



Terms and booking conditions



Please read these booking conditions carefully, they form an important part of the contract for your holiday. If there is something you don't understand, please contact our offices. We are happy to help.

Our aim is to be as professional, efficient and courteous as possible with both our customers, and suppliers. No alteration to these conditions shall be effective unless expressly agreed to in writing by a director of Vamos Travel Ltd. Please note that the prices, terms and conditions which are published on our website super cede those printed in any of our brochures.

All the holidays on our website – www.vamostravel.com & in our brochures are operated by Vamos Travel Ltd (Registered in England – Company No. 4378409, Pure Offices, 54, Plato Close, Tachbrook Park, Leamington Spa, Warwickshire, CV34 6WE, England), also trading under the names “Green World Holidays” and “Stag Mania”, and hereinafter called ‘the company’, ‘our’, ‘us’ or ‘we’ and are sold subject to the following conditions, which are outlined in the below sub headed paragraphs.

In these standard terms and conditions “you”, “they”, & “your” & “party leader” means the person making the reservation and “group” includes all bookings made for 2 or more people and includes all people travelling with you and for the avoidance of doubt any individual you make a booking on behalf of. It is taken that you are the lead contact for your group and that therefore all correspondence or conversations in respect of arrangements for yourself and all members of your group will take place between you and us. These standard terms and conditions shall form the basis of the agreement for you and your group’s holiday and shall apply to the exclusion of any other terms and conditions whether put forward by you, your group or a third party.

1. Your contract

A contract shall commence between us and you on behalf of yourself and your group upon delivery of your confirmation invoice to the party leader or to your travel agent. A contract shall also commence between us and you on behalf of yourself and your group when we accept your deposit or final balance payment. We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

2. Making an enquiry

To make an enquiry you can contact us in several ways; directly over the telephone, via our Website, through an approved Travel Agent or by using our booking form. We do not regard submission of an enquiry form as confirmation of booking. You should first call or email us to ensure that you and your groups requirements can be met and to check availability. Any quotations offered are strictly subject to availability and follow these outlined booking conditions. Whilst provisional bookings can be made over the telephone, full confirmation of your booking will only be made by us in writing by letter, fax or e-mail. After you have made an enquiry, we will endeavor to send you a quotation along with a copy of our booking terms and conditions as soon as practically possible. A contract will only exist once we have received a deposit or final balance payment and also when we have raised & sent you a confirmation invoice (see sub section 1).



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3. How to book with us

To make a booking you can contact us in several ways; directly over the telephone, via our Website, through an approved Travel Agent or by using our booking form.

In order to book a holiday with us we require a standard non-refundable deposit of £100.00 per person (one hundred pound sterling). All deposits paid by you and your group are non-refundable. Please note that we retain the right to vary this amount as we see appropriate and we will state the deposit requirements on your invoice confirmation & during quotation. We reserve the right to decline any booking at our discretion. On occasions, full payment for a service such as your flights may be required at the time of booking.

Please note the majority of our offers are built on a tailor made basis and therefore prices are subject to change before the point of confirmation. We will confirm before payment is made if any changes are to apply. We shall hold your deposit towards the full cost of the holiday, this also includes any services (extras) added to your confirmation invoice at anytime during the booking process. We have the right to use your paid deposit payments as a way of securing your confirmed services, which can be used in partial or in full depending on the demands of the supplier.

We must receive the full amount payable by you and your group by no later than 57 days before the departure date. In the case of holidays booked less than 56 days before departure we must receive the full amount payable by you and your group within 7 days of us sending written confirmation and our invoice, or such shorter time as we may specify.

In the case of non-payment of the full balance by the due date we reserve the right to cancel your booking and retain your deposit and cancellation charges will apply as laid out below.

Note on local payments: For those tours where an additional local payment is required the additional amount is displayed in the Dates & price panel of the program on our website. A local payment is a portion of the tour cost which must be paid directly to the tour leader or our representative at the start of your tour. If the price of your holiday includes a local payment this must be paid in the currency specified in the brochure or trip notes. Please note that your tour price will not be considered to have been paid in full until the local payment has been made.

Credit card bookings will incur an additional charge of 2% (4% for American Express) to cover bank charges and debit, solo, maestro cards receive an additional charge of £0.50 pence.

