

Passport & visa information for British citizens

You must hold a passport which is valid for at least six months following the return date of your trip. It is your responsibility to ensure you have the correct documentation and visa stamp(s) for all sectors of your journey. Failure or inability to obtain all required visas for whatever reason does not entitle you to cancel without paying the applicable cancellation charges. For further details on passports and visas, or for information on requirements for non-British citizens, please check <http://cibtvisas.co.uk>

Travel insurance

It is advisable to take out your travel insurance at the time of booking your trip as cover will commence for pre-departure cancellation from the policy issue date. This will therefore provide cover should you have to cancel your trip for an insured reason such as illness or serious accident.

We strongly recommend that you and all members of your party are adequately insured, providing financial protection against unforeseen circumstances. Cover should include medical expenses, as well as repatriation, in the event of accident or illness. In addition, we strongly recommend that you have cover for personal belongings, delay at your outward or homeward point of departure, personal liability, overseas legal expenses and cancellation. If you are undertaking any sports or adventurous activities on your trip, including trekking, you should also make sure that your policy covers these. Please also ensure you read the policy conditions and exclusions.

The type of trips we create and the requirements of Audley clients vary greatly. There are a number of companies who offer policies which may suit these varying requirements. You can find links to the companies' websites at <https://www.audleytravel.com/about-us/travel-insurance>

Once you have a travel insurance policy in place, please let your specialist know who your insurance company is and your policy number. Having this information enables us to support you should an emergency situation arise.

Health

It is essential that you visit your GP or a travel clinic well in advance of travel, preferably at least six weeks ahead, to make sure that you have taken all the necessary health precautions. Some vaccinations require more than one visit with a period of weeks between injections, and some may be incompatible with certain medicines or medical conditions. It is therefore important that your own individual medical history is taken into account. For up-to-date medical advice you may wish to use the Medical Advisory Service for Travellers Abroad (MASTA) <https://www.masta-travel-health.com/>, the NHS website <http://www.fitfortravel.nhs.uk/home.aspx> or NaTHNaC <https://travelhealthpro.org.uk/>

Mosquito bite avoidance

In many tropical countries, mosquitoes can spread diseases such as dengue, chikungunya, West Nile, malaria, yellow fever and Zika virus. It is essential that you seek medical advice prior to travel, and especially if you are pregnant or have an underlying medical condition. Whilst travelling there are several simple measures you can take to reduce your risk of infections spread by mosquitoes: wear suitable clothing and cover up at times of day when mosquitoes are active, use insect repellent on exposed skin, and use a mosquito net if sleeping in unscreened accommodation. It is important to seek prompt medical attention if you have a fever or display any other symptoms. If you become unwell on your return, make sure you tell your doctor about any trips abroad you have taken in the past year.

General Information

High altitude

Your itinerary may include sections where the altitude exceeds 10,000 feet (3,048 metres). If you suffer from circulation, heart or respiratory problems we advise that you consult with your doctor before confirming your booking.

Pre-existing medical conditions and your ability to participate

The nature of many of the destinations we travel to means that in some cases they may be unsuitable for those who use a wheelchair or have reduced mobility. However, we will be delighted to discuss the feasibility of creating a tailor-made itinerary for you that takes into consideration your level of mobility. To assist us in doing this we may ask you to complete a short questionnaire.

It is essential that you advise us before booking if you do have any disability or pre-existing medical condition which may affect your holiday, or if you have any special requirements as a result of any disability or medical condition (including any which affect the booking process) so that we can assist you in considering the suitability of the arrangements and/or in making the booking. It will also enable us to make sure you receive the relevant level of assistance when you fly. Full details must be confirmed in writing at the time of booking and whenever any change in the condition or disability occurs.

On our tailor-made tours and escorted group tours the guides and tour leaders are, unfortunately, unable to offer additional assistance to passengers with limited mobility and all such assistance will need to be provided by whoever the passenger is travelling with. We may request that you provide a letter from your doctor confirming your fitness to travel.

Special dietary requirements

Special diets should be noted on the booking form; however, it is not always possible to expect special diets to be catered for in some of the destinations we feature. We will advise the hotels and airlines of your request but we cannot guarantee their availability. If you have an airborne nut allergy you must make us aware at the time of booking as most airlines require this information in advance of travel. Please note that all special meals for flights must be requested at least 48 hours in advance.

Government travel advice

The Foreign and Commonwealth Office (FCO) Travel Advice Unit monitors all overseas destinations and offers advice to British citizens. In order to be fully informed of safety issues, crime rates, political stability and local customs you can view the advice at <https://www.gov.uk/foreign-travel-advice>

We monitor FCO advice carefully and on occasion may be required to cancel trips, re-route itineraries or make other changes to trips based on the warnings given. Any decision will always be taken in the interests of your safety and security and will be communicated fully with you.

