional cancellation insurance premium, is payable at the time of booking (some trips require a higher deposit). Early enrolment is encouraged as group size is limited and some trips require greater preparation time. If airline bookings require a non-refundable payment in order to secure the lowest available fare, we will require an increase in deposit equal to the cost of the ticket(s).

Once we have received your deposit, we will confirm your space and send out a confirmation package containing your trip itinerary; any visa/travel permit related documents; insurance information (if purchased); invoice; clothing and equipment recommendations; general information on your destination(s), and signature forms for you to complete and return to us. Your air tickets, final hotel list, final trip itinerary, baggage tags, will be sent out approximately 2-3 weeks prior to departure.

PAYMENTS

We accept MasterCard and Visa for deposits and final payments; in Canada we also accept American Express. In the UK, we accept MasterCard, Visa and Maestro for deposits; final payments must be made by cheque or Masetro. Your verbal authorization to take payment confirms your acceptance of our Terms & Conditions and your reservation whether or not you have signed the appropriate credit/charge card draught. We require a signature on file for final payment. An invoice will be sent to you with your confirmation package; supplementary invoices may be sent before final payment date, 60 days prior to departure. If a reservation is made within 60 days, full payment is due at the time of booking.

CANCELLATIONS, REFUNDS AND TRANSFERS

Should you need to cancel your trip, you must notify us *in writing, by e-mail, or by fax immediately*. Deposits are non-refundable. If you cancel more than 90 days prior to tour departure date the deposit paid is transferable to any other tour taken within 12 months of the original tour start date, minus a per person transfer fee. (Some tours have a 100% non-refundable/non-transferable deposit—you will be informed of this at the time of booking). Less than 90 days prior to departure, all monies paid are 100% non-refundable. Insurable risks may be covered under trip cancellation insurance policies, if purchased.

We will not grant partial refunds for any unused trip arrangements—voluntarily missed meals, sightseeing, transport, etc—after the trip has commenced or any refunds to trip members who do not complete any portion of the itinerary for whatever reason. All air tickets are non-refundable and valid only for the flight(s) indicated.

We may cancel departures if forced to do so by circumstances such as war, civil or political unrest or what is commonly referred to as *force majeure*. In these instances we will refund all passengers in full if cancellation takes place more than 60 days prior to tour start date. If cancellation occurs within the 60 day period, we will offer to postpone your trip to another departure of the same tour code within

12 months of the original tour start date; or, if circumstances do not permit, an alternative will be offered at that time. We will not be responsible for costs associated with re-issuance or extension of visas, airline change fees, or for any compensation.

If we cancel your tour due to insufficient enrolment, we will endeavour to find an alternative tour for you. If this is not acceptable, all monies paid will be refunded in full and will constitute full settlement. We will not be responsible for any expenses that have incurred as a result of your booking, such as visas, vaccinations, airfares, nor for any compensation. We strongly recommend that all travellers purchase trip cancellation insurance either from us or elsewhere as this may provide coverage under such circumstances. Notice of cancellation due to insufficient enrolment in any programme will be given approximately 60 days prior to departure.

We may cancel departures if forced to do so by circumstances such as war, civil or political unrest or what is commonly referred to as *force majeure*.

TRAVEL ADVISORIES

Your chosen tour may not operate as a result of a government issued travel advisory warning citizens not to travel to a country to be visited. We reserve the right to operate the trip with an altered itinerary should a warning apply only to a specific geographical area within the affected country. We strongly recommend that you purchase trip insurance that covers you for such an advisory.

GUARANTEED DEPARTURES

We will endeavour to guarantee tours as far in advance as possible, however some tours cannot be guaranteed until 60 days prior to departure. Should your programme be cancelled due to lack of enrolment, you will be contacted approximately 60 days prior to scheduled departure.

ADDITIONAL FEES & CHARGES

Charges not included in the tour price

Additional charges for single supplement, extra accommodation, visa fees, departure taxes, airport fees and courier fees will be added to your invoice, if applicable.

Change Fees

One change per person per booking is permissible. Thereafter any subsequent changes will be subject to a fee. Such changes include, but are not exclusive of, extra nights, air arrangements and insurance coverage. All feasible changes are subject to availability. Changes to airline tickets are subject to change fees levied by the airline in addition to our charge. Transferring tours does not count as a change, but is subject to a transfer fee.

Taxes

The air portion of all tours is subject to domestic and international departure taxes, airport fees and handling charges. Exact amounts vary by destination and must be included with final payment unless designated as paid locally.

TOUR PRICES & FLUCTUATIONS

Prices quoted are based on foreign exchange rates at the time of printing. Increases due to fuel costs, rates of exchange, tariff revisions, airline pricing, etc may result

in an adjustment to our published pricing. We reserve the right to alter the price of any tour and forward an amended invoice. Any price increase will normally be notified 60 days prior to departure.

