

Booking conditions

- All bookings are made with Adventure Peaks Limited Registered Company, Number 4063174 (hereinafter referred to as the Company) whose registered office is 101 Lake Road, Ambleside, Cumbria LA22 0DB, United Kingdom, whose director is David Pritt.
- The company is Fully Bonded in compliance with the EC Directive on Package Travel, Package Holidays and Package Tours and holds an Air Travel Organiser's Licence (ATOL), licence No. 5882. For full information about financial protection and the ATOL Certificate go to www.atol.org.uk/ATOLCertificate
- The terms and conditions of all agreements made with the Company shall be subject to, and governed by, English Law alone. Any disputes or claims are to be decided by the English courts, and subject to English Law alone.
- Any reference to the term 'trip' in these booking conditions covers any course, trek, walk or expedition we sell.
- In order to make a booking you can telephone us, book online or complete and sign the Booking Form and send it to Adventure Peaks Limited with your deposit as indicated in the brochure, on the booking form or on the online booking page of our website. Unless the trip is full you will receive confirmation of booking and further details within a few days.
- Interim deposits to the same value are due 5 months before departure and the remaining balance is due 10 weeks before departure, excepting:
 - Denali, Carstenz Pyramid, 8000m Peaks and the full Snow Leopard Challenge where two interim deposits to the same value are due 6 months and 4 months before departure and the remaining balance is due 10 weeks before departure.
 - Arctic and Antarctica trips where the interim is due 6 months before departure and the remaining balance is due 4 months before departure.
 - UK or Alps based courses where no interim is required and the remaining balance is due one month before departure.
- Extensions to all itineraries can be purchased separately and are subject to a separate deposit of £200 per person (£400 per person for the Galapagos).
- It is important to be aware that once your deposits are paid, should you wish to cancel at any time thereafter, the deposits are non-refundable. In addition the cancellation penalties detailed below will be applied. It is strongly recommended that you have suitable cancellation insurance coverage from the time of booking.
- The Company may request from you a payment for your international flight, if the airline concerned, or its agent, demands any such payment from the Company in order to reserve or confirm a seat and this is made before you have paid the final balance for your trip.
- If the Interim deposit or balance is not received by the specific date, we reserve the right to take the payment from your card or cancel your booking and your deposits will be forfeited, unless the Company Director has agreed a delay in your payment.
- Cancellation of bookings must be notified in writing or by email. Cancellation charges are set out below, based on the date of receipt of written notification:
 - More than 10 weeks before departure - loss initial and interim deposits
 - 8-10 weeks - 60% of total trip cost
 - 6-8 weeks - 80% of total trip cost
 - less than 6 weeks - 100% of total trip cost
- For Arctic and Antarctica trips the cancellation charges are:
 - More than 180 days before departure - loss of deposit
 - 120 - 180 days - loss of deposit and loss of interim deposit
 - less than 120 days - 100% of total trip cost.
- We reserve the right to cancel any trip which does not have sufficient people taking part to make it financially viable. If a trip is likely to be cancelled under such circumstances, we undertake to inform you as soon as possible, but this may occur after final balances have been taken but will not occur less than 30 days before the departure date.
- Cancellation of a trip by the Company will entitle you to a refund of the fees paid to the Company for your trip, unless cancellation has been forced by unforeseen government intervention in which case actual costs incurred by the Company will be subtracted from any refund due. No other compensation will be allowable.
- Whilst every effort will be made to adhere to the planned itinerary, it must be realised that in this type of adventurous travel, changes to the itinerary may occur for which the Company accepts no responsibility, however caused. The Company will make every effort to inform you of any change, as we know of each change before departure. Your final itinerary may differ in respect of the places where you stay overnight. In particular it may be necessary to alter your itinerary at short notice due to adverse weather, force majeure, mountain conditions, client or leader illness, road conditions, or to operating conditions imposed by owners and operators of accommodation, facilities, aircraft, vessels and other forms of transport. Should such conditions involve clients in extra costs such as accommodation, transportation and meals, such costs should be borne by the client.
- International flights are on scheduled national carriers, except for Europe and Morocco where we may use budget airlines. At the time of going to print, we are unable to name the airline or the type of aircraft. Flight details will be sent to you within one month of your departure.
- If you book to join a trip on a 'land only' basis, the Company cannot accept any responsibility for any of the travel arrangements that you make in order to join that trip. The Company accepts no financial liability that may arise from any enforced change to your travel plans due to any alteration of the trip dates, the itinerary or its cancellation, howsoever caused. You are advised to book transferable, refundable travel tickets with no penalties should a cancellation be necessary. Transfers to and from the destination airport and the first and last hotel are not included.
- The Company cannot be held responsible for any missed connecting transport that you have booked independently of the Company.
- If you have any complaints whilst on holiday, you must immediately inform your tour leader or our overseas representative who will use all reasonable efforts to remedy it. If you remain dissatisfied, you 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, your right to claim the compensation you may otherwise have been entitled to may be effected or even lost as a result.
- The Company may for operating reasons adjust advertised departure and return dates by 24 hours, even after bookings have been accepted.
- Our Leaders will do their utmost to ensure that any problems are solved for the benefit of the group as a whole. Signing the booking form signifies your acceptance of the Leader's authority to make decisions affecting the group or individuals. For instance, he/she may require an individual to leave the group if he/she believes that person's health is at risk, inadequate fitness, if an illegal act is committed, or their behaviour becomes detrimental to the safety, enjoyment or well-being of the group. Should the Leader take such action, that person would not be entitled to any refund.
- The company reserves the right to change the advertised trip leader. For departures small numbers of people we reserve the right to use an English speaking local trip leader.
- Most of our trips involve going to high-altitude and carry an inherent risk of altitude illness. Likewise most of our trips visit remote locations with limited infrastructures where the risks to health are increased and the ability to treat injury or illness effectively is reduced. You must also understand climbing, mountaineering and trekking are hazardous activities with a risk of serious injury or death.
- Neither the Company nor any of their representatives will be responsible for any illness, injury or death sustained on their trip except where such illness, injury or death is caused by negligence or that of their representatives, nor will they be liable for any uninsured loss of personal property.
- On assessing the conditions expected to be encountered in the mountains or the abilities of the team members, your trip Leader may decide to change any aspect of the trip, if he/she believes that to continue with the itinerary would place anyone at undue risk.
- Most trips have days in the itinerary that are included to provide flexibility in case of bad weather or other delays, and thereby increases the chance of your main objective being achieved and for the trip to be successful. If these days are not needed in order to achieve the aim of the expedition and the team decides to return from the mountains early, any additional costs incurred by you and associated with extra hotel nights, or services that would not otherwise have been provided nor were given in the published itinerary, must be met by you at the time.
- The Company cannot be made liable for the consequences of strikes, industrial action, wars, riots, sickness, quarantine, government intervention, weather conditions, or other untoward occurrences.
- To take part in one of our trips you must be covered by adequate insurance for the complete duration of the trip. Your insurance must include cover for: cancellation, medical expenses, injury, death, cost of repatriation, search and helicopter evacuation. If in the event of an emergency medical rescue or evacuation from a trip of you the client, either by foot, helicopter or otherwise, the responsibility for the payment of such costs will lie with the client. Any subsequent costs for expenses such as hotels, food, transport etc shall be borne by the client. It is imperative that the client ensures adequate insurance is in place before departure.
- In case of a suspected or confirmed emergency involving you or the group of which you are a member, the Company reserves the right to arrange (or to make arrangements for its or your insurers to arrange) search, rescue and recovery as it deems appropriate and reasonable. You agree to indemnify the Company and keep the Company indemnified from all losses, apportioned appropriately to you, arising from any such search, any such helicopter usage and any resulting repatriation, for medical or non-medical reasons, including legal costs of making a recovery against you.
- Adventure Peaks representatives, other than the Director of the Company, are not entitled to promise refunds or additional services for whatever reason, and the Company will not be bound by any such promise.
- A client leaving a trip at any stage, for whatever reason, will not be entitled to any refund or compensation unless agreed by the Director of The Company.
- Trip prices are based on an exchange rate of US\$1.6 / Euro 1.15 - UK£1 and operating costs at the time of booking. The Company reserves the right to levy fuel and/or currency surcharges following significant currency fluctuations or operating costs beyond our control. We sincerely hope that surcharges will not be necessary, but in the unlikely event that they are, you may cancel your booking without penalty if the surcharge amounts to more than 10% of the cost of the trip.
- The Brochure prices stated beyond December 2014 should be seen as indicative and may be subject to minor changes. You may cancel your booking without penalty if the cost of your holiday increases by more than 10% from the original advertised price.
- Any air travel that is part of any trip is subject to the conditions as stipulated by the airline concerned and liability is limited in accordance with International Convention.
- If the UK Foreign Office does not issue advice against all travel to your destination, and you decide not to travel on the basis of a perceived threat or hazard, howsoever formed, this will be interpreted as a voluntary cancellation and the charges set out in booking condition 11 applied.
- Non-UK Nationals should consult their own government for advice on travel to the destination country and all countries transited en route. The Company will however be governed by advice from the UK Foreign Office.
- Adventure Peaks Limited is in the business to help people realise their goals. We undertake to do all in our power to help make your involvement with Adventure Peaks Limited positive and rewarding.
- Having made every effort to ensure correctness of this brochure and supporting materials, we cannot be held responsible for any inaccuracies.
- The Company shall ensure that appropriate security measures are in place to protect your personal data (as defined by the Data Protection Act 1998). When you make a booking, you consent to all the information you provide being passed on to the Company's suppliers, agents, sub-contractors, employees or volunteers whether based inside or outside the European Economic Area for the purpose of our providing you with the trip
- By agreeing to these booking conditions, you consent to the Company's staff taking photographs and/or video footage of you during the trip and that these images may be used by the Company for publicity and training purposes including, but not limited to, in brochures, websites material and in the media. Photos and video footage supplied by you or other team members may also be used as described above.
- On the advancement of deposit for a booking on any of our trips the client acknowledges that he/she has read and understands the above booking conditions and agrees to be bound by them.