

Please use BLOCK LETTERS throughout.

1. Contact Person to whom all correspondence should be sent.

name			
address			
		day tel	
post code		eve tel	
how did you hear about Geodyssey?		fax	
		email	

Please sign and return this form with your payment to:

Geodyssey Ltd
116 Tollington Park
London N4 3RB
Tel: 020 7281 7788
Fax: 020 7281 7878



GEODYSSEY LTD
REGISTERED OFFICE: 116 TOLLINGTON PARK
LONDON N4 3RB REGISTERED IN ENGLAND
NO: 2782574 VAT 622 5113 82

2. Tour

Independent / tailor-made holiday		Small group holiday		
name of itinerary / proposal ref	start date	name of holiday	start date	no of nights

3. Participants CARE! (Names as per passports please)

title	first names (inc middle names)	family name	date of birth	occupation	nationality	passport no and place of issue	expiry date	room type sgl/dbl/tpl

Special requirements Do any of the above have special dietary requirements, medical conditions or disabilities that we should be aware of? **Yes/No**
If "Yes", please give details

4. Tour Payment

EITHER if 60 days or more before the start date	amount		no of people	payment enclosed
I enclose the following non-refundable deposits and I agree to pay the balance in full before the due date which I will be advised of				
Tour deposit: £400.00* per person *or as advised in the details for your tour	£400.00*	X	=	£
Cruise deposit: 30% of the cost of the Galápagos cruise				£
OR if less than 60 days before the start date	I enclose full payment	£	X	= £
Supplements for: single room / triple occupancy / 3rd participant own room / high season	£	X	=	£

5. International Flights

EITHER Please book my international flights	amount			
I enclose a non-refundable flight deposit of £100 per person and I agree to pay the balance in full before the due date which I will be advised of.	£100.00	X	=	£
OUTWARD DATE to leave UK				
RETURN DATE to leave for UK				
	Economy / Club			
OR I have arranged my own international flights	flight no.	from	to	date
Please give details: OUTWARD FLIGHT from UK				
RETURN FLIGHT to UK				
				arrives at destination airport
				departs from destination airport

6. Travel Insurance Clients must have adequate insurance for baggage, loss of money, personal accident, medical expenses, cancellation etc

Details of your travel insurance policy	insurance company	policy number	medical emergency tel no

7. Payment

Paying by cheque ? Please make your cheque payable to "Geodyssey Ltd".	cheque payment enclosed
Paying by internet ? Pay to Geodyssey Ltd , sort code: 20-36-16 , account no 60404403 , with your booking number and name .	
Paying by debit or credit card ? Please call us with your card details.	
	£

8. Declaration and Warranty

The Booking Conditions have been read and accepted by me and all members of my party. The persons requesting insurance warrant that to the best of his/her knowledge and belief they will not be travelling contrary to the advice of a medical practitioner or for the purpose of obtaining medical treatment or where a terminal prognosis has been given.

Signed:

Name:

Date:

Booking conditions

Your contract is with Geodysey Ltd, trading as Geodysey, and is subject to the following conditions. Please read them carefully, and familiarise yourself with the information elsewhere in this insert, in quotations we provide to you, and in our brochures and pages of our website that may be relevant to your holiday.

Travel in Latin America and the Caribbean

All countries in Latin America and the Caribbean are less developed than the UK. In some countries, such as Venezuela, Brazil, Costa Rica and Trinidad & Tobago, basic infrastructures are better than many poorer countries, but patchily so and there are still many deficiencies, especially in remote areas. Infrastructures in Cuba are especially poor. Throughout the region, the level of transport and tourist amenities is variable: delays, inefficiencies and local inadequacies are to be expected. Nor do tropical rain forests, cloud forests, immense plains, or rugged mountains lend themselves to creature comforts. Even the best planned arrangements can, and do, go wrong. There may be moments of discomfort, and there may be unexpected cancellations and delays that mean loss of time or a change of plan. If you are ready to accept such uncertainties without fuss then you may be surprised how well most things work (even if not in the way you expected) and will enjoy your trip all the more - remember that you are not in Switzerland! Clients booking with us implicitly accept the above.

