

# THE ADVENTURE SUPPORT SPECIALIST

## STANDARD BOOKING TERMS & CONDITIONS

### (Private group)

1. To make a confirm a booking you must accept these terms and send us a deposit or full payment as per the outline in trip notes.
  2. If the event is due to depart within 8 weeks, then full payment is required to confirm a booking.
  3. If the trip is more than 8 weeks away then only the deposit is required to confirm booking
  4. Deposits paid are non-refundable.
  5. Deposit amounts may be transferred on to another trip if the trip is more than 8 weeks away at THE ADEVENTURE SUPPORT SPECIALIST Ltd discretion. A fee may be deducted subject to administrative work already completed and any amounts paid out by THE ADENTURE SPPORT SPECILAIST Ltd.
  6. The scope of your event is set out in the personalised trip notes from THE ADENTURE SPPORT SPECILAIST Ltd. Typically it will consist of a minimum of event management and leadership, but may also contain transport, accommodation, meals, and other services.
  7. After payment in full, if you, the client cancels your trip, the following refunds will apply:
    - 56 – 43 days pre departure -60% refund of total trip price
    - 42- 29 days pre departure - 40% refund of total trip price
    - 28 - 15 days pre departure -25% refund of total trip price
    - Less than 14 days pre departure – No Refund will be due
- You are required to provide written confirmation of cancellation. This must be done by email and THE ADVENTURE SUPPORT SPECIALIST Ltd must confirm receipt. The date of the email will be the cancellation date applied.
8. If you cancel within the final 8 weeks and final balance has not been paid the balance will remain due, with the following deductions applied:
    - 56 – 43 days pre departure – 40% of total trip price will remain due
    - 42 – 29 days pre departure – 60% of total trip price will remain due
    - 28 - 15 days—75% of total trip price will remain due
    - Less than 14 days—100% of total trip price will remain due
  9. If you are not able to travel on your trip due to genuine factors beyond your control, it may be possible to transfer your booking to another person, or with an administration fee up to £65 to make the change within the last 8 weeks.
  8. If you do not pay the full balance for your trip on time (8 weeks pre-departure) then the trip may be cancelled, and the deposit will not be refunded.

9. A trip may be cancelled by THE ADVENTURE SUPPORT SPECIALIST. This will be notified to the client at the latest 8 weeks predeparture except in exceptional circumstances. A full refund including any deposits received will be given in this instance, but no compensation will be due.

10. If THE ADVENTURE SUPPORT SPECIALIST is forced to significantly alter or reschedule a trip due to factors reasonably foreseeable to ourselves, then you may either:

- Take a lower cost alternative, along with a refund of the difference.
- Take an equally, or higher priced alternative (and pay the supplement).
- Request a refund of monies paid.

We shall notify you as soon as the situation becomes apparent. You must reply promptly with the chosen option.

11. In the instance where THE ADVENTURE SUPPORT SPECIALIST cancels a trip due to foreseeable factors Compensation may also be due.

12. If a trip is cancelled due to factors outside of THE ADVENTURE SUPPORT SPECIALIST control no compensation or refund will be given— THE ADVENTURE SUPPORT SPECIALIST will seek to reschedule the event at an alternative time.

13. Prices quoted can change up until 30 days before departure. These surcharges may be passed on to the customer. Downwards revision in prices could result in a refund to the customer. Areas that could trigger such price revisions are as follows:

- Transport or Accommodation cost variations
- Additional Transport or Accommodation duties, taxes or levies (airport taxes, park permits etc.)
- Exchange rate fluctuations Such increases will not be levied unless the impact is greater than a swing of 2% in the trip cost.

14. For full details on THE ADVENTURE SUPPORT SPECIALIST itineraries, please consult the trip notes document on your chosen trip. All standard statutory required information is included therein.

15. In the case of a significant change being made to your itinerary by THE ADVENTURE SUPPORT SPECIALIST, the client is able to take any of the options outlined in item 10.

