

# General Information and Booking Conditions

## *Expectations Versus Reality*

*As a family of travellers, we've learned that every journey starts with a preconceived image of what to expect. Inevitably, this image changes as we experience the real thing. If the actual experience exceeds our expectations, we feel joy. If it falls short, we feel disappointment. For example, hotel accommodations vary significantly around the world in terms of room size, location and service levels. And no matter how hard we try to meet the highest standards, we will all have a favourite and least favourite experience on any trip.*

*Behind every tour or cruise, there are literally hundreds of people we depend upon to help deliver on your expectations. Should one or two of them fall short, or there is an unexpected change to the itinerary, we hope you will not allow an isolated situation to upset your vacation.*

*So much of the joy of travel is to experience the unexpected. We hope you share that philosophy.*

*-The Tauck Family*

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Tauck holidays are operated by Tauck Inc. ("Tauck"), who is the supplier of the Tauck tour element of your holiday and with whom you will contract for the provision of the Tauck part of your holiday, on these Booking Conditions. These are the Booking Conditions of Tauck Inc. ("We," "Us," "Our," "Tauck") for when we sell Tauck packages in the United Kingdom.

Tauck holidays are made available in the UK through our appointed agent, Landtours Ltd. Any bookings made for a Tauck holiday will be subject to Tauck's Booking Conditions. When bookings for Tauck Holidays are made through our appointed agent in the UK, then Landtours Ltd's Agency Terms of Business and Landtours Booking Conditions apply. You can find all of the terms and conditions that will apply to your booking on our UK-dedicated website, at: [www.tauck.co.uk/terms-and-conditions](http://www.tauck.co.uk/terms-and-conditions). Those terms and conditions, together with the information relating to your specific trip that you wish to book that is included in this brochure and on [tauck.co.uk](http://tauck.co.uk), together with any other information confirmed to you at the time of booking, will form part of our contract with you.

## Booking Conditions

Please read these Booking Conditions carefully. They include important information you will need to know before you book a Tauck holiday with Us, and contain information about the Tauck holiday you have booked through our UK agent. These Booking Conditions are subject to change and the applicable terms will be confirmed to you at the time of booking.

## Terms of the Contract

Tauck's inclusive tours are organised by Tauck and offered for sale in the United Kingdom by our authorised agents. This is so that our agents for arranging the sale of the Tauck holidays in the UK ensure that Tauck holidays are sold in a way that is compliant with the laws in England and Wales regarding the sale of package holidays (which are explained further in these Conditions). Tauck contracts with you for the sale of the Tauck part of the holiday, as the principal supplier, in accordance with

these Booking Conditions. Although all of the information contained in the Tauck brochure has been described in accordance with the latest information available at the time of printing, Tauck reserves the right to make changes, though any change will be notified to you before you make a Tauck booking. Land arrangements and Carriage by Sea or River for your Tauck holiday purchased with us expressly incorporate our conditions of carriage into these Booking Conditions. The Contract with Tauck for your Tauck holiday is concluded when our UK agent issues a confirmation invoice to you for the Tauck holiday. Full payment of the balance shown on the confirmation invoice is required no later than 60 days prior to departure (120 days for River Cruise, Small Ship and Event bookings), in accordance with Clause 3 of these Booking Conditions. Failure to pay in full by this time may result in cancellation of your holiday and forfeit of your deposit.

## Inclusive Prices

Prices are per person in British Pounds. Prices include: all accommodations (see below); airport transfers and land transportation as detailed in tour itinerary; basic internet where available in hotel rooms and ship cabins; entertainment and special dinners as arranged by Tauck; sightseeing; standard luggage handling (see below); services of Tauck Directors, and local guides. Meals are included as specified. All appropriate gratuities for luggage handling, bellmen, doormen, dining room servers and local guides are included. On-tour airfare is included in the tour cost when flights are part of the trip, as indicated on the tour itinerary. Tauck Director and driver gratuities are included for cruises and Bridges family trips. Onboard our ships, limited complimentary beverages including regional wine, beer, premium spirits, coffee, tea, water and soft drinks.

**On-Tour Flights:** All on-tour flights integral to the published itinerary are included. Incremental optional flight-seeing excursions that augment a guest experience while visiting a specific destination may be purchased through us at the time of booking or while on tour.