All clients (including anyone who is added or substituted at a later date), whether booking in person, by telephone, via our website, by e-mail or facsimile or by any other means, will be deemed to have agreed to our booking conditions and the following six sub section conditions below:

- a) they have read and accepted our booking conditions and general information pages (including the sections headed "Holiday Itinerary", "Dates & Prices", "accommodation" and "additional info"), contained in our pdf on-line brochures and/or on our website.
- b) they appreciate and accept the risks involved in any adventure travel and sport or recreational activities booked with us
- c) they do not suffer from any pre-existing medical condition or disability which may prevent them from actively participating in the holiday, tour or activity – if any person suffers from any medical condition or disability which will or may affect their holiday, tour or activity arrangements, please contact us before making your booking as referred to in clause 15 (Your health & Fitness) below so that we can advise.
- d) the person making the booking warrants that he/she is at least 18 years old and has full authority to enter into a contract on the basis of these conditions on behalf of all persons named on the booking and confirms that all such persons are fully aware of and accept these conditions.
- e) it is essential that you provide details of each traveller correctly and according to passport or other identification. Some suppliers will deny carriage if the travellers name varies from your booking and may cancel automatically if the travellers name is amended. We have no responsibility for any loss or damage arising from incorrect entry of travellers names and any inability to travel as a result of carriers or other relevant suppliers policies.



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f) the person making the booking will complete and sign our booking form, and will return it back to our offices. If you fail to return a signed copy of the booking form but have submitted money by way of a deposit or full balance we will assume you have read & agreed to all of our terms and conditions.

When you receive your confirmation invoice or booking receipts, we kindly ask you to check these documents very carefully and to advise us of any inaccuracies within 7 days of receipt. We regret we cannot accept liability if we are not notified within this period.

4. Insurance

Adequate and valid travel insurance is mandatory for all clients while on one of our holidays and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance for your booking by the date of departure.

You are responsible for ensuring that you are in possession of travel insurance for the entire duration of the tour, holiday or activity booked with 'us' in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment. You are strongly advised to insure yourself against any possible risk that may occur and in particular to ensure that you have sufficient insurance in respect of dependent relatives. You are required to carry proof of insurance with you and produce it if reasonably requested by company employees or suppliers.

When making your own insurance arrangements you must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your tour. Note: certain activities have official grading systems, like white water rafting - ask your travel manager, if unsure of the grading system for the activities booked or that form part of your itinerary.

Our local suppliers will often ask our clients to sign a disclaimer form, if participating in a high risk activity or sport activity e.g. football, rugby, abseiling, shooting galleries, go-karting, paint-balling, driving excursions etc. This is why it's imperative that appropriate insurance is booked.

5. Financial Security

When you buy an ATOL protected air package or flight from us you will receive a confirmation invoice from us (or via our authorized agent through whom you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 5927. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund the flight costs you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk. Please note: not all holiday or travel services offered and sold by Vamos Travel Ltd will be protected by the ATOL Scheme. Please ask us to confirm what protection may apply to your booking.

6. Prices & Surcharging:

All prices are per person in pound sterling unless specifically stated otherwise on our quotations, invoice or receipt. Unless otherwise stated, all prices quoted are net of applicable taxes. The services sold are subject to availability and can be withdrawn without notice.

Dates and itineraries shown for tours are indicative only and subject to change. All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices. Prices on our website are updated regularly. Before you make a booking we will give you the up-to-date price of your chosen holiday including the cost of any peak-season supplements, upgrades or additional facilities which you have requested. However in some circumstances price changes may be unavoidable (for example - cost of fuel, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates). If you have made a booking with us more than 8 weeks prior to your date of departure and our costs should significantly change after having taken your booking we will do our best to notify you of any likely change in price no later than 8 weeks before you are due to travel. You are then free to cancel all or part of your booking within 7 days of this notification. If you don't cancel within this period then we shall assume you and your group have accepted this price change. If you have made your booking within 8 weeks of your date of departure then we will do our best to ensure that there are no price changes



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although this cannot be guaranteed and we reserve the right to demand payment for any additional charges owing to the nature of the late booking. UNLESS, if you notify us of change in the number of people travelling in your group then we unequivocally reserve the right to change the price of your holiday at any time to reflect extra costs incurred in transfers, group booking costs, administration etc.

7. Air Passenger Duty

If flights have been purchased as part of your holiday package, then the Air Passenger Duty "APD" is included in the price of your holiday/flight ticket. In view of the current volatility of world oil prices, a fuel supplement may be added to the price of your holiday at the time of booking.

