



TERMS AND CONDITIONS

UK EVENTS

Booking Terms and Conditions

KEY POINTS

- You enter into a booking with us when we issue our Booking Confirmation. If you then cancel, there will be cancellation charges. Initially this may only be a deposit, but can go up to 100%.
- If you need to change your booking 60 days or more before the start date you can make flexible date change to another UK event, subject to availability, without incurring any administration costs. If you need to cancel your booking, you will be issued with a credit note to the value of your payment that you can use for another event of your choice, subject to availability.
- You can make changes to your booking in certain circumstances. We can change and cancel your booking.
- We are responsible to you for providing your event but there are legal limits.
- We provide protection for your money.
- Please read the full terms below for more information and for other important rights and obligations.

YOUR TERMS

Your contract is made with Adventurous Ewe Limited ("AE", "we", "us", "our").

Adventurous Ewe, a company registered in England and Wales (7603245 and VAT no: 141290149) whose registered office is at: 52 Ty Mawr Road, Deganwy, North Wales, LL31 9UB ("AE", "Adventurous Ewe", "we", "us", "our").

AE is a tour operator which specialises in organising and running adventure challenge events.

AE accept bookings subject to you agreeing to the conditions set out below. In these Bookings Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred. If you are signing the booking as a parent or guardian (on behalf of an under 18 joining a challenge) you accept these conditions on behalf of the minor.

By making a booking, the first named person on the booking agrees on behalf of all persons on the booking that:

1. He/she has read these terms and conditions and has the authority to and does agree to be bound by them;
2. He/she consent to our use of information in accordance with our Privacy Policy;
3. He/she is over 18 years of age and a resident in the United Kingdom and where place an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services;
4. He/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

MAKING A BOOKING

A booking and binding contract is made with us when

- a) You complete the online registration booking system
- b) You pay us a deposit and
- c) We issue you with a booking confirmation and receipt.

At the time of booking, along with paying your deposit, you will be required to provide us with all your information, such as your name, address, email address, telephone number, medical history including any allergies, dietary requirements and any additional information as required by the Charity you are supporting. If you fail to complete the booking process and fail to provide us with such information, your booking will be terminated, and the charges detailed in the 'cancellations by you' clause will apply.

These booking conditions form the entire agreement between us. No employee of AE other than a Director has the authority to vary or omit any of these terms or promise any discount or refund. Challenges and prices on our website supersede details published in any printed AE or Charity materials.



In circumstances where we reasonably decide that you are unable to participate in the challenge for whatever reason, your deposit will be refunded to you in full. You will need to contact your Charity with regards to their terms and conditions for refunding your sponsors any money you may have raised in sponsorship (in relation to which the sponsors have indicated on the sponsorship form that the Charity may not keep the money in such circumstances). Details of any sponsors requiring such repayment must be given to the Charity with the sponsorship money. Please note that admin fees are non-refundable in all cases and do not form part of the total challenge cost.

MAKING A GROUP BOOKING

If you wish to make a group booking for a group of people, you (the "Master Booker") should proceed through the normal booking process. You will have the opportunity to add as many additional participants to your group as you wish, at the time of booking. You will need to pay a deposit for both your own booking and each additional participant that you have added to your group booking.

Once the booking is complete, we will provide the Master Booker with a unique URL link via email. This unique URL link must be forwarded to each member of the team by the Master Booker and each participant must then use that link to complete their own booking.

By placing a group booking you, as the Master Booker, expressly agree and acknowledge that you alone are responsible for filling each participant place that you have added to your booking. All deposits paid are non-refundable and so deposits paid at the time of booking will be lost for any participant place that you are unable to fill.

Furthermore, if you are a participant who is booking on to a group booking, you accept and acknowledge that your deposit has been paid for you by the Master Booker. You therefore acknowledge and agree that all payment obligations shall exist as between us and the Master Booker with regards to your deposit. Unless expressly agreed otherwise with the Master Booker and ourselves, we will not process any refunds or any other payments to a participant directly for the deposit; all such payments shall be made to the Master Booker only.

Thereafter, both the Master Booker and each individual Participant will be personally responsible for meeting all other costs and obligations (ie. Paying the balance of the challenges costs under the self-funder option or raising the required minimum sponsorship under the minimum sponsorship option) to participant in the challenge.

FINANCIAL PROTECTION

In accordance with The Package Travel, Package Holidays and Package Tours Regulations 1992 all passengers booking with AE are fully protected for the initial deposit and subsequently the balance of all monies paid to us, arising from cancellation or curtailment of your travel arrangements due to the insolvency of AE.