Safety standards

Local requirements and standards, not those of the UK, apply to the services we provide in Latin America and the Caribbean. As a general rule, those requirements and standards will not be the same as the UK and will often be lower or absent. For example, standards of safety, hygiene, fire precautions, etc are generally lower; driving and vehicle maintenance standards are commonly poor with little or no seat belt regulations. Hard hats or helmets for horse-riding or cycling are not required and are not often available.

Monitoring, enforcement and compliance with local requirements is a matter for authorities locally. Liability insurance requirements vary considerably from country to country in the region as does the responsibility placed on local suppliers by their local laws.

We cannot protect you from these differences, nor can our advice or warnings cover every possible situation. Please take every precaution to protect yourself and your family. In particular, you should familiarise yourself with hotel fire risks and escape routes and be aware of hidden dangers involving swimming pools, balconies, slippery floors, trip hazards, glass doors and hotel lifts, especially if travelling with children or when tired after a long flight. Be alert for differences in how things are done and do not assume that what is common practice in the UK will be the same in the locations you visit. Listen to any advice your guides may offer and consider it carefully: their knowledge of local conditions is usually very good, but their own safety training will seldom be to European standards. Make sure that your travel insurance cover matches your needs.

1. Making your booking

To make a booking you must complete and sign our booking form and send it to us with the appropriate payment. By signing the form you confirm that you have been authorised to do so on their behalf by all the participants named on the form (or their parent or guardian if under 18), that they all agree to be bound by the contract between us, and that you are responsible for making all payments due to us. We reserve the right to decline any booking.

When we have received the booking form and payment, we will confirm your booking, subject to availability, by issuing a Confirmation Invoice to you, at which point the contract between us for your booking comes into existence. When you receive it please check that it accurately reflects the tour you wished to book; if it does not please contact us immediately and in any case within 14 days.

If you or any member of your party has a medical problem or disability which may affect your tour, please tell us before you confirm your booking so that we can advise you as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. We reserve the right to decline a booking where we reasonably feel unable to accommodate properly the needs of the person concerned or, if full details are not given at the time of booking, cancel when we become aware of those details.

2. Payments

If you are booking later than 60 days in advance then the full price is due when you book. If earlier, you may send a deposit and pay the balance by the date shown on your Confirmation Invoice, which is normally 60 days before the start of your tour.

If we do not receive all payments (including any surcharge) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case the cancellation charges set out in section 5 will be due, less any payments we have received from you. We are not obliged to despatch to you or your travel agent any vouchers or other travel documents until we have received all payments due for your booking.

Except for flight inclusive bookings, all monies you pay to an authorised travel agent for your tour with us will be held by the agent on your behalf until we issue our Confirmation Invoice, when your agent will then hold the monies on our behalf. For flight inclusive bookings, all monies paid to such agents for your tour with us will be held on our behalf until they are paid to us or

refunded to you.

Card payments: No surcharge will be levied on payments by UK personal debit or credit cards.

3. Price adjustments

Once the price of your tour has been confirmed, we will only increase or decrease it in line with changes in transport costs (e.g. fuel, air fares and airline surcharges, airport taxes) and changes in the exchange rates used to calculate your tour price. We will only levy a surcharge where such increases amount to more than 2% of the price of your tour. If any surcharge is more than 15% of the price of your tour you will be entitled to cancel your booking within 7 days of the date of issue of our Surcharge Invoice for a full refund of all your payments to us for your tour, or to purchase another tour from us (see section 6). If you do not tell us within that 7 days we are entitled to assume that you will pay the surcharge. We will not make a surcharge less than 30 days from the start of your tour. Surcharges must be paid with the balance of the tour price or within 14 days of the date of issue of the Surcharge Invoice, whichever is later.

A refund will only be payable if the decrease in our costs as set out above exceeds 2% of the tour price. No refunds will be payable if any decrease in our costs occurs within 30 days of the start of your tour.

4. Travel insurance

You must be covered by insurance appropriate to your tour. This must include adequate cover for baggage, loss of money, personal accident, medical expenses and the cost of repatriation should you become too ill to continue, including international medical emergency and air ambulance services. (Please be aware that due to the nature of some of the locations we visit, medical emergency and air ambulance services may not always be readily available.)

You must send us details of the policy you take and the emergency phone number given to you by the insurers issuing the policy.