Travelling with children

If travelling with a child and only one parent is present, please be aware that you must have the permission of everyone with parental responsibility before that child can be taken abroad. You automatically have parental responsibility if you're the child's mother, but you still need the permission of anyone else with parental responsibility before you take the child abroad. A letter from the person with parental responsibility for the child is usually enough to show you've got permission to take them abroad. You might be asked for the letter at a UK or foreign border. The letter should include the other person's contact details and details about the trip.

If you are travelling with a child who has a surname different to your own, for example you are a single parent, you are advised to travel with evidence of your relationship (eg a birth certificate) and a divorce or marriage certificate if applicable. In other scenarios, for example you are a grandparent taking your grandchild on holiday, or you are taking your child's friend on holiday, you should be able to provide evidence that you have permission from the child's parents to do this.

You should also check the requirements of the country you are travelling to as they may have additional specific requirements and the age limit up to which a person is considered a child may vary.

Flights

Flight routing

The difference between a direct flight and a non-stop flight can cause confusion. To clarify, on a direct flight no change of aircraft is scheduled but touchdowns will be made en route either to refuel or to board or disembark passengers. On non-stop flights no change of aircraft is required and no stops are made en route. Exact details of your route will be given in your itinerary.

Internal flights

Smaller local airlines are more likely to change their schedule at short notice. We will endeavour to inform you of any changes in advance of travelling but this may not always be possible.

Seating

Most airlines now operate one of two main seating policies. The majority offer paid-for seating, with a smaller number maintaining a free-of-charge seating policy; please ask your country specialist for details regarding the seating policy of the airline you are booked to travel with. More detail on each type of seating can be found below:

Paid-for seating

The majority of airlines now offer you the opportunity to secure specific seats in advance of travel by paying an additional premium. In order to do this it is a requirement of the airlines that you have fully paid for your flight ticket. Once a flight ticket is fully paid for amendment charges will apply should you wish to change your arrangements (please see the section entitled *The flexibility of flight arrangements*, below). Please be aware that, even with paid-for seating, some changes can be made by the airline that are outside of our control and which may affect your paid-for seating. If you do not wish to pay a premium to secure a specific seat you can wait until online check-in opens, usually 24 hours in advance of travel, and reserve a seat at this point.

Free-of-charge seat requests

For the airlines that still maintain a free-of-charge seating policy we will do all we can to try to reserve a specific seat for you, if you have a preference. Please make it clear on your booking form if you have a specific request. However, whilst airlines may allow us to make free-of-charge seat requests, they will not guarantee any such seat reservations. Most airlines now allow you to check-in online 24 hours ahead of travel and select or re-confirm free-of-charge seat reservations at this stage. If seating is important to you and you have been unable to check-in online it is always best to arrive for your flight early.

The flexibility of flight arrangements

If fully flexible flight arrangements are important to you, please let your specialist know at the earliest possible time in the quote process so they can include the most appropriate fare for you. We primarily use special 'inclusive tour' fares when we purchase your tickets from the airlines and while these fares are very good value they are inflexible in terms of changes and offer no refunds once the tickets are issued. If your specialist uses this type of fare then once your flight is confirmed the airlines will charge an amendment fee or insist on the purchase of a completely new ticket should you wish to make changes.

Frequent flyer clubs

If you collect points through any of the airline frequent flyer clubs and wish to accrue points on your Audley trip, please let your specialist know so that they can choose an appropriate airfare where points can be awarded. Please provide your membership details on the booking form and we will ensure that these are recorded against your flight reservation.

If you wish to use your points to purchase flights then you will have to make these arrangements directly with the airline as we are not able to access fares in this way. If you do choose to do this please provide the flight details to your specialist so they can ensure the ground arrangements dovetail with your flights.

General Information

Carbon offsetting your flights

The carbon footprint of flying is relatively high and we would encourage you to offset your flights by contributing to our carbon reduction scheme operated by ClimateCare. We carbon offset all our staff research trips. The quote for your trip will include an optional amount for carbon offsetting, which can be paid at the time of booking or you can make your payment directly to ClimateCare using their carbon calculator <https://climatecare.org/calculator/>

Accommodation & additional travel services

UK airport hotels, car parking and lounges

We are able to arrange airport hotel accommodation, car parking, meet and greet services and airport lounge access in the UK, subject to availability. To arrange any of these services please speak to your country specialist.

Hotel room configuration

There is often confusion over the terminology used for bed arrangements (eg single, double, twin) in hotel rooms, and this can vary considerably from country to country. If you have specific requirements please do make this clear to your country specialist. We will endeavour to confirm your preferred configuration wherever possible but please note that all rooms are allocated at the discretion of the hotel and cannot be guaranteed.

World travel & cultural differences

Many of our destinations are in parts of the world where attitudes, infrastructure, priorities, lifestyles and cultures are very different from our own. This is often the very reason to visit the destination but certain aspects may be frustrating, disorientating or even stressful. A sense of humour can prove invaluable when travelling over rougher roads, waiting for a delayed aircraft and communicating with hotel staff whose first language is not English.