**Hotel & Ship Accommodations:** Tauck's per-person price is based on double occupancy. Hotel rooms with two beds are usually reserved for doubles. The price for rooms / cabins occupied by one person is higher than those when two or more people share the cost of a room. Triples usually have two beds plus a rollaway cot (not recommended for comfort).

**Luggage Handling and Restrictions:** Normal luggage handling is included in the tour cost. Due to space restrictions on on-tour-transportation, we ask that you please limit your checked luggage to one suitcase per person weighing no more than 23 kg. Allowances and restrictions for checked and carry-on luggage vary across airlines, so we urge you to verify your airline's current number of items, size and weight limits to avoid overage fees, which can be expensive. Tauck cannot be held liable for additional fees or inconveniences imposed by your airline.

## Not Included in Price

The tour price does not include your airfare and related taxes and fees to the tour departure point and from the tour ending point. As a service, Tauck will make hotel reservations before or after your trip on a space available basis upon request. These hotel charges will be added to your tour cost. Personal Expenses such as phone calls, room service, alcoholic and bar beverages, laundry, airline excess luggage charges (as noted above) and other optional incidental extras are not included. Tauck Director and driver gratuities are not included and are voluntary,

with the exception of Bridges family trips and cruises.

## Luggage Responsibility

Although every effort is made to handle guests' luggage carefully, we cannot be responsible for loss or damaged luggage and personal effects due to breakage, theft, or fair wear and tear through hotel, airline and ground transportation handling. It is important to have adequate insurance to cover these eventualities.

## Vaccinations

Please check with a travel medical specialist or local health department for specific recommendations and / or requirements for immunizations. Please note that because there is no way to eliminate all possible risks while traveling with Tauck, we cannot assume liability in the unlikely event you contract Covid. For the latest Covid travel requirements, please visit [tauck.co.uk/travelconfidently](http://tauck.co.uk/travelconfidently). For the latest Covid travel requirements, please visit [tauck.co.uk/travelconfidently](http://tauck.co.uk/travelconfidently).

## Itinerary Changes and Price Flexibility

Tauck makes every effort to operate all holidays as published. Tauck reserves the right to alter or curtail the itinerary, or substitute sightseeing, ports, hotels, and/or conveyances as deemed necessary. Please refer to Clause 6 for further information.

## Photography and Video on Tour

Occasionally, Tauck will use photographs and/or video taken by fellow guests, your Tauck Director or professional photographers for use in print, internet and other promotional purposes. If you prefer that your image not be used in any marketing activities, please notify your Tauck Director.

## 1. Your Holiday Contract

**1.1 Booking Procedure and Deposit:** In order to make a booking, please contact your ABTA Travel Agency or Landtours directly. A booking will exist as soon as you are issued with a confirmation invoice from your booking agent.

**1.2** All monies you pay to the travel agent are held by him on behalf of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to Us for so long as we do not fail. If we fail, any money held at the time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to Us. The holiday arrangements shown in the brochure are flexible – if you wish to extend your stay pre- or post- tour, upgrade your flights or make any other arrangements, please put full details in writing at the of time booking with your booking agent.

**Tour Only Arrangements:** If you book arrangements with Tauck that do not include flights, your arrangements will be protected by the UK-based booking agent by way of a bond with ABTA. This means that in the unlikely event of our insolvency, your tour can't be provided, you will receive your money back or, if your tour has started, arrangements will be made for you to be able to continue as planned (please see Clause 2 of these Booking Conditions for further details).

**Payment Due Dates and Amounts:** To hold space up to time of "Final Payment," a deposit for each cruise or tour booked must be received by

the "Deposit Due Date" or space is automatically released. Some travel arrangements (for example, flight tickets purchased specifically with certain airlines) may not be refundable or transferable after a reservation has been made and any alteration request may incur a cancellation charge of up to 100% of that particular part of the holiday arrangements (as further detailed in Clause 5.1). Deposits are taken at the time of booking to reflect the costs incurred in getting your travel arrangements in place for you, which may include the total cost of your airfares, together with the following standard deposits for Tauck holidays:

- £200 per person – Most North America land tours; Costa Rica land tours; *Mystical Peru*
- £300 per person – *Grand Canadian Rockies; Spirit of the Desert; Vancouver & the Rockies by Rocky Mountaineer; Best of Western Canada & Rocky Mountaineer; Salt Lake City to Denver by Rocky Mountaineer*
- £350 per person – Europe land tours; Africa safaris; Most Asia Land Tours; Australia/NZ land tours
- £400 per person – Most Latin America land tours; *Manitoba: Polar Bear Adventure*
- £600 per person – *A Portrait of India*
- £650 per person – European River Cruises
- £750 per person – Most Small Ship Cruises
- £1000 per person – Antarctica and Japan Cruises

The amount of deposit payable in respect of your Tauck holiday will be confirmed to you at the time of your booking.

