

## Booking Information

Please note, this Booking Information forms part of the contract between Chameleon Worldwide Travel Ltd (“we”, “us” and “our”), the participants (and their parent or guardian for any participant who is attending school or under 18 when the booking is made) and the school, college, youth group or other organisation through whom the participants book (“organisation”). References to “party”, “group” and “participants” means all persons (or any of them) named on the booking (including anyone who is added or substituted at a later date) who travel or are intended to travel on the holiday. References to “participants” include the parent or guardian of any participant where appropriate. The “lead teacher” or “group organiser” means the adult who makes the booking for the group with us on behalf of the organisation. References to “you” and “your” means participants and/or the group organiser as the particular context requires.

### 1. Making your booking

To confirm a booking, participants should provide us with all the information requested on our application form either verbally, by completing and returning the application form or in writing by some other means (such as e-mail). All bookings are subject to our Booking Conditions. Participants (and their parent or guardian for any participant who is attending school or under 18 when the booking is made) should confirm their acceptance of our Booking Conditions by signing and returning our application form or in writing by some other means (such as e-mail) The lead teacher or group organiser must be authorised by all participants (and their parent or guardian for any participant who is attending school or under 18 when the booking is made) and by the organisation to make a booking with us on the basis of our Booking Conditions. By making a booking for the group, the lead teacher / group organiser confirms that the organisation and all participants agree to the Booking Conditions. The lead teacher / group organiser is responsible on behalf of the organisation for making all payments due to us as set out in more detail in clause 2 below. The lead teacher / group organiser must be at least 24 when the booking is made.

Once we have received the information we need to make the booking for individual participants and the group together with all appropriate payments, we will, subject to availability, confirm the booking by issuing a confirmation invoice. This invoice will be sent to the group organiser. Our contract is with the participants (and their parent or guardian for any participant who is attending school or under 18 when the booking is made) and the organisation. The group organiser must check the invoice carefully as soon as they receive it. The group organiser must also contact us immediately if any information on the invoice or any other document is incorrect or incomplete as it may not be possible to make changes later We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but the group organiser must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why the group organiser did not tell us about it within these time limits.

### 2. Payment

The applicable deposit (as set out in Table A below) per person must be paid at the time of booking and sent with the completed application form. If participants wish to purchase the insurance policy we offer, all applicable premiums must also be paid at the time of booking. Please see clause 4 below on the subject of insurance.

All further payments due must also be made in accordance with the timetable set out in Table A below. If a booking is made after the date the final balance is normally payable, full payment must be made at the time of booking. If the booking is made after the date the mid instalment is normally payable, this payment must be made in addition to the deposit at the time of booking.

#### Table A

On booking                      £100 per person or 10% of the holiday cost as a deposit (whichever is the greater). For some holidays we may request a higher deposit to cover non refundable elements of the holiday payable by us to our suppliers on booking.

Mid instalment (date to be agreed)                      40% per person or a similar proportion of the holiday cost midway between booking and final balance

Final Balance (8 weeks before departure) 50% per person or a similar proportion of the holiday cost plus/less any amendments made.

### 3. Special requests & medical problems/disabilities

If any participant or the group leader has a special request, they or the group organiser should inform us of it in writing at the time of booking. We will advise the relevant supplier of your requirements, but we cannot guarantee that such requests will be met unless we have specifically confirmed this. For your own protection, the participant or group leader should obtain confirmation in writing from us that the request will be complied with (where it is possible for us to give this) if the request is important to the participant / group leader. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on the invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as “standard” bookings subject to the above provisions on special requests.

If any participant has any medical problem or disability which may affect their holiday, they or the group organiser must tell us (giving full details in writing) before or at the same time as submitting their application form so that we can advise as to the suitability of the chosen arrangements. The participant or the group leader must also notify us of any changes or deterioration in the disability or medical condition or development of any disability or medical condition after booking.

