

Registration Form

Please complete this form (in block capitals) and send it together with a cheque (pounds sterling only made payable to 'GANE & MARSHALL-CC') or complete the credit card section on page 27, to cover the Registration Fee and Travel Insurance Premium. Payment made by credit card will incur a 2% charge.
When completed, this form should be sent to : Charity Challenge, Seventh Floor, Northway House, 1379 High Road, London, N20 9LP, England. Phone: +44 (0)20 8557 0000, Fax: +44 (0)20 8557 0001, Email: info@CharityChallenge.com, Website: www.CharityChallenge.com

Your registration for this expedition implies acceptance of the Booking Conditions on pages 29 & 30. Please read them carefully before signing the declaration overleaf. Confirmation of your successful registration will be sent to you within 14 days of our receiving your application. If the expedition is full, you will be provided with the dates of other departures, given the chance to register on another expedition, or refunded your registration fee and travel insurance premium.

EXPEDITION NAME: _____

EXPEDITION DATE: / / TO / /

PAYMENT OPTIONS (PLEASE TICK ONE BOX ONLY)

Payment Option 1: I intend to pay the full cost of the expedition.

Payment Option 2: I intend to pay the registration fee and raise the minimum sponsorship.

NOTE: You will not be able to change your chosen method of payment for the expedition once you have registered.

FOR OFFICE USE ONLY

Registration Fee: _____
Insurance Premium: _____
Date Received: _____
Authorisation Back: _____
Insurance Processed: _____
Pack Sent: _____

PERSONAL DETAILS (PLEASE FILL IN YOUR DETAILS AS THEY APPEAR IN YOUR PASSPORT)

Surname _____ First Name _____ Middle Names _____

(Please circle where necessary) Mr / Mrs / Miss / Ms Occupation _____

Home Address _____ Post Code _____

Daytime Phone No. _____ Evening Phone No. _____

Fax No. _____ Mobile Phone No. _____

E-mail Address _____ Date of Birth / / Age _____

Place of Birth _____ Sex: Male / Female (please circle) T-Shirt Size: M / L / XL

I agree to my contact details being circulated to my fellow expedition participants (tick)

For bike rides: Bike Size: S / M / L For Avenue of the Volcanoes Trek ONLY: Hiking boot size _____

PASSPORT DETAILS

Passport No. _____ Nationality _____

Place of Issue _____ Date of Issue _____

Date of Expiry _____ Country of Residence _____

OTHER

Dietary Requirements _____

Allergies to Medication or Food _____

Where did you hear about Charity Challenge? _____

NEXT OF KIN

Name _____ Relationship _____

Home Address _____

Post Code _____ Daytime Phone No. _____

Evening Phone No. _____ Mobile Phone No. _____

CHARITY SUPPORT

I intend to help the One to One Children's Fund with the sponsorship money that I raise.

Registered Charity No.1086159

and have explained that I would like to support them by participating in this expedition.

Have you enclosed the Registration Fee & Travel Insurance Premium? Have you signed the declaration on page 27?

DO YOU HAVE A HISTORY OF :

Please give further details below, where relevant

Asthma or wheezing (with breathing or exercise?) _____

Severe attacks of hayfever/allergy? _____

Any form of lung disease? _____

Cancer? _____

Chest surgery? _____

Claustrophobia or agoraphobia? _____

Behavioural health problems? _____

Epilepsy, seizures, or convulsions? _____

Recurring migraine headaches? _____

Blackouts or fainting? _____

Motion sickness? _____

Recurrent back problems/surgery? _____

Diabetes? _____

Arm or leg problems? _____

High blood pressure? _____

Any heart disease/heart attacks? _____

Angina/heart surgery or blood vessel surgery? _____

Hearing loss or problems with balance? _____

Bleeding or other blood disorders? _____

Any type of hernia? _____

Ulcers or ulcer surgery? _____

Bowel disorder? _____

Drug or alcohol abuse? _____

Have you been in hospital in the last year? (please specify) _____

Are you awaiting tests/investigations/results/surgery? _____

Do you regularly take prescription medication? _____

Are you pregnant? _____

Are you registered disabled? _____

Do you suffer from any phobias (heights, flying, water)? _____

Are there any other medical issues not covered above which are relevant to your well being on your expedition? _____

If you have heart or respiratory problems, you should seek advice from your doctor especially before applying for a high altitude expedition.

