

OCEANUS: BOOKING FORM



Destination	Start date
--------------------	-------------------

Your name*	Date of birth
Address and postcode	Nationality
	Passport No.
Phone No.	Mobile No.
Email	

* Please give your name as it appears in your passport. This information is used for flight tickets, so discrepancies may cause problems.

Others in your party [§]	Passport No.	Nationality

§ Please see notes on names and insurance above.

No. of deposits	
Amount per deposit (25% of cost)	
TOTAL DEPOSITS	Please make your cheque payable to Oceanus Ltd.

Special requirements (eg dietary or medical)

Continued overleaf

OCEANUS: BOOKING CONDITIONS

Please read these conditions carefully. By signing this form, you are stating that you have read them and agree that they apply to you and anyone else on whose behalf you are booking a holiday with us.

Introduction Most of our guests enjoy themselves (about 85-90% have travelled with us before). And we will do everything we can to make your trip a success. However our trips are not for people seeking unbounded luxury. We do our best to travel in some comfort and style. But standards in other parts of the world are not the same as in the UK, and an understanding and tolerance of local conditions is necessary. In many countries, for example, the comparative luxury of a vegetarian or vegan diet is unusual. Vegetarian menus are always available but they may be limited.

Our Arctic trips are more adventures than holidays and you might encounter cold or stormy weather. You should be fully aware of this before booking. If you have any concerns, please do let us know. We are always happy to answer whatever queries you might have.

Booking and payment A booking will be made on receipt of a properly completed booking form together with a deposit of 25%. You will receive an acknowledgement of this. The balance of the cost of the holiday must be paid not later than 10 weeks before the trip starts. If you book your holiday less than 10 weeks before it starts, full payment will be due at the time of booking.

Once we have received your full payment, you will be sent full joining details and any further information required. Airline tickets are usually distributed when we receive them.

If you fail to pay the full cost of your holiday within the specified time, we reserve the right to treat the booking as cancelled, in which case your deposit will be forfeit.

Consumer protection The flights we offer are ATOL Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 6157. In the unlikely event of our insolvency, the CAA will ensure you are not stranded abroad and will arrange to refund any money you have paid us for an advance booking. For more information, visit the ATOL website at www.atol.org.uk.

Other aspects of our holidays are similarly protected by a separate insurance bond.

Price We do our very best to provide our holidays at the price quoted. But in exceptional circumstances – for example, if an airline significantly increases the price of its tickets – we reserve the right to pass an increase on to our guests. If this happens, we will explain to you exactly why the increased charge is necessary.

Insurance You should take out appropriate travel insurance before travelling with us. You should be aware that much travel insurance only offers single item cover up to about £300. As this offers no real recompense for expensive articles such as camcorders and cameras, it is advisable to check your household policy for contents away from home, which often does cover these items.

Cancellation We cannot refund your deposit if you cancel your holiday. (If you have a genuine reason for cancellation then your insurance should cover you.) If you cancel less than 10 weeks before departure, you will be required to pay the full outstanding balance, if you have

not already done so.

We reserve the right to cancel your trip. If this happens, we will offer you the choice of a refund or a place on another trip, if available.

Itineraries As noted above, it may sometimes be necessary to change our plans, particularly because of bad weather. If changes have to be made, every effort will be made to ensure that your holiday is as close to the original plan as possible. This will be done in discussion with you, although we reserve the right to make the final decision.

You should note that we cannot accept liability for any loss or delay caused by events outside our control. In particular, if the weather (or any force majeure, including war, terrorist activity, strikes, acts of God etc) delays a flight so that your connecting flight or flights are missed, any additional costs are your personal liability. We must emphasise that this is not a likely scenario, but it is a possibility – especially in the Arctic, where bad weather can disrupt travel.

Unfortunately, too, it is a fact of life that airlines are able quite legally to change their schedules at will. Their only obligation is to get you to the destination on your ticket. We cannot accept liability for any delays (or costs relating to such delays) or any consequent curtailment of your trip that may arise from such an action on the part of an airline.

Documents and inoculations

It is your responsibility to make sure that you have a valid passport and any visas that you may need to travel, and that you are appropriately inoculated. We cannot be held responsible if you are not allowed to enter or leave a country, or if you

contract an illness while travelling with us.

Your health and fitness You must tell us about any disability, medical or behavioural problem that might affect you or any other member of your party during your trip. Please use the Special requirements part of the booking form for this.

We make every effort to ensure the safety, health and comfort of all our guests, but activities such as sailing, swimming or travelling in remote areas have inherent hazards and risks, and in signing this form you are acknowledging this – for yourself and on behalf of your party – and accepting your personal responsibility for your own safety.

Flights All flights are booked as standard class. If you want to upgrade, you need to let us know when you make your booking.

While travelling with an airline you are of course bound by their conditions of carriage, as well as our booking conditions.

Accommodation We assume that people travelling on their own are prepared to share accommodation. In practice this usually means twin rooms in hotels and occasionally more in a tent or on a boat. We always try to arrange for single travellers to share with someone of the same sex, but we cannot guarantee this. Please let us know when booking if you want a single room/cabin/tent – there will, of course, be a surcharge for this.

The conduct of your trip By travelling with us you agree to accept the authority and decisions of our tour leader and any other employees or agents of Oceanus. Please note that if in the judgement of such a person

your health or behaviour is likely to endanger the safety or enjoyability of the holiday – whether for you or for other guests – you may be excluded from some or all of the rest of the holiday, and any additional costs related to that exclusion shall be borne by you. In the case of ill health, we have the right to make appropriate arrangements for your treatment – in consultation with you, of course, where that is possible – and to recover any resulting costs from you or your insurers.

At all times our employees or agents shall have the right to determine the operation of your trip and to change individual aspects of it (as noted above, this may include modifying its itinerary). We shall have no liability to recompense you for any such changes.

Wildlife We have an excellent record of achieving close encounters with a wide variety of wildlife, from blue whales to hummingbirds. But nature is not predictable, and we cannot guarantee sightings of animals.

The law Claims against us concerning liability or compensation shall fall exclusively within the jurisdiction of the English courts.

We believe these booking conditions are fair and reasonable, but nothing contained in them adversely affects your rights under the Unfair Contract Terms Act 1977.

Nothing in this agreement excludes or limits in any way our liability for death or personal injury caused by our negligence or the negligence of our employees or agents while acting in the course of their employment by us.

Declaration

I certify that the information given on this form is true and agree to notify Oceanus Ltd immediately if any of it changes. I agree on behalf of all persons listed on this form to accept the booking conditions and hereby make the booking subject to these conditions.

Signed

Date