**Cancelling Within 10 Days of Initial Deposit:** Within the first 10 days after you place your initial deposit, you may cancel your reservation for any reason with no cancellation fees.

Final Payment is due as specified on the invoice. Bookings without full payment at this time may be subject to cancellation without notice. Final Documents will be sent electronically at least 3 weeks prior to tour departure. They include joining instructions, hotel lists, a reading list, clothing suggestions, trip itinerary, and other pertinent information.

**\*Force Majeure:** means any unusual, unforeseeable or extraordinary circumstances beyond our control, including (but not limited to) an act of God, war (whether declared or undeclared), terrorism, riot, accident, natural or nuclear disaster, outbreak of disease, industrial dispute, fire, adverse or severe weather conditions or other event or circumstance beyond our control that contributes to or results in cancellation rates above our historical cancellation rates in the absence of such event or occurrence.

**1.3 Cancellation Fees:** Cancellations result in costly charges from travel and hotel providers covering costs and fees incurred by cancelling confirmed bookings. Therefore, the fees listed below will apply, as per Clause 6 below.

### Land Tours

- 60 days or more before departure: Loss of deposit, per person
- 59-8 days before departure: 25% of tour cost
- 7 days or less before departure: 50% of tour cost

### River Cruise, Small Ship and Events

- 120 days or more before departure: Loss of deposit, per person
- 119-60 days before departure: 50% of tour cost
- 59-1 day before departure: 100% of tour cost

Time of cancellation will be when notice from you is received in our UK-

based agent's offices as detailed above in accordance with Clause 5.1.

**1.4** When you make a booking with Us, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these Booking Conditions. Bookings are made through our UK-based agent and a binding contract (on you and each member of your party) for a Tauck holiday will exist between us as soon as our confirmation invoice is issued to you. This contract is made on the terms of these Booking Conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

**1.5** All travel arrangements which we provide or which are sold on our behalf are not an offer by Us to sell any travel arrangements, but an invitation to you to make an offer to Us or to the suppliers of the arrangements. We are free to accept that offer on our own behalf when we are entering into the contract for the travel arrangements with you under Clause 1.3, or to reject it.

## 2. Your Financial Protection

**Customer Protection:** Our UK-based agents comply with the bonding requirements of the Civil Aviation Authority and provide full financial protection for the package holidays that we sell in the UK. For flight based holidays, this is through the Air Travel Organiser's Licence (details of which are available from the UK-based agent with whom you book). When you buy a package holiday that doesn't include a flight, protection of your monies paid to our UK-based agent will be provided by way of a bond.

## 3. Your Holiday Price

**3.1** We reserve the right to alter the prices of any of the holidays quoted by Us. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

**3.2** When you make your booking with Us for a package under Clause 1, you must pay a deposit in accordance with Clause 1.2. Full details to be advised at the time of booking. The balance of the price of your travel arrangements must be paid no later than 60 days prior to departure date on tours by land and no later than 120 days prior to departure date on river cruise, small ship and event tours, or earlier if required by our suppliers and notified to you at the time of booking. If the deposit and/or balance are not paid in time, we reserve the right to cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

**3.3** The price of your travel arrangements is fully guaranteed and will not be subject to any surcharges. We regret that no credit or refund is possible for any unused services provided in the cost of your holiday. If you decide to alter your travel arrangements whilst abroad, this is your own responsibility and we are not responsible for any extras or difficulties that may arise with onward travel and as a result of such alterations. No credit or refund is possible for any lost, mislaid, stolen or destroyed documents which could be the subject of a claim on your insurance.

## 4. If You Change Your Booking

**4.1** If, after our confirmation invoice has been issued to you for a package holiday provided by Us, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it

may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. You will be asked to pay an administration charge of £25, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact Us as soon as possible.

**Note:** Certain travel arrangements (e.g. Apex Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

## 5. If You Cancel Your Holiday

**5.1** You, or any member of your party, may cancel your travel arrangements with Us for a package holiday at any time by serving written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in Clause 1 above.