Adventurous Ewe is a company committed to high customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with the current "The Package Travel, Package Tours Regulations" all travellers booking with AE are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation receipt. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the unlikely insolvency of Adventurous Ewe. More details of this protection are available on request.

ADVENTUROUS EWE FINANCIAL GUARANTEE

Any monies paid to AE for a trip are immediately placed into a Trust account and not used for the day-to-day operations of the company. Therefore, in the unlikely event of our insolvency, money paid in respect of future travel will be refunded in full. This pledge has been honoured since the foundation of AE in 2007. No client has suffered financial loss whilst travelling with AE.



PRIVACY POLICY

In order to process your booking and to ensure that your challenge runs smoothly and meets your requirements, we need to use the information you provide such as name and address, and any special needs/dietary requirements, etc. We must pass the information on to the relevant suppliers of our event arrangements such as hotels, transport companies, kit providers, and the Charity you are supporting with your fundraising. The information may also be provided to security or credit checking companies, public authorities if required by them, or as required by law.

We will not, however, pass any information on to any person not responsible for part of your challenge arrangements. This applies to sensitive information that you give to us such as details of any disabilities, medical or dietary requirements. If we cannot pass this information on to relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.

If fundraising for a Charity the Charity will request that you enter into a professional fundraising agreement with each Participant through taking part in a challenge run by AE. The Charity reserves the right to refuse a participant as a fundraiser on reasonable grounds. By fundraising for said Charity you also give consent for AE to your share your personal data with said Charity. Only basic personal data will be shared with the Charity in order for them to provide fundraising support. Sensitive data such as medical history will not be shared with the Charity. The basic data shared with the Charity will be details such as name, address, email address, telephone number, gender and t-shirt size.

PARTICIPATION

Participants must be a minimum of 18 years of age on the date of the challenge and be in suitable physical condition to undertake the challenge as set out in the itinerary. Participants should be fully aware of the possible risks inherent in adventure travel and events. 16 – 17 year olds may also participate in challenges, with the agreement of, and when accompanied on the challenge by their parent or guardian.

DISABILITIES AND MEDICAL

Our challenges are open to participants of all backgrounds and we will do our best to cater for any special requirements you may have. If you have any medical problems or disability which may affect your involvement in the challenge you must provide us with full details during the booking process (such information will be dealt with in a confidential manner). Before we confirm your booking, we will advise as to the suitability of your chosen arrangement if possible, and we will endeavour to assist you. The challenging nature of the challenges we operate mean that where a participant's involvement needs specific medical, social or cultural assistance we may request that the travel and participate with a companion at yours or their expense.

If we reasonably feel unable to properly accommodate the particular needs of the person(s) concerned, we will not confirm your booking or, if full details are not given at the time of booking we reserve the right to cancel your booking (imposing applicable cancellation charges) where relevant.

CHALLENGE COSTS

Your deposit is your personal contribution towards the cost of the challenge. To book on a challenge, (regardless of the payment option you select) you must pay the deposit when completing the booking. The deposit is non-refundable in the event of your cancellation unless we cancel the challenge for any reason other than Force Majeure situations.

If you book onto a challenge and the costs are greater than that of the group (usually associated with late bookings), we will advise you of any increased costs. Due to credit card laws introduced in 2018, AE will not charge any associated credit card transaction fees on top of your payments. If your chosen challenge is full, you will be provided with the dates of other departures, given the chance to book on another challenge, or refunded your deposit. You are responsible to pay for your personal equipment, tips, government-imposed fees and the costs of additional food & drink, personal spending money, transport to and from the start point in the UK, and any other activities not included in the itinerary.

All discounts and reduced pricing are applied at our discretion. From time-to-time we may offer reduced pricing on selected challenges. The reduced pricing applies strictly to new bookings, and bookings that have already been confirmed are locked into their original price and are not entitled to the reduced pricing. Promotions are only valid for that specific challenge and are non-transferrable. We are offering above promotions in good faith in order to meet the minimum numbers required to operate your chosen challenge. Should this minimum still not be met eight weeks prior to your challenge, we will apply a small group



supplement as advised on the challenge website. This supplement will be added to your final invoice. Alternately, should numbers remain too low to operate the challenge, we reserve the right to cancel that challenge and will carry over 50% of the promotional saving to your chosen alternative challenge date. Only one promotional code can be used at a time.

