

**Booking Data: Fill in for each participant**

**Action Aid Adventure Challenge**

**Personal Details** booking date  /  /

**Trip Details**

**Name:** .....

**Date of Birth:** .....

**Sex:** .....

**Profession:** .....

**Address:** .....

.....

**Mobile No. :** .....

**Telephone:** .....

**Trip Name:** .....

**Trip Description:** .....

**Departure Date:** .....

**Registration Fee:** .....

**Other Particulars:** .....

**T Shirt Size:** .....

NB Your place on the trip will be secured on receipt of a registration fee, and a completed booking form.

**Personal Details Continued:**

**Previous Cycling Experience**

**Nationality:** .....

**Email Address:** .....

I have read, I acknowledge, and accept the booking terms and conditions as set out in the event Trip Notes. I also understand that this trip may be strenuous, and is adventurous by nature:

**Signature:**

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**Previous UK Cycling Experience:**

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**Previous Overseas Cycling Experience:**

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*\* Please fill in if relevant to your adventure!*

**Personal Details Continued:**

**Emergency Contact:**

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**Blood Group:** .....

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Please note—this event is organized and operated by Adventure Café Ltd, of 3 Vincent Way, Martock, Somerset, TA12 6DG.

The event is a fundraising challenge, and is promoted for and on behalf of Action Aid.

Booking Form Continued

Action Aid Adventure Challenge

Personal Fitness Levels

Current Fitness Level: .....

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Exercise Taken – either at work or in leisure time:

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Dietary Information

Vegetarian / Vegan / Other Dietary Regime: .....

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Food Allergies:

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Please Give Full Description of Any Recent Reactions:

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Personal Insurance:

Please initial here if you are organizing your own insurance:

Adventure Café now offer Adventure Travel insurance through our website. Just click the 'Travel Insurance' link on the left hand tool bar.

<http://www.adventure-cafe.com/content/insurance.asp>

Please ensure that pre-departure you supply a copy of your insurance documents to Adventure Café or to ActionAid directly.

Medical Information (Please Continue on another sheet if necessary)

Medical Conditions such as diabetes, asthma, epilepsy, serious known allergic reactions (anaphylaxis), heart problems:

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Current Medication: .....

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Medical Information (Cont.)

Recent Medical Problems: (Operations, Knee Problems, Serious Back Problems, or other issues that could interfere with your activities:

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Operations that might have an effect on your Adventure:

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## Standard Booking Conditions:



## Action Aid Adventure Challenge

**“Total Payment Protection (topp) Policy cover:**

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc to protect customers' prepayments paid in respect of

- Non-flight inclusive packages commencing and returning to the UK.
- The ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this literature (subject to the terms of the insurance policy), for:
  - A refund of such prepayments if customers have not yet travelled.
  - Making arrangements to enable the holiday to continue if customers have already travelled or in the unlikely event of our financial failure.”

1. The tour is offered and operated by Adventure Café Ltd, also trading as Adventure Fitness. Our head office is at 3 Vincent Way, Martock, Somerset. TA12 6DG
2. To make a firm booking you must complete the booking form, complete with answers to all questions, and send us a deposit as per the outline in the trip notes. (Usually 15%)
3. If the trip is due to depart within 8 weeks, then full payment is required. If the trip is more than 8 weeks away then only the deposit is required (15%)
4. Deposits paid, are not refundable. However, the amount may be transferred on to another trip if the trip is more than 8 weeks away at the Café's discretion. A small fee may be payable for the transfer of the booking.
5. After Payment in full, if you, the client cancel your trip the following refunds will apply:
  - 56—43 days pre departure—60% refund of total trip cost
  - 42—29 days pre departure—40% refund of total trip cost
  - 15—28 days pre departure—25% refund of total trip cost
  - Less than 15 days pre departure—10% of total trip cost
 You are also required to provide written confirmation of cancellation.
6. If you are not able to travel on your holiday due to genuine factors beyond your control, then you may transfer your booking to another person subject to certain administrative charges.  
A Fee of £65 will be charged to make the change.