In view of the nature of the holidays we offer, we regret we must reserve the right to decline any booking or cancel (in the event of the development, deterioration or change of any disability or medical condition occurring after confirmation) whenever we reasonably feel unable to accommodate the needs or restrictions of any particular participant or where, in our reasonable opinion, the medical condition or disability of the participant concerned is likely to have a significant adverse effect on other participants. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical

condition at the time the booking is made and/or promptly notified of any development, change or deterioration occurring after booking where we reasonably feel unable to accommodate the needs or restrictions of that participant or where, in our reasonable opinion, the medical condition or disability of the participant concerned is likely to have a significant adverse effect on other participants. On occasions, the decision for us to cancel may be made at the time the participant concerned joins the holiday as it may only be apparent at this stage that their disability or medical condition cannot be accommodated.

Any participant affected by a disability or medical condition must ensure they have notified this to their travel insurers and that their travel insurance will cover it. As it is a condition of booking that all participants have adequate and appropriate travel insurance, we are entitled to insist on evidence that the disability or medical condition is covered.

#### **4. Insurance**

The lead teacher / group organiser must ensure all participants have adequate and appropriate insurance. The insurance must as a minimum cover personal accident, medical expenses, loss of personal possessions, repatriation costs and all other expenses normally covered by travel insurance. This policy must include a minimum cover of £5,000,000 for medical and repatriation expenses. Policy details should be read carefully and taken on holiday by the group organiser. It is the responsibility of participants and the group leader to ensure that the insurance cover purchased is suitable and adequate for the particular needs of the group and participants. Insurance premiums must be paid as soon as possible as cover will not be effective until all applicable premiums are paid in full. Unless we agree otherwise, all participants should be covered by the same travel insurance policy.

#### **5. Passports, visas, permits, certificates and health**

All participants must be in possession of a valid passport and all visas, permits and certificates, including medical certificates required for the whole of the holiday booked before departure. It is the responsibility of participants or the group organiser, as appropriate, to obtain these unless you are expressly advised otherwise by us. All information and advice given by us on visas, vaccinations, climate, clothing, baggage, special equipment etc. is given in good faith. All costs incurred in obtaining such documentation must be paid by participants. We regret we cannot accept any liability if any participant is refused entry onto any transport or into any country due to failure on their part to carry correct documentation. If any participant is not a British citizen or holds a non British passport, they must check passport and visa requirements with the embassy or consulate of the country(ies) to or through which the group is intending to travel. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us or costs incurred by us, the participant concerned will be responsible for reimbursing us accordingly.

A full British passport presently takes approximately 2 to 4 weeks to obtain.

We require details of the passports held by all participants no later than 6 weeks prior to departure. The UK Passport Service has to confirm the applicant's identity before issuing a first passport for anyone aged 16 or over and asks applicants to attend an interview in order to do this. If any participant does not have a passport or will need to renew it prior to departure, they are recommended to apply at least 3 months in advance.

For travel to and via the USA, every person travelling (including children) must have a visa unless they qualify for the Visa Waiver Program (VWP). Most British citizens travelling on holiday will qualify for the VWP but please see the important note below. All visitors who are eligible for the VWP must now apply for authorisation to travel to the US in advance in accordance with the Electronic System for Travel Authorization (ESTA). You must complete an online application for authorization to travel on the ESTA website (details below) at least 72 hours before your flight to the US departs but you are recommended to apply earlier. Providing the application is accepted, you will be provided with approval via the website. Approval is usually provided very quickly but can take up to 72 hours if data needs to be checked. You should make a note of the ESTA approval number when you receive it.

Please note; authorisation to travel under ESTA does not guarantee entry into the United States; that decision rests with the immigration official at the point of entry in the same way that travellers currently entering the U.S. under the Visa Waiver Program or with a visa are subject to inspection. Warning: If your passport has ever been reported lost or stolen to the authorities and then recovered, please do not attempt to use it for travel to the United States. If you input the passport details into ESTA, your application will be denied. It is the responsibility of participants to obtain ESTA approval or a US visa if required. If you fail to obtain authorization to travel through the ESTA website or a US visa in advance of travel, you will not be allowed on your outbound flight to the US. Full cancellation charges will then apply.

The ESTA website can be found at <https://esta.cbp.dhs.gov/esta>

Important note; Not all British visitors to the USA will qualify for the Visa Waiver Program. You cannot apply for the VWP and will require a visa if you do not have a machine readable passport. All new style, burgundy coloured UK passports are machine readable. You will also need to apply for a visa if you have ever been arrested (even if you were not convicted of an offence) or have a criminal record of any description. Other exemptions also apply. If you are in any doubt as to whether you may require a visa, please contact the US Embassy, Consular Information Unit, 24 Grosvenor Square, London W1A 1AE or visit the website [www.usembassy.org.uk](http://www.usembassy.org.uk) before making your booking. Further information on entry requirements for the USA is available at <http://travel.state.gov>. Participants must check entry requirements at the time of booking and in good time before departure as requirements may change.