Airlines may change their schedules, roads may close and government regulations may alter. Should there be any changes to the travel arrangements you have booked we will do our best to keep you informed of the situation prior to departure, and we will of course assist with any issues that arise whilst you are travelling.

Health and safety standards

Every country has its own regulations and enforcement levels relating to health and safety standards. These do not always match the very high standards we are used to in the UK. The health and safety of our customers is of paramount importance and we are continually working to assess and improve the services we provide. We provide more information on things to be aware of whilst you are travelling in the Important Information section of your Travel Organiser, which you will receive around 14 days before you depart on your trip.

Security

Opportunistic crime such as bag-snatching and pick-pocketing is unfortunately a fact of life in many destinations. Use your common sense when walking around, make use of hotel safes where available, and leave all but essential valuables at home. We suggest carrying a photocopy of your passport separately from the original document, purely as a back-up.

Quality Assurance

Financial security



For more details on your financial protection please see section 12 of the Terms and Conditions. We hold an Air Travel Organiser's Licence (ATOL) issued by the Civil Aviation Authority (ATOL number 4817). When you buy an ATOL protected flight or flight inclusive package from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

General Information



Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme. Those package arrangements which do not include any flights and therefore are not protected by our ATOL are covered by ABTOT, the Association of Bonded Travel Organisers Trust. This insurance means your money will be refunded or you will be returned to the starting point of your contracted arrangements if already abroad in the unlikely event of our being unable to provide your holiday due to our insolvency. (For more details please see Section 12 of the Terms and Conditions.) In these instances you will not receive an ATOL certificate with your invoice.

AITO Membership

Audley Travel is a member of the Association of Independent Tour Operators and as such we sign up to the AITO Quality Charter. Please visit AITO's website www.aito.com for more details or call 0208 744 9280.

Responsible Travel

At Audley we are passionate about the countries we specialise in, therefore it is a natural progression that we help to protect each region and maximise the benefits that tourism can bring. Responsible Travel (RT) doesn't mean having to compromise on the enjoyment of your trip or the quality of your accommodation. We feel strongly that we should directly benefit the communities we visit whenever possible through sustainable travel, environmental protection and social projects, without sacrificing comfort or character. For more information about our social responsibility please visit our website <https://www.audleytravel.com/about-us/responsible-travel>

Terms and Conditions

Please read the following booking conditions carefully. All holidays are sold by us subject to these booking conditions and the other general information in this booklet, our brochures and quotations.

Audley Travel Group Ltd (whose administrative offices are at New Mill, New Mill Lane, Witney, Oxon OX29 9SX) are members of the Association of Independent Tour Operators. Audley Travel Group Ltd ('we', 'us', 'our') offers a number of products and the trading names we use are 'Audley', and 'Audley Travel'. In these booking conditions, 'you' and 'your' means all persons named on the booking, or any of them as applicable (including anyone who is added or substituted at a later date). References to "departure date" mean the start date of the holiday arrangements you have booked with us. A reference to an EU Regulation in these booking conditions shall include a reference to any replacement law as in effect in England and Wales from time to time

I. Paying for your holiday

I. Paying for your holiday

(i) The procedure for making a booking is shown in your itinerary quotation and on our website. All bookings are subject to these booking conditions and by asking us to confirm your booking, and by paying a deposit. The person who makes the booking is taken to have accepted these booking conditions on behalf of all persons named on the booking. Once we have received the applicable payment(s) due at the time of booking (see below), we will, subject to availability of the requested arrangements, send you your booking confirmation/invoice. Please check your booking confirmation and all tickets/documents carefully as soon as you receive them and contact us immediately if you think any details are incorrect. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document within ten days of our sending it out. We will do our best to rectify any errors notified to us after this, but you must meet any costs involved in doing so. (ii) The deposit is part payment of the holiday cost. The deposit required will be shown on the quotation page of your itinerary. In addition to the deposit, full or part payment of certain elements of your holiday (such as flights) may be required at the time of booking or at some point between booking and balance due date ("Advance Payment"). Also see section I(iv) for other Advance Payments which may be required. The balance must be paid not later than the date specified on the booking confirmation/invoice. This is normally no less than 90 days before the departure date. If we do not receive all payments due in full and on time, we will remind you that payment is due before treating your booking as cancelled. In the event that further time for payment is agreed at your request but payment is still not received, you must pay the cancellation charges shown in section 3 based on the date we treat your booking as cancelled. (iii) Full payment is required at the time of booking for all bookings made after balance due date as above. (iv) On occasions, we may be asked by suppliers to make payment to them earlier than normal. Such requests may, for example, be made in order to secure accommodation and other services during periods of peak demand. Whilst suppliers may have no contractual right to make such requests, failure to comply with them may result in the loss of confirmed arrangements. Where this situation arises, we reserve the right to ask you to make Advance Payment within a stipulated period and prior to balance due date.