**Note:** If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

## 6. If We Change or Cancel Your Holiday

**6.1** When you book a package holiday with Us, we may need to make changes to your travel arrangements, although this is unlikely. We do plan the arrangements many months in advance and occasionally we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard or higher from Us, if available. If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from Us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed in the chart below. The compensation that we offer does not exclude you from claiming more if you are entitled to do so. We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of a Force

Period before departure	Where we make a major change, which is accepted	Where we cancel a Tauck holiday, or a major change is made which is not accepted
60+ days	Nil	Nil, deposit refund only
59-30 days	£15	£15 plus credit / refund under Clause 1.1
29-7 days	£20	£30 plus credit / refund under Clause 1.1
6 days - day of departure	£30	£30 plus credit / refund under Clause 1.1

Majeure event (as defined in Clause 1.2.)

## 7. If You Have A Complaint

**7.1** When you have booked a package holiday with Us, we will deal with any complaints you may have in accordance with this Clause 7.1. If you have a problem during your holiday, please inform the Tauck representative on tour immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist Us to quickly identify your concerns and speed up our response to you. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on your Tauck tour or cruise and this may affect your rights under this contract.

## 8. Our Liability to You

**8.1** When you have booked a package holiday with Us directly and if the contract we have with you is not performed or is improperly performed by Us or our suppliers, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements, as detailed further below. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to:

(a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and

(b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from Us. Your right to a refund and/or compensation from Us is set out in Clause 5. If any payments to you are due from Us, any payment made to you by the airline will be deducted from this amount. In the unlikely event of your flight services being subjected to lengthy delay, arrangements for meals, overnight accommodation, etc., should be met by your airline. Conditions of carriage applicable to the relevant airline for your booking are available on request.

**8.2** Please note that the order of events on itineraries is subject to alteration due to local circumstances, unscheduled closures etc. However, every effort will be made to include all elements of the programme during the tour or cruise dates or a suitable alternative which will be notified to you.

**8.3** Our Responsibility and International Conventions – Tauck accepts responsibility for ensuring that all elements of your holiday are as described in the brochure and are of a reasonable standard. Local laws and regulations of the relevant country will be relevant in assessing performance of the services included in the Tauck holiday. In the event of a complaint by a Guest, this Contract will be regarded as having been performed if local laws and regulations relating to those services have been satisfied, even if the laws of England and Wales have not been met. If you and/or any other person included in your booking suffers injury, death or loss of or damage to property as a result of the non-performance or improper performance of any service which Tauck is contractually obliged to provide, then Tauck's liability, if any, to pay compensation shall be governed by the international conventions which govern such services. This limitation applies whether or not any particular international convention has been signed or ratified by the UK; or as any particular convention may be applicable by the operation of UK Law. Examples of applicable conventions are the Athens Convention adopted at Athens on 13th day of December 1974 and the Protocol thereto adopted as of November 1976 (herein after referred to as the 'Athens Convention') or where applicable from 1st January 2013 EU Regulation 392/2009, relating to the carriage of passengers and their luggage by sea and the Warsaw Convention 1929 (whether as amended by the Hague Protocol 1955 or the Montreal Protocol 1999 or otherwise) and the Montreal Convention 1999 relating to the international carriage of passengers and their luggage by air. The Montreal Convention may be found at: <http://www.legislation.gov.uk/ukxi/2002/263/contents/made>.

## 9. Prompt Assistance in Resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control,

the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

## 10. Passport, Visa and Immigration Requirements

Your travel agent can provide general information about the passport and visa requirements for your holiday, but your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Any information supplied by Us on these or related matters (such as climate, when to travel, clothing, baggage, personal items etc.) is given as general guidance and in good faith but we do not accept liability for any decisions made on the basis of the information supplied.