NB. You may be asked to provide a doctor's note to confirm the above information.

REGISTRATION PAYMENT

The registration fee for my chosen expedition is £ _____ and the insurance premium is £ _____. If paying by credit card, I have also added a 2% charge of £ _____. The full amount that I am enclosing for my registration is £ _____ (total of registration fee, insurance premium and if applicable the 2% charge for credit card payments).

Cheques should be made payable to "Gane & Marshall - CC" in pounds sterling ONLY.

Credit Card Type (Visa / Mastercard / Switch) _____

Credit Card No:    

Valid From: / Expiry Date: / For Switch only, Issue no :

Address if different to your home address overleaf: _____

NB: We regret that we cannot accept American Express.

DECLARATION

- I have read and agree to abide by the Booking Conditions (printed on pages 29 & 30 of this brochure).
- I understand that the objective is to raise as much sponsorship as possible for the charity.
- I understand that the expedition will involve strenuous activity and that I need to achieve an adequate level of fitness in order to participate in the challenge that I have selected. Before the departure of the expedition, if I have any concerns whatsoever about my physical fitness or health, or any of the medical conditions above that may affect my safe participation, I will consult the opinion of my Doctor.
- I hereby certify that the information provided by me on this form is to the best of my knowledge true and correct.
- I understand that if any of the information provided by me on this form is found to be false, I risk losing my place on the Charity Challenge expedition.
- If paying by credit card, I authorise you to debit my credit card for the amount indicated by me on this form.

Signed _____ Date _____

Please ensure that you have read and understood the general information on pages 4, 5 and 6 of our brochure, and/or the website, (www.charitychallenge.com) regarding the style of our expeditions, flights, and other travel information. This brochure was published in April 2002 and is valid until superseded by a new brochure.

Your contract is made with Gane & Marshall International Limited ("G&M") whose registered office is at Warescot Road, Brentwood, Essex, CM15 9HD, England (Company No. 3231509). These booking conditions have been formulated as a result of our responsibilities under law. They do not affect your statutory rights. Charity Challenge is the concept of, and will be administered by Challenges (Un) Limited (Company No. 3786692) of Seventh Floor, Northway House, 1379 High Road, London, N20 9LP ("CUL"). G&M accept bookings subject to you agreeing the conditions set out below:

1. **YOUR CONTRACT:** When you register for the expedition you undertake that you have the authority to accept and do accept these booking conditions. A contract will exist when we issue you with an ATOL receipt for your Registration Fee. These Booking Conditions in conjunction with the information set out in the Itinerary form the entire agreement between ourselves and yourself. We hold Air Travel Organiser's Licence Number 3145 issued by the Civil Aviation Authority which provides for your financial protection and, if applicable, repatriation, in the event of our insolvency. No employee of G&M or CUL other than a director has authority to vary or omit any of these terms or promise any discount or refund.