SELF FUNDER PAYMENT OPTION

Under the Self Funder option, you must pay the balance of your challenge costs and if applicable the price increase (subject to the pricing structure and surcharges clause), at least five weeks before your challenge date. If you book within five weeks of your challenge date, the full cost should be paid at the time of booking.

MINIMUM SPONSORSHIP

Under the Minimum Sponsorship option, you must provide the Charity with 80% of the minimum sponsorship amount five weeks before the challenge start date and provide the Charity with the remaining 20% of the minimum sponsorship within four weeks of the challenge finish date. The Charity reserves the right to not pay your final balance costs if they have not received sufficient sponsorship monies from you five weeks prior to the challenge. If your balance costs are not paid by the Charity due to sponsorship obligations not being met, AE reserves the right to cancel your place on the challenge. Your deposit is non-refundable.

FOR ALL PAYMENT OPTIONS

You are not entitled to participate in the challenge unless we have received from you or the Charity, cleared funds in respect of the deposit, the balance of your challenge costs, insurance premium (if applicable), and any other services that have been booked by you. We reserve the right to treat any arrangements as being cancelled by you if such payment is not received on time, and our standard cancellations charges apply.

In exceptional and unavoidable circumstances, we reserve the right to request the balance of the challenge costs (or a proportion of those challenge costs), prior to give weeks before the challenge start date. This may occur in the rare case, where a supplier requires earlier payment than standard industry terms. We will do all we can to vary the terms favourably, and if we are unsuccessful, we will let you know of the revised deadline at the earliest possible opportunity. In the event that the revised deadline requested is not met, we reserve the right to treat the booking as cancelled, with our standard cancellation charges being applicable.

SPONSORSHIP

Under the Self Funder option, there is generally no minimum sponsorship requirement, but you will be asked to raise as much money as possible for your chosen Charity. If, however on your chosen challenge, there is a minimum sponsorship option, you agree that unless you raise the minimum sponsorship as indicated on the website, you will not be entitled to participate in the challenge unless you pay the balance of your challenge travel and accommodation costs, and the Charity confirms in writing to us that they approve you as a participant.

Generally, under the Minimum Sponsorship option no more than 49% of your fundraising will go towards your trip costs and at least 51% will be retained by your Charity. In some exceptional cases, your Charity may ask you to raise a higher amount of sponsorship than that noted on our website.

At least 80% of the minimum sponsorship must be received by the Charity no later than five weeks prior to the challenge start date. Failure to do so will mean non-participation in the challenge and forfeiture of the deposit. You should aim to raise the remaining 20% and send it to the Charity at the very latest within four weeks of the challenge finish date (unless stated otherwise by your Charity).

You agree that you will not use the challenge to raise funds for any cause other than the Charity named on your booking. If you cancel, or you are required to withdraw from the challenge, you will be required to send all sponsorship money collected or received, directly to the Charity. This money will be retained by the Charity unless the sponsor has requested that it be returned to them in the appropriate section of the sponsorship form. When fundraising you must make it absolutely clear how much you are raising and how much of the sponsorship will contribute towards your costs. You must not start to collect sponsorship until you have received written confirmation of your booking from us. This will be your confirmation email and will be sent to you once you have been authorised by your Charity. All sponsorship money should be sent directly to the Charity and not to AE. The sponsorship shall be treated as a donation to the Charity.



MINIMUM NUMBERS AND PRICING SUPPLEMENTS

Our costs are based on a minimum number of people in the group. If the group is smaller or becomes smaller than this minimum prior to the event start date for whatever reason, AE reserves the right to cancel that challenge. A full refund of challenge costs received to date (excluding admin fees) will be applicable. AE may offer the option to continue the challenge with less than minimum numbers; however, a small group supplement may be applicable.

Where a small group supplement becomes applicable we will aim to communicate this to you no later than five weeks before your event start date. You will be liable for any small group supplement fee.

ACCURACY

We endeavour to ensure that all of the information and prices both on our website and in printed materials are accurate; however, the information and prices shown on the website may have changed by the time you come to book your arrangements. Although we make every effort to ensure the accuracy of the website regrettably errors do occasionally occur and we reserve the right to correct prices and other details in such circumstances. You must therefore ensure you check the price and all other details of your chosen arrangements with us at the time of booking.

MEDIA

You agree that any photography (stills or video), recordings made or taken prior to, during, or after the challenge, which may include you in it, may be used in publicity materials and on our website and social media channels connected with the challenge, and that we will retain all rights, title and interest in such photography or media made by us including but not limited to any royalties, proceeds, or other benefits derived from such material.

