

# Country Adventures Booking Conditions (UK Holidays)

## 1. Payment Details

Cheques should be made payable to **Country Adventures**. Overseas visitors are requested to pay by Banker's Draft in Sterling or International Money Order.

When you make your booking you are required to pay a £50 deposit for every person named on the booking. The balance of the holiday price must be paid in full or at least two calendar months prior to holiday start date. If the balance is not received in accordance with the above, we reserve the right to treat the booking as cancelled, to re-let the holiday and retain the deposit paid. If the booking is made within two calendar months of the holiday full payment must be sent with the booking form. Without this the booking cannot be accepted. Insurance premium (if required) is to be paid in full at the time of booking.

## 2. Insurance

All participants are strongly advised to take out adequate insurance cover for their holiday.

## 3. Cancellation

The cancellation of a booking can be accepted only if it is received in writing and bears the signature of the person who signed the booking form.

The following cancellation charges will apply:

Period before holiday start date within which written notice of cancellation is received	Amount you must pay
More than 42 days	deposit
42 to 29 days	60%
28 to 15 days	80%
14 to 1 days	100%
Start date or after	100%

The above percentages refer to the total holiday price. The deposit will always be forfeited in full, even if it should be more than subsequent cancellation charges.

Please note: Cancellations cannot be accepted by telephone.

## 4. Travel Arrangements

Where we offer tour only arrangements (i.e. you make your own way to your holiday destination), we accept no liability for costs you incur for the travel arrangements you make (e.g. by coach, flight or rail) should we change the holiday in any way or cancel it within the terms of our booking conditions *see section 6*. Therefore we strongly recommend that you do not finalise any travel arrangements before you have checked with us and especially not earlier than 3 weeks before your intended date of travel.

## 5. Alterations

If, after you have confirmed your booking, you wish to make an alteration, an administrative charge of £15.00 will be made per person. However, if you require

a transfer to a different holiday within 14 days of your holiday start date, an 80% cancellation charge will apply.

Any such amendments may be telephoned to us in the first instance, but will only be confirmed on receipt of written confirmation enclosing the appropriate payment.

## 6. Changes by Us

Country Adventures reserves the right at any time to substitute alternative accommodation or make any other alterations to holiday arrangements, which become necessary due to circumstances beyond our control and undertakes to inform you of any changes two weeks in advance. Where this involves additional expenditure such charges must be borne by you or if the increased charges are not acceptable a full and prompt refund will be given.

In all other circumstances where cancellation is unavoidable, such as due to insufficient demand for the holiday, we will offer you the choice of an alternative holiday of at least comparable standard, wherever this is possible, or a full and prompt refund of all monies paid by you. We will undertake to inform you of no later than 3 weeks before commencement of the holiday.

Although we will always endeavour to perform our obligations to you, we cannot accept responsibility for circumstances where a holiday is cancelled or changes to the program are made as a result of 'force majeure' such as war, strikes, natural disasters, terrorist activity, fire, health risk, adverse weather conditions and similar events beyond our control.

## 7. Adventure Holidays

Your booking is accepted on the understanding that you realise the hazards involved in this kind of holiday, including injury, loss or damage to property. Country Adventures take all necessary precautions to try and ensure the safety of all participants. Each participant should familiarise themselves with the hazards and try and minimise these as much as possible by complying with Country Adventures safety guidelines.

Country Adventures and its leaders and sub contracted leaders and instructors cannot accept responsibility for any loss or injury resulting from any persons' involvement in the adventure activities, unless arising from our negligence. Please inform us of any medical condition which may affect your safety or ability to take part in a holiday / activity of this type.

## 8. The Holiday Tour Guide

The decision and authority of the holiday tour guide is final and is at all times to be accepted by the client.

## 9. Special Requests

If you have any special requests or needs including dietary needs please inform us

at the time of your booking. We will do our best to provide what you want but we cannot guarantee it. Some special requests may involve extra charges that may have to be paid for locally at the holiday destination. We will advise of any potential charges at the time of booking.

## 10. Consumer Protection

For our customer's complete financial protection, all payments to Country Adventures are held in a client deposit account in accordance with the EC Package Travel Directive 1992. This means that your holiday monies are safeguarded until completion of the holiday.

## 11. Any complaints

In the unlikely event of a problem occurring with your holiday, we want to be the first to hear about it. Please discuss it with the holiday tour guide. If they are unable to resolve it, please write to us immediately and we will do our utmost to find a satisfactory solution.

## 12. Promotional Images

Any likeness or image of you secured or taken on any of our holidays may be used by Country Adventures without charge in all media for bona fide promotional or marketing purposes, such as brochures, slides, videos, magazines and the internet.

## 13. Data Protection

By completing the booking form you agree that, if necessary, Country Adventures may pass your contact details and numbers to any third party connected with the operation of the specific holiday on which you have booked. This information will not be used for any other purpose. We will not share your personal information for marketing or any other purposes without your consent unless where required by law. We will always respect your privacy and any personal communication between you and ourselves. We like to keep all our guests aware of news and offers from ourselves however, if you do not wish to receive any further information either by mail, telephone, or e-mail please write to us or tick the box at the bottom of the booking form.

## 14. Accuracy

Every effort has been made by Country Adventures to ensure accuracy of conditions and of all promotional literature, including prices, at the time of going to press.

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