

Booking Form



adventurecafe



UNIVERSITY OF
BATH

Booking Data: *Fill in for each participant*

Please complete this document clearly in **BLOCK**

Personal Details: booked date / /

Trip Details

Name (Title, First Name, Surname):

Trip Name:Bath University Mega Abseil Challenge.....

Trip Description:UK Single Day Challenge.....

Date of Birth:Sex:

Departure Date:4th March 2015.....

Profession:

Trip Price:£39.....

Address:

Other Particulars:

NB Your place on the trip will be secured on receipt of a deposit, and a completed booking form. The remainder of your payment should be received by 8 weeks before departure (for overseas trips) and 4 weeks before departure (for UK trips).

Mobile No. :

Telephone:

Nationality:

Email :

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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Acknowledgement:

I have read, I acknowledge, and accept the booking terms and conditions as set out in this set of Trip Notes.

I note that I should be of a good level of fitness, and if I am not, this may require my event leader to curtail my participation in the challenge.

I understand that this trip may be strenuous, and is adventurous by nature.

I also understand that, due to the nature of the event, last minute alterations to the itinerary may be necessary, but will be kept to a minimum.

Signature:

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Personal Details Continued:

Emergency Contact whilst away on Holiday:

Name:

.....

Relationship to you:

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Telephone Number(s):

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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 Short Break:

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www.adventure-cafe.com

Adventure Café Challenge - Adventure Booking Form



Standard Booking Conditions:

Payment Protection Policy cover:

In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with Adventure Cafe are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, 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. For further information please go to www.ipplondon.co.uk

This Insurance has been arranged by International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates.

The tour is offered and operated by Adventure Café Ltd. Our head office is at Adventure Café, Frogmary Green Farm, South Petherton, Somerset. TA13 5DJ.

1. 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%)
2. 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%)
3. 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.
4. 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
Less than 7 days pre departure—0% 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.

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

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, reschedule, 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. For overseas trips 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.