

Venture Forth International

CONDITIONS of BOOKING & PARTICIPATION

On booking you will receive tour/course itineraries, gear lists and additional information regarding your selected tour and/or course.

- **TOUR/COURSE ITINERARIES** are flexible and depend on conditions such as weather, road conditions, mechanical breakdown, accidents, political stability and others which could influence and change the planned running of the trip/course. Come prepared for travel in Africa! In cases where Venture Forth acts as a booking agent (such as Kilimanjaro Expeditions etc) we cannot accept liability for itinerary changes or errors made by the operators who we have booked on behalf of our clients. All proposed itineraries are only confirmed once a deposit has been received. Although every effort will be made to ensure itineraries are correct Venture Forth cannot accept responsibility for errors or omissions on itineraries.
- **WEATHER & CLIMATE CONDITIONS** can change without warning from extremely hot to freezing cold. Come prepared for all eventualities and have adequate sun protection.
- **PERSONAL GEAR & EFFECTS** are the responsibility of the participant and Venture Forth cannot be held liable for damage, loss or theft of such items.
- **TRAVEL DOCUMENTS** are the responsibility of the participant. Please insure that all passports, visas and vaccination certificates are in order before departure. Venture Forth accepts no responsibility for any participants being refused entry into any country for any reason.
- **PERSONAL HEALTH:** It is expected that tour and course participants are in good health at departure. During the tour/course you will often be far from medical facilities. It is your responsibility to inform your guide of any existing medical or health problems and you will be expected to complete a medical information form before departure.
- **INSURANCE:** Comprehensive travel insurance covering cancellation, curtailment, medical, emergency travel and personal accident is compulsory. It is the participant's responsibility to ensure that his/her insurance is adequate and fully covers their personal needs.
- **COMPLAINTS** during the tour/course should immediately be brought to the attention of the tour leader or guide in order to attempt to rectify the matter immediately. Complaints after the tour/course should be made in writing within 30 days after the end of the tour/course. No complaints will be investigated after that time. Venture Forth will not entertain complaints of "Loss of enjoyment" where full arrangements have been provided.
- **DRIVING DISTANCES & TIMES** on tours and courses are sometimes long as we try to show as many highlights as possible. Be prepared for long travel days.
- **ACCOMMODATION** before and after the tour/course can be arranged.

PAYMENT POLICY & PROCEDURE

- **DEPOSIT:** If a booking takes places more than 30 days before the tour/course a 50% non-refundable deposit is payable with booking.
- **BALANCE** of payment is due a minimum of 30 days before the start of the course/tour. If balance is not paid 30 days before the course/tour Venture Forth at own discretion and without notice may regard booking as cancelled and re-book the vacancy.

If booking less than 30 days in advance the full price is payable with booking.

CANCELLATION POLICY & PROCEDURE

- **CANCELLATION** can be made telephonically and confirmed in writing or just in writing.
- **POLICY:** If a cancellation is made more than 30 days in advance only the deposit will be forfeited. A cancellation made less than 30 days in advance will forfeit the full fare.
- **CANCELLATION BY VENTURE FORTH:** Should a tour/course be cancelled by Venture Forth before departure, the cost will either be fully refunded or a substitute tour/course offered. In the event of Venture Forth cancelling a tour we accept no responsibility for any additional costs incurred by the client related to the cancelled tour.

INDEMNITY & ACCEPTANCE of RISK

Participants on all tours/courses will be expected to sign an indemnity form and accept the risk involved in adventure activities and travelling. Should Venture Forth have to change a tour itinerary or curtail a tour for any reason Venture Forth will not be liable for any form of refund although everything will be done to make the tour happen using alternative arrangements or venues. In certain cases where Venture Forth is acting as a booking agent to secure the services of another operator on behalf of the client, Venture Forth cannot accept any liability for the services or itinerary of the other operator and all such bookings are done at the clients risk.

WITHDRAWAL OF TOUR OPERATOR

VENTURE FORTH has the right to withdraw from any tour/course at any time especially should the participant/s provide causes such as falling ill which could jeopardise the tour/course. **VENTURE FORTH** can cancel a tour/course after it has started and without prior notice should participant/s disturb the tour/course by unlawful, improper or unsuitable behaviour. In such cases no form of reimbursement will be considered.

NOTE: Unless a luxury tour has been specified all **VENTURE FORTH** tours and courses involve active participation and participants are expected to be an active team member sharing work and being part of the team effort.