Requirements generally and for any country may change and participants must check the up to date position in good time before departure with the embassy or consulate of the country(ies) you are travelling through and to.

It is the responsibility of participants to ensure you are aware of all recommended vaccinations and health precautions in good time before departure. Details are available from your GP surgery and from the National Travel Health Network and Centre [www.nathnac.org](http://www.nathnac.org). Information on health is also contained in the Department of Health leaflet T7.1 (Health Advice for Travellers) available from the Department of Health on 0870 1555 455 or via its website [www.dh.gov.uk](http://www.dh.gov.uk) and most Post Offices. For holidays in the EEA all participants should obtain an EHIC (European Health Insurance Card) prior to departure. Health requirements and recommendations may change and participants must check the up to date position in good time before departure.

#### **6. Change of numbers and effect on price**

The price per person given at the time of booking is based on a particular number of participants. If the group size changes at any time prior to departure (including where confirmed participants cancel without being substituted and pay less than 100% cancellation charges), we reserve the right to re-cost the trip and the per person price. Any increase in the price will be payable by all remaining participants. The increase will not be a surcharge and accordingly will not be subject to the surcharge provision set out in clause 4 of our Booking Conditions. We also reserve the right to cancel the holiday if numbers fall below the original number booked and re-costing is not a practical option in which case clause 5 of our Booking Conditions will apply. We will advise the group organiser not less than 6 weeks before departure in the event of cancellation.

## **7. Low cost airlines**

Generally, the price payable for flights arranged by us is that applicable at the time we actually book them as flights and prices cannot be held in advance. The price actually paid may be different to that included in the price shown on our quote form. Where it is, the total holiday price will be adjusted (upwards or downwards) to reflect this. By submitting your booking form, participants agree to pay the applicable price based on the actual flight cost. Any resulting increase will not be a surcharge. However, where the total holiday price per person increases by more than 10% of the applicable (depending on confirmed numbers travelling) total holiday price per person shown on the invoice, participants will be entitled to cancel their booking and receive a full refund of all monies paid to us for the booking at that stage.

We require a photocopy of the passport of every participant before we can purchase flights with the low cost airline. Once flights are booked, the full cost will be payable in the event of cancellation by a participant. This means any payment made in respect of the flights will not be refundable and where the cost has not been paid in full at the time of cancellation, this (or any outstanding balance) will be payable in addition to the applicable cancellation charges in relation to the rest of the holiday price.

## **8. Variation of conditions**

No variation of these Booking Conditions may be made unless this is done in writing by one of our directors.

### **Booking Conditions**

The following Booking Conditions together with the Booking Information form the basis of the contract between Schools Worldwide, a trading division of Chameleon Travel Worldwide Limited (“we”, “us” and “our”), the participants (and their parent or guardian for any participant who is attending school or under 18 when the booking is made) and the school, college, youth group or other organisation through whom the participants book (“organisation”). Chameleon Travel Worldwide Limited is registered in England with number: 7018224 and has its registered office address at Prospect House, 50 Leigh Road, Eastleigh, Hampshire, SO50 9DT. Please read these Booking Conditions carefully as they set out our respective rights and obligations.

These Booking Conditions and the Booking Information only apply to holiday arrangements booked with us in the UK and which we agree to make, provide or perform (as applicable) as part of our contract. All references in these Booking Conditions to “booking”, “contract”, “itinerary”, “holiday” or “arrangements” mean such holiday arrangements.

References in these Booking Conditions to “party”, “group” and “participants” means all persons (or any of them) named on the booking (including anyone who is added or substituted at a later date) who travel or are intended to travel on the holiday. References to “participants” include the parent or guardian of any participant where appropriate. The “lead teacher” or “group organiser” means the adult who makes the booking for the group with us on behalf of the organisation. References to “you” and “your” means participants and/or the group organiser as the particular context requires.

In order to make a booking, please follow the procedure set out under Booking Information.

