



BOOKING FORM

- Please complete this booking form in clear capitals for each person booking on the expedition
- Please include a recent passport sized photo of each traveller when returning this booking form
- If you require information regarding flights or pre and post expedition accommodation please contact our office on 0845 0047 801
- Signing this booking form indicates that you have read the terms and conditions overleaf and agree to abide by them, and that you understand what is involved in participating in your chosen trip
- Once we have received your completed booking form and deposit we will confirm your place on the expedition and send you the joining instructions and all other information
- We require a non-refundable deposit of £300 / US\$600 / €450 (polar expeditions £400 / US\$750 / €600). Cheques should be made payable to Pioneer Expeditions Worldwide Limited. When travel is within 60 days of booking, the full expedition cost is required. Your final invoice will be sent to you nine weeks before departure.
- Balance of payment is due no later than 56 days prior to departure
- If you wish to book flights with Pioneer Expeditions, all flight costs will be payable at time of booking.
- If booking for more than one person, please indicate whether you wish to share a room & if twin/double preferred
- Please return your completed booking form, your deposit cheque and your recent photo(s) to: Pioneer Expeditions, The Well House, Chydyok Road, East Chaldon, Dorset. DT2 8DN. UK.

YOUR TRIP TITLE:		DEPARTURE DATE:
FULL NAME(S) <i>(as printed on your passports)</i>	Mr/Mrs/Ms	Mr/Mrs/Ms
CONTACT DETAILS Address		
Postcode		
Daytime tel:		
Evening tel:		
Email address:		
Occupation:		
Nationality:		
Date of birth:		
Passport number:		
Date and place of issue:		
Expiry date:		
EMERGENCY CONTACT Name:		
Daytime tel:		
Evening tel:		
Relationship to you:		
PERSONAL DETAILS Vegetarian or other special dietary needs:		
Please declare any medical needs and/or allergies <i>(use separate sheet where necessary)</i>		
Insurance company / policy number <i>(please attach details)</i>		
Please tell us how you heard about Pioneer Expeditions		
DECLARATION: <i>Signing this booking form indicates you have read the terms and conditions overleaf and agree to abide by them, and that you understand what is involved in participating in your chosen trip</i>	Signed: Date:	Signed: Date:

TERMS AND CONDITIONS

Pioneer Expeditions accepts bookings subject to the following conditions. Please read them carefully and retain for your records.

INCLUDED IN THE PRICE

The accompaniment of English speaking guides. Accommodation as specified in the itinerary (based on two or more sharing). Meals (breakfast, lunch and dinner) as stipulated in the itinerary. Surface transportation. Park and museum entrance fees. Airport transfers. Activities specified in the itineraries.

EXCLUDED FROM THE PRICE

International flights, unless booked alongside expedition. Travel insurance. Passport, visa and vaccination charges. Departure taxes. Private excursions and extra optional activities. Alcoholic drinks. Laundry. Telephone calls and anything else of a personal nature. Supplements that may be incurred if you require single accommodation or have special dietary requirements.

BOOKING CONDITIONS

The contract: The contract is between Pioneer Expeditions Worldwide Ltd (Pioneer Expeditions) and you, the Client. "The Client" means every person whose name appears on the booking form. The person signing the booking form warrants that he or she has the authority of all the other named persons to contract on their behalf. It is agreed that the contract between Pioneer Expeditions and the client shall be governed by and subject to the conditions. No person other than a director of Pioneer Expeditions has the authority to waive, vary or modify these conditions.

To secure your booking: We require a completed booking form with the necessary deposit before we can proceed. No contract shall exist until Pioneer Expeditions has issued a written confirmation of the booking to you, the Client.

