

Adventure Café Terms of Business

Open Challenge Booking Conditions

Adventure Café Terms & conditions are set out in line with The Package Travel and Linked Travel Arrangements Regulations 2018. Only once participation in an event has been confirmed by Adventure Café, by acknowledging receipt of your deposit and / or signed terms and conditions shall a contract exist between you and Adventure Café. This contract is governed by English Laws and falls under the jurisdiction of English Courts. The tour is offered and operated by Adventure Cafe Ltd (AC). Our head office is at Adventure Cafe, Unit 14b Creech Mill Industrial Estate, Mill Lane, Creech St Michael, Somerset, TA3 5PX.

1. To make a firm booking you must complete the booking form, completing answers to all questions and signing to accept these terms. And paying a deposit (usually 20%).
2. Payment of deposit invoice indicates you accept Adventure Café's Terms & Conditions
3. If the trip is due to depart within 6 weeks, then full payment is required. If the trip is more than 6 weeks away, then only the deposit is required.
4. Deposits paid are non-refundable, unless specifically agreed with Adventure Café or in the case of extraordinary unavoidable circumstance as outlined by The Package Travel and Linked Travel Regulations 2018
5. The exact scope of your event is as set out in communications via email with Adventure Cafe Ltd. Typically it will consist of a minimum of event management and leadership, but may also contain transport, accommodation, meals, and other services. See associated documentation.
6. The price and payment structures will also be set out and agreed via electronic email communication. All prices are inclusive of VAT.
7. Final invoice will be raised at 8 weeks pre-event and should be settled at the latest by 4 weeks pre event.
8. After payment in full, if you, the client cancels your trip, the following refunds will apply:

42—29 days pre departure—40% refund of total trip cost
15—28 days pre departure—25% refund of total trip cost
8—14 days pre departure—10% of total trip cost
Less than 7 days pre departure—No refund
You are required to provide written confirmation of cancellation. This must be done by email—and AC must confirm receipt
9. Refunds will be actioned within 14days of cancelation
10. You are required to provide written confirmation of cancellation. This must be done by email—and AC must confirm receipt (if final payment has not been made at this time, then the appropriate corresponding amount will remain due).
42—29 days pre departure—60% of total trip balance will remain due
15—28 days pre departure—75% of total trip balance will remain due
Less than 15 days pre departure—90% of total trip balance will remain due
Less than 7 days pre departure—100% of total trip balance will remain due
11. If you are not able to travel on your trip due to genuine factors beyond your control, it may be possible to transfer your booking to another person, free of charge prior to 6 weeks before departure. Administrative fees apply to participant changes within 6 weeks of the event departing.
12. If you do not settle the full balance for your trip on time (4 weeks pre-departure) then the trip may be cancelled, and the deposit will not be refunded. Adventure Café will request remaining balance payment by email.

13. A trip may be cancelled by Adventure Café should participation fall below minimum numbers. 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.

14. A trip may be cancelled by Adventure Café because of unavoidable & extraordinary circumstances. Participants will be notified as soon as this becomes apparent and a full refund will be due, but no compensation will be due. **This includes cancelation due to travel restrictions imposed due to the coronavirus or other pandemics**

15. If Adventure Cafe are forced to significantly alter or reschedule a trip due to factors reasonably foreseeable to ourselves, then the participant may:

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

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

16. For full details of your itinerary, please consult your scope of services, and proposal document. At 6 weeks (usually before) you will be issued with a Joining Instructions document detailing all event timings, locations etc. All standard statutory required information is included therein.

17. In the case of a significant change being made to your itinerary by Adventure Cafe, you may take any of the options outlined in (15). 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.

18. 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.

19. VISAs are the responsibility of the individual to arrange. Adventure Cafe takes no part in making such arrangements.

20. Advice is given on matters such as equipment selection, health (coronavirus), Visa and passport arrangements—but it remains the responsibility of the individual to make and check such necessary arrangements. The Foreign and Commonwealth Office offer a traveller's advice line, 0870 606 0290.

21. Trekking, biking, and open canoeing are all inherently hazardous activities. Whilst on the challenge, participants undertake to follow the instructions given by the leader. Adventure Café leaders are professionals in their field any decisions made by Adventure Café leaders are always final. **If participants do not follow the leader's instruction, and behaviour is dangerous, or irresponsible, then participant may be requested to leave the trip, with no cost penalty to Adventure Cafe.**

22. Inherent in an adventure challenge is the possibility that clothing, bicycle or equipment may suffer some damage. Equally participants 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 Cafe operates.

23. For many of our Challenge itineraries a minimum level of fitness is expected Adventure Cafe will provide a basic training plan to help you prepare. On cycling events, a basic level of bike handling competence is expected. In very rare cases, for your own wellbeing and safety - as well as that of the others in your group, your challenge leader may decide that lack of fitness or skill levels mean it is unsafe or unwise for you continue with the Challenge. Onward travel would be your responsibility and you will be responsible for any costs involved. If your challenge is cut short due to this, no refund will be due. Adventure Café will assist you as best

as practicably possible, however any additional costs incurred by Adventure Café in doing so will be billed to the participant.