RISK AND HEALTH & SAFETY

You understand fully that adventure challenges are not without risk. You therefore take part entirely at your own risk and agree to indemnify us, the Charity, our employees, agents, sub-contractors and suppliers against claims for loss or damage to personal property or for loss or consequential losses or claims through your participation in this challenge arising from your own actions. The whole philosophy of this type of adventure challenge is one which allows alternatives and a substantial degree of flexibility during the duration of your challenge. The outline itineraries given for each challenge must therefore be taken as an indication of what each group should accomplish and not as a contractual obligation on our part. It is a fundamental condition of joining any challenge that you accept this flexibility and acknowledge that delays and alterations and their results are possible. You must be adequately fit to cover the distances and undertake the program set out in your challenge itinerary. If it is felt that any client is not sufficiently fit, healthy, properly equipped or able to complete a challenge without affecting its safety, comfort or progress, the Challenge Leader at any stage has the right to remove you from the challenge.

We have a policy to not pay any ransom or make any payments in order to secure the release of hostages. Cyclists must wear a helmet at all times when cycling. All participants must wear safety clothing or equipment in accordance with the activity they are undertaking. For water-based activities you must be able to swim 50 metres in distance fully clothed.

MEDICAL TREATMENT

It is a condition of joining a challenge that in cases of emergency we have your authority to arrange any necessary medical or surgical treatments and to sign any required form of consent on your behalf.

CONDUCT

You must comply with all reasonable instructions of the Challenge Leader relating to the safety and organisation of the challenge. If in our opinion, any accommodation manager or other person in authority feels that you are behaving in such a manner as to cause danger, distress or annoyance to others or cause damage to property, your challenge arrangements may be terminated by us or the supplier concerned. In such an event, we shall have no liability to you and will not be responsible for making any refunds, paying any compensation or meeting any costs or expenses you incur as a result. Furthermore, you must meet any expenses we incur as a result of your behaviour. You agree to indemnify us for the full amount of any claim (including legal costs) made against us by the supplier or third party, of any costs that we incur as a result of your conduct.



CANCELLATIONS BY YOU

Any request to cancel from a challenge must be confirmed to us in writing either to info@adventurousewe.co.uk or by letter. In this instance please ensure it is sent by Recorded Delivery. Cancellations are only effective from the day that they are received by us. Your insurance policy may refund much of your costs if cancellation is due to certain specified factors. Cancellations will incur the following charges:

Cancellations made 36 days or more before your challenge start date – you will lose the deposit
29 – 35 days before your challenge start date – you will lose 40% of total challenge costs
22 – 28 days before your challenge start date – you will lose 60% of total challenge costs
14 – 21 days before your challenge start date – you will lose 80% of total challenge costs
14 days or fewer before your challenge start date – you will lose 100% of the challenge costs

CHANGES AND AMENDMENTS BY YOU

In the event that you wish to change/amend/postpone a booking previously confirmed by us in writing we will make every effort to assist you. You will be charged a £30 administration fee for each such amendment and will be subject to covering any additional charges. You will also be responsible for any unrecoverable charges or expenses in making such amendments. All changes will be subject to availability.

If you choose to postpone your participation on a challenge and wish to join another challenge, you should put your request in writing by email to info@adventurousewe.co.uk or by letter. There is no administration charge to you to move challenges. If, by moving challenge there is a direct cost to AE, then this amount will be deducted from your deposit. If any direct costs chargeable to AE exceed your deposit we reserve the right to turn down your request to move challenges. If your request to move is accepted, you must confirm the alternative challenge within two weeks of postponing from the first. If the challenge you wish to move to has a higher deposit, balance, minimum sponsorship level, you will be responsible to pay the difference. Any payments associated with your change of challenge must be paid within seven days of receiving your invoice. If your request to move challenge dates is received in writing by us five weeks or less prior to your challenge start date, it will be treated as a cancellation and re-booking and the standard cancellation charges will apply (as above).

CHANGES AND CANCELLATIONS BY US

The itineraries and other details are published in good faith as statements of intention only and reasonable changes to the itinerary, vehicle and equipment use, may be made where deemed necessary or advisable. Sometimes this is due to improvements made as a result of client's feedback. Other times, it has been made necessary through transport changes, changing weather patterns and other factors out of our control. While we will make all proper and reasonable efforts to maintain the advertising itinerary we do not guarantee that we can keep to the intended itinerary. These amendments will be classified as minor changes and we therefore reserve the right to amend the itinerary of the challenge as and when it may become necessary to do so. If there is a minor modification before your challenge start date, we will try to notify you, but we are not obliged to pay any compensation.