8. Changes made by you

If you have paid your deposit and wish to make an alteration to your holiday we will do our best to accommodate you. We impose a standard amendment fee of £25.00 (twenty five pounds sterling) plus any additional costs incurred by us that are needed to accomplish the amendment. If you wish to make an alteration to your holiday within 57 days of your departure then you must notify us in writing and we reserve the right to impose an amendment fee at our discretion, influenced by the level of work or time needed to accomplish the amendment. Please note prices are likely to change when changing numbers in your groups.

9. Cancellation by you

If you wish to cancel your holiday then cancellation charges will apply. They are calculated as shown below as a percentage of your holiday price as stated in your invoice confirmation. The date we receive your written notification of cancellation is the date we will use to calculate your appropriate charge. Visas, airport taxes and insurance premiums are non-refundable. Please note Airlines operate different policies and some tickets will be refundable and changeable and others will not. It is your responsibility to check these details with us before booking your holiday. Cancellation must be made in writing either by post or email. On receipt of your cancellation in writing we will process the cancellation as stated below.

No. of days before your departure when we receive your cancellation	Charge as a % of holiday price as stated in your confirmation invoice excluding visas, airport taxes and insurance premiums
More than 57 days before departure	Deposit
Between 57 and 42 days before departure	Deposit plus 30% of remaining balance
Between 41 and 28 days before departure	Deposit plus 45% of remaining balance
Between 27 and 14 days before departure	Deposit plus 70% of remaining balance
Less than 14 days	Deposit plus 100% of remaining balance

10. If we change or cancel your holiday:

We reserve the right to cancel your booking or change any of the facilities, services or prices described in our brochures or website. We will endeavour to advise you of any changes known at the time of booking. In principle, it is unusual that we will need to make changes to your holiday program and any which may occur will normally be minor and you and your group will not be compensated since a certain degree of minor change is sometimes inevitable.

Whether a change is 'major' depends on the nature of the tour and may include: alteration to the scheduled departure, alteration to a specifically requested travel arrangement or return time of your flight by more than 12 hours (but not a flight delay); a change to a lower standard of accommodation; or a change of departure airport (excluding a change between London airports). When a major change occurs, you will have the choice of either accepting the change, or accepting a replacement tour from us of equivalent or closely similar standard and price, or cancelling your tour, in which case we shall refund you in full. In all cases, except where a major change arises from circumstances amounting to force majeure or consolidation (see below), we will pay you, as a minimum, compensation as detailed below (please note that in order to qualify as a specific request, it must be made in writing).



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Period before departure date within which we notify you of a major change to your holiday	Compensation per paying customer – GBP's
More than 57 days before departure	None
Between 57 and 42 days before departure	£10
Between 41 and 28 days before departure	£15
Between 27 and 14 days before departure	£30
Less than 14 days	£50

Compensation will not be payable if we are forced to cancel, or in any way change your tour for reasons of consolidation due to minimum numbers not being attained or force majeure. Operation of all tours is dependent on a minimum number of persons booking the tour. If that number is not achieved, we reserve the right to cancel the tour.

We are not liable for any major changes, which result as a consequence of an act of 'Force Majeure'. For airport transfers we will recommend a collection time with the client and agree it with you. We do not accept liability if you or a member of your group miss your flight due to being late for the transfer or in the case of unforeseen acts of force majeure (e.g. road blocks, crashes on road resulting in traffic delays).

We reserve the right to cancel you and your group's holiday up to 57 days before your departure date. In such circumstances you will be refunded all monies paid to us or offered an alternative holiday.

In the unlikely situation that we cancel your holiday within the 57-day period then the compensation payments and periods will apply. Where your holiday has been tailor-made please be advised that often we build up the best prices for you using special offers made at the time of the quotation being sent out. We may also be subject to holding seats or rooms for periods of time that may jeopardise the trip if you do not pay us in the period stated. In cases where payment has not been received in time to secure flights or accommodation and the flights or rooms are lost then you and your group will not be entitled to any compensation.

11. Force Majeure

We will not pay compensation when the change or cancellation is caused by circumstances or events, which we or our suppliers have no direct control of and could not reasonably foresee or avoid. 'Force majeure' includes: war, threat of war, riots, civil disobedience or strife, industrial dispute, terrorist activity, acts of god, natural or nuclear disaster, fire, adverse weather conditions, level of water, technical or maintenance problems with transport and changes of schedules or operational decisions of transport providers, closure of airports or any unforeseeable or unavoidable event beyond the control of Vamos Travel Ltd or its suppliers.