We will of course endeavour to avoid doing so if we can. Any such early payment will be non-refundable except as set out in section 4. (v) If you are booking your holiday through one of our authorised travel agents the balance must be paid to the agent two weeks prior to the applicable balance due date as specified on the booking confirmation/invoice and quotation. All payments made to one of our authorised travel agents for the arrangements we have contracted to provide for you which do not include flights will be held by them on our behalf. For flight inclusive bookings, all monies paid to any authorised travel agent of ours for these arrangements will be held on behalf of and for the benefit of the Trustees of the Air Travel Trust subject to the travel agent's obligation to pay such monies to us in accordance with our trading terms unless we fail. In the unlikely event of our financial failure, all monies then held by the travel agent or subsequently paid by you to the travel agent will be held by the agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation on the agent to pay such monies to us. If you book your holiday through a travel agent who is not a member of ABTA, all payments must be made to us directly and not your travel agent. For the purposes of compliance with time limits or limitation periods as set out or referred to in these booking conditions, receipt by such an authorised travel agent of messages, requests or complaints intended for us will be treated as receipt by us. However, we are not responsible for any advice given to you by your travel agent that did not originate from us.

2. If you change your holiday

If, after the contract between us has come into existence, you want to change your holiday we will pass your request to the relevant supplier, however we cannot guarantee that such changes can be made. Where a change can be made, we will charge for any additional costs incurred including any costs imposed or incurred by any of our suppliers and including for example cancellation charges that may be incurred for sectors cancelled. You should note, for example, that a change of name on or other alteration to an airline ticket will usually incur a 100% cancellation charge and full rebooking fee. For booking transfers, see section 5.

3. If you cancel your holiday

You may cancel your confirmed booking at any time prior to departure. Where you wish to do so, written notification must be sent to us by recorded delivery post or by email. If your notification is provided by email, as proof of receipt you must ensure you receive and retain written acknowledgement from Audley Travel. If you wish to cancel your booking, you will be charged a cancellation fee calculated as a percentage of the total holiday cost. The percentage payable depends on the date your written notification is received by post, or your email notification is acknowledged by Audley Travel (see table below). In the event of cancellation, please note that any Advance Payments made as set out in sections I(ii) and (iv) above are non-refundable, unless such amounts are recoverable from suppliers as we shall endeavor to mitigate these to the extent we can reasonably do so. In calculating cancellation fees, we have taken account of the costs incurred by us in arranging and booking the holiday, as well as any cost savings and the generation of income from other bookings which may be able to offset our loss from cancelled services, but please be advised that this may not be achievable due to the tailor-made nature of our holidays

In respect of cancellation of part of your booking, the cancellation charge payable by you will comprise any direct cancellation costs and charges we incur as a result of such cancellation, our reasonable administration costs of dealing with the cancellation arrangements, plus any Advance Payments in connection with the cancelled part of the holiday to the extent not already paid, although we shall endeavour to mitigate these to the extent we can reasonably do so.

Alterations or cancellations by you after commencement of travel and unused services

We will do our best to implement any changes to your arrangements you request once they have commenced, but we cannot guarantee this will be possible. In the event of such amendments being made you will be liable for any direct cancellation charges that may be levied for the services originally booked, and for the cost of booking the revised arrangements and the arrangements themselves. We cannot guarantee refunds will be paid to clients who do not complete a tour. However, where we ourselves are able to obtain a refund from hotels or principals for services not used, we will pass this on to you, less any reasonable administration charges.

Calculation of cancellation charges

The cancellation charges are calculated as follows:

Cancellation Notification Date (number of days prior to departure date)	Cancellation Fee (Percentage of total cost of holiday)
91+	15%
31-90	30%
22-30	50%
15-21	90%
0-14	100%

Plus any Advance Payments made as set out in sections I(ii) and (iv) above, unless such amounts are recovered from suppliers as we shall endeavor to mitigate these to the extent we can reasonably do so. To the extent we can mitigate these losses, they will be deducted from the cancellation fee. Note in the case of a Cancellation Notification Date which is 0-14 days prior to the departure date, this will be a flat 100% fee given the close proximity to travel, and very high likelihood that we cannot mitigate any costs at this point. The cancellation fee will be capped at the total cost of your holiday and will never exceed this amount.

THE IMPORTANCE OF TRAVEL INSURANCE

It is a condition of your booking with us that you have travel insurance for your trip. Depending on the detail of your policy, you may be able to recover the cancellation charges less any excess on your travel insurance policy. Never travel without insurance, the unexpected can always happen. It is your responsibility to ensure you are adequately covered by insurance for all elements of your trip. Please read your policy and take it on holiday with you.

4. If we change your holiday

a) Changes to confirmed holiday arrangements sometimes have to be made. Most changes will be insignificant, and we have the right to make these. Where an insignificant change is made before departure, we will notify you in writing. No compensation is payable for insignificant changes. (b) Occasionally, before departure, we may be constrained by circumstances beyond our control to make a significant alteration to any of the main characteristics of the travel services which form part of your confirmed booking or to any special requirements which we have accepted as referred to in section 1.1. Where we have to do so, section 4(c) and (d) will apply. All other alterations will be treated as insignificant changes. Significant changes are likely to include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away*, a change of accommodation area for the whole or a major part of the time you are away, a change of UK outward departure time or overall length of time you are away of 12 or more hours or a change of UK departure airport to one which is more inconvenient for you (except as between Gatwick and Heathrow).