CHANGES TO ITINERARY

We will take every measure to ensure the accuracy of itineraries and promotional literature. However, circumstances beyond our control may necessitate changes to tour content and changes in tour dates. In the case of content change, you should refer to the tour itinerary included with your final documents package as it may have been updated since you booked your trip. In the case of a shift in dates, we will notify you as early as possible of such changes so that necessary adjustments can be made. Changing conditions in the field may also necessitate itinerary modifications after the trip has departed. Tour members are responsible for all increased costs associated with *en route* itinerary changes or changes in means of conveyance, hotels, Tour Leaders, etc. **Land Only clients:** You will be responsible for any costs associated with this change. We also reserve the right to change common carriers and substitute hotels with properties of similar standard when necessary.

Please note that as many of our tours visit remote regions of the world, changes to airline and other transportation may warrant late or last minute changes which can alter arrival/departure information. **Land Only clients:** You will be responsible for any costs incurred due to changes in arrival and/or departure information.

OUR RESPONSIBILITY

We act as an agent for the owners and/or contractors providing the services and means of transportation specified. All tickets and vouchers are issued subject to terms and conditions. We assume no responsibility in connection with any injury, death, loss, accident or delay which may be occasioned either by reason of defect or through the acts of default of any company or person engaged in carrying out arrangements of the tour or flights. No responsibility is accepted for any changes in schedule or other events resulting from improper health certificates or travel documents or as any act of any seasonal variation, labour strike, civil disturbance, political unrest and natural acts.

We cannot guarantee that accommodations, ground transportation, airline, ferry, rail, cruise ship or similar service will be exactly as outlined in the general catalogues, day-by-day itineraries or other promotional literature. Extreme care is taken in the contracting of all services, however we cannot be responsible for the errors or omissions of the suppliers or services. In the unlikely event that a supplier fails to honour their contract with us, we reserve the right to alter, change or cancel such services which are outlined in our literature. When such a change occurs, we will endeavour to substitute comparable services, although we will not be liable for any difference in the quality or enjoyment. In addition, tourism is still developing in many destinations, and thus facilities and services may be under construction and repair. We will endeavour to alter itineraries, accommodation, etc, should we be warned of such occurrences.

CLIENT INFORMATION & TRAVEL DOCUMENTS

You will be responsible to provide correct information regarding personal details (passport name, address, contact information) and flight information (if applicable). We

will not be responsible for costs incurred due to incorrect, incomplete or inaccurate information.

You must have a valid passport for international travel. Your passport should be valid for at least six months beyond the date which you expect to return home. You are responsible for arranging visas or travel permits, if applicable. Medical vaccination certificates may be required for entry in some countries.

SPECIAL REQUESTS

Check-in on the first day of the tour will be in accordance with the hotel's usual check-in times. Early arrivals may not be accommodated. If you want to earn reward points on tickets booked through us, please advise us as early as possible, noting that some fares exclude frequent flyer schemes. We will attempt to accommodate special requests by notifying the suppliers in writing. We cannot guarantee that special requests, such as room locations, adjoining rooms, meal requirements for flights or hotels, seating requirements for flights, etc., will be adhered to by our suppliers and, therefore, we cannot be held responsible.

RESPONSIBLE BEHAVIOUR

Trip members assume responsibility to select a trip most appropriate to their physical abilities and interests. Members are responsible for being in sufficiently good health to undertake their trip and may be required to obtain a physician's release. Members are also responsible for studying pre-departure information; for bringing all necessary equipment and clothing, and must abide by the authority of our Tour Leaders and/or local agents and guides. Any cause of danger, distress or annoyance to the group will be acted upon. Any expenses incurred from removal from a tour will be your responsibility.

LAND ONLY PARTICIPANTS

Land Only clients—those who purchase airfare from an independent agent: You are advised not to book your air arrangements until the tour has been confirmed. Notification of a guaranteed departure will be made no later than 60 days prior to scheduled departure. You will be responsible for any costs incurred should your flight arrangements be delayed. You will be responsible for any costs incurred should we have to change your itinerary once the tour has been guaranteed due to logistical factors. Such changes include, but are not limited to: airline ticket date change fees and extra accommodation. You are not entitled to arrival and departure transfers, unless these transfers are purchased and prepaid through us.

TRIP CANCELLATION INSURANCE

Trip cancellation and interruption insurance is highly recommended. Trip cancellation insurance must be purchased at the time of booking and is non-refundable. No exceptions can be made for late purchases. We are not responsible for costs related in catch-up or interruption.

MEDICAL INSURANCE & CERTIFICATION

If you are aged 75 or older, you will be required to have a physician complete and sign a questionnaire that assesses your suitability for your chosen tour. Certain tours, including those involving high altitude and/or walking/trekking, require a medical questionnaire to be completed and signed by a physician regardless of age. We require that all passengers be medically insured.

BAGGAGE

One "large" or "main" piece of luggage per person is allowed on our tours. This is in addition to your "carry-on" or day bag (for camera, water, etc). The large/main bag must not exceed 20 kg (45 lb) and be of a standard size; ie reasonable in its dimensions such that you are able to manage it and be able to stow it on coaches, trains and/or aircraft. This baggage must also conform to the limitations set by the airline with which you are travelling (contact the airline if in doubt). Some tours have stricter baggage restrictions as outlined in your pre-trip information package. A fee will be collected by our Tour Leader if an additional

piece of luggage is carried or if your bag exceeds the allowed weight. You must be able to lift and comfortably transport your luggage where porters are not available.

