



# FFE BOOKING CONDITIONS 2018

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1. All bookings are made with Far Frontiers Expeditions Ltd (FFE) and are accepted after receipt by FFE of the completed Booking Form and any agreed non-refundable first deposit of £400 per person (or different amount if necessary), and/or according to the Payment Schedule for your expedition - and after confirmation of the booking has been sent to you. All deposit payments, whether paid as one payment or as part of a schedule, are non-refundable. All payments, whether made by yourself or a third party, are subject to the same booking conditions.
2. The balance of the price of your expedition must be paid at least ten weeks before departure date. If the balance or any non-refundable deposit is not paid by the due date as set out in the Payment Schedule we reserve the right to cancel your expedition, retain all non-refundable deposits paid so far and apply cancellation charges set out below.
3. If, after confirmation has been issued, you wish to make alterations to your expedition, including transfer of names (if you are part of a group, name transfer will also need to be agreed with the group organiser), we will do our utmost to make the changes, provided that notification is received at our offices at least eight weeks before departure. This must be accompanied by a payment of £75 to cover administration costs plus any additional charges incurred by FFE from the flight provider or pre-booked activity provider, together with any other expenses. The administration costs will be payable whether or not FFE is successful in confirming the amended reservations. Any alteration by you within eight weeks of departure will be treated as a cancellation of the original booking and will be subject to cancellation charges set out below.
4. You may cancel your expedition at any time providing that the cancellation is made by the parent/guardian/school signing the booking form and is communicated to us in writing. Written cancellations are effective from the day they are received by FFE. As this incurs administrative costs we will retain all non-refundable deposits received at that date. In addition we will apply cancellation charges as shown below. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim some or all of these charges but it is your sole responsibility to do so and we accept no liability for any acts or omissions of your insurance company or your insurance policy.

Period before departure within which written cancellation is received:	Sum of cancellation charge shown as a percentage of total invoice, less the sum of paid non-refundable deposits
59 - 42 days	50%
41 - 29 days	75%
28 days and less	100%

5. Expeditions are based on air travel from London back to London (unless otherwise specified on your itinerary) on the dates specified, and no reductions or refunds can be made in respect of unused tickets in either or both directions.
6. We reserve the right in any circumstances to cancel your Expedition. For example group expeditions are priced on a minimum number of passengers travelling together. If this minimum level is not reached we will either cancel the departure and offer a refund in full or, subject to your agreement, we will operate the expedition at the necessary supplement. If we cancel the Expedition we will not be liable for any indirect or consequential loss suffered by you such as, but not limited to, onward travel arrangements, subsequent tours or onward flight arrangements.
7. FFE acts only as agents for the owners of accommodation and services provided, for all carriers by air or otherwise and for road transport proprietors. All bookings must be accepted subject to the ticket or transport conditions and regulations of the carriers or transport proprietors, and also subject to the laws of the country in which such carriage or other facility is required.
8. Neither FFE nor the owners of the services provided will entertain any complaint unless written notice is given to FFE within 14 days of the end of the expedition.
9. FFE reserves the right to increase the Expedition price at any time up to 30 days prior to departure. All prices or other charges are based on prevailing costs as indicated in our literature and any aviation fuel surcharges, government action or foreign currency exchange rates at that date are subject to revision without notice in the event of any increase in these costs. We will absorb any increase equivalent to 2% of the price of your expedition (excluding insurance premiums and amendment charges). You will be charged for any amount over and above that. If this means you have to pay an increase of more than 10% of the price of the expedition, you will be entitled to cancel the booking by giving prompt written notice without loss of deposit. Should you decide to cancel your expedition for this reason you must exercise your right to do so within 14 days from notification of the proposed change. If written notification is not received within 14 days you will be deemed to have accepted the change.
10. Where the cost of providing the expedition decreases by more than 2% as set out on the itinerary, the difference will be refunded to the Participant. However expeditions are not always purchased in foreign currency and some apparent changes have no impact on the price of the expedition due to contractual and other protection in place.
11. Neither FFE nor the proprietors of any accommodation or service provided shall be under any liability for any inconvenience, damage, loss accident delay or accidental expense howsoever caused, occasioned to or incurred by any other passenger or any other person due to circumstances beyond their control.

