



## Terms & Conditions – Reignition Trips

Reignition is a brand of Jo Chaffer, sole trader registered in the UK for tax, PII and PL insurances.

### **In case of trip cancellation**

#### **a) by the client:**

Up to eight weeks (56 days) before departure. The client is entitled to a full refund of the booking deposit, less £25 for administration charges.

55 to 28 days before departure. The client is entitled to a 30% refund of the booking deposit.

27 to 15 days before trip departure date. The deposit is non-refundable. 70% of the trip balance of payment shall be refunded to the client or clients can opt to transfer to similar trips. If cancelling, clients should claim from their insurance should the cancellation be for reasons covered by their policy.

14 to 0 days before trip departure date. There can be no refund on any of the trip payments. Jo will offer to transfer clients to similar trips or will advise clients to claim from their insurance should the cancellation be for reasons covered by their policy.

#### **b) by Jo Chaffer:**

Cancellation due to natural disaster, insecurity or 'Acts of God': Jo reserves the right to cancel the trip in full should we deem the country or trip area unsafe for clients to travel to / through. In such cases the 'cancellation by client' terms will be applied however we are prepared to negotiate with the client in such exceptional circumstances.

Cancellation due to Jo's injury, death or organisational failure: clients' monies are held in a protected account and will be returned in full.

Should the trip not meet the minimum Guaranteed To Run (GTR) number of clients Jo reserves the right to cancel that trip. The GTR minimum is clearly stated on the trip web pages. The latest point for cancellation is eight weeks (56 days) before the trip departure date. In such cases booking deposits can be returned in full or clients can transfer their deposit / place on to a forthcoming trip. Jo will manage this process.

Jo reserves the right to cancel a client's trip should the client not have supplied all necessary documentation and information at least two weeks (14 days) prior to the trip.

Jo reserves the right to cancel the client's trip at any point during the trip should it become evident that the client had withheld personal or medical information which may affect their ability to complete the trip and /or compromises the safety and well-being of the group, the staff or others on the trekking route.

Jo reserves the right to refuse the client's participation in the trek portion of the trip (anywhere outside Kathmandu valley) should the client not have adequate emergency rescue and medical insurance as stated on the web pages. Insurance that covers evacuation by helicopter, specifically in the Himalaya, is mandatory. Clients not having this level of cover will be refused.



### **Transfer of booking and amendment to bookings**

All client requests to make any significant changes to the trip booking or transfer to another trip, clients must be made to Jo in writing (e-mail). Changes/transfers incur fees as follows: USD100 plus any additional and unavoidable costs such as hotel fees, airline charges etc which will be passed directly to the client.

### **Fitness and health requirements - clients**

We recommend all participants take regular exercise before their trip. If you suffer from severe heart, chest, muscular or respiratory disorders, are a severe asthmatic or have high blood pressure we strongly advise seeking advice and guidance from a medical doctor. Similarly if you have been through or still have a chronic condition such as cancer, diabetes, immune system challenges etc or any significant mental illness please seek advice from a relevant specialist. Should your doctor/ specialist not deem you fit enough to undertake a trek we will refund your deposit in full.

### **Travel Insurance**

Your trip cost does not include travel or personal insurance. However we INSIST you have adequate travel insurance cover for the duration of the trip. Proof of cover must be sent to Jo before the trip start date.

### **Changes in trek/tour route or itinerary.**

It may be necessary due to weather, local transport or various other reasons to make changes to your itinerary/route. Jo reserves the right to do so - at the discretion of the group leader. No refunds will be considered on the basis of itinerary/route changes.

### **Postponement or delays**

We do not take any responsibility for any flight delays or schedule changes at any stage throughout the trip.

### **Airline responsibility**

The contract booking form is not issued on behalf of any airline and does not make any commitment on their behalf in the course of the trip.

### **Trip costs**

The quoted trip cost is accurate at time of booking and we do our utmost to maintain fair costs. However, some matters are beyond our control and we reserve the right to increase our total trip cost and pass this directly to the client up to the trip departure date. Costs may increase as a result of major currency fluctuations (more than 3.5%), increased fuel costs, airport charges, increased airfares or increased local operator charges.

**Client's Acknowledgement of reasonable risk**

I am aware that this trip, in addition to the usual dangers and risks inherent, has certain additional dangers and risks, some of which may include physical exertion for which I may not be prepared, weather conditions subject to sudden and unexpected change, remoteness from normal medical services, evacuation difficulties if I need evacuation. Jo Chaffer and staff will take all steps possible to mediate and mitigate risks to health, wellbeing and enjoyment however a degree of risk is inherent to the nature of the proposed adventure trip and the possibility of personal injury, death, property damage or loss there from cannot be completely removed.

I acknowledge that the enjoyment and excitement of adventure travel is derived in part from the inherent risks incurred by travel and activity beyond the accepted safety of life at home or work, and that these inherent risks contribute to such enjoyment and excitement and are part of my reason for my participation.

I agree that if I suffer any injury or illness **Jo Chaffer** may, at my cost, arrange medical treatment and emergency evacuation services as they deem essential for my safety.

I confirm that I am over the age of 18 years and that I have read and understood the terms and conditions of this contract and this agreement prior to signing it and I agree that this agreement will be binding upon my heirs, next of kin, executors, administrators and successors.