The passport, visa and health requirements at the time of booking can be viewed on the Foreign and Commonwealth Office website ([www.fco.gov.uk](http://www.fco.gov.uk)). It is your responsibility to ensure that you and all members of your party are in possession of all necessary travel and health documents, and in compliance with any other immigration requirements, before you travel. If you or any member of your party is not a British Citizen or holds a non-British Passport, you must check passport and visa requirements with the embassy or consulate of the country(ies) to or through. Neither we, nor the principal(s) or supplier(s), accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

**Passports / Visas:** British passengers should carry a full British Passport, valid for at least 6 months after the end of your holiday. Other nationalities should also carry a full passport. Visas may be required for some ports of call. Please check with your travel agent. It is your responsibility to ensure that you have valid and appropriate travel documentation including passports and visas for each person travelling with you for eligibility to travel to all destinations on your tour. In addition to immigration and customs requirements, the U.S. Government and others place restrictions on the carriage of persons whose names appear on Government watch lists or who are deemed legally ineligible to travel. It is your sole responsibility to ensure your legal eligibility to travel. You are advised to check with the appropriate Government authority to determine the necessary documents and travel eligibility requirements. If you or anyone travelling with you become ineligible to travel for any reason, or are travelling without proper documentation, then you will not be allowed to travel. Under no circumstances shall Tauck be liable for any costs, damages or expenses whatsoever incurred by you or anyone else as a result of such denial of boarding. International Cruise Regulations: Travellers must provide their passport number and date of birth to Tauck at the time of booking for all cruises or you may be denied boarding.

## 11. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your air package holiday provided by Us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with Us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

## 12. Your Information

Once you have confirmed your details (and those of your party) with Us, we will proceed to confirm the booking with Us. Please check that all names, dates and timings are correct on receipt of all documents

and advise Us of any errors immediately. Any changes to these details will incur the charges stated above. Please ensure that the names given are the same as in the relevant passport. Save as expressly set out in these Booking Conditions, only the necessary booking information that you provide to Us will be passed on to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any sensitive information that you give to Us such as details of any disabilities, or dietary and religious requirements. Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Border Protection will receive this information for the purposes of preventing and combating terrorism and other transnational serious crimes. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. Tauck may contact you following your Tauck holiday with details of other holidays / tours provided by Tauck that may be of interest to you. We will keep your contact details for this purpose, unless you inform us that you do not wish to receive such approaches in future. In making this booking, you consent to this information being passed on to the relevant persons for the purposes set out in this Clause 12 (and our Privacy Policy, which is available upon request) for you and those persons included in your booking.

## 13. Insurance and Health Requirements

**13.1** We require you as a condition of your contract with Us for a package holiday that we are supplying to you, for you to have in place relevant travel insurance protection, including coverage minimums that may be required by destinations. Travel insurance is your entire responsibility and an essential pre-requisite to booking a holiday with Us. You must ensure that you (and all members of your party) have sufficient travel insurance in place to cover you, together with your personal property, at all times and for all potential risks. You must ensure that your insurance covers you for the full duration of your holiday including, but not limited to, medical expenses, injury, death, repatriation, cancellation and curtailment, and in respect of any sports or activities that you may wish to do whilst on your holiday. You must also ensure that there are no exclusion clauses limiting protection for the type of activities included in your holiday. Evidence of sufficient cover will need to be provided at time of booking. If you do not have holiday insurance cover at the time of booking, you may personally be liable for cancellation charges. For all clients arranging their own insurance, we must receive full details of the insurance company, policy number and 24-hour emergency contact number. It is imperative that you familiarise yourself with the details and conditions of your policy and that you notify your insurance company of any pre-existing medical condition. Failure to do so can invalidate the insurance cover.

**13.2 Health Requirements and Insurance:** You represent and warrant that you and everyone travelling with you are physically and otherwise fit to travel. The tour visits many destinations in a number of countries, often with difficult terrain, water crossings or in developing countries where facilities available to guests in those countries may not be sufficient if you (or anyone in your group) is not able to walk without assistance or accompaniment. There may also be restrictions (due to the types of tours that you may contemplate joining) on the equipment or additional aides that you (or a member of your group) may wish to bring with you for your comfort or ease if you are not able to walk or manoeuvre without assistance or accompaniment. You therefore need to check with our booking agent at the time of booking to see whether the proposed tour that you and your group wish to join are appropriate

for you and all members of your group. Our booking agent may ask you to go through various questions to check whether travelling on the proposed tour or cruise is possible for you and all members of your group, and may make suggestions for how the tour or cruise could be taken with certain adjustments (if required), or whether a different tour may need to be offered to you, in order to fit with any requirements that you or any member of your group may need to have in place in terms of assistance or accompaniment to be able to enjoy their holiday. Regretfully, we cannot provide individual assistance to a guest for walking, dining or other personal needs.