2. **PARTICIPATION:** You need to be a minimum of 18 years old, in suitable physical condition to undertake the expedition as set out in the itinerary and be fully aware of the possible risks inherent in adventure travel. The whole philosophy of this type of adventure travel is one which allows alternatives and a substantial degree of on-tour flexibility. The outline itineraries given for each expedition 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 Charity Challenge expedition that you accept this flexibility, and acknowledge that delays and alterations and their results, such as inconvenience, discomfort, or disappointment, are possible. Your ability to participate in the expedition will be subject to the availability of places. We will allocate places on a first come, first served basis for those who properly complete the registration formalities. Bookings are non-transferable. We reserve the right on reasonable grounds to decline your request to register and participate in the expedition. Your entitlement to participate depends on our being satisfied that there are no circumstances under which we ought properly to decline your participation in the expedition. Our decision on your participation shall be final and binding. We will not exercise this right against you unless there are clear grounds for us to do so. In any circumstances where we decide that you may not participate in the expedition your registration fee and insurance premium will be refunded to you in full. We have arranged with the Charity that in these exceptional circumstances they will refund to 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. You must comply with the laws and regulations of the countries visited and comply with all reasonable instructions of the expedition leader relating to the safety and organisation of the expedition. If in our opinion, any airline pilot, 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 expedition 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 that the information you provide to us and/or the Charity is accurate and that we may pass all necessary and relevant information, which we hold to our agents for the purpose of marketing and administering this expedition. We shall not subject any personal data about you to any processing except as may be required for the purposes of the expedition. In particular, we shall not make use of such personal data for promoting or marketing our own services (other than those applicable to the expedition) or other events and shall not transfer such personal data to any third party except as maybe necessary for the purposes of the expedition. You agree that any photography taken prior to, during, or after the expedition, which may include you in it, may be used in publicity material connected with the Charity Challenge. If you have chosen Payment Option 1 ("PO1"), you must pay the registration fee and insurance premium (please check the website for the very latest prices) on registering, and must pay the balance of your expedition costs and if applicable the price increase, at least eight weeks prior to the departure date of your expedition. If you register within eight weeks of departure, the full cost should be paid at the time of registration. All outstanding sponsorship MUST be sent to the Charity within six weeks of completing the expedition. If you have chosen Payment Option 2 ("PO2"), you must pay the registration fee and insurance premium on registering, and we must receive from your Charity written confirmation that you have provided to them 80% of the minimum sponsorship and pledges for the remaining 20% at least eight weeks prior to the departure date of your expedition. All outstanding sponsorship MUST be sent to your nominated Charity within six weeks of completing the expedition. You are not entitled to participate in the expedition unless we have received written authority from your Charity that they are satisfied that you may participate in the expedition and we have received from you (under PO1) or the Charity (under PO2), the balance of your expedition costs. You are not considered registered with us until such time as we receive cleared funds in respect of the registration fee, the balance of your expedition costs, or insurance premium. The expedition is based on using twin accommodation (where applicable), and if you join an expedition alone, you will be partnered with another member of the same sex to share accommodation. If you were the last person to join a tour and by eight weeks before the expedition departure there is no-one to partner you up with, we reserve the right to charge a single supplement fee of between £25 and £75 dependent on expedition location. Should a participant of the same sex join the tour after you have paid the single supplement fee, you will be refunded. Medical Treatment: It is a condition of joining a journey 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.

3. **SPONSORSHIP:** Under PO1, there is no minimum sponsorship, but you will be asked to raise as much as possible for the Charity. Under PO2, you agree that unless you raise the minimum sponsorship as indicated in your chosen expedition itinerary, you will not be entitled to participate in the expedition unless you pay to the Charity the balance of your expedition travel and accommodation costs, and the Charity confirms in writing to Challenges Unlimited that they approve you as a participant. At least 80% of the minimum sponsorship must be received by the Charity no less than eight weeks prior to expedition departure date. Failure to do so will mean non-participation in the expedition and forfeiture of the registration fee. If you have successfully raised the minimum sponsorship (PO2), the Charity will pay us the balance for your expedition

arrangements, and any surplus of the sponsorship will be retained by the Charity. You agree that you will not use the expedition to raise funds for any cause other than the charity nominated by you in your registration form. If you cancel, or you are required to withdraw from the expedition, 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. You must not start to collect sponsorship until you have received written confirmation of your registration from CUL. All sponsorship money should be sent directly to the Charity and not to us. The sponsorship shall be treated as a donation to the charity.

4. **CONTRIBUTION LEVEL:** Your registration fee is a contribution towards the costs of the expedition and will be used as a deposit for your expedition. To register for the expedition, (for either PO1 or PO2) you must pay the registration fee and the insurance premium (as detailed in the expedition itinerary) when returning the completed registration form to the CUL office. The registration fee is non-refundable unless we cancel the expedition for any reason other than war, threat of war, civil strife, natural, man made or nuclear disaster, industrial dispute, bureaucratic obstacles, terrorist activity, adverse weather conditions, fire or similar events. On receiving your registration fee we will issue you with an ATOL receipt to confirm that your money is protected under the terms of our ATOL licence. Registration fees paid by credit card will incur a 2% booking fee. Confirmation of your successful registration will be sent to you within 14 days of our receiving your application. If the expedition is full, you will be provided with the dates of other departures, given the chance to register on another expedition, or refunded your registration fee and insurance premium. You are responsible to pay for your personal equipment, tips, overseas airport taxes*, government imposed fees* and the costs of visas*, vaccinations*, additional food & drink, personal spending money, transport to and from the airport of departure in the UK, travel insurance (see clause 13), and any other activities not included in the Itinerary. (*If applicable)

