



## **Disruption of travel due to volcanic ash cloud**

Nature Travels recognises that it is possible that volcanic activity and consequent ash cloud could cause some disturbances to the travel arrangements of our clients.

In the interests of clarifying our stance on any flight delays or cancellations occurring as a result of any such disturbances and their subsequent effects on your ability either to arrive or to depart from our experiences, we are issuing the following policy:

1. It is a condition of joining one of our experiences that you are fully insured against medical and personal accident risks. In addition, we always recommend that you also carry cancellation insurance. You should check with your chosen insurer to confirm that cancellation/disruption due to volcanic ash cloud is covered.
2. Standard conditions apply in the event of any disruption due to volcanic ash cloud. For general information on Nature Travels booking conditions and refund policy, please see [www.naturetravels.co.uk/booking-conditions.htm](http://www.naturetravels.co.uk/booking-conditions.htm)
3. In the event of disruption, it is wholly the responsibility of the traveller to liaise with the relevant airline and to reorganise flights and other travel arrangements. However, we will of course be happy to advise on suitable connections and arrangements for alternative arrival times, etc.
4. Nature Travels will not offer refunds for days that a participant misses of their experience as a result of the aforementioned delays. We will be happy to issue a letter on request confirming any missed days/components of your experience, which you may wish to use when making a claim on travel insurance.
5. Participants are responsible for covering the costs of any extra accommodation, etc, as a "consequential loss" and should make a claim for any costs incurred on travel insurance.
6. If you are delayed, we will do our best to arrange later arrival times/days for your experience where possible. However, participants may be required to cover costs incurred for any additional travel arrangements such as custom transfers.