Your Adventure. Our Expertise.



12. Medical examinations, vaccinations and other preliminary health arrangements are entirely your responsibility. Details are available from your GP surgery and from [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk). Information on health and travel abroad is also available from the National Travel Health Network and Centre [www.nathnac.net](http://www.nathnac.net).
13. Your specific passport, visa requirements, affidavits and other immigration and customs requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. For information on passport and visa requirements for UK passport holders, see the UK Passport Office website - [www.gov.uk/browse/abroad](http://www.gov.uk/browse/abroad).
14. You are responsible for obtaining and having available all necessary entry documents relating to clauses 12 and 13 for your Expedition. FFE accepts no responsibility in the event that these are not completed in time for departure. Any and all costs incurred in obtaining such documentation must be paid by yourself. We do not accept any responsibility and shall not be liable if the Participant cannot travel or cannot participate in any part of the Expedition because the Participant has not complied with any passport, visa, health or immigration requirements. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty, costs or expenses being imposed on or incurred by FFE, you will be responsible for reimbursement.
15. Credit Card payments — We are able to accept payment for final balances by credit or debit card, BACS and/or cheque, and there is no extra charge to you for this service. Please note that we are not authorised to accept payment for non-refundable deposits by credit or debit card.
16. FFE cannot be held responsible for any loss, damage or accident to any luggage and property. They are at all times carried at their owner's risk, even when carried by porters or pack animals. All baggage and personal effects are at all times at your own risk.
17. By agreeing to these terms and conditions, you consent (unless otherwise stated at booking) to FFE's staff taking photographs and or video footage of the Participant during the Expedition and that these images may be used by FFE for (including but not limited to) publicity (including brochures, websites, marketing material and in the media) and training purposes.
18. It is unlikely that we will have to make any changes to your Expedition, but we do plan Expeditions many months (and sometimes years) in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. These changes will be mainly minor changes and we will advise you of them at the earliest possible date.
19. If we make a major change, for example, changing the destination country, you will have a choice of either accepting the change of arrangements, accepting an offer of an alternative Expedition of comparable standard from us if available, or withdrawing subject to our booking conditions. The safety of the Expedition is our priority and we reserve the right to transfer any Expedition destination to an alternative destination when we consider that this is necessary for logistical or safety reasons. We follow travel advice for British Passport Holders from the British Foreign and Commonwealth Office which can be found at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice).
20. The outline itineraries given for our trips must be taken as an indication of what each group hopes to achieve and not as a contractual obligation on the part of FFE. It is a necessary condition of your joining any of our expeditions that you accept this flexibility and that you also accept that we cannot be held responsible for delays or alterations in the expedition, or for expenses incurred owing to international or domestic flight cancellations, war, threat of war, riots, civil strife, strikes, local regulations, sickness, quarantine, terrorist activity, political closures and disputes, natural disasters, weather conditions, fire, technical transport problems or other circumstances amounting to *force majeure* and/or acts of God. You will be responsible for any such expenses incurred which, depending on the circumstances, may be recoverable on your travel insurance.
21. All Participants must abide by the rules of the School and of FFE while on expedition. FFE reserves the right to withdraw the Participant from the expedition at any time during the expedition, where in the opinion of the FFE Leader (FFEL), the presence of the Participant is likely to prejudice the good order, discipline or safety of the expedition. This includes as a result of malicious damage, or of the Participant breaking any law or regulation of any country or establishment where the expedition takes place. In such an event the Participant will not be entitled to any refund, but will be invoiced by FFE for any costs, losses or expenses which FFE incurs or suffers as a result of the Participant's behaviour. The decision of the FFEL is final. See the Participant's code of conduct on [www.farfrontiers.co.uk](http://www.farfrontiers.co.uk)
22. Any claims or dispute of whatever nature arising under or in relation to the contract shall be referred to arbitration in accordance with the Arbitration Act 1950 or any statutory re-enactment.
23. The leader, in conjunction with the appointed doctor if applicable, has the right to disqualify any Participant at any time during the course of the expedition if considered necessary for the medical well-being or safety of the individual or the group without the right to any refund. The decision of the FFE Leader as to the conduct, itinerary, and objectives of the tour is final.
24. FFE uses a range of International Air Carriers. Our expeditions are individually tailored and/or planned many months or even years in advance, therefore the specific Airline/date/time/point of departure and return will not be known at time of booking, nor is it possible to include this information in our itinerary. FFE will inform you of these details as soon as flights are booked. For school groups the information will be posted on your school private web page when available. Any change in the identity of the carrier, flight timings, and / or aircraft type (if advised) will not entitle the Participant to cancel or change to other arrangements without paying our normal charges.