Porters may NOT be available at all hotels, airports, ferry terminals, etc, or at some destinations entirely.

ARRIVAL & TRANSFER INFORMATION

We have a full-service, in house, air ticketing department with extensive experience in arranging complex travel. If you are not using us for your air travel, it is your responsibility to give us your air schedule prior to your departure so we can confirm your arrival and departure hotels.

Land Only passengers are *not* entitled to arrival or departure transfers unless paid for separately. Land and Air passengers are entitled to transfers *only* if their arrival and/or departure correspond with tour dates. Early arrival/late departure transfers can be arranged for an additional cost.

Regarding discount consolidators and travel websites: You should not expect the same level of service from a discount company as you receive from us. Discounters deal in volume and tend not to provide professional travel planning consultation. If you choose to go this route, be careful which company you select and reconfirm all reservations directly with the airline.

TOUR DOCUMENTATION

Under normal circumstances you will receive your tour documents two weeks prior to departure unless we are delayed by a supplier providing information or documentation.

SINGLE TRAVELLERS & SINGLE SUPPLEMENTS

Most tours have a single-share programme where we match you with another single traveller. We will endeavour to find a share partner for you; if we are not successful, we will absorb the cost of a single room. We will not be responsible for incompatibility due to any reason.

Selection of a single room once the tour has begun is subject to availability in each overnight stay. In such instances payment must be made immediately to our office or locally to the Tour Leader.

Some tours have a mandatory single supplement when we cannot find a share partner for you. You will normally be informed of this charge 60 days prior to departure, however we reserve the right to charge this fee up to your departure, and in rare cases, once you have departed.

If you want to guarantee your own room, you must pay a single supplement. Payment of a single supplement (cost varies by tour) will ensure that you are provided with your own room. Payment of single supplement does not, however, mean that you will receive a larger or two-bed room.

LIMITATION OF LIABILITY

You are aware that, during the trip which you are choosing to participate in, you are subjecting yourself to certain risks including, but not limited to: forces of nature, travel in remote areas and wilderness terrain, and transportation by air, train, automobile or other conveyance. You are aware that medical services and facilities may not be readily available throughout the duration of the trip. You recognise that such risks may be present at any time during the trip.

You are further aware that we act only as agent for the owners, contractors and suppliers providing means of transportation and/or all other related travel services and assume no responsibility howsoever caused for injury, loss, damage or death to person or property in connection with any service resulting directly or indirectly from: natural acts, detention, annoyance, delays and expenses arising from quarantine, strike, theft, failure of any means of conveyance to arrive or depart as scheduled, civil disturbance, government restriction or regulation, discrepancies of change of transit or hotel services, over which we have no control.

You understand that if any trip has to be delayed because of weather, road conditions, flight delays, cancellation of common carriers, sickness or other contingencies for which we cannot reasonably make provision, the cost of your delay and/or replacement is not included in the trip fees. All payments must be paid locally.

In consideration of, and in part payment of, the right to participate in the trip, you will fully assume all risk of the above hazards and hereby release and discharge us and our agents from all actions, claims or demands resulting from your willing participation in the trip. You are aware that this is a release of liability and a contract between you and us and that you sign it of your own free will. This agreement shall serve as a release for you, your heirs, administrators, executors and for all members of your family including any minors accompanying you.

Trip members grant Adventures Abroad express permission to take a photographic record of its trips for promotional and commercial use.

CUSTOMER SERVICE & CLIENT FEEDBACK

We will provide you with a Tour Questionnaire in your final documents package. We encourage completion of this questionnaire in order to ascertain deficiencies, inaccuracies and positive feedback regarding the tour and Tour Leader.

Any complaint you have while on holiday must be brought to the Tour Leader's attention immediately. If the matter cannot be rectified during your holiday, forward your complaint in writing to our office within 30 days of your return. (We will not be responsible for unsettled complaints not received within 30 days of your return.) We require 60 days from receipt to respond. In the event a mutual agreement cannot be reached, this contract may be interpreted in the court system in accordance with the law. In the event of a legal dispute the prevailing party will be entitled to reimbursement of legal fees.

LICENSING & REGISTRATION (CANADA)

Adventures Abroad Worldwide Travel Ltd is a registered Travel Agent/Retailer with the province of British Columbia. We must maintain ethics and standards regarding business practices and finances as outlined by Business Practices & Consumer Protection Authority, the province's regulatory body. You can book an Adventures Abroad holiday knowing that all monies paid are fully protected. Our registration number is 3438.

LICENSING & REGISTRATION (USA)

Adventures Abroad Worldwide Travel Ltd is a registered Seller of Travel with the California Department of Justice. Our number is 2023067-40. We are also a registered Out-of-State Seller of Travel with Washington State, Department of Licensing, Business & Professions Division. Our Washington registration number is 602 223 162.

LICENSING & REGISTRATION (UNITED KINGDOM)

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On advancement of deposit to Adventures Abroad, you therefore agree to be bound by the above recited terms and conditions.