5. **BALANCE OF PAYMENT:** Under PO1, you will be required to pay the balance of the full cost (full cost minus registration fee) to us (which includes a £100 donation to your chosen Charity) plus any price increase if applicable (subject to clause 6). You will receive an invoice from us at least eight weeks before the departure date for the expedition. Under PO2, there is no additional payment required from you to us, other than for single supplement*, amending confirmed details* (such as changing airport of departure), extending your expedition*, etc. (*if applicable). G&M reserves the right to treat any arrangements as being cancelled by you if such payment is not received on time.

6. **THE EFFECT OF PRICE INCREASES:** The registration fee is fixed at the time of registration and will not be subject to surcharges. The only exception to this is to allow for changes in costs by airlines or any government action including but not limited to new or increased taxes such as VAT, or in changes in embarkation or disembarkation fees, airport taxes or to allow for fluctuations in applicable exchange rates, or if the number of participants is less than the minimum number required (as indicated in the specific itinerary). Under these circumstances, we reserve the right to increase the cost of the expedition payable by you (under PO1) from the quoted price. Prices quoted in this brochure are based on a currency conversion rate of £1 = US\$1.43. The price of an expedition may vary at any time before we have accepted a booking from you. Even in this case, we will absorb an amount equivalent to 2% of your contribution to the costs of the expedition (excluding insurance premiums). Only amounts in excess of this 2% will be surcharged. Where we notify you (under PO1) or the Charity (under PO2) of a price increase in excess of 10% above the full cost and you or the Charity have not within 14 days notified us or CUL in writing that you or the Charity accept the same, we may terminate this contract.

7. **IF YOU AMEND OR CANCEL YOUR PARTICIPATION:** In the event that you wish to change a booking previously confirmed by us in writing (such as changing to a different departure date), we will make every effort to assist you. You will be charged a £50 administration fee for any such amendments. All changes will be subject to availability. You will also be responsible for any unrecoverable charges or expenses in making such amendments (i.e. lost deposits on flights and hotels). If the expedition you wish to move to has a higher registration fee, insurance premium, minimum sponsorship level, or full cost, you will be responsible to pay the difference. If you wish to extend your return flight, and we are able to arrange it, there will be admin fee of £50, and if the change of date results in a more expensive ticket, you will be required to pay the difference. You will not be able to amend the outward date, only the return date. You should put your request in writing to CUL by email (info@charitychallenge.com) or by letter. You must give a preferred return date with two other dates, just in case the first choice is not available. If we cannot confirm your requested change of return date, or if the resultant fare increases by £50 or more and you choose not to accept the flight, we will NOT charge you the admin fee. Airport Changes: All Charity Challenge flights depart from the main London airports. On KLM flights ONLY, it may be possible to fly from a regional airport (Glasgow, Edinburgh, Manchester, Aberdeen, Birmingham, Bristol, Newcastle, Stansted) to Amsterdam and then to connect with the main group (who will have flown from London Heathrow) onto your final destination. If you wish to request a change, as above, please put your request in writing. There is an admin fee of £30 to change the airport of departure. Please note that for winter and autumn departures, the smaller regional airports may experience problems taking off in fog and the flight may be delayed. In these circumstances, you may miss your connection onto your final destination. Any costs incurred in this instance for you to reach the main group are your responsibility. NB: PLEASE think very carefully and decide exactly what you need/want before requesting a change of return date. Once we request a change, if the seat is available, the airline will change the details immediately. If you change your mind once the new details have been entered, you may have lost your original seat with the main group. Certain amendments (such as postponing your participation to a later departure) made by you within eight weeks of departure will be treated as cancellations and re-bookings. The normal cancellation charges will apply (as below). All amendments and cancellations should be confirmed to us in writing. Cancellations are only effective from the day that they are received by us. Recorded Delivery is essential. Your insurance policy may refund much of your costs if cancellation is due to certain specified factors. Late cancellations will also incur the following charges: - Cancellations made 56 days or more before departure (you will lose the Registration Fee), 43-56 days before departure (you will lose 30% of tour cost), 42-29 days before departure (you will lose 50% of tour cost), 28-15 days before departure (you will lose 75% of tour cost), and 14 or fewer days before departure (you will lose the total tour cost). Most participants complete the expedition they undertake. However, if you are obliged to cut your expedition/challenge short due to ill-health or for any other reason, there is no refund of National Park fees, or flight and accommodation costs. Any additional accommodation and/or transfer fees, flight and accommodation costs are your responsibility.

