



Terms & 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 local guides (in some countries English may be a 3rd language). 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, where indicated. 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. Anything not listed under inclusions, 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.

PASSPORTS & 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.

INSURANCE

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, emergency 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.

BOOKING CONDITIONS

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(s). 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 waiver, 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 £400 per person 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.



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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 Coutts Bank to protect the monies paid in respect of the travel arrangements offered by Pioneer Expeditions 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.

Pioneer Expeditions holds a TTA License Q4798 under our corporate name: Pioneer Expeditions Worldwide Ltd. When you make a booking, you will be supplied with a guarantee certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

“Every Travel Trust Association member deposits your money into the Trust Account. A Trust Account is a bank account designated to hold the customer's money. Your money remains in the Trust Account and is supervised by an appointed trustee who is either a banker, chartered or certified accountant or a solicitor. Both the Travel Trust Association members and the trustee are required to authorise payments from the trust account. In addition to being held in trust, you also have a financial guarantee from the Travel Trust Association. TTA will guarantee the financial obligation of its members up to a maximum any one passenger of £11,000. So if you paid £2,000 we guarantee we will reimburse the loss of the £2,000, where it is not available for you from the Trust Account. Therefore, the Trust Account plus the guarantee will ensure that all the money which you have paid is safely protected and available to reimburse the money paid. When you make a booking, you will be supplied with a guarantee certificate – you can see the terms of our guarantee on our [website www.traveltrust.co.uk/guarantee](http://www.traveltrust.co.uk/guarantee).

Should the TTA member become insolvent, in most instances your money will still be held within the TTA member's Trust Account by the designated Trustee, and available to pay for your holiday. If because of fraud or dishonesty the money is not there, then the guarantee is available to reimburse your loss. In some cases your holiday may continue as the providers or suppliers have already been paid. Where you have only paid a deposit and still have an outstanding balance, your holiday may be unaffected and by paying the balance your holiday will continue as planned. Where possible, attempts will be made to ensure that you can carry on with your original holiday arrangements.”

Pioneer Expeditions holds an ATOL License T7610 under our corporate name: Pioneer Expeditions Worldwide Ltd. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

“We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.”



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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.

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 note that

- Some trips take place in countries where we have little control over the quality of internal travel and accommodation arrangements, which may vary in quality and the degree of comfort provided and may also differ from their description given by us in good faith in our brochures, leaflets and website.
- In most countries we operate in Local Airlines do not meet European air safety standards and therefore there is a higher level of risk when compared to international flights. If you would like to know which local airlines we use then please contact us for further information.
- It may be necessary for reasons beyond our control to amend advertised arrangements both before leaving the UK and once the trip has begun. 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 given for each trip must therefore be seen as an indication of intent and not as a contractual obligation on our part. No refunds will be given if changes for such reasons occur. These booking conditions are also subject to change.
- It is understood that if you decide voluntarily to leave an expedition, Pioneer has no responsibility for your safety or well being or for any consequential expenses.
- Please understand that there are certain hazards involved when travelling, which you must accept at your own risk. Snorkelling/Swimming, Diving, Trekking, Climbing, Kayaking, Rafting, Horse-riding and Mountaineering are inherently dangerous activities. It is possible to be killed, injured, incapacitated and experience pain, illness and suffering. There is no way of predicting all of the hazards you will face. Whilst Pioneer and our local partners will take reasonable precautions to minimise the risks, there is no way Pioneer or our partners can guarantee your safety on an expedition 100%. For all our river or sea trips, clients have to be able to swim. These activities are at your own risks.
- Often areas of our expeditions are remote with little or no medical support. Therefore, delays to get medical assistance are to be expected and can go up to more than 24 hours. In some remote areas self-rescue is the only option. Your guide may need to begin first aid appropriate to the remoteness of the area and the nature of your ailments.
- Whilst we and our partners will take all reasonable precautions to maintain your safety, you are also responsible for yourself and must act in a responsible and safe manner that will not endanger yourself or others in your party.



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- We operate in areas where there are dangers to life from wild animals such as crocodiles, tigers, lions, snakes and elephants. You agree to act responsibly and if in any doubt take the guidance of your guide or group leader.
- By completing your booking form you certify that you have read and understand these risks and that they are acceptable to you. Pioneer or our partners will not accept your participation on an expedition if you do not have suitable or sufficient travel insurance to cover such events as illness, remote area evacuation etc.
- We are not responsible for any medical, hospital, doctor, rescue, evacuation or associated transportation costs. We will where possible assist you with any emergency logistics in the event of problems. 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.

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. If you are concerned about your fitness or medical condition and ability to undertake the trip, it is your responsibility to seek medical advice as to whether you should participate. If we feel unable to properly accommodate your particular needs, we reserve the right to decline/cancel your booking.

PERSONAL SAFETY

Regarding hotel rooms, you should contact your guide if you have any concerns about electrical points in the room. All travellers need to be familiar with evacuation routes of the hotel. For personal safety in general, your guide will help inform you about what is safe. When you are not with guide (e.g. on the beach), Pioneer Expeditions recommend not to go out at night and to ask the hotel for specific safety considerations.

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.

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.

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.



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PRICE

Please note that the prices of our tours are open to change up until the date of departure (for example internal airfare increases and taxes, or significant fluctuations in exchange rates which are completely out of our control and must be passed on to you the client). Pioneer will use its best endeavours to mitigate short-term currency risks through hedging, and protect you from the first 5% of any adverse movement. Beyond that level we reserve the right to pass on the difference in cost. If you wish to mitigate the risk completely then contact Pioneer Expeditions regarding a solution.

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.

GENERAL INFORMATION

We give advice and information on matters such as health, vaccinations, visas, currency, local conditions, climate, equipment, clothing and other matters in good faith and cannot be held responsible for such advice and information. You accept responsibility for all these matters and particularly for obtaining the necessary visas and advice from your own doctor on all health matters.

CANCELLATION

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 note that each trip requires a minimum number of participants to run, however you will be informed of this upon booking.

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	Charged from the date we receive your cancellation
More than 71 days	Loss of deposit plus any air / hotel cancellation charges
Between 70 and 56 days	40% of invoice plus any air / hotel cancellation charges
Less than 56 days	100% of invoice

N.B. – as part of Pioneers terms and conditions you are required to have insurance which should cover any cancellation costs for medical reasons.

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



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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 in the country 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.

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 in writing within 14 days of the trip and will be taken very seriously. Written notifications of complaints to:

Pioneer Expeditions Worldwide Ltd, Suite 4 Minster Chambers, 43 High St, Wimborne, Dorset, BH21 1HR, UK.

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