

TERMS & CONDITIONS OF THE SUMATRAN ORANGUTAN SOCIETY

1. Booking

All participants must complete and sign a Booking Form and copy of these Terms & Conditions, and send these to us with the deposit of £200. In the case of bookings made less than one month before departure we require payment in full. The person who signs the Booking Form (the participant) accepts responsibility for all payments and/or sponsorship due in relation to the trip. When we accept your booking we will send you confirmation. If we cannot accept the booking, any money paid will be promptly refunded. All participants must agree to our Terms & Conditions. You must be at least 18 years old to make a booking with us. We may require participants to complete a Medical Questionnaire.

2. Payment

We hold your deposit towards the full cost of the trip. The remaining balance must be received no later than four weeks prior to departure. If you do not pay the full cost within the time specified we reserve the right to treat this as a cancellation.

3. Surcharges

We reserve the right to notify you of any increase in the advertised price before accepting your booking. When quoting the cost of your trip, we do our best to give an accurate price based on current exchange rates. However, your booking is not protected against exchange rate fluctuations until you have paid your deposit. Once we have received your deposit and your booking is confirmed, no price increases (or reductions) will be made if exchange rates fluctuate.

4. Cancellation by us

Occasionally we do have to cancel bookings and we reserve the right to cancel at any time. If this occurs we will offer you the choice of an alternative trip or departure date (if available), or a refund of all monies paid.

5. Own Arrangements

We cannot be held liable or responsible for any elements of your trip which are considered "own arrangements" and that are not included in our arrangements. We recommend that sufficient insurance be therefore obtained.

6. Variation by us

We do our best to provide what you book but this type of trip carries a risk that accommodation, schedules, itineraries, and other parts of the trip will be subject to alterations beyond our control and occurring at short notice. You must accept that changes occur although we shall do our best not to make any major change to your trip.

7. Visas and documents

You must ensure that all members of your party are in possession of a valid passport and visa and that, where applicable, all inoculations have been carried out and that health certificates are available. Please consult your doctor at least 6 weeks in advance of departure. Your passport must be valid for at least six months following your arrival in Indonesia.

We will offer assistance and advice in obtaining visas and permission to enter countries but we cannot in any circumstances be responsible if you or members of your group are not granted a visa or permitted entry into any country. If such refusal occurs before departure, to persons who have paid in full, and submitted all relevant documentation, correctly compiled, by the due date and more than 60 days before departure we shall refund all monies paid.

8. Health and medical

Should you have had, or have, any adverse medical conditions (including broken bones) we may require written confirmation from your GP that you are fully fit and able to take part in the trip. Please note that we reserve the right to refuse anyone taking part in our trip should we have concerns about their ability to complete the programme.

9. Guides and wildlife

We reserve the right to substitute any named guide, or other escort with an alternative qualified person. Although our itinerary is designed to enable our clients to obtain excellent opportunities to see wildlife it is not possible to guarantee sightings.

10. Trip participation

It is a condition of participation in our trips that you agree to accept the authority and decisions of our employees, expedition guides and agents whilst on a trip with us. If in the opinion of such a person the health or conduct of a client at any time, before or after departure, appears likely to endanger the safe, comfortable or happy progress of a trip, the client may be excluded from all or part of the trip, and any additional costs will be the responsibility of that client. In the case of ill health we may make such arrangements as we see fit and recover any resulting costs from the client.

11. Our responsibility

We contract accommodation and other arrangements through suppliers who we have taken reasonable care to ensure are reputable, safe and efficient businesses. We will monitor and control the performance of our suppliers and judge their performance against the standards and customs in the country where the services are provided.

12. Baggage

No liability is accepted for high value items, which should be insured for the appropriate amount. Please take care of your baggage, money, passport and personal belongings whilst travelling.

13. Insurance

A condition of booking with us is that you have adequate insurance for your trip. The cost of medical and other treatment overseas can be high, and if no insurance is taken, we will not be able to assist in meeting those costs.

I hereby confirm that I have read and agree to the Terms & Conditions:

NAME:

SIGNED:

DATE: