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Venture Force, Sydney Lodge, MacDonald Rd, Lightwater, Surrey, GU18 5YA

## **Booking Form**

**Please complete the Venture Force Booking Form and return, together with the Medical Form, to the postal address listed above: \*In the interest of the environment please only print out and post the first three pages of this document\***

No	Surname	Forename	Title	D O B	Occupation	Nationality
1						
2						
3						
4						
5						
6						
7						
8						

Special Dietary Requirements	Yes/No	Details



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### Contact Details:

<b>Name</b>	
Postal Address:	
Telephone number (W):	
Telephone number (H):	
Mobile number:	
Email Address:	
<b>Emergency Contact Details</b>	
Full Name:	
Relationship:	
Telephone Number:	
Email Address:	

### Expedition / Trekking Details

Please reserve me a place on the following expedition/course:

No	Name of Destination or Course required
	<b>Preferred Dates</b>



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## Deposit Payment

A non refundable £400 deposit per person is required for all overseas expeditions.

A non refundable £400 deposit per person is required for all overseas Skills Course.

A non refundable £120 deposit per person is required for all UK Skills courses.

Deposit required at time of booking.

I enclose a cheque (made payable to Venture Force) for £ .....

I have read and fully understand the Expedition/Trek/Skills Course description together with the 'Terms and Conditions' (below) and I accept them in full.

I also understand that Travel Insurance is compulsory and that I have fully declared my medical conditions within the Medical Form.

Signature	Date

Print Name	Date



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## **Venture Force Terms and Conditions**

**The following terms and conditions must be read by application wishing to book places on any Venture Force Expedition or course.**

### **1.0 Pricing:**

This is how we price our expeditions but should you need further clarification then please contact us, we are willing to assist where necessary.

#### **1.1 Our prices include:**

- Venture force expedition leader and assistant leader. Prior to your departure from the UK these persons will be introduced to you via a face to face meeting, or a phone conversation.
- 24hr Incident management support (Experienced UK operators)
- All in destination country travel (unless otherwise stated)
- Accommodation- prior to booking we will forward you full 'Expedition Specific Detail' (ESD) that will include all in-country details. The ESD will specify precise accommodation facts, but will be either basic but clean tea houses/hostels, or hotels (usually 3/4 star) in main cities, all on a bed and breakfast basis. Some treks necessitate the use of tented accommodation supplied in-country by Venture Force. We provide two person tents for ease of transportation. In all cases clients are expected to share where necessary.
- Fully catered treks and facilities. On most treks a percentage of the team's equipment will be transported to the next destination. However clients should be prepared to carry their personal rucksack weighing up to 15kgs.
- Trekking staff will provide camp facilities (unless otherwise specified)

#### **1.2 Our prices do not include:**

- Any destination visa
- International Flights
- Travel insurance (Venture for recommends particular Insurance – see **13.0**)
- All airport departure taxes
- Transport prior to departure from the UK(unless specified)
- Accommodation prior to leaving the UK (unless otherwise specified)
- Any bar or laundry bills
- Tips
- Sightseeing trips (unless specified)Personal Equipment
- Personal Drinks and Snacks
- Overweight/Excess charges for mules
- Single room supplements
- Cancellation fees
- Additional Costs of withdrawal from expedition in country.



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### 1.3 Variation in prices

Our advertised brochure prices are accurate at the time of publishing but are subject to certain increases due to changes in exchange rates and any price increases induced by the in-country service agents. We strive to update the advertised prices regularly. However, we will, on receipt of your interest in the expedition, furnish you with an updated information package (ESD) that will include any price deviations, alteration to accommodation, transport and services.

On receipt of your booking form the price you have been quoted and agreed will be the price that you pay. There will be no further price increase.

Should in-country prices rise so substantially that Venture Future cannot contain the increase clients will be either: Provided with a full refund, or; given the opportunity to change the booking to an expedition similar to the cost of that originally booked, or an expedition advertised at a lower cost and the difference in the two expeditions refunded.

### 2.0 Booking Process: Conditions

2.1 Before any 'booking confirmation form' is issued by Venture Force, applicants must:

- Be 18 years of age or over.
- Submit a completed 'booking form'.
- submit a completed 'medical clearance form', or a clearance letter completed by their own General Practitioner (see medical issues)
- Secure payment of 50% of the total expedition cost as a deposit (any cheque must be cleared into the Venture Force trustee account).
- In the case of group booking secure a single 'main applicant' with whom the contract will be made.

