

## Booking Conditions

\*To make a booking please send us a minimum deposit of 10%. We will then invoice you for the remainder of the cost, which you must pay no later than 60 days before departure. If you book later than 60 days before departure, full payment must be made on booking. Notification of cancellation must be made in writing.

\*Below is our Cancellation Policy. This is however also reviewed on a case by case basis depending on the circumstances surrounding the trip. If you feel that any of this might not be conducive for you, please talk to us about your concerns.

### Cancellation Policy:

If you cancel your booking before paying the full amount:

- 90 days or more before departure: we will refund your full deposit, less admin/ bank and any other relevant expenses incurred
- Between 60 and 90 days before departure: 50% of deposit (less admin/ bank and any other relevant expenses incurred)

If you cancel your booking after you have paid in full, the following cancellation charges will be made:

- Between 45 and 60 days before departure: 40% of the expedition cost
- Between 30 and 45 days before departure: 60% of the expedition cost
- Between 15 and 30 days before departure: 80% of the expedition cost
- 14 days or less before departure (or fail to join the expedition): 100% of the expedition cost

These timeframes refer to our receiving written notification of your cancellation.

\*If you are prevented from travelling on the expedition you booked by genuine circumstances (e.g. insurable risks or other circumstances beyond your control), you may transfer your booking to another person provided they meet all the requirements relating to that expedition. You must provide proof of why you are unable to travel at the time you transfer your booking. A transfer fee will be payable, and additional costs such as airline tickets and permit fees may also be payable. Bookings may not be transferred to another person under any other circumstances.

\*If you do not pay your balance at the specified time without making prior arrangements with us, we reserve the right to cancel your booking or pursue any unpaid monies.

\*We will not cancel your booking unless a) we are forced to do so by unusual or unforeseeable circumstances such as flight cancellations, war, civil or political unrest, or what is usually known as 'force majeure'; or b) because the minimum number of bookings needed to operate the expedition has not been reached (all expeditions are subject to minimum numbers); or c) non-payment by client. In the case of b) or c), we will advise you of the cancellation no later than 45 days before the departure date of the expedition for the expeditions of more than 10 days duration, and no later than 30 days before departure for expeditions of 10 days or less duration.

\*If we cancel your expedition we will, if possible, offer an alternative expedition; if this is not acceptable to you, we will refund all payments made to us, except in case of a) above, in respect of the expedition cost and insurance, but we will not be liable to refund you for any incidental expenses that you may have incurred as a result of your booking, such as visas, vaccinations, non-refundable connection flights, etc.

\*We reserve the right to impose surcharges up to 30 days before departure (or whatever period may, from time to time, be declared by government statute) due to unfavourable changes in exchange rates, increases in air fares or other transport costs, or if government action should require us to do so. We will only surcharge you by the amount which exceeds 2% of the basic expedition cost, or whatever amount may, from time to time, be declared by government statute, except for surcharges required by government action, which will be charged in full. If any surcharge greater than 10% of the expedition cost is imposed, you have the right to cancel your booking within 7 days of the notification of the surcharge and we will then refund any monies paid to us in respect of the expedition and travel insurance, but not visas, vaccinations or any other incidental costs. If any surcharge is anticipated, you will be advised at the time of booking of the likely amount.

\*Any information or advice provided by us on matters such as permits, visas, vaccinations, climate, clothing, baggage, special equipment, etc. is given in good faith, but without responsibility on our part, and the passenger accepts responsibility for obtaining any necessary visas and travel documents required for the expedition.

\*If any significant changes to the expedition have to be made before departure, we undertake to inform you, and if you do not want to accept the change you may cancel without penalty. A 'significant change' is a change of more than 24 hours (12 hours for expeditions of 10 days duration or less) in departure or return timings or a change in itinerary, transport or accommodation arrangements affecting more than 10% of the duration of the expedition.

\* **Travel insurance is compulsory for our trips.** Before you come on any expedition you must be covered by insurance, which must include adequate cover for baggage, medical expenses and the cost of repatriation, should you become too ill to continue, including helicopter rescue and air ambulance services. Should you join the expedition without adequate insurance you may not be allowed to continue on the expedition, with no right of refund. Any claims concerning matters for which you are insured must be directed to your insurers, **hence we anticipate that if it becomes necessary, the first place you would consult for any refunds would be your chosen insurer.** We do have an insurance scheme specifically designed for this kind of travel and we strongly recommend you enquire from us about it if you are not sure who else to use.

\*Your booking is accepted on the understanding that you realise the hazards involved in this kind of expedition, including injury, disease, loss or damage of property, inconvenience or discomfort. The whole philosophy of this type of travel is one, which allows alternatives and a substantial degree of on-tour flexibility. The outline itineraries given for each expedition must therefore be taken as an indication of what each group should accomplish, and not as a contractual obligation on our part. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, weather, border restrictions, sickness or other unforeseen circumstances. No refunds will be given for services not utilised. It is a fundamental condition of joining any of the expeditions described in this brochure that you accept this flexibility, and acknowledge that delays and alterations and their results, such as inconvenience, discomfort or disappointment are possible.