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## BOOKING TERMS & CONDITIONS

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### ***Advisory***

We strive to deliver a quality "Eco Adventure" in all the destinations we offer. Travellers must however understand that they are visiting developing countries and must be prepared to deal with unusual occurrences, local inadequacies, and unpredictable events. If you are flexible, curious about new people, places and environments, and have a positive attitude, we welcome your participation.

Adventure travel is rewarding if you can embrace the inherent challenges. Our ultimate goal is to ensure that you get the most out of your travel experience with us!

If you have any particular questions or concerns, feel free to contact us. We will be delighted to advise appropriately!

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### **OUR PROMISE TO YOU**

#### ***Providing your Holiday.***

We will arrange to provide you with various services which form part of the holiday you book with us. When you make your booking you will be advised of any increase / changes to the prices or program we may have quoted you earlier. On your acceptance, we will proceed to confirm the booking to you accordingly.

#### ***Changes to your Holiday prior to your departure.***

We hope and expect to be able to provide you with all the services we have confirmed to you at the time of booking. However, as we use the services of independent suppliers such as Airlines, Hotels etc over whom we have no direct control - it is therefore possible, that on occasions changes do have to be made, and we reserve the right to make these changes. Most of the changes are minor but if we consider it to be a major change we will Endeavour to advise you or your Travel Agent before you depart. We consider a major change one where there has been a significant change of resort, a change of accommodation etc to that of a lower category and /or price, a change of flight time of more than 12 Hours and a change of departure airport.

In the case where there is a major change before your departure, we will offer you alternatives.

Important Note: We will not be liable for any compensation for changes which arise as a result of situations outside our control e.g technical or maintenance problems with Air Transport which can





cause rescheduling or cancellation of flights by an Airline, the alteration of the airline or aircraft type, war or threat of war, civil strife, industrial disputes, natural disasters, bad weather, terrorist activity.

### ***Changes to your Holiday accommodation while at the destination.***

We do not control the day to day management of your accommodation and it is possible that we may be advised that the reserved accommodation is not available when you arrive at your hotel. If this happens we will endeavour to provide accommodation of at least the same standard in the same area. If the only accommodation of a lower standard is available, we will refund the difference.

### ***Cancellation of your Holiday.***

We reserve the right to cancel your holiday if the cause is a reason outside our control and also deemed to be a threat to your safety e.g. war or threat of war, civil strife, industrial disputes, natural disasters, bad weather, terrorist activity. In the circumstances of "Force Majeure" we are not liable to pay any compensation or otherwise be responsible for any expenses you may incur. We will however first offer an alternative holiday of comparable type to another of our destinations. If the alternative offered is at an additional cost, the difference will be payable by you.

If the cancellation by us arises out of non-payment or late payment on any part of the cost of your holiday, or for alterations you may request in bad time, then cancellation charges will apply.

### ***Dealing with Complaints.***

We certainly hope that we can settle all holiday complaints amicably, however should this not be the case, you may refer any dispute relating to this contract to an arbitrator mutually agreed to by the two parties. A complaint should be made within 2 months of the end of the holiday.

### ***Liability.***

Eco Adventures acts only as Agents of the client in all matters relating to hotel accommodation, all modes of transportation and/or any other service to be provided at the destination and shall not be liable for any injury, sickness, delay, loss or damage to property arising from any cause whatsoever.

We strongly recommend that you take a comprehensive Travel Insurance to cover all critical aspects of your holiday.





## **YOUR COMMITMENT TO US!**

### ***Booking your Holiday.***

When you or your Travel Agent wish to confirm your holiday booking, payment terms and conditions will apply of which you will confirm your acceptance.

Paying for your Holiday: After your booking is confirmed an Invoice will be sent to you detailing the total cost due and the payment plan that we can extend to you. If you do not adhere to the agreed to payment plan, we reserve the right to cancel your booking, and cancellation charges will apply. Any money paid by you to a Travel Agent who is selling our products is not recoverable or negotiable directly with us - and all communication thereof must be channelled through the respective Travel Agent.

### ***Making changes to your holiday booking.***

If you want to change any part of your holiday after the confirmation Invoice has been issued, this can be done subject to availability and your acceptance of any extra costs and cancellation fees that may be incurred.

### ***Cancelling your Holiday.***

If you or anyone on your holiday booking has to cancel the holiday, we must be notified of the decision in writing. The cancellation will take effect from the day the written confirmation is received.

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*The following scale of charges will be payable depending on when the notification of cancellation is received by us:*

<i>Prior to 90 days to arrival</i>	Less than 30 days prior to arrival
<i>89 to 60 days prior to arrival</i>	20% of total holiday cost
<i>59 to 30 days prior to arrival</i>	50% of total holiday cost
<i>Less than 30 days prior to arrival</i>	100% of the total holiday cost.



We strongly recommend that you take out full Travel Insurance which will in most cases include cover against loss of deposit or cancellation fees.

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### ***Insurance.***

We strongly recommend that you take a comprehensive Travel Insurance to cover cancellation of holiday, medical expenses, personal accident, personal baggage, money and public liability - before the commencement of your holiday. This Insurance cover should be purchased as soon as you make the first deposit payment for your holiday so as to guard you against loss of deposit or cancellation fees that will be chargeable and in force once your holiday booking has been confirmed by us. The Insurance cover should also indemnify us against all third party actions, damages or remedies that may be brought against us in respect of your holiday as arranged by us.

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### ***If you have a complaint.***

If you have cause for complaint whilst on holiday, you must bring it to our attention or that of our local representative who will do their best to rectify the situation. It is unreasonable to take no action whilst on holiday, but then write a letter of complaint upon your return home. Should a problem remain unresolved, you should make a complaint in writing to us within two weeks of the completion of your holiday.