Terms and Conditions

*Please note: A change affecting a stay in a hotel during a tour where the hotel itself is not the focus of the tour, does not constitute a significant change.(c) In the event that we have to significantly alter any of the main characteristics of your confirmed arrangements or accepted special requirements, we will provide you with the following information in writing as soon as possible: (i) the proposed alteration(s) and any impact they have on the price; (ii) in the event that you do not wish to accept the alteration(s), details of any substitute package we are able to offer (and any price reduction where this is of a lower quality or cost); (iii) your entitlement to cancel your booking and receive a full refund if you do not want to accept the alteration(s) or any substitute package offered; and (iv) the period within which you must inform us of your decision and what will happen if you don't do so.(d) If you choose to cancel your booking in accordance with section 4(c), we will refund all payments you have made to us within 14 days of the date we receive your written cancellation. If we don't hear from you with your decision within the specified period (having provided you with the above mentioned information for a second time), we will cancel your booking and refund all payments made to us within 14 days of our doing so. No compensation will be payable or other liability accepted where a change results from unavoidable and extraordinary circumstances (see section 6). (e) In the event that unavoidable and extraordinary circumstances (see section 6) occurring in the place of destination of your holiday or its immediate vicinity significantly affect the performance of the contracted arrangements or the carriage of passengers to that destination, you will be entitled to cancel prior to departure without payment of cancellation charges. We will notify you as soon as practicable in the event of this situation occurring. (f) Occasionally, it may be necessary to cancel confirmed holiday arrangements. We have the right to terminate your contract and cancel your holiday in the event we are prevented from performing your confirmed arrangements as a result of unavoidable and extraordinary circumstances (see section 6) and we notify you of this as soon as reasonably possible. Where we have to cancel your holiday in these circumstances, we will refund all monies you have paid to us within 14 days of the date we inform you of the cancellation but will have no further or other liability to you including in respect of compensation or any costs or expenses you incur or have incurred. We will of course endeavour to offer you comparable alternative arrangements where possible which you may choose to book in place of those cancelled. We also have the right to cancel if you fail to make payment in accordance with the terms of your contract in which case section 2(ii) and 3 will apply.(g) If we have to make a significant alteration or cancel, we will, where compensation is appropriate, pay you the compensation set out in the table below, subject to the exceptions to the payment of compensation referred to in section 4(d) and 4(f).

Period of notification before scheduled departure date	Compensation per person
More than 60 days	Nil
60-43 days	£10
42-29 days	£20
28-15 days	£30
14-0 days	£40

5. Transfers

You may transfer your place on your booking to another person (introduced by you) provided the person to whom the place is to be transferred satisfies all conditions which form part of your contract with us. Requests for a transfer must be made not less than 7 days before departure and must be accompanied by the name and other applicable details of the person(s) who will replace you. Where the transfer can be made, all reasonable costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of £25.00 must be paid before the transfer can be effected. Any overdue balance payment must also be received. For flight inclusive bookings, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight for the person concerned.

6. Unavoidable and extraordinary circumstances

Except as expressly set out in these booking conditions, we cannot accept liability or pay any compensation or other sums where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss or damage (as more fully described in section 7 (i) below) as a result of unavoidable and extraordinary circumstances. In these booking conditions, unavoidable and extraordinary circumstances means a situation which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include, whether actual or threatened, war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity, industrial action, natural or nuclear activity, epidemics/pandemics, adverse weather conditions and fire.

7. Our responsibility

(i) We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday 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 holiday arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, 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). We will not be responsible for any injury, illness, death, loss (including loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -

- (a) the fault of the person(s) affected; or
- (b) the fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided; or (c) unavoidable and extraordinary circumstances as defined in section 6.

In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday.

Please note: we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us as forming part of your holiday and we have not agreed to arrange them as part of our contract and any excursion or activities you purchase during your holiday.

(ii) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and standards of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint were provided in compliance with the applicable local laws and standards, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and standards of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable traveller to refuse to take the holiday in question. Please note, however, our obligation is to exercise reasonable skill and care as referred to in section 7(i). We do not make any representation or commitment that all services will comply with applicable local laws and standards and failure to comply does not automatically mean we have not exercised reasonable skill and care.

(iii) Except as set out in section 7(iv) or otherwise permitted by English law, we do not limit the amount of damages you are entitled to claim in respect of personal injury or death which we or our employees have caused intentionally or negligently. For all other claims, if we are found liable to you on any basis, the maximum amount we will have to pay you is three times the total cost paid to us for your package (excluding any insurance premiums) by or on behalf of the person(s) affected in total, unless a lower limitation applies to your claim under section 7(iv). This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(iv) 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 or rail carrier to which any international convention or EU regulation applies, our liability (including the maximum amount of compensation we will have to pay you, the types of claim and the circumstances in which compensation will be payable) will be limited as if we were the carrier in question as referred to below.