Special insurance cover may be required for activities such as horse-riding, scuba diving and climbing with ropes.

5. Changes by you

You must notify us in writing as soon as possible if you wish to make any changes to your tour after we have issued the Confirmation Invoice. We will try to assist but we cannot guarantee that we will be able to meet such requests. Where we can, an amendment fee of £35 per person will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. If the change involves a flight you must pay the airline's charges, which are likely to be the full cost of the flight.

If you or any member of your party wish to cancel your confirmed tour, you must immediately advise us in writing by letter (recorded delivery is recommended) or by fax. As we incur costs from the time we confirm your booking, the following cancellation charges will be payable. Percentages apply to the total tour price payable by the person(s) cancelling, excluding flights priced separately, insurance premiums and amendment charges:

Standard conditions*

Period before departure	Cancellation charge
60 or more days	deposit only
59-42 days	30%
41-30 days	50%
less than 30 days	100%

Cruise conditions*

Period before departure	Cancellation charge
60 or more days	deposit only
less than 60 days	100%

* subject to variation to accord with the local operator's own conditions as to cancellation where more severe than the above. Any such variation will be advised in writing at the time of booking and/or on your Confirmation Invoice.

Where flights were priced separately from the price of the tour then if the tickets have not been issued we will normally be able to refund you in full less your flight deposit. If the tickets have been issued then the cancellation charge set by the airline will apply, which may be as much as 100% of the fare you paid.

Insurance premiums and amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under your travel insurance policy.

Where any cancellation reduces the number of full paying party members below the number on which the price was based, we will recalculate the price and re-invoice you accordingly.

No refunds will be made for any unused accommodation, meals, services or transport not taken during your tour. However, if we are able to obtain a refund ourselves for these items we will pass it on to you less reasonable administration charges. No payments will be made or compensation given in respect of claims for contingent liability or inconvenience. No refund can be made for lost, mislaid or destroyed vouchers.

6. Changes and cancellation by us

We try to avoid making changes and cancellations, but we reserve the right to do so. In practice most changes that occur are minor.

Occasionally, we have to make a 'significant change'. A significant change is a change made before departure which, as a tour operator we can reasonably expect to have a major effect on your tour, bearing in mind the information you gave us at the time of booking and that travellers in the countries we visit have

to be flexible as conditions and availability of transport and other facilities can change with little or no warning.

Significant changes are very uncommon and are likely to include the following: a change of itinerary missing out one or more major destination substantially or altogether; or, where the accommodation itself is the focus of the tour, a change of accommodation to a lower standard or a different area for the whole or a major part of the time you are away.

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the following choices:-

- to accept the changed arrangements
- to purchase an alternative tour from us of a similar duration and standard to that originally booked, if available. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper.
- to cancel, or accept the cancellation, in which case we will promptly send you a full refund.

If we have to make a significant change or cancel, we will as a minimum where compensation is due pay you the compensation payments set out in the table below, depending on the circumstances and when the significant change or cancellation is notified to you, and subject to the following exceptions:

- where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care
- where the minimum number of persons we require to operate your tour has not been reached (in this case we will notify you 30 days or more before the start of your tour)

Period before departure	Compensation per person
42 days or more	£Nil
41-30 days	£20
29-14 days	£30
less than 14 days	£40

No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel, such as paying on time.

We will only cancel your confirmed booking 30 days or less before departure where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of force majeure (defined in 7 below).

Very rarely, we may be forced by force majeure to change or terminate your tour after departure but before the scheduled end of your time away. This is extremely unlikely but if it does occur, we will be unable to make any refunds (unless we obtain refunds from our suppliers), pay you any compensation, or meet any costs or expenses you incur as a result.

Any change in the identity of air carriers, flight timings, and/or aircraft type relating to your tour will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

If the air carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative, the provisions of this clause will apply.

If your international flight is cancelled or delayed, your flight ticket is downgraded, or boarding is denied by the airline in circumstances which would entitle you to claim compensation from them under the Denied Boarding Regulations (ECReg 261/2004) this represents the full amount of your entitlement to compensation for disappointment, distress, inconvenience or effect on other arrangements, and you must claim from the airline. If, for any reason, you instead claim compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to that claim. The Air Transport Users' Council on 020 7240 6061 www.auc.org.uk is the appropriate body for complaints about airlines.