8. **IF WE AMEND THE ITINERARY:** 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. In an adventure challenge the itinerary may be and often is changed at short notice due to changing weather patterns, wildlife movements, and other factors out of our control. While we will make all proper and reasonable efforts to maintain the advertised itinerary we do not guarantee that we can keep to the intended itinerary and we therefore reserve the right to amend the itinerary of the expedition as and when it may become necessary to do so. If there is a minor modification before you depart, we will try to notify you, although we are not obliged to do so, nor are we obliged to pay any compensation. We are not liable for any penalty charges associated with "supersaver" type connecting rail or air fares, in the event of a change to a tour departure date, time, or airport. Flight timings and carriers set out in our publicity material are subject to change and all details given to you are for guidance only. Confirmed details will be as shown on your ticket. Should a material change become necessary we will inform you as soon as reasonably possible. You may decide whether or not to accept the change although you must let us know within seven days. A material change includes one made to your travel arrangements before departure involving change of departure or arrival airport (other than between airports within the same city airport system) or if outward or return flights are re-scheduled by more than 24 hours. If we alter the airline, aircraft type operating your flight or routing this is not a material change and we will be under no obligation to notify you of any such change in advance. If you do not wish to accept a material change provided it does not arise from circumstances amounting to Force Majeure we will give you a full refund of your registration fee excluding any insurance premium, which is the only recompense which will be paid to you. As we do not control the day-to-day management of your accommodation, it is possible that we may be advised that the reserved accommodation may not be suitable or available to you upon arrival. If this happens, we will endeavour to provide accommodation of at least the same standard in the same area. If we are required to change the itinerary during the expedition, the expedition leader will arrange the best alternative. This decision will rest on the sole judgement of the expedition leader. The decision of the expedition leader is final on all matters. Force Majeure: We are not responsible for changes which arise as a result of situations outside of our control such as technical or maintenance problems with means of transportation, changes imposed by re-scheduling or cancellation of flights by an airline or main charterer, war or threat of war, civil strife, industrial disputes, natural disasters, bad weather, bureaucratic obstacles or terrorist activity.

9. IF WE CANCEL THE EXPEDITION: We reserve the right in any circumstance to cancel the expeditions. However in no case will we cancel your expedition less than six weeks before the scheduled departure date unless it is for reasons outside of our control. If we have to cancel your expedition before the date of departure (other than where Force Majeure or paragraph 6 apply) we will offer you either (i) an alternative expedition of comparable type, though if the alternative offered is at additional cost, the difference will be payable by you (under P01) or the Charity (under P02), or (ii) a full refund of your registration fee, in either case being the only recompense which will be due to you. In exceptional circumstances where we find there is less than the minimum number of participants required to operate the expedition, we reserve the right to cancel the expedition, and will not do so later than six weeks prior to the expedition departure date. In these exceptional circumstances, the registration fee will be returned to you in full along with any proportion of insurance premium returned to us at the discretion of our insurance company. Refunds of sponsorship money will be dealt with in accordance with clause 2. We will not be liable to you for any incidental expenses that you may have incurred as a result of your booking, such as visas, vaccinations and non-refundable connecting flights.