### 2.2 Bookings - Contracts between applicants and Venture Force

- Deposits made are non-returnable. A contract will exist from the date we issue the 'booking confirmation form' and 'deposit invoice'. However, should you receive the 'booking confirmation form' and 'deposit invoice' and are not entirely happy to proceed with the booking then please return all documentation within 7 days. Your booking will be cancelled and all monies returned in full. This is our 'cooling off' period.
- Our 'cooling off' period will not apply to any booking confirmed within 28 days of departure for the expedition.
- Bookings within 28 days of the expeditions departure will not be confirmed unless the applicant (or main applicant in the case of group bookings) provides full payment of the advertised cost of the expedition (any cheque must be cleared into the Venture Force trustee account), provides a signed completed 'booking form/s' and 'medical clearance/s' forms for all applicants.
- On receipt of your A) 50% deposit, B) completed booking form(s), and C) completed medical clearance form/s you will be issued with a 'booking confirmation form' and a 'deposit invoice'. At the time you receive these documents the booking is complete.
- On receipt of the 'booking confirmation form' and 'deposit invoice' it is essential that you check all details on any paperwork generated are correct. Please check all details carefully. You are required to inform us immediately if any detail is incorrect. Obviously all names on documents supplied must match those in your passport - we do not accept responsibility if any of our providers or



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suppliers refuses bookings because the name(s) shown in your passport differ from those on any correspondence or tickets.

### **2.3 Changes to a booking:**

Changes made by you, after your 'booking confirmation form' is issued will in some circumstances result in a cost implication for Venture Force, to suppliers and providers overseas. Venture force, where possible, avoid any subsequent costs but in some circumstances we may need to pass any cost incurred, to the applicant, or main applicant (in the case of a group booking). Any alteration made within 60 days of departure will be treated as a cancellation of the original booking and will be subject to the cancellation charges

If, after our 'booking confirmation form' has been issued and before 60 days prior to departure, you require to:

- (i) make a change to your existing booking; we will charge an amendment fee of a minimum of £25 per booking for each change, or
- (ii) change to another of our expeditions, we will endeavour to make the changes, provided that notification is received in writing at our office from the main applicant at least 60 days before departure and that you pay a minimum of £25 per person to cover our administration costs. Any changes made by you, after your booking confirmation form, will in some circumstances result in a cost implication for Venture Force to suppliers and providers overseas. We will, where possible, try to avoid any subsequent costs but in some circumstance may need to pass any cost incurred, to the applicant, or main applicant (in the case of a group booking). Any alteration made by you within 60 days of departure will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in Clause 4.

Should you require to transfer the booking to another person we will, where possible, endeavour to make any changes without incurring costs. However you must a) notify us in writing at least 60 days before departure of the expedition, b) ensure that your request is accompanied by all original travel documents received by you and c) furnish us with the full name and address of the person to whom you wish to transfer the booking. Obviously for us to make any changes the new applicant must fully satisfy all conditions applied to the booking. Once again where possible we will try to avoid any costs in the process buy may, in some circumstances, have to pass on the cost.

### **3.0 Payment.**

3.1 All payments by clients are made to a trustee controlled bank account and cannot be accessed by Venture Force until 7 days after your return from the expedition. This process complies with the rules and conditions stipulated within the "Passenger travel, package holiday and package tours regulations 1992".

- Payment of the balance, in full, is required within 28 days of the expedition departure date. Should applicants fail to pay the balance in full, within 28 days of the expedition departure date the booking will be cancelled and the deposit forfeit.
- Please note that all payments made on a credit card (whether deposits, part payments or final balances) will be subject to a levy of 2.35% (inc. VAT).



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- All relevant documents will be sent or emailed to you no less than 2 weeks before the departure of your expedition, and will not be issued unless final payment has been received and any cheque cleared.
- In the case of any booking made within 28 days of departure, any travel documents will be available when full payment is cleared and full details checked.
- If you live outside the UK we will email to you any expedition information. If you have instructed us to post documents to you, we will send your travel documents by courier and will add the charge to your booking (this charge is variable depending on your country of residence).

#### **4.0 Cancellations:**

##### **4.1 Where you cancel!**

You, or any member of your party, may cancel your expedition at any time providing that the cancellation is made by the main applicant in writing. From the point that the 'booking confirmation form' is dispatched Venture Force starts to incur arrangement and in-country costs. The closer to the departure date that your cancellation is made the higher the costs Venture Force incur. As a result we retain your deposit and will apply cancellation charges as follows:

- Prior to 60 days before departure and on receipt of cancellation letter- the deposit and any additional cost that we have incurred.
- Less than 60 days, but more than 28 days prior to departure (and on receipt of cancellation letter) - deposit + 50% of remaining monies.
- Less than 28 days prior to departure - full advertised cost of expedition.

Requests to cancel or amend your expedition arrangements, must be from the main applicant and made in writing, in English. They must be delivered either by fax, by email, by hand or sent by recorded delivery to the postal address specified on the 'booking confirmation form'.

##### **4.2 If we cancel!**

At Venture Force we advertise that our expeditions have a maximum and minimum requirement for clients. Should we fail to attain the required amount of clients then we reserve the right to cancel the expedition. We will advertise a date, prior to departure, as a cut off date. If having reached the specified cut off date we have failed to gain the necessary clients we will inform you forthwith and return all monies paid, inclusive of the deposit along with our apologies.

#### **5.0 Flight Policy:**

We do not book any flights, only in-country transport (see '**Our prices include**'). Thus our expeditions start from the moment we meet with you at the destinations international airport specified by us. Our prices reflect this.

We have, on your behalf researched the cost of flights to the required International Airports through "KE Travel", a travel agent with a great reputation and years of experience. On your request we can supply a reference number and contact details for a "KE Travel" agent familiar with our requirements.



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**Any flight booking is therefore between you and “KE Travel”, we have no involvement in the process and cannot be held responsible in the event of any delay, cancellation or problems arising from your booking.**

KE Travel is both ABTA and ATOL registered and provides securities commensurate with their associations.

It is your responsibility to confirm reservations, timings and check-in details of your flight with the airline concerned at least 72 hours before departure in respect of both outbound and inbound flights. If you miss a flight or suffer any disruption as a result of not following our instructions as to reconfirmation we will have no liability to you.

#### **6.0 Complaints process:**

At Venture Force we strive to ensure that we, and all our providers and suppliers provide you with a service that pleases you. However should these standards fail and you have a complaint you must inform your expedition leader immediately. They will not only strive to ensure that your complaint is resolved but also that we are informed. If you remain, or are not satisfied with their response we request that you follow this up in writing within 7 days of your return home at the address specified at the foot of the ‘booking confirmation form’. We will acknowledge your written notification within 7 days of receipt and strive to respond within 28 days of receipt.

#### **7.0 Price and Surcharges:**

We plan your expedition many months in advance and may occasionally have to make changes, most of which we hope will be minor. If a major change becomes necessary, we will advise you of the change as soon as possible. Whether a change is ‘major’ depends on the nature of the tour and may include, for example, changes in the standard of the accommodation. When a major change occurs, you will have the choice to accept the change, accept a replacement expedition from us (of equivalent or closely similar standard and price) or cancel your expedition, in which case you shall receive a refund in full. We will not compensate clients if we are forced to cancel, or in any way change your expedition for reasons of consolidation or force majeure, which includes without limitation, war, threat of war, riot, civil strife, industrial dispute, acts of God, terrorist activity, health epidemics, natural or nuclear disaster, fire or adverse weather conditions or other similar events beyond our control and that of our suppliers.

#### **8.0 Cancellation by us:**

On the rare occasion it may be necessary for Venture Force to cancel your expedition and thus we reserve the right to cancel your tour in any circumstances. In no circumstances will we cancel your expedition less than 4 weeks before the scheduled departure date, except for reasons of force majeure or if you fail to pay the remaining balance on your expedition. Where we cannot provide the expedition booked we will return all monies paid, or where possible offer an alternative tour of comparable or higher standard and compensation if appropriate. In case of a cancelled expedition we strongly advise you not to book any connecting travel that is non-refundable or non-changeable or incurs penalties. We will not be liable to refund any incidental costs incurred for visas, vaccinations or other travel arrangements. If we are forced to cancel your expedition after departure we will, wherever possible, make suitable alternative arrangements. If we are unable to make such alternative



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arrangements, or you reject these for good reason then we will return you to your point of departure and refund you for any unused services, if appropriate.