Terms and Conditions

The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier concerned would have to pay under the international convention or EU regulation which applies to the travel arrangements in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, EC Regulation 392/2009 on the liability of carriers of passengers in the event of accidents and/or the Athens Convention for international travel by sea (as amended by the 2002 Protocol) and the Convention of 1980 concerning International Travel by Rail (COTIF) as amended for travel by rail). Where a carrier would not be obliged to make any payment to you under the applicable international convention or EU regulation (including where any claim is not notified and issued in accordance with the time limits stipulated in the applicable convention or regulation), we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we will deduct any money which you have received or are entitled to receive from the carrier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

8. Flights and your responsibility

The flight details shown in your itinerary quotation are for guidance only and are subject to change. Final details will be confirmed on your travel documentation, sent approximately 14 days prior to departure. The times shown on all e-tickets are local times. It is possible that flight times may be changed even after e-tickets have been dispatched - we will contact you as soon as possible if this occurs. In accordance with EU Directive (EC) No 2111/2005, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at https://ec.europa.eu/transport/modes/air/safety/air-ban_en. We are also required to advise you of the actual carrier(s) (or, if the actual 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. If the 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 section 4 will apply. Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges unless the change is a significant alteration in accordance with section 4.

We can accept no responsibility if you arrive late for the check in and miss your flight as a result nor can we accept responsibility for any loss by you of your holiday/flight travel tickets, vouchers or coupons.

Air travel is subject to operational decisions of carriers and airports which may result in delays and diversions. Please note that smaller local carriers sometimes change the departure time of short-haul or domestic flights at short notice, and in some instances, schedules shown in global flight information systems differ from those actually flown by smaller local carriers. We advise you that it is your responsibility to be meticulous in locally reconfirming directly with the carrier operating the flight. We accept no liability for the consequences of flights missed owing to the passenger's failure to reconfirm or to check e-mails for notification of flight time changes. Clients flying in economy class to long-haul destinations should be aware that flights are often full, and you may not be able to get seats together. We also recommend that you check in early for a long flight, and in any case not less than 3 hours before the scheduled departure time.

If your flight is cancelled or delayed, your flight ticket is downgraded, or boarding is denied by your airline depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with refreshments, meals and accommodation under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004. Where applicable, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment is covered by the airline's obligations under the Denied Boarding Regulations. If your airline does not comply with these rules you may use the CAA Passenger Advice and Complaints Service. See www.caa.co.uk/Passengers/Resolving-travel-problems for further details.

You undertake to behave with propriety and in such a manner as not to cause or be likely to cause material distress, danger or upset to other clients and/or any third party or damage to property. If we, our employees, agents or suppliers consider you do not behave accordingly, we reserve the right to terminate your contract and neither we nor the providers of any of the services in question will have any further contractual obligations to you either in respect of covering any expenses, paying any compensation or refunds, or arranging for your return home. When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. 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.

You must ensure that all your travel documents, passports, visas, vaccination certificates and currency are in order and valid for travel. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. We will assume you are a British citizen with a British passport and if this is not the case, you must advise us at the time of booking. Passport, visa and other requirements may change so you must check the up to date position in good time before departure. If failure to have any necessary travel or other documents results in fines or other financial penalty being imposed on us or expenses or costs being incurred by us, you will be responsible for reimbursing us accordingly. The name on your airline tickets must be exactly the name that appears on your passport.

Please note that if you believe that we have stated orally that a particular facility or service should be available but is not in the brochure or in writing from us, please make reference to it on the booking form so that we may confirm it to you when accepting your booking.

9. Complaints

Should you have any complaints about any aspect of your holiday arrangements, you must inform our local representative or tour leader immediately and the supplier of the arrangements concerned. Problems can most easily be dealt with on the spot. Please note, if you do not report a problem or complaint which, if it had been reported at the time it occurred could have been resolved there and then we cannot accept any liability in respect of that problem or complaint. It is sensible to expect a client travelling in the developing world to be reasonably resourceful if things go wrong. If you experience any difficulties, please follow the steps shown in your Travel Organiser. If the issue cannot be resolved locally you can contact us in the UK on our 24 hour emergency telephone service. The number will be found in your Travel Organiser in the Important Information section. In the unlikely event that an acceptable solution cannot be found, you should then write to us within 28 days of your return with full details of your complaint. If you fail to follow this complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result. If we cannot reach an amicable solution to any dispute you do have the right to refer the dispute to the Association of Independent Tour Operators which operates an Independent Dispute Service (details on request) for resolution of the dispute by a mediator provided the claim does not involve personal accident, injury or illness.

10. The brochure and quotation

We have taken every care in ensuring that the information in the brochure, on our website and given in quotations/itineraries is correct at the time of publication. However, we are sure you will appreciate that subsequent alteration may occur. We reserve the right to change any of the prices, services or other particulars contained in this brochure, on our website or in any quotation at any time before we enter into a contract with you. If there is any change, we will notify you before we enter into such contract. Where we state that additional information, a fact sheet or a dossier is available on a particular itinerary or programme, this information should be regarded as a part of the contract.