**1.** A binding contract between Chameleon Travel Worldwide Limited, the participants (and their parent or guardian for any participant who is attending school or under 18 when the booking is made) and the organisation comes into existence when we despatch our confirmation invoice to the lead teacher / group organiser. We all agree that English law (and no other) will apply to that contract and to any dispute, claim or other matter of any description that arises between us (“claim”) (except as set out below). We all also agree that any claim must be dealt with by AiTO’s Independent Dispute Settlement Service (see clause 16) or by the Courts of England and Wales only unless, in the case of Court proceedings by or against a participant, the participant concerned lives in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of the participant’s home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, the participant may choose to have the contract and their claim governed by the law of Scotland or Northern Ireland as applicable (but if they do not so choose, English law will apply).

**2.** Payment must be made as set out under Booking Information. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that the group or the participant(s) concerned, as applicable, wish to cancel their booking. In this case, we will be entitled to keep all payments which are due and paid or due at that date for the participants concerned. If we do not cancel straight away because the participant or group organiser has promised to make payment, you must pay the cancellation charges shown in Table B depending on the date we reasonably treat the booking as cancelled.

**3.** If a participant or group organiser wish to make any alterations to the holiday we will make every reasonable effort to accommodate these, but cannot guarantee that alterations will be possible. If the alterations you request are possible, these will be subject to payment of any amendment or other charges imposed or incurred by the relevant supplier plus the sum of £50 to cover our administrative costs. Requests for amendments must be made in writing by the participant (and their parent or guardian where applicable) or the group organiser (where the amendment affects the whole group). Any cancellation of the entire booking or by a participant must be notified to us in writing by the group organiser (where the whole group is cancelling) and the participant(s) concerned (and their parent or guardian where applicable) for any individual cancellation. The date on which the letter, e-mail or fax is received by us will determine the cancellation charges applicable. The applicable cancellation charges will be as set out in Table B (below). The percentages shown are a percentage of the total holiday price (excluding amendment charges, insurance premiums and the cost of flights with low cost carriers). Amendment charges and insurance premiums are not refundable in the event of cancellation. The full cost of flights with low cost carriers is payable once flights are booked. Payments made in respect of such flights are not be refundable and where the cost has not been paid in full prior to cancellation, this (or any outstanding balance) will be payable in addition to the applicable cancellation charges shown below.

Depending on the reason for cancellation, the participant(s) concerned may be able to reclaim these cancellation charges (less any excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned.

<b>Table B - Cancellation Charges</b>	
<b>More than 56 days before departure</b>	<b>deposit</b>
<b>45 - 56 days before departure</b>	<b>50%</b>
<b>31 - 44 days before departure</b>	<b>75%</b>
<b>30 days or less before departure</b>	<b>100%</b>
<p><b>Please note, deposits are not refundable in the event of cancellation except as set out in these Booking Conditions. Deposits include any additional amounts payable at the time of booking to cover non refundable elements of the holiday which need to be paid to suppliers at this stage.</b></p>	

4. Once the price of the chosen holiday has been confirmed at the time of booking, we will only increase or decrease it in the following circumstances. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, in the event of a change in transportation costs (e.g. fuel, scheduled airfares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator) or in dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports or in the exchange rate(s) which have been used to calculate the cost of the holiday. Even in the above cases, only if the increase in our costs exceeds 2% of the total cost of the holiday (excluding insurance premiums and any amendment charges) will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding insurance premiums and any amendment charges), participants will be entitled to cancel their booking and receive a full refund of all monies paid to us (except for any amendment or previously levied cancellation charges) or alternatively, where the entire group cancels, purchase another holiday from us as referred to in clause 5 below. Where a surcharge is payable, there will be an administration fee of £5 per person. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place.

A refund will only be payable if any decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay participants the full amount of the decrease in our costs.

The group organiser has 14 days from the issue date printed on the surcharge invoice to tell us if participants want to cancel or purchase another holiday where applicable. If the group organiser does not tell us that you wish to do so within this period of time, we are entitled to assume that participants will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later.

We promise not to levy a surcharge within 30 days of the start of your holiday. No refunds will be payable if any decrease in our costs occurs within this period either.