Examples of "significant changes" include the following when made before your challenge start date; a change of challenge location or main activity, or where the challenge start, or finish date is delayed by more than 24 hours.

Should a significant change become necessary we will inform you as soon as reasonably possible. You may decide whether or not to accept the change. If we have to make a significant change or cancel, we will tell you as soon as possible and if there is time to do so before the challenge start date, we will offer you the choice of the following options:

1. (For significant change) accepting the changed arrangements
2. Receiving a refund of all monies paid or
3. Accept an offer of an alternative challenge if available (we will refund any price difference if the alternative is of a lower value).



You must notify us of your choice within seven days of our offer. If you fail to do so, we will assume that you have chosen to accept the alternative booking arrangements.

We also reserve the right, in any circumstances, to cancel the challenge. However, in no case will we cancel your challenge less than four weeks before the scheduled challenge start date unless it is for reasons outside our control. If we have to cancel your challenge before the challenge start date (other than where Force Majeure or failure to raise the minimum sponsorship applies) we will offer you:

- i) An alternative challenge of comparable type, though if the alternative offered is at additional cost, the difference in the deposit will be payable by you or
- ii) A full refund of your deposit, in either case being the only recompense which will be due to you.

The operation of the challenge is dependent on a minimum number of persons booked on the challenge. Should less than the minimum number of people book any particular challenge, we reserve the right to cancel that challenge but (other than in exceptional circumstances) will not do so later than four weeks prior to the challenge start date. In these circumstances, the deposit will be returned to you in full. Refunds of sponsorship money will be dealt with in accordance with the Challenge Costs clause.

If we make a significant change or cancel, less than four weeks before the challenge start date, we will also pay compensation as detailed below:

Period before the challenge start date within which notice of cancellation or major change is notified to you	Compensation payable per person
28 days or more	Nil
27 – 14 days	£10
13 days or less	£20

We will not pay you compensation where we make a significant change or cancel more than 28 days before the challenge start date or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequence of which we could not have avoided even with all due care or if we cancel your arrangements because the minimum number of participants to run the arrangements has not been reached.

The above sets out the maximum extent of our liability for changes and cancellations and we regret we cannot meet any incidental expenses or losses you may incur as a result of any change or cancellation, such as non-refundable connecting trains or pre-booked accommodation.

CUTTING YOUR CHALLENGE SHORT

Most participants complete the challenge they undertake. However, on occasions participants are obliged to cut the challenge short for reasons such as ill-health. If you are obliged to cut short the challenge for whatever reason, AE cannot provide a refund of National Park fees, accommodation or transport costs. Any additional accommodation and/or transfer fees and costs and any medical costs incurred will be your responsibility. For the avoidance of doubt, these will not be the responsibility of AE. You must ensure that you have adequate insurance in place to cover these eventualities. AE recommends that you take a credit card with you on the challenge to cover any such unexpected costs. AE are under no obligation to pay for any additional costs, but in the event that we do provide financial assistance, you hereby guarantee that you will personally (if not recoverable through your insurance policy) reimburse us upon your return from the challenge.

OUR LIABILITY

1. We will accept responsibility for the arrangements we agree to provide for you as “organiser” under the Package Travel, Package Holiday and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers perform or arrange your contracted Challenge arrangements negligently, taking into account all relevant factors (eg. following the complaints procedure as described in these conditions and the extent to which ours or our employees’ or suppliers’ negligence affected the overall level of satisfaction of your challenge), we will pay you reasonable compensation. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.
2. We will not be responsible or pay you compensation for any injury, illness, death, loss, damage or expense, cost or other claim of any description if it results from:
 - a. The act(s) and/or omission(s) of the person(s) affected;
 - b. The act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or

- c. 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
 - d. An event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.
3. We limit the amount of compensation we may have to pay you if we are found liable under this clause:
- a. For loss of and/or damage to any luggage or personal possessions and money, the maximum amount we will have to pay you is the excess of your insurance policy total because you are assumed to have adequate insurance in place to cover any losses of this kind.
 - b. For claims not falling under 3(a) above or involving injury, illness or death the maximum amount we will have to pay you is twice the price paid by or on behalf of the person affected. The maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.
 - c. For claims in respect of travel by air, sea and rail, or any hotel stay, the extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Athens Conventions (with respect to sea travel); The Berne/Cotif Convention (with respect to rail travel) and The Paris Convention (with respect to hotel arrangements). In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging transportation for you, we rely on the terms and conditions contained within these international Conventions and those 'Conditions of Carriage'. You acknowledge that all of the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.
4. In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.
5. It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions. Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years of age) are deemed to assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.
6. Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description which based on the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you.
7. We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised by us. For example, any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