Payment for your holiday: We hold a deposit of £300 per person (£400 for polar expeditions), towards the full cost of your holiday with Pioneer Expeditions. At that point we will issue you with an invoice which includes balance due date. We must receive the full cost not less than 56 days (eight weeks) before the departure date. In the case of holidays booked within 56 days of the departure date, we must receive the full cost within 7 working days of our sending written confirmation and invoice, or such shorter time as we may specify. In the case of non-payment of the balance by the due date, we reserve the right to cancel your booking and retain your deposit, as well as any air cancellation charges

Flights, insurance: Please advise us at time of booking if you would like us to book your international flights. If we book your flights your whole trip will be covered under the ATOL scheme (ATOL no. 10113). Once we have confirmed that your trip has a guaranteed departure date we advise you to book your flights as early as possible. Travel insurance is mandatory for all clients whilst on an expedition organised by the company. Clients are wholly responsible for arranging their own insurance. If no insurance is purchased by the client before the start of the trip, the client will purchase insurance through Pioneer Expeditions. Clients together with their personal property including baggage are at all times solely at their own risk. Clients are responsible for ensuring that they are in possession of private travel insurance with protection for the whole duration of the tour in respect of at least medical expenses, injury, death, repatriation, cancellation or curtailment, legal expenses with adequate cover. Clients should ensure there are no exclusion clauses limiting protection for the types of activities included in the tour. Please contact us if you require more information on appropriate insurance companies.

Passports and visas: We can offer assistance and advice in obtaining visas, but we cannot be responsible if you or members of your party are not granted a visa or are refused entry into the country. You must have a full passport valid for at least six months after the date of your return with at least two blank pages. We will not accept responsibility or refund money in cases where you are unable to travel because of an invalid or mislaid visa or passport.

Your financial protection:

For trip only packages: Travel Organiser Failure Cover: In compliance with the UK Package Holidays and Package Tours Regulations 1992 a trust account has been arranged with Lloyds TSB bank plc to protect the monies paid in respect of the travel arrangements offered by Pioneer Expeditions Worldwide and to cater, where necessary (and subject to the terms of the insurance policy), for a refund of such monies in the

unlikely event of our financial failure.

For flight inclusive packages Pioneer Expeditions holds an ATOL License 10113 under our corporate name: Pioneer Expeditions Worldwide Ltd. Full details of ATOL protection can be found on our website or by contacting us directly.



Health and safety: You should familiarise yourself before departure with the precautions recommended by the authorities. Full information about health and safety precautions is available from the Foreign and Commonwealth Office (FCO) call 0845 850 2829 or visit www.fco.gov.uk.

Riding: There are inherent risks involved with riding horses, camels, yaks, elephants, zebra etc. We may require you to sign a separate form accepting personal liability for riding activities.

Fitness, illness or disability: If you have any medical condition or disability which may affect your holiday, you must advise us in writing at the time of booking giving full details. Persons over sixty years of age may be asked to provide medical evidence of fitness to travel on certain itineraries. If we feel unable to properly accommodate your particular needs, we must reserve the right to decline/cancel your booking.

Force majeure: We regret we cannot accept any liability, or pay any compensation, where the performance or prompt performance of our contractual obligations is prevented, or affected, by "force majeure". In these booking conditions "force majeure" means any event which we or our agents overseas could not, even with all due care, foresee or avoid. Such circumstances may include war, threat of war, civil strife, industrial dispute, flight cancellations, terrorist activity, natural or nuclear disaster, fire, sickness, quarantine, adverse weather conditions and all similar events outside our control.

Liability: Pioneer Expeditions Worldwide promises to ensure that all parts of the holiday agreed within the contract are provided at a high standard and in accordance with the contract. Please understand that there are certain hazards involved when travelling, which you must accept at your own risk. The company will not be liable for any illness, injury or death sustained whilst travelling with Pioneer Expeditions, except due to our negligence, nor will it be liable for any uninsured losses of your property.