12. Our liability, conditions of carriage and limitations

Bookings are accepted on the understanding that clients appreciate and accept the possible risks inherent in adventure travel and that they undertake the tours, treks or expeditions featured in our programme at their own volition.

We may operate trips in regions where standards of accommodation, transport, safety, hygiene, medical facilities and other infrastructure may, at times, be lower than those you normally expect. Your booking is accepted on the understanding that you realise the hazards involved in this kind of holiday, including injury, disease, loss or damage to property, inconvenience and discomfort.

The whole philosophy of this type of travel is one that allows alternatives and a substantial degree of on-trip flexibility. The outline itineraries given for each holiday must therefore be taken as an indication of what each group should accomplish, and not as a contractual obligation on our part. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances. Pro rata refunds will be given for services not utilised wherever possible.



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(1) We promise to make sure that the tour arrangements we have agreed to make, perform or provide, as applicable, as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these conditions and the other information which forms part of your contract with us, we will accept responsibility if, for example, you suffer death or personal injury or your contracted tour arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted tour arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (including loss possessions and loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -

the act(s) and/or omission(s) of the client(s) affected or any member(s) of their party or

the act(s) and/or omission(s) of a third party not connected with the provision of your tour and which were unforeseeable or unavoidable or

'force majeure' as defined in clause 11 above.

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which any supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them as part of our contract. Any optional excursions or activities booked during your holiday do not form part of our contract as these are all arranged for you directly by the suppliers concerned – please see clause 13 Optional excursions and activities below. In addition, regardless of any wording used by us on our website, in any advertising material or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(4) The promises we make to you about the services we have agreed to provide or arrange as part of our contract – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the services in question had been properly provided. Please bear in mind that standards of, for example, safety, hygiene, and quality may vary throughout the destinations, services and transport your tour involves and may be lower than or different to those applicable in the UK. If the particular services which gave rise to the claim or complaint complied with the local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the tour in question.

(5) As set out in these conditions, we limit the maximum amount we may have to pay you for any claims you may make against us. We do not, however, limit or exclude our liability for death or personal injury caused by the negligence of ourselves or our employees (providing they were at the time acting within the course of their employment).

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £500 per person affected unless a different limitation applies to your claim under clause 12(6) below. You must ensure you have appropriate travel insurance to protect your personal belongings.

For all other claims which do not involve death or personal injury, if we are found liable to you on any basis, the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 12 (6) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.



(6) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier concerned would have to pay under the international convention or regulation which applies to the travel arrangements in question were that claim made against it (for example, the Warsaw Convention 1929 as amended or unamended and the Montreal Convention 1999 for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens Convention 1974 for international travel by sea and COTIF, the Convention on International Travel by Rail. Please note: where a carrier would not be obliged to make any payment to you under the applicable international convention or regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

(7) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any expenses or losses incurred by or relating to any business including self-employed loss of earnings.

(8) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 6. If You have a Complaint. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

If you are joining the holiday locally (i.e. not starting with the group from the UK) our responsibility does not commence until the appointed time, we shall not be responsible for any additional expenses incurred by you to meet up with the group. If the group arrival is delayed to the local joining point we will provide you with the same room and board basis as will be provided to the group. If the delay is for more than 24 hours we will provide you with the same services and itinerary that were detailed on your confirmation to enable you to continue with your holiday, although you may, at your discretion, remain at the local joining point for the arrival of the group.

Please be assured that our service providers will always do the utmost to ensure your safety and well-being when on tour. On certain tours our local service providers will ask you to sign an 'Acceptance of Risk' or 'disclaimer' form prior to accepting your participation on the tour. The purpose of the form is to make you aware of the risks and dangers involved with travelling in these areas, and for you to agree that the service provider and the Company shall not be responsible for any claims made by you for incidents arising due to circumstances outside the service provider's and the Company's reasonable control. You may request a copy of the applicable form by contacting us in writing.

13. Optional excursions & activities

We and our tour leaders may provide you with information (before departure and/or when you are on holiday) about optional activities and excursions which do not form part of your pre-booked holiday arrangements and which are available in the area you are visiting. We have no involvement in any such activities or excursions which are not run, supervised or controlled in any way by us. They are provided by local operators or other providers who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators / providers and / or assist you in booking such activities or excursions in any way. Where a tour leader collects payment for or otherwise assists in booking any such activity or excursion for you, we and the tour leader act solely as booking agent for the local operator / provider of the activity or excursion with whom you will have a contract. The local operator / provider's terms and conditions will apply. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 12(1) of our booking conditions will not apply to them. We do not, however, exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.