5. We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we reserve the right to do so.

Most changes are minor. Occasionally, we have to make a “significant change”. A significant change is a change made before departure which, taking account of the information participants give us at the time of booking and which we can reasonably be expected to know as a tour operator, we can reasonably expect to have a major effect on your holiday. Significant changes are likely to include the following changes when made before departure; a change of outward departure time or overall length of time you are away of twelve or more hours\*, a change of UK departure point\* to one which is more inconvenient for you and a significant change of itinerary missing out one or more major destination substantially or altogether (on which our decision is final). NB Please also see clause 8.

\*Only applies where international travel to and from the UK forms part of your contracted arrangements with us.

If we have to make a significant change or cancel, we will tell you the group organiser as soon as possible. If there is time to do so before departure, we will offer the group organiser the choice of the following options:-

(a) (for significant changes) accepting the changed arrangements; or

(b) purchasing an alternative holiday for the entire group from us, of a similar quality to that originally booked if available. Providing it is possible to do so, we will offer at least one alternative holiday of at least equivalent standard for which participants will not be asked to pay any more than the original price (assuming the same number travel on the alternative holiday). If this holiday is in fact cheaper than the original one, we will refund the price difference. If the lead teacher / group leader does not wish to accept the holiday we specifically offer, they and the participants may choose any of our other then available holidays. Participants must pay the applicable price of any such holiday. This will mean paying more if it is more expensive or receiving a refund if it is cheaper; or

(c) cancelling or accepting the cancellation in which case the participant(s) concerned will receive a full and quick refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one.

If we have to make a significant change or cancel, we will as a minimum (where compensation is appropriate) pay participants the compensation payments set out in Table C (below) depending on the circumstances and when the significant change or cancellation is notified to the group organiser subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care (for example, but not limited to, where the Foreign and Commonwealth Office advise against travel or all but essential travel to your destination after your booking has been confirmed) or where we have to cancel because the minimum number of persons required to operate your holiday is not reached – please see Booking Information. No compensation will be payable and the above options will not be available if we cancel as a result of the failure of participants or the organisation to comply with any requirement of these Booking Conditions entitling us to cancel (such as paying on time) or if the change made is a minor one. A minor change is any change which, taking account of the information participants have given us at the time of booking or which we can reasonably be expected to know as a tour operator, we could not reasonably expect to have a significant effect on the confirmed holiday.

In the unlikely event that we become unable to provide a significant proportion of the services booked after departure, we will make alternative arrangements in respect of those services at no extra charge, or, if this is impossible, or the group organiser does not accept these alternative arrangements for a good reason, we will provide you with transport back to your point of departure with us and a pro rata refund of the cost of the remainder of your holiday. In addition, if appropriate, we will pay participants compensation of an amount which is reasonable taking into account the circumstances. Compensation will not be payable where the situation is caused by force majeure – see clause 6.

Table C - Compensation payments	
Period before departure within which significant change/ cancellation is notified to the group organiser	Compensation per person
More than 56 days	Nil
56 – 43 days	£10
42 – 29 days	£15
28 – 15 days	£20
14 – 0 days	£30

NB. If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004. Where applicable, you must pursue the airline for the compensation or other payment due to you. All sums participants receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of their and the organisation's entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to participants or the organisation in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of participants' entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, we make any payment to any participant(s) and/or the organisation or a third party which the airline is responsible for in accordance with the Denied Boarding Regulations, participants and the group leader must, when requested, assign to us the rights you have or had to claim the payment in question from the airline. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 [www.auc.org.uk](http://www.auc.org.uk).

6. Except where otherwise expressly stated in these Booking Conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract is prevented or affected by or participants and/or the organisation otherwise suffer any damage or loss (as more fully described in clause 15.2) as a result of "force majeure". In these Conditions "force majeure" means any event or circumstances which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Examples include (in all cases whether actual or threatened) war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, epidemics / pandemics, fire, adverse weather conditions, unusual water levels in rivers, closure of airspace or airports and all similar events or circumstances beyond our control.

7. If any participant has a special request or medical problem or disability, please let us know as set out under Booking Information.

8. We are not an ordinary tour operator. The type of travel we offer requires flexibility and participants and the group leader must allow for alternatives. The outline itinerary as given for each holiday must therefore be taken as an indication of what may be accomplished, and not as a contractual obligation on our part. The final decision on the itinerary and conduct of any holiday will be taken by us in the interests of the group 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 which may include sickness or mechanical breakdown, flight cancellations, strikes, events emanating from political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances.