7. Force majeure

Except where otherwise expressly stated in these booking conditions, we cannot accept liability or pay any compensation where the performance of our obligations under our contract with you is prevented or affected by, or you otherwise suffer any damage or loss (as more fully described in clause 10(1) below), as a result of force majeure. In these Booking Conditions, force majeure means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, decisions by government or governing body (including UK Foreign Office advice against travel), border closures, natural or nuclear disaster, adverse weather conditions, threats to public health, fire, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, industrial dispute, and all similar events outside our control.

8. Excursions and activities not booked through us

We may provide you with information (eg in our brochures and websites, or in the course of designing your tour with you) about activities and excursions in the areas you are visiting.

Such activities or excursions are provided by third parties who are entirely independent of us. They are neither run, supervised nor controlled by us and do not form part of your contract with us, even where we suggest them and/or help you book them. We cannot guarantee the accuracy of the information we provide about them. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of

liability contained in section 9 below will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

If any of the activities we describe to you that are not part of our contract are important to the enjoyment of your tour, write to us immediately and we will tell you the latest situation as we know it. If we become aware of any material alterations which can reasonably be expected to affect your decision to book a tour with us, we will pass on this information at the time of booking.

9. Our liability to you

Travel in the countries where our tours take place inherently involves an element of personal risk due to such factors as geographical location, climate, mountain, river and sea travel, political and civil situations, levels of crime, and non-UK standards of facilities and safety precautions. Building construction, fire safety, the condition of roads and road safety measures, vehicle maintenance, driver and tour guide safety training, and the operation of activities such as mountain biking, trekking, horse-riding and scuba diving, are generally of lower standards than in the UK, and sometimes much lower. Medical facilities and emergency services can be extremely limited in some locations. By booking one of our tours, you acknowledge that except as otherwise expressly set out in these booking conditions Geodyssey, its staff, agents and suppliers cannot be held liable for any loss, damage, injury, expense, delay, claim or inconvenience arising from any hazard or risk inherent in travel to these countries generally, or in the particular activities and locations included in your tour. A high level of responsibility falls on you to be aware of possible risks as you travel, take account of local conditions, seek advice where appropriate, and use cautious common sense.

Subject to the above we will ensure that the tour arrangements you book with us are made, performed or provided with reasonable skill and care. Subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or the tour arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted tour arrangements. If you wish to make a claim against us it is your responsibility to show that reasonable skill and care has not been used. We will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers) in relation to the tour you booked with us.

We will not be responsible for any injury, illness, death, loss (including loss of enjoyment), damage, expense or other claim of any description resulting from the act(s) and/or omission(s) of the person(s) affected, any member(s) of your tour party, or a third party not connected with the provision of your tour, or which was unforeseeable or unavoidable, or resulting from 'force majeure' as defined in section 7 above.

We cannot accept responsibility for services that are not part of our contract with you, including any additional services or facilities that you purchase locally (see section 8 above). In addition, regardless of any wording on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

If services which gave rise to a claim or complaint complied with generally enforced local laws and regulations or common practice in that location, the services will be treated as having been properly provided, even if those services would not have complied with UK laws, regulations and practices if provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature in a service that a tour operator might reasonably have inspected and might then reasonably have refused to accept.

We limit the maximum amount we may have to pay you for any claims you may make against us:

a) Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £500 per person affected unless a lower limit applies to your claim under this subsection or (b) below. For all other claims which do not involve death or personal injury, if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total, unless a lower limitation applies to your claim under (b) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your tour.

b) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited to the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended, the Montreal Convention for international travel by air, the EC Regulation on Air Carrier Liability No 889/2002, and the Athens Convention for international travel by sea). Where a carrier or hotel would not be obliged to make a payment to you under the applicable international convention or regulation, we similarly are not obliged to make a payment to you. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of applicable international conventions and regulations are available from us on request.

We cannot accept any liability for any damage, loss, expense

or other sum(s) of any description (i) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you, or (ii) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

You must provide us and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in section 15 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers wish to enforce any rights which are transferred.