7. If you do not pay the full balance for your trip on time (8 weeks pre-departure) then your trip will be cancelled, and your deposit will not be refunded.

8. A trip may be cancelled. This will be notified to the customer at the latest 8 weeks pre-departure. A Full refund will be given in this instance, but no compensation will be due.

9. If Adventure Café are forced to significantly alter, re-schedule, or cancel a trip due to factors reasonably foreseeable to ourselves, then the following will apply, you may:

- Take a lower cost alternative—along with a refund of the difference.
- Take an equally, or higher priced alternative.
- Request a refund of monies paid

We shall notify you as soon as the situation becomes apparent. You must reply promptly with your chosen option. Compensation may also be due, in the instance where Adventure Café cancels a trip due to foreseeable factors.

If a trip is cancelled due to factors outside of Adventure Café's control. No compensation will be given.

10. Prices quoted can change up until 30 days before departure. These surcharges may be passed on to the customer. Downwards revision in prices could result in a refund to the customer. Areas that could trigger such price revisions are as follows:

- Transport cost variations
  - Transport dues, taxes or levies (airport taxes, park permits etc)
  - Exchange rate fluctuations
- Such increases will not be levied unless the impact is greater than a swing of 2% in the trip cost.

## Standard Booking Conditions:

11. For full details on any of Adventure Café's itineraries, please consult our trip dossier on your chosen trip. All standard statutory required information is included therein.

12. In the case of a significant change being made to your itinerary by Adventure Café, you are able to take any of the options outlined in item 9. Significant change means a change in flight timings either at the beginning or end of your trip by 24 hrs or more. It also means a major change to your itinerary.

13. Visas are the responsibility of the individual to arrange. Adventure Café takes no part in making such arrangements.

14. Advice is given on matters such as equipment selection, Health, Visa and Passport arrangements—but it remains the responsibility of the individual to make such necessary arrangements.

15. Trekking, Biking, and Open Canoeing are all inherently mildly hazardous activities. Whilst on your trip, you undertake to follow the instructions given to you by your leader. Their decisions are at all times final. If you do not follow the leader's instruction, and your behaviour is dangerous, or irresponsible, then you may be requested to leave the trip, with no cost penalty to Adventure Café.

16. Inherent in an Adventure Holiday is the possibility that your clothing or equipment may suffer some damage. Equally you may experience minor injury (scratches, grazes, twisted ankles etc) - these minor injuries and property damage are an unavoidable component of the type of trips that Adventure Café operates. You should understand this before joining an Adventure Café trip.

17. Alterations in the itinerary are also a more frequent occurrence than on a regular holiday. Particularly in a developing country, timetables slip, road conditions can be variable, weather can interfere with a schedule, as well as many other factors. Hence alterations to the itinerary are common. At all times, your ground leader will attempt in conjunction with the local operator acting on behalf of Adventure Café to perform the trip as faithfully as is reasonably possible. At all times, safe performance of the trip is considered before completing the itinerary at any cost.

18. Where transportation is a component of the trip—there is always a possibility of mechanical failure causing delay. In this case please note that it may be necessary to rearrange the itinerary en route. Delays, whilst undesirable are sometimes unavoidable.

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18. You must be covered by Travel Insurance before joining the trip. This is your responsibility to organise appropriate cover. Make sure that you are covered for activities included.

19. Adventure Café's responsibility for you on the trip begins, where an air journey is involved, at the destination airport. Adventure Café takes no responsibility for getting you to the beginning of the trip. Similarly in the UK, Adventure Café takes no responsibility for getting you to the start of a trip.

20. Address any complaints firstly directly to your tour leader. Explain the cause of your complaint, and attempt to rectify it in situ. If this is not possible, and you feel it may detract from your holiday, then please contact Adventure Café head office directly, to see if anything can be done to remedy the situation. On return from trip, in the case of a complaint, please write to Adventure Café, including a full description of events. Please request our complaints procedure. All complaints should be received at the very latest by Adventure Café by 28 days after the end of your holiday.

21. Adventure Café or representatives may request to see your insurance documents at any time.

22. By signing the booking form you agree to the above set out terms and conditions.