DOCUMENTATION

Please contact us immediately if any of the information you receive from us appears to be incorrect or incomplete, as it may not be possible to make changes later. We regret that we cannot accept responsibility if you do not tell us about any mistake in documentation within ten days of sending it out.

If there are any changes to your personal details, ie. medical conditions, dietary requirements, etc. you must notify AE promptly in order for us to make the necessary arrangements.

ACCOMMODATION

The availability or provision of accommodation is subject to the 'house rules' of the accommodation or site. Standards of accommodation will vary from basic to adequate and in some locations, you may have to do without essential services. The challenge is based on using twin or triple share accommodation (where applicable), and if you join a challenge alone, you will be partnered with another member of the same sex to share accommodation. Where available you can request a single room of which a single room supplement will be incurred based on the accommodation rates.



PROMPT ASSISTANCE

If the contract we have with you is not performed or is improperly performed as a result of failures attributed to a third party unconnected with the provision of services, or as a result of failures due to unusual and 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 we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances. Please note, prompt assistance pertains to assistance advice and guidance only and does not relate to payment of any additional costs you may have incurred.

UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

In these Booking Conditions 'unavoidable and extraordinary circumstances' means any event which AE or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events include but are not limited to: warfare and acts of terrorism (and threat thereof); civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, exceptionally high or low water levels, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside Our or the supplier(s) concerned control. Except where otherwise expressly stated in these Booking Conditions, we regret AE or the supplier(s) concerned will not be liable or pay you a price reduction or compensation where the performance of Our obligations under Our Contract with You is prevented or affected by, or you otherwise suffer any damage or loss as a result of unavoidable and extraordinary circumstances.

Brexit implications: please note that certain travel arrangements may be affected as a result of the United Kingdom's decision to leave the European Union. Since, this is something which is completely unprecedented and outside Our control, AE would treat any such changes as unavoidable and extraordinary circumstances, and whilst we will endeavour to provide suitable alternative arrangements or refunds where possible, we will not be liable to pay you any compensation.

We will also refer to and take into consideration Foreign and Commonwealth Office guidance when determining whether advice to avoid or leave a particular country constitutes unavoidable and extraordinary circumstances.

ASSISTANCE TO THOSE TRAVELLING ON THE ARRANGEMENTS IN THE EVENT OF DIFFICULTY OR UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

We will provide appropriate assistance without undue delay in the event that you experience difficulty including where you are unable to return to your agreed point of departure because of unavoidable and extraordinary circumstances as set out above. Such assistance will extend to providing appropriate information on health services, local authorities and consular assistance; and helping you to make distance communications and to find alternative travel arrangements. We will charge a reasonable fee for such assistance if the difficulty is caused by you intentionally or as a result of your act or omission. In the event such assistance is needed please contact AE Emergency Number on +44(0)7747 346 588.

COMPLAINTS

We will do our very best to ensure that your challenge arrangements go according to plan. However, if you have a complaint arising out of what we have agreed to provide for you, please let us know at your very earliest opportunity, if necessary by calling the UK office or email susan@adventurousewe.co.uk. If a problem arises during your challenge, it is important that you advise the Challenge Leader and the supplier immediately who will endeavour to put things right. If your complaint cannot be resolved locally you should advise us within 28 days of completing the challenge, in writing, with all other relevant information. Your written communication will be given prompt attention. If you fail to follow this procedure we cannot accept responsibility, as we would have been deprived of the opportunity to investigate the matter and hopefully rectify any problem. Failure to complain on the spot will result in the client's ability to claim compensation from us being extinguished or reduced.



CONDITIONS OF SUPPLIERS

Many of the services which make up your challenge are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

LAW AND JURISDICTION

You agree that the contract that you have with AE as well as any disputes or claims arising out of or in connection with its subject matter are governed by and constructed in accordance with the law of England. You further irrevocably agree that the courts of England have exclusive jurisdiction to hear and/or settle any dispute or claim that arises out of or in connection with your agreement with AE.