9. At all times the decision of the Schools Worldwide group leader or overseas representative will be final on all matters likely to affect the safety and well being of the holiday being operated. Participants must at all times strictly comply with the laws, customs, foreign exchange and drug regulations of the countries visited. The group organiser / lead teacher and other accompanying adults must ensure this happens and are generally responsible for the good behaviour of the group.

10. The lead teacher/ group organiser accepts responsibility for any damage or loss caused by any participant. Participants are also responsible for any damage or loss they cause. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier. If the actual cost of the loss or damage exceeds the amount paid where estimated, the difference must be paid once known. If the actual cost is less than the amount paid, the difference will be refunded. If the group organiser / participant(s) concerned fail to do so, they will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

We expect participants to have consideration for other people. We strongly condemn the collecting of any specimen from the natural world. Our holidays often provide the opportunity to view and photograph the natural world but not to disturb it! If in our reasonable opinion or in the reasonable opinion of any other person in authority, any participant behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property or fails to comply with clause 9, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such participant including any return travel arrangements. No refunds or compensation will be paid and we will not pay any expenses or costs incurred as a result of the termination. Arrangements will be made to escort the participant concerned off the holiday and all expenses incurred in doing so must be met by the participant and their parent or guardian.

11. It is essential that all participants are covered by adequate travel insurance. Please see Booking Information for further information.

12. Subject to clause 13, if we accept a request to transfer the group from one holiday to another, the group organiser and participants will be liable for the cancellation charges applicable as a result of cancelling the original holiday in addition to the cost of the new one. In addition, we also reserve the right to charge an administration fee of 10% of the value of the first holiday booked.

13. Participants may, up to 7 days before departure, transfer their booking to another person (introduced by the group organiser or the participant) if they are unavoidably prevented from travelling and the transferee meets any conditions which may apply to the holiday in question. The right to transfer is subject to payment of an administration fee of £25 per person to cover our administration expenses (plus the appropriate insurance premium if applicable) together with all additional charges of whatever sort imposed by suppliers providing the component parts of the package. These charges will be the joint responsibility of the lead teacher/ group organiser and original and replacement participant(s) and must be paid before the transfer can be made. You should note that some airlines may refuse to accept a name change, or may treat it as a cancellation and a rebooking with a 100% cancellation charge. All notifications of any wish to transfer must be made to us in writing by the group organiser and confirmed by the original and replacement participants (and their parent or guardian where applicable).

14. By booking with us, participants and the organisation acknowledge that the holidays we offer often involve their own inherent risks and dangers due to matters such as the geographical location and the activities involved. Such holidays may involve a significant amount of inherent personal risk. These include injury, disease, illness, loss or damage to property, inconvenience and discomfort.

15.1 We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract are made, performed or provided with reasonable skill and care. This means that, subject to these Booking Conditions, we will accept responsibility if, for example, a participant suffers death or personal injury or the contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or

suppliers to use reasonable skill and care in making, performing or providing, as applicable, the contracted arrangements. Please note it is the responsibility of the participant and, where applicable, the organisation to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

15.2 We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment or loss of possessions), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

-the act(s) and/or omission(s) of the participant affected or any other participant(s) or

-the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or

-'force majeure' as defined in clause 6 above

15.3 Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not included in the cost of your itinerary and we have not agreed to arrange them as part of our contract, and any excursion or activities the group organiser or any participant(s) purchase whilst overseas. In addition, regardless of any wording used by us on our website, in any literature or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to participants or the organisation.

15.4 The promises we make about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which any claim or complaint occurred will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with the local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holidaymaker to refuse to take the holiday in question.

15.5 Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay is £1000 per participant affected or twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the participant affected, whichever is the lower, unless a lower limitation applies to the claim under clause 15.6 below. For all other claims which do not involve death or personal injury, if we are found liable to any participant(s) or the organisation on any basis, the maximum amount we will have to pay is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the participant(s) affected in total unless a lower limitation applies to the claim under clause 15.6 below. This maximum amount will only be payable where everything has gone wrong and the participant has not received any benefit at all from their holiday.