We do not guarantee that any optional activity or excursion mentioned in our brochure, on our website or elsewhere will be available to book during your holiday and / or will operate as advertised as these services do not form part of our contract and are not under our control. They may not be available for various reasons. Any prices given in advance are indicative only. We will not be liable if you cannot, for whatever reason, book any such activity or excursion or if the activity or excursion does not operate as advertised.

14. Your behaviour

On our holidays it is necessary that you abide by the authority of our tour leader, who represents the company. If you commit any illegal act when on the holiday or if in the reasonable opinion of the leader your behaviour is disruptive, threatening or abusive or is causing or likely to cause danger, distress or annoyance to others we may terminate your travel arrangements without any liability on our part. If the Captain of your flight or ferry or our overseas staff believes that you could be disruptive, they can also refuse to let you proceed with your travel arrangements. If this means you are not allowed to board the flight outbound from the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges. If this occurs overseas then you will become responsible for your own return home and any other members of your group who cannot or will not travel without you. In any of these circumstances no refunds or compensation will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behaviour e.g. the cost of diverting an aircraft or ferry to remove you. Criminal proceedings may also be instigated. When you book with us, you accept responsibility for any damages or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. We accept no liability for any accident or misadventure that occurs while any of your group is under the influence of drink or drugs.

15. Your health & Fitness

If you or any member of your booking party are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the holiday; you must advise us of this at the time of booking. In order to take part in sporting activities, all persons should be in good health and possess a reasonable basic level of fitness. If you wish to partake in any water sports you must be able to swim at least 50 metres. If you wish to participate in any of our scuba diving programs please consult your doctor prior to departure with particular regard to medical history, medication and any pre-existing conditions such as perforated ear drums, high blood pressure, asthma etc. To participate in some of our more advanced high risk sports, you maybe asked to provide qualifications or evidence of experience. We will notify you of this in advance. If you fail to produce such evidence when it is requested you will not be allowed to participate in the activity concerned. In the event of this we will not provide any refunds or compensation or pay any expenses which you may incur as a result. Please also see clause 16 below.

It's important to note some of the activities we offer (for example but not limited to White Water Rafting, Canyoning, Hydro speeding, Rock Climbing, Kayaking, Mountain Biking or Cycling, Via Ferrata, Trekking, Hiking, Gorge Scrambling, Abseiling, Canoeing, High Ropes Courses, Caving, Scuba Diving, Snorkeling, Surfing Skydiving, Tubing, Horse Riding, River Trekking, Watersports, Sailing, Dog Sledding, shooting, Snowmobiling, Cross-Country Skiing, Downhill Skiing, Snowboarding, Ice Climbing, Snowshoeing, Tobogganing, Snow Rafting or similar), carry their own inherent risks and by booking such activities you acknowledge that you are exposing yourself to such risks.

16. Special requests and medical problems

If you have any special request, you must advise us at the time of booking and clearly note it on your booking form. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met unless we have specifically confirmed this. For your own protection, you should obtain confirmation in writing from us that your request will be complied with (where it is possible for us to give this) if your request is important to you. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfillment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.



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If you or any member of your party has any medical problem or disability which may affect your holiday, please tell us before you confirm your booking. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

17. Participation requirements

All Clients are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen holiday as described in this brochure. No unaccompanied minors (those under 18 years of age) can be accepted.

Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment which may be required during the holiday. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the holiday in which case all monies paid will be forfeit.

18. Flights

In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers that are subject to an operating ban with the EU Community.

In accordance with EU Regulations we are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible.

We are not always in a position at the time of booking to confirm the aircraft type and flight timings which will be used in connection with your flight. The flight timings and types of aircraft shown in this brochure and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your holiday documents which will be dispatched to you approximately two weeks before departure.

You must accordingly check your holiday documents very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after holiday documents have been dispatched - we will contact you as soon as possible if this occurs. Any change in the identity of the carrier, flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of clause 10 (If we change or cancel your holiday) will apply.

19. Flights book independently

If you have purchased flights independently of us, we request that you keep dedicated travel manager up-to-date with the latest travel information. You must reconfirm the reservations, timings and check-in details of your flight with the airline concerned at least 72 hours before departure. This applies to your outward flight and to your return flight. If you miss a flight or suffer any disruption as a result of not following our instructions as to reconfirmation we will have no liability to you.