24. Alterations in the itinerary are also a more frequent occurrence than on a regular holiday. Particularly in other countries, 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 Cafe 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.

25. If alternative accommodation or transport needs to be sourced due to an enforced significant route change whilst on the event, caused by extreme or inclement weather or other unforeseeable circumstances outside of Adventure Café's control (e.g., closed passes, cancelled ferries, road traffic accidents, Force Majeure). Adventure Café will make arrangements to ensure the group are appropriately and safely transported or accommodated. Participants will be billed for any emergency accommodation required on an event, this will be discussed with the group on event.

26. Adventure Café will at times employ the services of bone fide subcontractors and freelance staff. Adventure café request subcontracted staff and service providers, provide relevant certification and insurance documents as part of our due diligence. These documents are available on request

27. For overseas trips participants **must be covered by appropriate Travel Insurance** before joining the trip. It is the responsibility of each participant to organise appropriate cover and to hold a GHIC card. You should also be vaccinated against coronavirus – Adventure Café takes no responsibility for ensuring your covid vaccination status. Make sure that your policy covers for activities and countries included in your tour. Participants also require personal effects insurance, including cover for their bicycles. This must cover theft, loss, and damage. Adventure Café will request copies of your travel insurance documents, failure to produce adequate travel insurance documentation may result in being excluded from the tour & no refund will be due. Adventure Café or representatives may request to see individual insurance documents at any time.

28. In the event of a participant becoming ill or injured (including positive coronavirus test) on an Adventure Café event. Adventure Café will assist the person as far as practicably possible. Any costs incurred to Adventure Café will be billed to the participant. Ultimately it is the individuals' responsibility to ensure they have appropriate insurance cover in the event they are taken ill or injured.

29. Adventure Café will request participant next of kin & medical information to allow our team to make informed decisions in the case of an emergency. In a case where there is any doubt about an individual's suitability to participate, Adventure Café will liaise with the individual and request that they supply confirmation from their GP of their suitability to participate in the Event.

30. Adventure Café do not share any participant data with third parties. Adventure Café are required to hold this information for 3 years in the case of legal / medical claims, after 3 years data will be destroyed. Information is held on a secure cloud server. Paper copies taken on event are destroyed upon returning to Adventure Café HQ post event. Our data protection procedure document is available on request.

31. Adventure Café leaders will take photographs and videos on the event for future marketing & information documents. Photographs and/or video may be shared with participants via chat groups (e.g. WhatsApp) or via email post event. if you wish to opt out, please declare this upon your booking form.

32. Adventure Cafe's responsibility for participants on the trip typically begins, where an air journey is involved, at the destination airport. This information will be detailed in your Joining Instruction document. Adventure Cafe takes no responsibility for getting participants to the beginning of the trip. Similarly in the UK, Adventure Cafe takes no responsibility for getting participants to the start of a trip.

33. Any complaints should be directed firstly directly to the challenge leader. Explain the cause of complaint and attempt to rectify it in situ. If this is not possible, and it may detract from the challenge, then please contact Adventure Cafe 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 Cafe, including a full description of events. Please request our complaints procedure. All complaints should be received at the very latest by Adventure

Cafe by 28 days after the end of the event.

34. By completing your booking form and paying your deposit indicates you have read and agree to the terms & conditions as set out above.



In accordance with Passenger protection policy for insolvency cover in respect of the Package Travel & Linked Travel Regulations 2018 all passengers booking with Adventure Café are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation costs, arising from cancellation or curtailment of your travel arrangements due to the insolvency of Adventure Cafe. There is no requirement for Financial Protection of day trips, and none is provided. Consumer aware: Your booking is insured by IPP Ltd and its panel of insurers. - This insurance is only valid for passengers who book and pay directly with/to Adventure Cafe. If you have booked and/or paid direct to a Travel Agent for a holiday with Adventure Cafe please request proof of how the booking is secured as this will not be covered by IPP Ltd in this instance. This Insurance has been arranged by International Passenger Protection Limited and underwritten by Liberty Mutual Insurance Europe SE. For further information please go to www.ipplondon.co.uk

CLAIMS PROCEDURE: You must notify IPP as soon as practically possible giving full details of what has happened quoting the name of your Travel Operator: IPP Claims at Cunningham Lindsey Oakleigh House 14-15 Park Place Cardiff CF10 3DQ, United Kingdom. Telephone: +44 (0)345 266 1872 Email: Insolvency-claims@ipplondon.co.uk or online at <http://www.ipplondon.co.uk/claims.asp>

(PPP) CLAIMS PROCEDURE:

Download Claims Form from www.ipplondon.co.uk

Any occurrence which may give rise to a claim should be advised within 14 days to:

International Passenger Protection Limited
Claims Office Telephone: +44 (0)20 8776 3752
IPP House Fax: +44 (0)20 8776 3751
22-26 Station Road
West Wickham
Kent BR4 0PR United Kingdom

In order to deal promptly with any claim hereunder it is essential that you retain all bills, receipts and other documents relating to your travel arrangements

CLAIM FORMS MUST BE SUBMITTED WITHIN SIX MONTHS OF DATE OF INSOLVENCY. WE CANNOT CONSIDER OR PAY CLAIMS RECEIVED AFTER THIS DATE