Terms and Conditions

The hotel classifications given on our website, in our brochures, quotations and dossiers and fact sheets are for guidance only. They are not based on any national or international classification system, they are the opinions of our staff or agents and are quite subjective. The photographs that appear in the accommodation section of your quotation are indicative only and may not be of the exact room you have been quoted for.

11. Special requests and Reduced Mobility/Medical Conditions/Disabilities

If you have any special request, you must advise us in writing at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. For your own protection, you should obtain confirmation in writing from us that your request will be complied with (where it is possible for us to give this) if your request is important to you. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your booking confirmation or any other documentation is not a guarantee that the request will be met by the relevant supplier. All special requests are subject to availability. Special requirements we have accepted will be specifically confirmed as accepted on your confirmation. Before you make your booking, we will advise you as to whether the proposed arrangements are generally suitable for someone with reduced mobility or medical condition. However, reduced mobility of course means different things to different individuals as we fully appreciate that individual capabilities, restrictions and requirements are likely to vary considerably. When we refer to reduced mobility, this means any material reduction in mobility whether this is permanent or temporary and whether caused by age or by physical or mental disability or impairment or other cause of disability.

12. Your financial protection

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 4817). When you buy an ATOL protected flight or flight inclusive package from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you, and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

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. The Package Travel and Linked Travel Arrangements 2018 for Audley Travel (ABTOT Membership number 5297) and in the event of our insolvency, protection is provided for the following:

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 reassigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

For further information, visit the ATOL website at www.caa.co.uk

Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme.

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under

1. non-flight packages and
2. flight inclusive packages that commence outside of the UK which are sold to customers outside of the EU.

These provide for a refund in the event you have not yet travelled and repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Audley Travel.

13. Excursions

Please note that we do not provide or arrange excursions other than those listed in your itinerary and forming part of the arrangements booked and paid for in the UK. Our local representatives or guides may put you in touch with local organisers of excursions if you request but we can have no liability for such excursions, as your contract for such excursions will be with a local company providing the services and not with us.

14. Prices and brochure accuracy

Please note, the information and prices shown on our website, in our brochures and/or quotations may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the website, brochures, quotations and prices at the time of printing or when they are given to you, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

15. Data Protection

You consent to us processing personal information about you and other members of your party including sharing your personal information with third parties (including airlines, local accommodation or service providers) to arrange and provide your holiday.

16. Your Contract with Us

Your contract with us and all matters arising out of it or your holiday arrangements (including contractual and non-contractual disputes and claims) are governed by English law. We both irrevocably agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday arrangements (including non-contractual disputes and claims), will be dealt with by the AITO dispute resolution scheme (where available for the dispute or claim in question - see section 8) or exclusively by the courts of England and Wales only unless, in the case of court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings may be brought in the courts of your home country. If court proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and all matters arising out of it or your holiday arrangements governed by the law of Scotland/Northern Ireland as applicable you do not choose, English law will apply as referred to above.

17. Foreign Office advice

The UK Foreign Office publishes regularly updated travel information on its website www.gov.uk/foreign-travel-advice and <https://travellaware.campaign.gov.uk/> which you are recommended to consult

18. Assistance during your holiday

In the event you end up in difficulty (of any sort) during your tour, we will provide you with appropriate assistance as soon as reasonably possible including by the provision of appropriate information on health services, local authorities and consular assistance and by assisting you to make distance communications and to find alternative travel arrangements as may be applicable. Where you are in difficulty as a result of your negligence, we may charge you a reasonable fee for this assistance which will not exceed the costs we actually incur.

19. Honeymoon Gift Service

All honeymoon bookings and use of Audley's Honeymoon Gift Service are subject to these booking conditions. It is important to note that in the unfortunate event of the cancellation of your booking you will be responsible for all cancellation charges as detailed in our Booking terms & conditions. Audley also reserve the right to charge a £150 administration fee to cover refunding all monies to your guests. These refunds will only be made once all cancellation charges have been paid. As the client, you will take on the responsibility for the full payment of the booking as the amount of your guest contributions cannot be guaranteed.

Audley Travel Group Limited. Registered Address: New Mill, New Mill Lane, Witney, Oxfordshire OX29 9SX. Registered in England with Company Reg. No. 3190720. VAT Reg. No. 125454721. May 2019.

Terms and Conditions

Your Rights under the Package Travel and Linked Travel Arrangements 2018

PART 1 – General

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages. Audley Travel Group Limited will be responsible for the proper performance of all the travel services included in the package.

Additionally, as required by law, Audley Travel Group Limited has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

PART 2 - Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018

Travellers will receive all essential information about the package before concluding the package travel contract. There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.

Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.

Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.

The price of the package may only be increased if specific costs rise (for instance, fuel prices) and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8 % of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.

Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.

Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.

Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.

*If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.

Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

The organiser has to provide assistance if the traveller is in difficulty.

If the organiser or where applicable, the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Audley Travel Group Limited holds an Air Travel Organiser's Licence (ATOL) issued by the UK Civil Aviation Authority (ATOL no 4817) which provides insolvency protection in respect of flight inclusive packages.

Audley Travel Group Limited holds an Air Travel Organiser's Licence (ATOL) issued by the UK Civil Aviation Authority (ATOL no 4817) which provides insolvency protection in respect of flight inclusive packages. Audley Travel Group Limited also has insolvency protection with The Association of Bonded Travel Organisers' Trust Limited (ABTOT) for packages which do not include flights arranged by Audley Travel Group Limited. In the event of the insolvency of Audley Travel Group Limited, protection is provided by ABTOT for the following:

1. non-flight packages and
2. flight inclusive packages that commence outside of the EU, which are sold to customers outside of the EU*.

* Please note that flight inclusive packages that commence within the EU but outside of the UK will continue to be covered by ABTOT until the renewal of Audley Travel Group Limited's ATOL number 4817 in March 2019 in accordance with the transition period authorised by the Civil Aviation Authority.

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Audley Travel Group Limited.

Travellers may contact The Civil Aviation Authority at 5th Floor, 11 Westferry Circus, London E14 4HE, UK tel +44 (0)333 103 6350, e-mail claims@caa.co.uk www.caa.co.uk or ABTOT on its 24/7 helpline on +44 (0)1702 811397 or at 117 Houndsditch, London EC3A 7BT and advise you are a customer of an ABTOT protected travel company if services are denied because of Audley Travel Group Limited's insolvency.

PART 3

The Package Travel and Linked Travel Arrangements Regulations 2018 are available at www.legislation.gov.uk/ukksi/2018/634/contents/made

Audley booking form

IMPORTANT: In order to be able to complete the form correctly you will need to be using Adobe Acrobat Reader version XI or above. Please visit <https://get.adobe.com/uk/reader/> to get the latest version from www.adobe.com

ITINERARY REFERENCE:

START DATE OF TRIP:

Your details

	Client 1	Client 2	Client 3	Client 4
Title				
First name(s) <small>(exactly as shown on passport)</small>				
Middle name(s) <small>(exactly as shown on passport)</small>				
Surname <small>(exactly as shown on passport)</small>				
First line of address				
Postcode				
Telephone number <small>(Indicate home, mobile or other)</small>				
Preferred email address				

Passport details

	Client 1	Client 2	Client 3	Client 4
Passport number				
Nationality on passport				
Country of issue				
Date of birth				
Place of birth				
Date of issue				
Date of expiry*				

*If your passport details change prior to travel please contact your country specialist.
All passengers must hold a passport which is valid for at least 6 months after the return date of their trip.

Emergency contacts

	Client 1	Client 2	Client 3	Client 4
Name of contact				
Relationship to client				
Contact number				

Travel insurance

	Client 1	Client 2	Client 3	Client 4
Insurance company				
Policy number				
24hr emergency service telephone number				

Preferences & special requirements (Please complete if necessary)				
	Client 1	Client 2	Client 3	Client 4
Room type (Single/Twin/Double)				
Dietary requirements (Please be specific, e.g. vegetarian)				
Seat preference				
Other requests				
Please note requests cannot be guaranteed.				

Frequent flyer club membership				
	Client 1	Client 2	Client 3	Client 4
Airline				
Membership number				
Airline				
Membership number				

Passports & visas
<p>You must hold a passport which is valid for at least six months following the return date of your trip. It is your responsibility to ensure you have the correct documentation and visa stamp(s) for all sectors of your journey, more information on this can be found in your quotation document. Please speak to your country specialist if you have any questions or concerns regarding visas for your trip or for further details on passports. For information on requirements for non-British citizens, please check www.cibtvisas.co.uk/audleytravel</p>

Flights (Please only complete this section if you are arranging your own flights)			
Date	Flight number	From	To

Carbon offsetting
<p>If you would like to offset the carbon for your flight through ClimateCare please confirm the amount you would like us to add to your final balance, the suggested donation can be found on the quotation page of the itinerary.</p> <p>Please confirm carbon offsetting donation amount £ _____</p>

Your deposit payment
<p>If you have not yet paid your deposit the amount due can be found on the quotation page of your itinerary. Please contact your specialist to discuss the methods of payment we are able to accept.</p>

Terms and Conditions
<p>By paying the deposit I confirm that I have read the Terms and Conditions and General Information, which appears within the quote document and on the Audley Travel website, and agree, on behalf of all persons named on this booking form, that we are bound by them.</p>

Where did you hear about us?
<div style="border: 1px solid black; height: 50px;"></div>



Audley Travel Group Limited
Registered Address: New Mill, New Mill Lane, Witney, Oxfordshire OX29 9SX
Registered in England with Company Reg. No. 3190720. VAT Reg. No. GB 125 4547 21