15.6 Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea or rail carrier to which any international convention or EC regulation applies, the maximum amount of compensation we will have to pay any participant or the organisation will be limited. The most we will have to pay the participant and the organisation (together and in total) for that claim or that part of a claim if we are found liable to any participant and/or the organisation on any basis is the most the carrier concerned would have to pay the participant under the international convention or regulation which applies to the travel arrangements in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air and the Athens Convention for international travel by sea). Please note: Where a carrier would not be obliged to make any payment to the participant under the applicable international convention or regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to that participant or the organisation for that claim or part of the claim. When making any payment, we are entitled to deduct any money which the participant has received or is entitled to receive from the carrier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

15.7 Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description which (1) on the basis of the information given to us by participants or the group organiser concerning your booking prior to our accepting it, we could not have foreseen any participant would suffer or incur if we breached our contract or (2) did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers or (3) relates to any business (including self employed earnings). We have no liability for any consequential or indirect losses or expenses of any nature or description which are incurred or suffered by the organisation.

16. If any participant or the group organiser / lead teacher has any complaint whilst on holiday, the lead teacher / group organiser must immediately inform your Schools Worldwide group leader or overseas representative who will use all reasonable efforts to remedy it. If you remain dissatisfied, the group organiser and/or the participant (together with their parent or guardian where applicable) must make full details of the complaint known to us in writing within 28 days of the end of your holiday. If you fail to follow this simple complaints procedure, the participant's and organisation's right to claim the compensation they may otherwise have been entitled to may be affected or even lost as a result. In the unlikely event that we cannot amicably resolve any valid complaint, participants may, if they wish, use AITO's Independent Dispute Settlement Service (details on request from the Association of Independent Tour Operators, 133a St Margaret's Road, Twickenham TW1 1RG) to bring the matter to a speedy and amicable solution as an alternative to court proceedings.

17. For requirements relating to passports, visas, permits and certificates please see Booking Information.

18.1 For land only arrangements where you have booked your own flights, it is the sole responsibility of participants and the group organiser to ensure all participants arrive at the departure point for the contracted arrangements in good time before these commence. In the event that flight delays or cancellation result in your late arrival, participants will be responsible for all costs we incur in assisting you to join the holiday at a later stage. No refunds will be provided in respect of any services which are unused as a result. Similarly, our contractual responsibilities cease at the end of your contracted arrangements.

18.2 We regret we are not in a position to offer participants any assistance in the event of delay at your outward or homeward point of departure. The airline concerned will be responsible for participants in the event of flight cancellation or delays and may provide refreshments / meals /accommodation in the event of a delay.

18.3 We cannot accept liability for any delay which is due to any of the reasons set out in clause 6 of these Booking Conditions (which includes the behaviour of any passenger(s) on the flight who, for example, fails to check in or board on time). In addition, we will not be liable for any delay unless it has a significant effect on your holiday arrangements.

19. Please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may often be lower.

20. In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers that are subject to an operating ban with the EU Community. The Community list is available for inspection at [http://ec.europa.eu/transport/air-ban/list\\_en](http://ec.europa.eu/transport/air-ban/list_en). We are also required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we are aware. Any change to the operating carrier(s) after your booking has been confirmed will be notified as soon as possible.

We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown on any itinerary and detailed on the confirmation invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your e-tickets which will be despatched to the group organiser approximately two weeks before departure. The group organiser must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact the group organiser as soon as possible if this occurs.

Any change in the identity of the carrier, flight timings, and/or aircraft type (if given) will not entitle participants or the organisation to cancel or change to other arrangements without paying our normal charges except where specified in these Booking Conditions.

If the carrier with whom participants have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer a suitable alternative the provisions of clause 5 will apply.

21. We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 10186). When you buy an ATOL protected air inclusive holiday or flight\* from us the group organiser will receive a confirmation invoice from us confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that participants are not left stranded abroad and will arrange to refund any money participants have paid to us for an advance booking. \*The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

We are also members of the Association of Independent Tour Operators. For bookings which do not include any flights arranged by us, this means participants' money will be refunded or they will be brought back to the UK (where the contracted holiday arrangements include return travel to the UK) if already abroad in the unlikely event of our being unable to provide the holiday due to our insolvency.