You are solely responsible for checking (on your own behalf and on behalf of all those in your group) with your (or the group member's) doctor as to which vaccination (including from any specific illness or exposure to animals) or medication are recommended or required for those countries for those travelling and for any assistance that may be required.

We, or our booking agent, cannot accept any responsibility for your failure to comply with the necessary medical, passport or visa requirements.

All passengers must have adequate insurance cover against cancellation, illness, repatriation loss of luggage etc. You should advise your booking agent of the name of your own insurer for the insurance policy that you have taken out that will provide you with adequate insurance cover.

## 14. Documentation

All documents (e.g. invoices/tickets/Insurance policies) that require to be posted will be sent to you by First Class post. Once documents leave our offices we will not be responsible for their loss unless such loss is due to our negligence. If tickets or other documents need to be reissued all costs must be paid by you. You can ask for delivery by other means subject to the charges stated below.

Please ensure that all your travel, passport, visa and insurance documents are in order and that you arrive in plenty of time for checking in at the airport. It may be necessary to reconfirm your flight with the airline prior to departure. Please ask Us for details at least 72 hours before your outbound flight. You should take a note of any reference number or contact name when reconfirming. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

## 15. Reasonable Behaviour

When you book accommodation through Us, you accept responsibility for the proper conduct of all members of your party during your stay. We reserve the right at any time to terminate the stay of any party member(s) whose behaviour is such, in the reasonable opinion of the accommodation provider or Us, to cause or to be likely to cause danger, upset, harassment or distress to anyone else or damage to other persons or to property. No refund will be given in the event of you, or any member of your party, being requested to leave accommodation in such circumstances.

Furthermore, we shall be under no obligation whatsoever to pay compensation to you or any member of your party, or meet any costs or expenses (including but not limited to alternative accommodation) you, or any member of your party, may incur as a result of your stay being terminated due to reasons under this Clause 15.

If you, or any member of your party, cause damage to the accommodation in which you are staying or to any property of suppliers of tours, excursions or other elements of your holiday arrangements, you must fully reimburse the accommodation provider or relevant supplier concerned for the cost of the damage before the end of your holiday (if the cost has been established by then), or as soon as it has been established if later. You must also indemnify Us for the full amount of any claim (including all legal costs) made against Us

by the accommodation provider or any relevant supplier or third party as a result of such damage caused.

We reserve the right to ask you to pay a breakages deposit in respect of any travel arrangements booked with Us where our suppliers request breakages deposits are payable and we will notify you of details of such breakages deposits at the time of your booking. If you do not pay any required breakages deposit, then we reserve the right to refuse to take your booking, although we will endeavour to agree alternative arrangements with you, which will be confirmed at the time of booking and included in your contract for the booking made by you. If we have agreed with you that the breakages deposit will be made by taking details of your credit/debit card for the agreed sum and will only be payable if breakages are caused by you, or a member of your party, and we are required to make payment to the supplier for any such breakages, then you authorise Us to take such agreed payment sum. We will notify you in writing if we are required to take such payments.

## 16. Minors

If you are not 18 years old, you are considered at law to be a minor and we will therefore require your parent(s)/guardian to sign a Form of Consent relating to your booking at the time of booking and pay a breakages deposit (on the balance due date) as per the Form of Consent. A Form of Consent can be obtained from Us upon request.

If you are 18 years old or over, then you will be required to sign the Booking Form on your own behalf (and on behalf of the people listed in your party) and you agree to the terms of these Booking Conditions on your own behalf (and on behalf of the members of your party).

Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

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## Activity & Pace Levels

Activity & pace icons on all of our trips give you a better idea of physical activity level – higher numbers mean more active journeys.

### Activity

- 1: Walking/standing for up to one hour at a time, stairs and level ground
- 2: Walking/standing for one to two miles at a time, uneven steps & cobblestones
- 3: Active hiking, biking & walking for two to three miles, up hills & uneven terrain
- 4: Active walking, hiking, biking & sea kayaking with distances of 3+ miles for up to 3 hours at a time

### Pace

- 1: Generally easy – with time to rest and relax
- 2: Moderate – with some early morning starts
- 3: Often robust – long days, active sightseeing, early starts, evening activities, significant travel times
- 4: Consistently robust – very full and active days, extended travel times, and may include use of different modes of local transport

*Special thanks go to our guests, friends, families, travel partners and suppliers for the photography featured in this brochure.*

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Landtours Ltd t/as Tauck, 301 Watling Street, Radlett WD7 7LA