Price and brochure accuracy: Please note that the itineraries and prices of our tours are open to change. Whilst every effort is taken to ensure the accuracy of published materials, changes may be necessary. Some expeditions operate in developing countries that are making great efforts to improve their facilities for its people and visitors. But despite this, even with detailed planning, a degree of patience and flexibility is required in order to deal with the unexpected. The itineraries that we put forward should be seen as statements of intent rather than as contractual obligations. We cannot be held responsible for the results of inaccuracies, changes or delays. These booking conditions are also subject to change.

If we cancel your holiday: Occasionally, we may have to cancel a booking. We shall cancel a trip no less than 28 days before the start date. If we cancel, we will offer an alternative holiday or refund all monies paid by you, but we shall be under no further obligation. Please

BOOKING PROCESS

Please ensure that you have read the expedition dossier thoroughly before making your booking. You can request the dossier by contacting us.

1. CHECK THE AVAILABILITY of your chosen holiday and reserve a place by telephoning +44 (0)845 0047 801 or emailing info@pioneerexpeditions.com. We can hold you a provisional place for seven days while you make your final decision. At this stage we can check availability of flights. Visas are required for some expedition destinations, please contact us for more information.

2. BOOK YOUR HOLIDAY - Complete and sign the booking form and send it to us with a cheque for the deposit (£300 per person, £400 for polar expeditions). We shall then send you written confirmation of your booking.

3. PAY FOR YOUR HOLIDAY - At time of booking you will be issued with an invoice which includes a balance settlement date. We need to receive payment not less than 56 days before you leave.

note that each trip requires a minimum number of participants to run.

If you cancel your holiday: If you cancel after we send you the written confirmation and invoice, or if you fail to pay the full cost of the holiday within the specified time, you will be liable to pay cancellation charges. These are calculated according to the date when we receive written notification of cancellation or the date upon which your cancellation is treated as occurring because of non-payment. The charges are based upon a proportion of the total cost of the holiday, as on our invoice, as follows:

Number of days before departure when we receive your cancellation	Charge as percentage of your holiday price
More than 71 days	Loss of deposit plus any air cancellation charges
Between 70 and 56 days	40% of invoice plus any air cancellation charges
Between 56 and 14 days	90% of invoice plus all flight and permit cancellation costs
Less than 14 days	100% of invoice

If we change your holiday: Pioneer Expeditions reserves the right at any time to make changes to your holiday arrangements (including accommodation, transport or services.) Such changes are often minor, but if not, we will advise you as soon as possible.

Client delays: If clients are delayed at the outward point of departure they should inform Pioneer as soon as possible. Our responsibility does not commence until the joining point as stated in the joining instructions, that said we will endeavour to assist clients as much as possible. If prior arrangements have been made Pioneer will organise airport transfers to the stated joining.

Baggage: We cannot be responsible for loss of or damage to baggage, personal effects, money or documents, except in so far as such liability may arise under our duty as carriers. You will be informed if there are baggage restrictions on your expedition.

Special requests: At the time of booking, please let us know if you would prefer single accommodation or if you have any dietary or health requirements. We will let you know if there is a surcharge. We endeavour to meet all individuals' specific needs but we can only accept bookings on the understanding that there will be occasions when single accommodation is unavailable. Smoking is not permitted in the vehicles or in shared accommodation.

Restrictions on participation: We reserve the right to remove from the tour any person unable or unwilling to conduct themselves in a manner compatible with the satisfactory operation of the holiday. In this event we will make no refund, nor be liable to pay any compensation, and any additional travel costs involved in returning home are your own responsibility.

Complaints and feedback: It is of the utmost importance to us that you have an enjoyable experience. We are very keen to receive feedback from our clients both during and after the journeys. If you have a complaint about any part of your arrangements, please let us know at the first opportunity, so that immediate amendments can be put into place. All complaints should be received within 14 days of the trip and will be taken very seriously. Written notifications of complaints to: Pioneer Expeditions Worldwide, The Well House, Chydyok Road, East Chaldon, Dorset, DT2 8DN UK. T: +44 (0)845 0047 801 E: info@pioneerexpeditions.com