20. Passports and Visas

Whilst we are able to provide basic advice to clients regarding passports and visa requirements, you should check with the appropriate Embassy, Consulate or British Foreign Office for the exact requirements for your chosen tour and date of travel. It is your responsibility to ensure that you have the correct passport and visas to gain access to any



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country/region included in the travel arrangements which you purchase from us. If you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements. In some cases, countries will refuse entry to clients who have criminal records. Should you be concerned about this, please check with the embassy or consulate of the countries to which you are travelling. The lead name is entirely responsible for ensuring that all members of the group have the correct and valid documentation for travel. We cannot accept responsibility for any failure to comply resulting in any costs or fines being incurred and we advise you to check with your passport office or the consulate in question if you have any queries. Clients travelling overland to certain destinations may need to also pass through controls of other countries en-route so this should be allowed for with any passport/visa applications. We will not accept any responsibility or refund any money in cases where you are unable to travel as a result of misplaced or invalid passport or insufficient or inadequate visa documents.

21. Complaints

If you have any complaint during your holiday you must inform our local representative (emergency contact) or your Group Leader and the relevant supplier of the service immediately. If you are not happy with their action in response please follow this up within 14 days of your return home by writing to us at: Vamos Travel Ltd, Pure Offices, 54, Plato Close, Tachbrook Park, Leamington Spa, Warwickshire, CV34 6WE, England. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause.

22. Brochure, website, pdf-downloads, pictures, maps, advertising material Accuracy

Please note, information contained in our brochure, on our website and in our other advertising material may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of holiday details and prices at the time of publishing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us [or your travel agent] at the time of booking.

Our Websites and Brochures photographs, video's and illustrations and other promotional material are for promotion purposes only. The descriptions and illustrations on any of our literature and website are given as approximate representations only and given in good faith. The Material may contain inaccuracies or typographical errors.

The contents of our brochures & websites, such as text, graphics, images and other material are protected by copyright under both English and all applicable laws. Unauthorised use of the Material may violate copyright, trademark and other laws.

We do not warrant that the Websites will operate error-free or that this Website and its server are free of computer viruses and other harmful material. We are not responsible for the content of linked third party sites and do not make any representations regarding the content or accuracy of materials on such third party websites. If you decide to access linked third party websites, you do so at your own risk.

23. Tickets for performances, festivals and concerts

We cannot be held responsible for any cancellations, re-scheduling, changes of venue or changes of cast made after the booking of your holiday. If you wish to cancel your travel arrangements due to performance change the stated terms and conditions for cancellation will apply.

24. Pregnancy and infants

Regulations vary with each airline, but some will refuse to carry women who will be 28 weeks or more pregnant on the date of return travel. If in doubt, please check with the airline concerned and consult your doctor. Infants must be 6 weeks old or more to travel by air and must either sit on an adult's lap or occupy an infant seat. Please contact the airline you are travelling with for details of appropriate seats. Generally children aged 2 years or more must occupy a seat.



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25. Trip Notes

If we issue detailed trip notes for your booking these trip notes and all the information contained therein will be deemed to be part of the contract. Trip notes are available from our website or by e-mail from your travel manager. They contain up-to-date definitive information about the itinerary and travel arrangements. Should there be a discrepancy between the information in the brochure or website and the trip notes, the information in the trip notes supersedes that in the brochure or on the website and will be considered the most up-to-date and accurate.

26. Data Protection

We may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our holiday group companies. Please note that our websites will assume you to agree to e-communications when you make a booking. You will be given the opportunity on every e-communication we send you to indicate that you no longer wish to receive our direct marketing material. You may indicate your preference regarding receiving third party direct marketing material. If do not wish to receive such information or would like to change your preference, please see below.

You have the right to ask in writing by completing our Data Subject Access Request form for a copy of the information we hold about you (for which we may charge a fee) and to correct any inaccuracies in your information. You have the right to ask in writing not to receive direct marketing material about our products and services. If the following facilities are available, you can amend your previous preference on our website(s), using our "unsubscribe e-mail" or in literature which you subsequently return to us. Once properly notified by you, we will take steps to stop using your information in this way. If you would like a list of our group companies or brands, please send us your request. Our address is, Vamos Travel, Pure Offices, 54, Plato Close, Tachbrook Park, Leamington Spa, Warwickshire, CV34 6WE, England.

Please note that the prices, terms and conditions which are published on our website supercede those printed in any of our brochures.