25. An FFE Expedition Form must be completed for each Participant. By completing this booking form, parents/guardians/Participants/School confirm that each signatory has read and fully agree to these terms and conditions.
26. If the Participant has ever had any medical condition or disability (a 'pre-existing medical condition'), you must inform FFE at the time of application so that we can advise as to the suitability of the Expedition, health and safety considerations and what, if any, reasonable adjustments are required to be made. FFE reserves the right to decline a booking if, in its belief, such a medical problem or disability is likely to endanger the Participant's health and safety and/or the health and safety of anyone else participating in the Expedition.
27. If there is any change to the Participant's health after booking you must inform FFE within 7 days of the contracting or development of a medical condition or injury so that any risks that exist as a result of the condition or injury can be mitigated.
28. Should FFE not be able to practicably reduce the risks that exist due to a medical condition (whether pre-existing or not) to an acceptable level, the Participant will be withdrawn from the Expedition. No refund will be given, and in addition cancellation charges as shown above may apply, but depending on circumstances you may be able to make a claim on your travel insurance policy if it covers cancellation.
29. If any pre-existing medical conditions are not declared at the time of booking and such conditions prove, on discovery, to be uninsurable, then the Participant will be withdrawn from the Expedition. No refund will be given and in addition, cancellation charges as shown above will apply.
30. You agree that such personal information as name and address, special needs, dietary restrictions, passport information, may be disclosed by us to relevant third parties including outside the UK/European Economic Area including airlines, customs, ground partners, the School, and/or the Parent/Guardian who signs on behalf of a Participant under the age of 18, or other agencies which FFE determine appropriate to enable FFE to deliver your trip smoothly.
31. The Package Travel, Package Holiday and Package Tours Regulations 1992 require us to provide security for the monies that Participants pay for any package holidays booked with us and each Participant's repatriation under ATOL 9281.
32. Your financial protection: When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.
33. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).
34. If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.
35. In order to deliver a safe and enjoyable expedition, we request the personal data on booking forms, together with further information that we may request regarding any pre-existing medical conditions. All information given to us when applying for and booking your expedition will be used for the purposes of reviewing, planning, delivering, supporting and reviewing your Far Frontiers Expedition and this is part of your contract with us. Personal information, including sensitive personal information, will be shared with relevant bodies such as our Incident Management Company, In-Country Partners, your School (if relevant, i.e. you are travelling as part of a School Expedition), Company Doctor, Next of Kin, relevant Airlines and your own Personal Travel Insurers. Where your expedition is outside the European Economic Area (EEA), then your information will be shared outside the EEA. It is mandatory that we use the information as described above if you wish to travel with us.
36. It is part of your contract with us that you must have valid insurance covering Emergency Medical Assistance and Repatriation (EMAR) to cover the time your expedition travels. For a School expedition all student participants must be covered by the same insurance policy.
37. These booking conditions and the rights and obligations of the parties shall be governed by and construed in accordance with English law and subject to the exclusive jurisdiction of the English courts. Communication in connection with these booking conditions shall be in the English language.