



## BOOKING CONDITIONS

### PLEASE READ THESE CONDITIONS CAREFULLY BEFORE BOOKING

All activities, safaris, tours and extensions will hereafter be referred to as tours. All our sub-contractors, agents or suppliers or their servants and/or agents will hereafter be referred to as suppliers. All bookings are made with Nature Travels Limited (registered number 5636754), which is a special-interest travel venture (hereafter called *the company* or *we*).

All the information provided on the website is, to the best of our knowledge or belief, correct at the time of publication. We will advise you of any changes that are fundamental to the contract or which we believe will affect the enjoyment of the holiday.

#### 1. BOOKING

You must complete and sign a booking form and send this to us with a deposit of 10% or £100\*, whichever is greater, towards the basic cost of the holiday. Once the booking has been confirmed, the deposit will not be refunded under any circumstances, unless we have to cancel the holiday due to low numbers of clients or other unforeseen circumstances.

\*If the price of your experience is less than £100, full payment is required when booking.

In the case of booking made less than 60 days before the holiday begins we require payment in full. You must be at least 18 years old to make a booking. A contract is made when we accept your booking and send you a written confirmation and invoice. If we cannot accept the booking, any money will be promptly refunded. We reserve the right to decline any booking.

#### 2. PAYMENT

We hold your deposit towards the full cost of the holiday. The balance must be received by us no later than 60 days prior to the start of the holiday. Late bookings can sometimes be accepted within this time and your invoice will state when the balance is payable. Should the balance fail to reach us by the date specified on your invoice, we reserve the right to cancel your booking without refund.

All payments must be made in pound sterling and all cheques must be drawn on a UK clearing bank. All other kinds of payment will incur additional charges.

#### 3. SURCHARGES

Prices published on this website are based on exchange rate and costs as at 4<sup>th</sup> May 2011. These prices may, however, be subject to surcharges as a result of increased cost caused by government action, charges in currency and exchanges rates.

We reserve the right to notify you of any increase in the website or advertised price before accepting your booking, once you have booked, but not less than 60 days before the beginning of the tour. If surcharges become necessary before that, we will absorb an amount up to the first 2% of any surcharges that apply and any downward revision in price will be refunded to you.

#### 4. ALTERATIONS BY YOU

If you wish to make any alterations to your holiday we will make every effort to accommodate these, but cannot guarantee this is possible. If alterations you request are possible, these will of course be subject to any amendment or other charges imposed by any relevant supplier, and a sum of £50 to cover our administrative costs. Requests for amendments must be made in writing by the person whose signature appears on the booking form. In all cases, insurance premiums are not transferable.

#### 5. CANCELLATION BY YOU

Any cancellation by you must be made in writing. The date on the letter received by us will determine the cancellation charges applicable. The cancellation charges are expressed as a percentage of the total tour price. These charges are as follows:

- More than 60 days before commencement of the tour: loss of deposit (10% of the total cost or £100, whichever is the greater).
- Between 60 and 36 days before commencement of the tour: 50% of total cost.
- Less than 36 days before commencement of the tour: 100% of total cost.

Insurance premiums are not refundable. If your cancellation falls within the provision of your travel insurance policy you may be able to make a claim.

#### 6. OWN ARRANGEMENT

We cannot be held liable or responsible for any elements of your holiday which are considered "own arrangement" and that are not included in our package. We recommend that sufficient insurance is therefore obtained.

All information and advice given by us on travel arrangements, tourist attractions etc. is given in good faith.

#### 7. ALTERATIONS BY US

It is unlikely we will have to make changes to your holiday, but we do plan the arrangements many months in advance. Occasionally changes may be made, which we reserve the right to do at any time. Most of these changes are minor and we will



advise you at the earliest possible date, but we are not obliged to do so or to pay you compensation. A minor change is any change apart from a major change as defined below.

#### 8. CANCELLATION BY US

When a change is a major change, we will advise you as soon as possible. You will then have the choice of accepting the change, taking an alternative holiday (and where this is of a lower price we will refund the difference), or withdrawing from the contract and accepting a full refund of all monies paid. Major changes are cancellation due to underbooking or force majeure.

Underbooking is the situation in which the minimum number of bookings required to run tours is not met, and if we have to cancel a tour for this reason, we will do so not less than 30 days prior to the tour beginning.

Force majeure is unusual and unforeseeable circumstances beyond our control, the consequence of which neither we nor our suppliers could avoid, even with the exercise of all due care, examples of which are war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, fire or adverse weather conditions, level of water in rivers or similar events beyond our control.

In the unlikely event that we become unable to provide a significant proportion of the services you have booked, we will make alternative arrangement for you at no extra charge.

#### 9. HEALTH, PASSPORTS, (VISA) AND DOCUMENTS

All passengers must be fit to travel at the time of booking and expect to still be so at the time of travel. Health advice is available at [www.doh.gov.uk/traveladvice](http://www.doh.gov.uk/traveladvice).