16. Significant change means a change in timings either at the beginning or end of your trip by 24 hrs or more.

17. VISAs are the responsibility of the individual to arrange. THE ADVENTURE SUPPORT SPECIALIST takes no part in making such arrangements.

18. Advice is given on matters such as equipment selection, health, Visa and passport arrangements—but it remains the responsibility of the individual to make and check such necessary arrangements.

19. Trekking, cycling and open canoeing are all inherently hazardous activities. Detailed Safety Information relating to the specific activities that you will be taking part in can be found on our website and is contained within your personalised trip notes. It is expected that you read this information carefully prior to departure for your trip, and follow the guidelines given. Whilst on your trip, you agree to undertake to follow the instructions given to you by your leader. Their decisions are at all times final. If you do not follow the leader's instruction, and your behaviour is dangerous, or irresponsible, then you may be requested to leave the trip, with no cost penalty to THE ADVENTURE SUPPORT SPECIALIST

18. For many of our Challenge itineraries a minimum level of fitness is expected (as detailed in the personalised trip notes) THE ADVENTURE SUPPORT SPECIALIST will provide a training plan to help you prepare. On cycling events, a basic level of bike handling competence is expected. In very rare cases, for your own wellbeing and safety - as well as that of the others in your group, your challenge leader may decide that lack of fitness or skill levels mean it is unsafe or unwise for you continue with the Challenge. In this instance, we will

make best endeavours to assist you with onwards transportation to the event finish, but ultimately this would be your responsibility and you will be responsible for any costs involved.

19. Inherent in an Adventure Challenge is the possibility that your clothing, bicycle or equipment may suffer damage. Equally you may experience injury (scratches, grazes, bruises, twisted ankles etc.) - these minor injuries and property damage are an unavoidable component of the type of trips that THE ADVENTURE SUPPORT SPECIALIST operates. You should understand this before joining an THE ADVENTURE SUPPORT SPECIALIST trip, and it is advised that you take insurance to cover your belongings.

20. Alterations in the itinerary are a more frequent occurrence than on a regular holiday. Particularly timetables slip, road conditions and weather can interfere with a schedule, as well other factors. Alterations to the trip can happen at any time. Your ground leader will attempt, in conjunction with the operating team at THE ADVENTURE SUPPORT SPECIALIST, to perform the trip as faithfully as is reasonably possible. At all times, safe performance of the trip is considered as priority over completing the itinerary "at any cost."

21. For overseas trips you must be covered by adequate Travel Insurance before joining the trip. This is your responsibility to organise appropriate cover. Make sure that you are covered for activities included e.g. high-altitude trekking / road cycling. You must bring a copy of the insurance—and you must be ready to show it to the leader. THE ADVENTURE SUPPORT SPECIALIST will retain a copy of your insurance during the trip. THE ADVENTURE SUPPORT SPECIALIST reserves the right to refuse entry to the event if you are not appropriately covered, no refund will be due in this case. For all overseas mountainous cycle and trek trip your cover should include emergency helicopter evacuation.

22. THE ADVENTURE SUPPORT SPECIALIST responsibility for you on the trip begins, where an air journey is involved, at the destination airport. Adventure Cafe takes no responsibility for getting you to the beginning of the trip. Similarly in the UK, THE ADVENTURE SUPPORT SPECIALIST takes no responsibility for getting you to the start of a trip. (unless otherwise specified in trip notes)

23. Any complaints should firstly be raised directly to your tour leader. Explain the cause of your complaint and attempt to rectify it in situ. If this is not possible, and you feel it may detract from your event, then please contact THE ADVENTURE SUPPORT SPECIALIST head office directly, to see if anything can be done to remedy the situation. On return from trip, in the case of a complaint, please write to Adventure Cafe, including a full description of events. All complaints should be received at the very latest by Adventure Cafe by 28 days after the end of your holiday

24. By paying your trip deposit or full balance you agree to the Terms and Conditions set out as above