## **9.0 Compensation and Liability:**

Our obligations, and those of our suppliers providing any service or facility included in your holiday, are to take reasonable skill and care to arrange for the provision of such services and facilities and, where we or our supplier is actually providing the service or facility, to provide them and to do so with reasonable skill and care. You must show that reasonable skill and care has not been used if you wish to make any claim. For claims which do not involve death or personal injury, we accept, and will only have, liability should we or our suppliers fail to satisfy the obligations detailed above. If we have liability we will pay you reasonable compensation (limited to 3 times the value of your holiday) if your enjoyment of the tour is adversely affected. Our liability in all cases will be limited in accordance with and/or in an identical manner to:

the contractual terms of the companies that provide the transportation for your travel arrangements.

These terms are incorporated into this contract; and

any relevant international convention as detailed below. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices. See address in clause 24.

Any sums received by you from suppliers such as airlines will be deducted from any sum paid to you as compensation by us.

For claims which involve death or personal injury as a result of an activity forming part of your holiday, we accept, and will only have liability should we or our suppliers fail to satisfy the obligations detailed above. If we have liability we will pay you reasonable compensation. We shall have no liability where the cause of the failure to provide, or failure in, your holiday or any death or personal injury you may suffer is not due to any fault on our part or that of our agents or suppliers, because it is either attributable to you, or attributable to someone unconnected with your holiday and is unforeseeable or unavoidable, or is due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which neither we, nor our agents or suppliers could have foreseen or forestalled.

If any international convention applies to, or governs, any of the services or facilities included in your holiday arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include: in respect of international air travel, the Warsaw Convention 1929 (including as amended by the Hague Protocol of 1955 and by any of the additional Montreal Protocol of 1975) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. Copies of the relevant conventions are available on request. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these Conventions or any other international conventions applicable to your holiday. Other than a set out



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above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage.

Our responsibility does not commence until the appointed time that the expedition commences within the country designated, we shall not be responsible for any additional expenses incurred by you to meet up with the group. If the group arrival is delayed to the local joining point we will provide you with the same room and board basis as will be provided to the group. If the delay is for more than 24 hours we will provide you with the same services and itinerary that were detailed on your confirmation to enable you to continue with your holiday, although you may, at your discretion, remain at the local joining point for the arrival of the group.

We may operate trips in regions where standards of accommodation, transport, safety, hygiene, medical facilities and other infrastructure may, at times, be lower than those you normally expect. Your booking is accepted on the understanding that you realise the hazards involved in this kind of holiday, including injury, disease, loss or damage to property, inconvenience and discomfort. The whole philosophy of this type of travel is one that allows alternatives and a substantial degree of on-trip flexibility. The outline itineraries given for each holiday must therefore be taken as an indication of what each group might accomplish, and not as a contractual obligation on our part. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances. Pro rata refunds will be given for services not utilised wherever possible.

## **10.0 Privacy Policy:**

At Venture Force our Privacy Policy sets out what information we collect, how we collect it, and what we do with it. The information collected by will be details such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or are supplied to us, including any information about other persons on your booking relating to the same.

Such information is collected from you when you request information from us, contact us (and vice versa) or make a booking with us. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us.

We update information whenever we get the opportunity to keep it current, accurate and complete. In some travel circumstances it may be mandatory to disclose your information for immigration, security and anti-terrorism purposes, or any other purposes which the relevant authorities determine appropriate. We may exercise our discretion to assist where appropriate. Some of your information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to cater to for your needs or act in your interest, and we are only prepared to accept sensitive personal data from you on the condition that we have your positive consent.

By booking with us you also agree for your insurers, their agents and medical staffs to disclose relevant information (which may contain sensitive personal data) to us in circumstances where we need to act in the interest of everyone in the group you are travelling with. For example, if your illness in country is infectious we may need to make special arrangements for you and also ensure that you do not return with the group immediately.



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**If you do not agree to our use of your information as above, we cannot do business with you or accept your booking.**

#### **11.0 Further Information:**

We would like to contact you with information on offers, brochures, new products and forthcoming events. Please note that when you contact us on the website we will assume that you agree to e-communications when you make a booking. If you no longer wish to receive any of the information that we may send you then please inform us accordingly. You have the right to ask in writing for a copy of the information we hold about you (for which we may charge a fee) and to correct any inaccuracies in your information.

#### **12.0 Pictures and Images:**

Any likeness or image of you secured or taken on any of our expeditions may be used by Venture Force without charge in all media (whether now existing or in the future invented) for bona fide promotional or marketing purposes, including without limitation promotional materials of any kind, such as brochures, slides, video shows and the internet.

#### **13.0 Travel Insurance:**

Travel Insurance is compulsory on all Venture Force Expeditions and Adventures. When selecting your policy, you must ensure that it is specifically designed for world wide expeditions and adventure. It must cover you for all adventure activities you may plan to do, such as white water rafting, bungee jumping, trekking & horse riding etc and at the very least are insured for all necessary medical & repatriation costs. Whilst you will find cheaper insurance on the market be aware of what they cover and more importantly what they do not.

If you already have an annual travel or credit card policy, please check carefully with your insurers to ensure they provide the cover you require, as many limit cover for trekking above certain altitude, trekking, rafting above grade 3 etc. We believe that your safety and holiday enjoyment are very important. It is a mistake to think that "it will never happen to me".

It is extremely important that you check the full extent of your cover related to 24 hour Medical Emergency Assistance. In the event of you needing medical treatment you want to know that you have the best cover available to you.

After research we recognise that the 'Premier World Wide' insurance provided by Direct Travel Insurance suits all of your requirements for our expeditions. If you choose not to take the advised insurance you are responsible for ensuring that you are in possession of travel insurance for the entire duration of the tour in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment, with cover/benefits. If you make your own insurance arrangements you must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your tour.



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#### **14.0 Passport and Visas:**

Our web and brochure information only provides basic advice to enable our clients regarding passports and visa requirements. It is your responsibility to contact the appropriate Embassy, Consulate or British Foreign Office for exact requirements for your chosen expedition and date of travel. It is your responsibility to ensure that you have the correct passport and visas to gain access to any country/region included in the expedition package that you purchase from us. If you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements. In some cases, countries will refuse entry to clients who have criminal records. Should you be concerned about this, please check with the embassy or consulate of the countries to which you are travelling. The main applicant is entirely responsible for ensuring that all members of the group have the correct and valid documentation for travel. We cannot accept responsibility for any failure to comply resulting in any costs or fines being incurred and we advise you to check with your passport office or the consulate in question if you have any queries.

#### **15.0 Health requirements:**

Venture Force is only able to offer advice on mandatory health requirements as we are not medical experts. It is the sole responsibility of clients to obtain detailed medical advice from their own general practitioner. Should you fail to do so and are either denied access to any country, or suffer personal injury or death, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should check requirements with their general practitioner.

#### **16.0 Leader Authority & behavior:**

On our expeditions it is essential that you abide by the authority of the leader, who represents Venture Force. Should any client commit any illegal act when on expedition, or if in the reasonable opinion of the leader your behavior is considered disruptive, threatening or abusive or causing or likely to cause danger, distress or annoyance to others we may terminate your expedition without any liability on our part.

If the Captain of your flight or ferry or our leader believes that you could be disruptive, they can also refuse to let you proceed with your travel arrangements. If this means you are not allowed to board the flight outbound from the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges. If this occurs overseas then you will become responsible for your own return home and any other members of your group who cannot or will not travel without you.

In any of these circumstances no refunds or compensation will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behavior e.g. the cost of diverting an aircraft or ferry to remove you. Criminal proceedings may also be instigated.

If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the expedition you must advise us at the time of booking.



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You are responsible for the cost of any damage caused to your accommodation or its contents during your stay, except damage caused by persons not known to you. These charges must be met by you and may have to be paid locally.

**17.0 Contractual Obligations:**

These conditions were published on 31<sup>st</sup> March 2010 and apply to expeditions in this brochure. Your contract is with Venture Force, Sydney Lodge, MacDonald Road, Lightwater, Surrey, GU18 5XA

If you booked your holiday in any jurisdiction other than in Scotland or Northern Ireland (including any booking via the Internet), this Agreement, and any claim or dispute arising from or related to this Agreement, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Scotland, this Agreement, and any claim or dispute arising from or related to this Agreement, will be governed by Scottish law and the courts of Scotland shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Northern Ireland, this Agreement, and any claim or dispute arising from or related to this Agreement, will be governed by Northern Irish law and the courts of Northern Ireland shall have exclusive jurisdiction over any claim arising out of it.

These booking conditions will be superseded by any subsequent edition.

**18.0 Participation requirements:**

Venture Force clients must satisfy themselves, before booking the expedition, that they are fit and able to complete the proposed itinerary, as described in our brochure. Minors (aged 10 – 18yrs) unless wishing to book a specific 'Expedition for the young', will be accepted on our expeditions provided they are accompanied by a parent or guardian who accepts full responsibility for them.

Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment which may be required during the holiday. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the expeditions in which case all monies paid will be forfeit.