1. To make a booking you must complete an application form and pay a deposit for your selected project travel arrangements. We will then invoice you for the remainder of the project cost. We then require a further payment of £250 upon receipt of invoice and the balance of your project contribution cost must be paid in full not later than 8 weeks before departure. If you book less than 8 weeks before departure, full project contribution payment must be made on booking. The booking is not accepted and no contract exists until the date shown on the confirmation issued by the company. Notification of cancellation must be made to the company in writing.
2. Bookings made over the telephone more than 8 weeks before departure will not be deemed accepted until we have received a completed application form in our office and we have issued a confirmation. If a completed application form is not received within 10 days of the booking being made over the telephone, the booking will be deemed cancelled, the deposit will be forfeit and the place will be released for resale.
3. If you cancel your booking before departure, we will not refund your deposit. If you cancel your booking after you have paid in full, the following cancellation charges will be made:
	* between 43 and 56 days before departure: 40% of the trip cost
	* between 29 and 42 days before departure: 60% of the trip cost
	* between 15 and 28 days before departure: 80% of the trip cost
	* 14 days or less before departure (or fail to join the trip): 100% of the cost

These dates refer to our receiving written notification of your cancellation. If you are prevented from travelling on the project trip you booked by genuine circumstances (e.g. insurable risks or other circumstances beyond your control), you may transfer your booking to another person providing they meet all the requirements relating to that trip and we obtain satisfactory references. You must provide proof of why you are unable to travel at the time you transfer your booking. A transfer fee of £50 will be payable, or £100 if the transfer is less than 4 weeks before departure and additional costs such as permit fees may also be payable. Bookings may not be transferred to another person in any other circumstances. In the event you are transferring your booking to another person, you are jointly and severally liable for payment of the trip price and other associated expenses.

1. If you do not pay the balance of your project contribution cost within 8 weeks of departure, your booking will be terminated and you will loose your deposit.
2. Before booking and not less than 30 days prior to departure (or for whatever period may from time to time be dictated by the government) the project contribution costs featured may change. We reserve the right to impose surcharges once you have booked, but no surcharges will be imposed within 30 days of departure (or within whatever period the government may from time to time deem) and any downward revision in the price will be refunded to you. Surcharges will only be imposed for variations in:
	* 1. transport costs, including the cost of fuel.
		2. dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airport; or
		3. the exchange rates applied to the booking.

Project contribution increases and surcharges will be calculated according to the full extra cost compared to the costs and exchange rates. In any event we shall absorb the first 2% of any such surcharge (or whatever percentage the government may from time to time dictate). Any increase to the project contribution cost which exceeds 10% of the total trip cost will entitle you to the options outlined in clause 5b below. Project contribution cost increases and surcharges will be calculated according to the costs which obtained when the brochures were produced.

**5b** If this means that you have to pay an increase of more than 10% of the price of your travel arrangements (excluding amendments charges), you will have the option of accepting a change to another elective if we are able to offer one (if this is of equivalent or higher quality, you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of monies paid, except for any amendment charges and cancellation charges already incurred. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

