

## Term and conditions

- All scheduled group tours are based upon a minimum of 4 people travelling. In the event that fewer than 4 people have booked 6 weeks before the commencement of the trip, you will be offered the opportunity to either: upgrade the itinerary to a private trip (for which a supplement will be due); or cancel your booking (in which event a full refund will be made of any monies paid to date).
- All prices are in Pounds Sterling and per person. Once you have paid your deposit and received your confirmation the price of your trip is guaranteed and will not be subject to any surcharge. We reserve the right however to change our prices before the booking is confirmed.
- Your booking will be confirmed (if we are able to do so) upon receipt of your deposit of 25% of the price of the holiday and a signed booking form. Payment of the remainder of the cost is due no later than 6 weeks before arrival. If bookings are made within 6 weeks of arrival, payment in full is required on confirmation of the booking.
- All monies paid by you are held in a Client Trust Account. Your money is not released to Carpe Diem Travel Limited until your holiday has taken place or the services comprising your holiday have been paid for (this protection fully satisfies the requirements of EC and UK law).
- Any amendments to bookings are at the sole discretion of Carpe Diem Travel Limited.
- We reserve the right in any circumstance to cancel your trip. Should we cancel your holiday, your deposit and other payments will be refunded in full. However, if our cancellation is due to "force majeure" any reasonable expenses we have incurred will be deducted from your refund. Your holiday will not be cancelled by us less than 6 weeks before arrival unless you fail to pay the balance or in the case of force majeure.
- Should you wish to cancel your booking, the following charges are applicable (calculated on the day written notification is received by us and expressed as a percentage of the total tour price):
  - more than 45 days before travel – deposit retained
  - 30-45 days before travel – 50%
  - 15-30 days before travel – 75%
  - 1-14 days before travel – 100%
- You are responsible for ensuring all necessary travel documents are in order. Your passport is required to be valid for at least six months after entry. Carpe Diem Travel Limited accepts no responsibility for clients who fail to meet the laws currently in force. Upon arrival in Cambodia, a visa must be purchased by you at a cost of US\$20 and upon departure, tax of US\$25 will be payable by you.
- Baggage, personal effects and all insurances are the passenger's own risk and bookings are only accepted on these conditions. It is essential that you

obtain suitable holiday insurance before joining one of our tours. This must cover you fully against repatriation costs should you become too ill to continue with the tour and must cover the evacuation of yourself from remote regions, should the need arise.

- It is essential that you make Carpe Diem Travel Limited aware of any medical conditions or health concerns you may have that could affect your ability to complete a trip. This notification must be made in writing at or before the time of booking
- All passengers participate in activities and events during the trip at their own risk. Adventure tours in developing countries where lower standards of infrastructure and efficiency often prevail intrinsically involve risk of physical injury and illness greater than those encountered in daily life, and you accept that, by partaking in the trip, you acknowledge and assume all risks inherent therein. Carpe Diem Travel Limited, its employees, guides and contractors do not accept responsibility for any client or dependant thereof in respect of any loss, injury, illness, damage, accident, fatality, delay or inconvenience from time of arrival to time of departure, or subsequent to date of departure, such loss, illness, injury etc. arising out of any such adventure trip organized by Carpe Diem Travel Limited.
- The tours travel through areas where there may be disruption to itineraries and schedules for a large number of reasons, including but not limited to vehicle defects, breakdown of equipment, strikes, theft, acts of God, government, acts of terrorism, criminal activity, war, force majeure event, or the negligence or default of any supplier of services.. Alternative arrangements will be made when/where practicable, but no liability is accepted for either disruption or if any operator temporarily withdraws a service for whatever reason. Should Carpe Diem Travel Limited have to curtail a trip for any reason the company will not be liable for the client's additional costs or refunds. Carpe Diem Travel Limited will use all reasonable endeavours to complete a trip or utilize an alternative arrangement. Route and accommodation changes may also sometimes be necessary – these will always be made at the discretion of the tour leaders, generally for the benefit of the group, and do not constitute an alteration of your holiday, therefore will not be compensated.
- No refund will be made for any unused travel, guide or accommodation services due to the late arrival or early departure of the passenger, or if due to the passenger being unwilling or unable to participate in any part of the tour. Any additional charges payable due to the client arriving late for a group trip and needing to catch up with the rest of the group, will be the responsibility of the client. Passengers are required to inform us in good time of the date, time and flight number of their arrival and departure flights.
- The tour leader has overriding authority on our trips. By signing our booking form you agree to this. If you commit any illegal act on a trip with us or if in the opinion of the tour leader your behaviour is detrimental to the safety or welfare of the group as a whole you may be asked to leave the trip without any right to refund.

- During your Carpe Diem Travel Limited trip if you encounter any problems or dissatisfaction it is better to discuss this with our representative immediately. If this is not possible or the problem cannot be resolved and you wish to complain, a written complaint should be sent to Carpe Diem Travel Limited within 30 days of the completion of your trip.
  - This document represents the entire agreement between the passenger and Carpe Diem Travel Limited who is the tour operator. On signing the booking form you show your willingness to accept our terms and conditions and confirm that you have the authority to accept and are accepting the terms and conditions on behalf of all persons in the party. On accepting your booking we agree to carry out our obligations to you as defined in our brochure.
  - This contract is governed by and shall be construed according to English law and both parties agree to submit to the jurisdiction of the English Courts.
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