10. OUR LIABILITY: Clients together with their personal property including baggage, are at all times solely at their own risk. We accept responsibility for the negligent acts and/or omissions of our employees, agents, sub-contractors and suppliers while acting within the scope of or in the course of their employment with us and for any deficiencies in the services we are contractually obliged to provide or the failure of such services to reach a reasonable standard. In any such case our liability shall be limited to a maximum of twice your contribution towards the original expedition cost. We do not accept responsibility in respect of death, bodily injury or illness of any person taking one of our expeditions as a result of (but not limited to) physical exertion for which a guest is not prepared; forces of nature; consumption of alcoholic beverages; civil unrest; terrorism; breakdown of equipment; high altitude; lack of or limited access to medical attention in remote locations; and the adequacy of medical attention once provided. We do not accept responsibility in respect of death, bodily injury or illness of any person taking one of our expeditions except when caused by the negligent acts and/or omissions of our employees, agents, sub-contractors or suppliers while acting within the scope of or in the course of their employment, agency, contract of supply or sub-contract although where the services in question consist of carriage by air, by sea or rail or the provision of accommodation, the limit of our liability shall be as provided for under applicable law and/or international convention. We do not accept any responsibility for disruption, inconvenience, cancellation or alteration to holidays due to problems caused directly or indirectly by computer problems, where these problems are not our fault or the fault of our suppliers or could have not have been avoided even though all reasonable care has been taken. If you book any additional activities locally, which are not a part of the original expedition itinerary, your contract is with the local company operating the activity and we have no liability or responsibility for the operation of the activity.

11. DOCUMENTATION: In due course you will be provided with general information about passport and visa requirements, information about health formalities required for the expedition, the arrangements for security for the money paid over and (where applicable) for your repatriation in the event of our insolvency, and the times and places of intermediate stops and transport connections and accommodation details. You must ensure that your travel documents, full ten year passport (with a minimum of six months validity at the end of the expedition), visas, and vaccination certificates are in order. We are able to give general advice of these matters but such requirements are subject to change and we cannot be held responsible if you do not check current requirements before your departure. If failure to obtain any such documents results in fines, surcharges or other financial penalty being imposed upon us then you shall reimburse us accordingly. We are not liable to you for any costs, expenses or other sums incurred by you as a consequence of a refusal to allow you into any country on the itinerary as a result of insufficient time on your passport or otherwise. The information in this agreement and in the documents supplied to you accompanying this agreement is correct at the date of print, and is given in good faith but without responsibility on the part of G&M. Where relevant you should check with the relevant authority the latest information prior to your expedition.

12. CONDITIONS OF CARRIAGE/ACCOMMODATION: We are neither a carrier nor a provider of accommodation. Each journey (whether undertaken or not) by land, sea or air is governed by

the conditions of the carrier undertaking to provide that carriage. Some of these conditions limit or exclude liability and are often the subject of international agreements. Copies of applicable conditions are available for inspection at the offices of the carrier concerned. As all of our itineraries are different, airlines used differ with each itinerary. In prepared itineraries, transport timings are provided by the carrier concerned and are subject to such matters as weather conditions, maintenance requirements, the ability of passengers to check-in on time, and in the case of flights, to air traffic control restrictions. Accordingly, the times of flights and other forms of transport are estimates only and cannot be guaranteed. Internal flights are particularly vulnerable to change. We have no control and accept no liability whatsoever for cancellations and delays, which are subject to operational decisions by airlines and/or traffic, control authorities. You are responsible for check-in for flights at the correct time and for presenting yourself to take up all pre-booked components of your expedition. If flight delays mean that any additional transfers are required to enable you to join the group these costs must be met immediately by you and should later be reclaimed under your insurance policy if applicable. If you are joining the tour locally (i.e. the country the expedition takes place in) our responsibility does not commence until the appointed time at the designated meeting point. No credit or refunds will be given if you fail to take up any component of your expedition, or if you lose, mislay or destroy any travel documents. The availability or provision of accommodation is subject to the 'house rules' of the accommodation or site. This expedition may be taking place in a country where travel and accommodation standards are less developed than you are used to in the UK. Standards of accommodation will vary from extremely basic to adequate and in some locations, you may have to do without essential services.