1. A general indication is provided here of the itinerary for each trip, the type of accommodation used, what is included in the project contribution costs, passport and visa requirements, and health formalities. Changes in all of these items may be made at any time and we will notify you of any changes that we become aware of as soon as we are reasonably able to do so.
2. Any information or advice provided by the company on matters such as permits, visas, vaccinations, climate, clothing, baggage, special equipment etc. is given in good faith but without responsibility on the part of the company, and the participant accepts responsibility for obtaining any necessary visas and travel documents required for the project.
3. If any significant changes to the project have to be made before departure, we undertake to inform you and you are entitled to the options detailed in clause 6 above. A ‘significant change is a change of more than 24 hours in departure or return timings or other such changes to itineraries and services that would reasonably be considered significant.
4. Your booking is accepted on the understanding that you realise the hazards involved in this kind of project expedition including injury, disease, loss or damage to property, inconvenience and discomfort. The whole philosophy of this type of travel is one which allows alternatives and a substantial degree of on-trip flexibility. The outline itineraries given for each project trip must therefore be taken as an indication of what each trip should accomplish, and not as a contractual obligation on the part of Act4Africa. Local political, flight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances may cause changes in itinerary.
5. It is a fundamental condition of joining any Act4Africa project expedition that you accept this flexibility, and acknowledge that delays and alterations and their results, such as inconvenience, discomfort or disappointment are possible: we will always endeavour to provide suitable alternative arrangements. If it is impossible to make alternative arrangements or if a participant is unable, or does not choose for good reason, to complete an itinerary outlined for an expedition, the company is not liable to supply alternative itineraries, excursions, accommodations, services or staff for the period when the client is not present with the group, but in these circumstances we will arrange transport back to your point of arrival in Africa if you wish.
6. On an adventurous expedition, it is necessary that you abide by the authority of the leader, who represents the company. Completing our booking form signifies your agreement to this and if you commit any illegal act when on the project or if in the reasonable opinion of the leader your behaviour is causing or likely to cause danger, distress or annoyance to others we may terminate your travel arrangements without any liability on our part. If you are affected by any condition, medical or otherwise, that might affect your or other people’s enjoyment of the project trip, you must advise us at the time of booking.
7. Disclosure of important information – Act4Africa and its staff reserve the right to terminate a placement without recourse if it comes to light that the participant failed to provide or provided inaccurate/incomplete booking information, particularly with reference to medical conditions and current medications.
8. Before you come on the trip you must obtain insurance for yourself that will include adequate cover for medical expenses and the cost of repatriation should you become too ill to continue, including helicopter rescue and air ambulance. You must forward proof of your insurance cover to our office as soon as possible and note that if you join an expedition without adequate insurance cover you may not be permitted to continue.
9. Our responsibility does not commence until the appointed start date and time of trip, we shall not be responsible for any additional expenses incurred by you to meet up with the group. Most Act4Africa expeditions are based on meeting at a central location (airport) in destination country.
10. If you have any complaint about the project trip, you must make it known at the earliest opportunity to the leader and/or local representative who will normally be able to take appropriate action. If you are not satisfied with their response and you feel your enjoyment of the project trip is likely to be significantly affected, you should notify our head office in Manchester and we will do our best to resolve the problem. If at the end of the project trip, you feel your complaint has not been properly dealt with, we shall try and agree a settlement with you, but you must first notify us of your complaint in writing within 30 days of your scheduled date of return.
11. We are responsible to you for the proper performance of our obligations under the contract irrespective of whether those obligations are provided directly by us or by third party service providers engaged by us acting within the proper course of their employment. We are liable to you for any damage caused to you by our failure to perform the contract or by our improper performance of the contract, unless that failure is:
	* 1. attributed to you
		2. attributed to a third party unconnected with the provision of the services and are unforeseeable or unavoidable;
		3. due to unusual or unforeseeable circumstances beyond our control and could not have been avoided even if all due care had been taken;
		4. due to an event which even with all due care we could not foresee or forestall
12. By completing our Booking Form you acknowledge that the company has taken all reasonable steps to safeguard its liability against any possible risk that may occur. Except in instances of personal injury or death where the company is found to be liable for damages in respect of its failure to carry out the contract, the maximum amount of such damages, compensation and loss of enjoyment will normally, but not necessarily, be limited to three times the basic project expedition cost shown on the invoice. Where the damages relate to the provision of transport by air, sea or rail, or hotel accommodation, any compensation payable will be further limited by the EU Charter of Passengers Rights, the Warsaw Convention as amended by the Hague Protocol (air), the Athens convention on 1974 (sea), the Berne Convention 1961 (rail) and the Paris Convention 1962 (hotel accommodation 1962 (hotel accommodation), or any such statute or regulation as may from time to time amend or supersede any of the above. Copies of the conditions of carriage and any conventions which may apply are available on request. Any independent arrangements that you make which are not part of the project expedition are entirely at your own risk. You must comply with the conditions of carriage applied by land, sea and air carriers. The provisions of the Warsaw Convention1929 (as amended) concerning the carriage of passengers and their luggage by air, and the airlines’ conditions of carriage, may apply to you and your party during flight, and during boarding and disembarkation. These provisions and conditions may limit or exclude liability for death or personal injury, or loss or damage to luggage, and may make special provisions for valuables. We will supply a copy of the conditions of carriage applicable to your trip and of the Warsaw Convention, if you request them.
13. Any flights forming part of the project trip arrangements are subject to the conditions of the carrying airline, which in most cases limit the airlines liability to the passenger in accordance with International Law and conventions.
14. Any likeness or image of you secured or taken on any of our expeditions may be used by the company without charge in all media (whether now existing or in the future invented) for bona fide promotional or marketing purposes, including without limitation promotional materials of any kind, such as brochures, slides, video shows and the internet.
15. By completing the booking form, you agree that the company may pass your contact details and numbers to any third party connected with the operation of the specific project trip on which you have booked. This information will not be used for any other purpose, nor will be passed onto any other parties.
16. If you are a taxpayer we would be grateful if you would consider paying your project contribution costs using Gift Aid. Please note we are not able to apply the recovered tax amount to your personal account with us as this is against the law. Any reclaimed tax must be applied to the funds of the named charity.
17. The booking conditions may only be waived or amended by written mutual consent. When you complete the booking form you agree to accept all these conditions and when we accept your booking we agree to carry out our obligations to you as defined in the information provided to you. Both sides of this agreement are made subject to, and must be interpreted and enforced according to the non-exclusive law and jurisdiction of England and Scotland.