Many, but not all, of our holidays may not be suitable for people with certain disabilities and medical conditions. Please ask us if in any doubt. In any case, if any client suffers from any disability or medical condition which may affect the running of the holiday, they must provide us with full details before the balance is due. We reserve the right to cancel a booking and impose the appropriate cancellation charges if such details are not provided. We further reserve the right to decline any booking whenever we feel unable to accommodate the particular needs of a particular client on that trip.

It is the responsibility of each passenger to ensure that they have a valid passport and any applicable visas and vaccinations at the time of travel. Advice for UK passport holders can be found at [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo).

You must be in possession of valid medical certificates required for the whole of the journey and the client accepts responsibility for obtaining the same.

All information and advice given by us on visas, vaccinations, climate, clothing baggage, special equipment etc. is given in good faith.

#### 10. HOLIDAY PARTICIPATION

It is a condition of participating in one of our holidays that you agree to accept the authority of any decisions of our employees, local guides and tour leaders whilst on holiday with us. If in the opinion of such person your health or conduct at any time, before or after departure, appears likely to endanger the safe, comfortable or happy progress of a holiday, you may be excluded from all or part of the tour, and any additional costs incurred by you as a result of such exclusion will be your responsibility. Any person excluded from a tour shall have no cause for complaint or refund. In the case of ill health we may make such arrangement as we see fit and recover any resulting cost from you.

You acknowledge that the nature of travel is adventurous and that as such tours may involve a significant amount of personal risk. These include, injury, disease, loss or damage to property, inconvenience and discomfort.

You must at all times strictly comply with the laws, customs, foreign exchange and drug regulations of the country visited. Should you fail to do so then you may be ordered to leave the tour without recourse to any refund and without any legal claims against the company.

#### 11. TOURS, GUIDES AND WILDLIFE

Nature Travels is not an ordinary travel operator. The types of travel we offer requires flexibility and must allow for alternatives. The outline itinerary as given for each tour must therefore be taken as an indication of what each trip may accomplish, not as a contractual obligation on the part of the company. The final decision on the itinerary and conduct of any tour will be taken by the local guide in the interest of the group and/or clients as a whole. It is understood that the route schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

It is not possible for us to guarantee sightings of wildlife.

We strongly condemn the collecting of any specimen from the natural world. Our holidays provide the opportunity to photograph wildlife only; not to disturb it! All our local guides have the right to dismiss any member of a group who insists on collecting plant, insect or other living material.

#### 12. OUR RESPONSIBILITY



We accept liability for the proper performance of the holiday sold to you. We have taken reasonable care to ensure that our suppliers are reputable, safe and efficient businesses. We will monitor and control the performance of our suppliers and judge their performance against the standards and customs in Sweden. If our suppliers are able to exclude or limit liability by virtue of any international convention we claim the benefit of that exclusion or limitation.

We cannot accept liability in the following circumstances:

- a) if the failure or improper performance is your fault or the fault of any member of your party.
- b) if the failure is the fault of someone else connected with the provision of events, travel or itinerary which you or third parties unconnected with us have arranged.
- c) liability arising out of use of our services for special projects or research whether in connection with study, employment or otherwise.
- d) liability for any loss or damage that has special financial consequences.
- e) any unusual or unforeseeable circumstances beyond our reasonable control.

Please note that in any event that any compensation is payable by us to you such compensation will not exceed twice the cost of your holiday.

Nothing in this agreement shall exclude or limit in any way our liability for fraud or for death or personal injury caused by our negligence or the negligence of our employees, agents, contractors or suppliers.

It is a condition of our acceptance of liability as described in section 12 above that you follow the procedures for the notification of complaints set out in section 16 below.

### 13. CONSUMER PROTECTION

We carry full liability insurance and consumer protection provided through The Travel and General Group. In the unlikely event of insolvency the Travel and General Group will arrange to refund any money you have paid to us for an advance booking.

### 14. INSURANCE

Good travel insurance is essential before departing on any overseas trip. In common with most other operators now, it is a condition of booking with us that you obtain adequate travel insurance and you are required to provide details of your insurance on the booking form. The cost of medical and other treatment overseas can be high and we will not be able to assist in meeting those costs. When obtaining travel insurance from a source other than Nature Travels Ltd, you must ensure that the insurer is aware of the type of travel to be undertaken.

### 15. DATA PROTECTION

We store and use the personal data supplied by you as part of your booking form for the purposes of fulfilling the contract between us. By completing the booking form you agree that the company 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, nor will be passed to any other parties.

We will also use the information to keep you informed of our services and any special offers or deals which we think will be of interest to you. Please inform us at the time of booking if you do not wish us to use your information in such ways.

### 16. COMPLAINTS

*If you have any problem during your holiday, please inform your local guide immediately who will endeavour to put things right quickly. If your complaint cannot be resolved locally, please follow this up within 31 days of your return home in writing to our tours manager at Nature Travels Ltd, 2 Leanne Business Centre, Sandford Lane, Wareham BH20 4DY giving your original booking reference and all relevant information. It is unlikely that you will have a complaint that cannot be settled amicably.*

### 17. DISPUTE

We will do our best to deal with the matter to your satisfaction, but in the unlikely event that you are still not satisfied, you may refer the matter to arbitration to bring it to a speedy and acceptable conclusion.

### 18. CHANGES TO THE BOOKING CONDITIONS

No variation of these conditions may be made unless this is done in writing by a director of the company.

# Booking Form Page 1 of 2



Experience Name: \_\_\_\_\_ Code: \_\_\_\_\_ Dates: from \_\_\_\_\_ to \_\_\_\_\_

Participants: (if group has more than 6 members, please print additional copies of this page and send all pages in together)

	Gender (M/F)	First Name(s)	Surname	Nationality	Date of Birth	Special Requirements/Optional Extras *1	Climate Care?*2
Person 1							£4.15
Person 2							£4.15
Person 3							£4.15
Person 4							£4.15
Person 5							£4.15
Person 6							£4.15

\*1: If you have chosen optional extras or supplements, such as equipment hire or extra nights, please specify. Also, please list here any health problems we should be aware of or any special dietary requirements (e.g. vegetarian).

\*2: You have the option to purchase a carbon offset for just £4.15 to compensate for the effect of your holiday on climate change (see [www.naturetravels.co.uk/booking.htm](http://www.naturetravels.co.uk/booking.htm) for details of our partnership with Climate Care). If you do NOT wish to do this, please cross out the amount in the box.

	You can choose to buy travel insurance online through Nature Travels *3 or to make independent arrangements. Please complete the table below with details of your chosen insurance cover.	
	Insurance Company	Expiry Date
Person 1	Policy Number	
Person 2		
Person 3		
Person 4		
Person 5		
Person 6		

\*3: It is a condition of joining one of our experiences that you are fully insured against medical and personal accident risks. We also recommend that you carry cancellation insurance. Nature Travels provides comprehensive single trip or multi-trip travel insurance policies through TAG Insurance Services tailored to the activities we offer. Please note that this insurance is only available to UK and Republic of Ireland residents. To purchase Nature Travels travel insurance online, see [www.naturetravels.co.uk/insurance.htm](http://www.naturetravels.co.uk/insurance.htm)

**Now please ensure that you complete all contact and payment details on the following page**



<p><b>Contact person for all correspondence:</b></p> <p>Name: .....</p> <p>Address: .....</p> <p>.....</p> <p>Town/City: .....</p> <p>Postcode: .....</p> <p>Telephone: ..... Mobile: .....</p> <p>Email:.....</p> <p><i>Would you like to receive our quarterly email newsletter?</i> <input type="checkbox"/></p>	<p><b>Emergency contact whilst on holiday:</b></p> <p>Name: .....</p> <p>Address: .....</p> <p>.....</p> <p>Town/City: .....</p> <p>Postcode: .....</p> <p>Telephone: ..... Mobile: .....</p> <p><i>(if travelling in a group, please ensure that this person has necessary contact details for all members of the group)</i></p>
<p><b>Payment:</b></p> <p>I enclose a cheque deposit of £100 (or 10% of the total cost of the experience, whichever is the greater) payable to Nature Travels Ltd.          If the cost of your experience is less than £100 or you are booking less than 60 days before your experience begins, full payment is required.</p> <p>Deposit total £.....          (or full holiday price including optional extras)</p> <p>Climate Care carbon offset @£4.15/person £.....</p> <p><b>Total Enclosed</b> £.....</p> <p><small><i>NB: You are also welcome to make your payment by bank transfer or card/PayPal. Please let us know your preferred option and we will forward details to make your payment. Please note that there is a 3% surcharge for payment by card/PayPal.</i></small></p>	<p><b>How did you hear about Nature Travels?</b>  <i>(e.g. Google, friends, newspaper article)</i></p> <hr/> <p><b>Confirmation:</b>  <i>I confirm that on behalf of the participants named above I have read and understood the Nature Travels Ltd Booking Conditions and that the booking, if confirmed, will be subject to those conditions. I also confirm that I am authorised to sign on behalf of the participants named above and that they suffer from no disability likely to affect their participation in the activities included in the experience. I confirm that the participants named above have made adequate insurance arrangements and have provided details of their insurance cover.</i></p> <p><b>Signature</b>.....</p> <p><b>Date:</b>.....</p>
<p>Please return your completed booking form and deposit/payment cheque to:</p> <p><b>Nature Travels Ltd, 2 Leanne Business Centre, Sandford Lane, Wareham, Dorset BH20 4DY</b></p>	