10. Conditions of suppliers

Many of the services which make up your tour are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable international conventions (see 9 (b)). Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

11. Information we provide

This insert forms part of the brochure it is issued with and should be read in conjunction with it. The information we provide in our brochures, inserts and websites is correct to the best of our knowledge at the time of printing or when websites were last updated. Every effort is made to ensure accuracy, but errors do occasionally occur. There may also be changes by the time you book your tour. You must check all details of your chosen tour (including the price) with us at the time of booking.

Our brochures, inserts and websites are our sole responsibility. They are not issued on behalf of and do not commit any independent organisations or carriers whose services are featured in them.

12. Your financial protection

The following element of this contract is required by the Civil Aviation Authority and applies to bookings with ATOL protection:

"If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme."

The following is required by ABTOT and applies to bookings with ABTOT protection:

"The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Geodyssey Ltd (member number 5304), and in the event of their insolvency, protection is provided for non-flight packages. ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Geodyssey Ltd. In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company. You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/uksi/2018/634/contents/made>. You can find out more about ABTOT here: <https://www.abtot.com/>"

13. Flight delays

The tours we provide all start and end in the destination country or region, almost always at an international airport. You are free to purchase your flights to and from the starting and ending points of your tour from other companies. We offer international flights as a service to you alongside your purchase of a tour from us, but not as a coordinated part of your tour.

We regret we are not in a position to offer you assistance in the event of a delay in departure of your outward or homeward international flights. Airlines may provide assistance, refreshments and accommodation according to their own policies. You may miss a part of your tour or have to bear extra costs to modify your itinerary in the event of a long delay. We will do our best to minimise any extra costs, but recommend that you take out travel insurance with appropriate cover. Where you purchase your international flight through us and there is a change of flight timing or departure airport, either in advance or at the time of departure, this does not constitute a 'significant change' in respect of section 6 above.

14. Flight information

We are required to bring to your attention the EU 'Community list' of air carriers subject to an operating ban within the EU, at http://ec.europa.eu/transport/air-ban/list_en.htm.

In accordance with EU regulations we are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely

carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible.

We are not always in a position at the time of booking to confirm flight timings. The flight timings detailed on your Confirmation Invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be despatched to you approximately two weeks before departure - check your tickets very carefully immediately on receipt to ensure you have, and are aware of, the correct flight timings. It is possible that flight timings may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

15. Passports, visas and health requirements

The passport, visa and health requirements applicable at the time of printing to British citizens for the tours we offer are shown elsewhere in this brochure.

It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents and have obtained all necessary vaccinations, vaccination certificates and other documentation (where applicable) before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you or any member of your party are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the embassy or consulate of the country(ies) to or through which you are intending to travel. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

The name on your airline tickets must match the name on your passport. Please bear this in mind at the time of booking (newly-weds please note!)

16. Behaviour

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the tour of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

If you are participating in a small group trip, it is essential for the well-being of all that you follow the instructions of the tour leader on all matters concerning the safety of the group. The same applies if you are travelling with a guide on an independent basis. If you are participating in a small group trip you are responsible for getting yourself to the designated departure point of the tour in time for the start. If you fail to do so you may incur extra costs in catching up with the group, or you may not be able to participate in the tour. We will have no further responsibility toward the person(s) affected including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the missed participation.

You must at all times comply with the laws and foreign exchange, customs and drug regulations of the countries visited.

17. Complaints and problems

If you experience any problems with your tour while you are away, or have any reason to complain, please tell your local guide or responsible local contact, and the supplier of the service(s) in question as soon as possible so that they can try to put things right for you. Most problems can be dealt with quickly by them. If this fails, please contact our office as soon as you can: we are very willing to intervene on your behalf at any time where appropriate but until we know about a problem we cannot begin to resolve it.

If you remain dissatisfied and wish to make a complaint you must do so in writing to us with full details within 28 days of your return to the UK. Only the party leader should write to us. If you do not follow this simple complaints procedure, your right to claim compensation may be reduced or even lost. We will respond to your complaint as speedily as we can but please bear in mind that it may take several weeks to find out what happened and why. Disputes arising out of, or in connection with this contract which cannot be amicably settled may be eligible for referral to arbitration under a scheme arranged by AITO. Details will be provided on request.

18. Jurisdiction

All booking contracts and matters arising from them shall be subject to English law and the exclusive jurisdiction of the English courts.