13. INSURANCE: We have arranged travel insurance cover for your expedition with Club Direct Travel Insurance Services Ltd. This insurance covers among other things, medical (emergency, evacuation and repatriation) arrangements, cancellation and curtailment of the expedition, and more specifically for the adventurous activities undertaken on this expedition. Taking out Club Direct Travel Insurance Services Ltd travel insurance through us is compulsory if you wish to participate in the expedition. Full details of the terms and conditions of the policy are available on request from Club Direct Travel Insurance Services Ltd setting out the main areas of cover. We appreciate that whilst you may have your own personal and travel insurance arrangements, it is not administratively possible for us to vet each and every one of your policies. The Club Direct Travel Insurance Services Ltd policy also insures the Charity against losses that may be incurred by your potential cancellation. You may top up your travel insurance for any additional cover required and Club Direct Travel Insurance Services Ltd will be happy to assist you. Whilst we have taken steps, which we consider necessary to review this travel insurance policy, it is not possible to anticipate every conceivable risk or accident that can occur on an adventure expedition. In addition, no insurance policy covers every possible accident that may arise. You are therefore requested to consider for yourself the wording of the policy that we recommend and which is compulsory for this trip. Nothing in this brochure will prevent you from taking out additional cover from any insurance company over and above the insurance cover provided under the compulsory insurance. The policy covers UK and Irish citizens, between the ages of 18 and 64. If you are 65+, there is an additional £10 to add to the insurance premium. All prices include UK Government Insurance Premium Tax @17.5%. If you are not resident in the UK or Ireland, you will need to organise your own travel insurance, which provides at least the same level of cover as the Club Direct Travel Insurance Services Ltd policy. You should take the original copy of the travel insurance policy on the expedition, and leave a photocopy at home. If you extend your return flight, you will also need to make sure that your travel insurance is extended to cover you for the full duration. You should put in writing a request to CUL to make the necessary arrangements. If an additional premium is required, you will be notified.

14. RISKS: An adventure challenge is not without risks. You must be adequately fit to cover the distances and undertake the program set out in your expedition itinerary. You therefore take part entirely at your own risk and agree to indemnify us, CUL and the Charity against claims for loss or damage to personal property or for loss or consequential losses or claims through your participation in this expedition arising from your own actions. You take the risk that you will be able to satisfy all immigration customs or other authorities to be able to be granted lawful access in to all the countries on the itinerary. If you are refused access, we do not accept liability for any costs and expenses you incur in resolving your difficulties or returning to the UK. We will give such assistance as we can in the circumstances without any obligation upon us to do so and without any liability for our actions on your behalf. Cyclists must wear a helmet meeting UK standards when riding and must wear such other safety clothing or equipment as may be required in the country concerned or under the rules and regulations of any local service provider of any activity undertaken by you. For water-based activities you must be able to swim 50 metres fully clothed.

15. COMPLAINTS: We will do our very best to ensure that your travel 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 the earliest opportunity, if necessary by calling our U.K. office from wherever you may be. If a problem arises during your expedition, it is important that you advise the expedition leader and the supplier at the earliest opportunity who will endeavour to put things right. If your complaint cannot be resolved locally you should advise us within 28 days of returning to the UK, in writing, with all other relevant information. Your letter will be given prompt attention. If you fail to follow this simple 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 G&M being extinguished or at least reduced. Please note that in any event any compensation payable for claims against us or CUL other than compensation for personal injuries will not exceed three times the registration fee. Any dispute or difference between the parties arising out of or in connection with this agreement shall first be referred to mediation in accordance with the mediation procedures of the ADR Group of Grove House, Grove Road, Redland, Bristol, BS6 6UL. The mediator shall be agreed upon by the parties and failing such agreement within fifteen days of one party requesting the appointment of a mediator and providing their suggestion thereof, the mediator shall be appointed by the then President of the Law Society of England and Wales. Unless agreed otherwise, the parties shall share equally the costs of the mediation. If the dispute is not resolved by mediation within sixty days, or if one of the parties will not participate in the mediation, the dispute shall be subject to the jurisdiction of the English Courts.

16. APPLICABLE LAW: The contract between us, and these booking conditions are governed by and construed in accordance with English law. Both parties agree to submit to the exclusive jurisdiction of the English Courts.