

Frontline First Booking Terms and Conditions – Be The Change

GENERAL CONDITIONS

1. All bookings are made with Frontline First (FF) and are accepted after receipt of a completed Booking Form, signed Booking Terms and Conditions letter, and a non-refundable deposit of £400 per person, and after confirmation of the booking has been sent to you by FF.
2. Experiences are based on a specific start date and end date as stated in the itinerary (unless specified otherwise) and the Experience in full is referred to as the 'official itinerary'.
3. The Experience is exclusive of flights, travel insurance, vaccinations, passports, visas, and all other costs incurred outside the scope of the official itinerary.
4. Unless specified otherwise your Experience will be led by Linda Cruse. If Linda becomes unavailable due to unavoidable or unforeseeable reasons, a suitably qualified and experienced replacement will be arranged.

BOOKINGS

5. An FF Booking Form must be completed by each Participant in the case of individuals, or by the Group Lead in the case of a group booking. Each Participant must sign a Booking Terms and Conditions letter confirming they have read, understood and agree to the terms and conditions. For students, the letter must be signed by a parent, guardian or other appropriate adult.
6. For groups we will only deal with the person who has set up the booking (the 'Group Lead'). The Group Lead will coordinate deposits, transfer fees and ensure all Participants adhere to the Booking Terms and Conditions.
7. In the event of an alteration to your booking by you, including a transfer of names, it is your responsibility to inform flight and travel insurance providers and effect the necessary changes; you are responsible for any additional charges imposed by those providers, together with any other expenses.
8. If, after confirmation has been issued, you wish to make amendments to your Experience, including transfer of names, we will do our utmost to make the changes, provided notification is received at our offices at least two months before departure. This must be accompanied by a payment of £60 to cover administration costs. The administration costs will be payable whether or not FF is successful in confirming the amended reservations and amendments cannot be guaranteed. If you are part of a group, significant amendments including a transfer of names, will also need to be agreed with the Group Lead.
9. Transfer of names may be possible if the transferee accepts the transfer and meets the FF Booking Terms and Conditions in full.
10. We reserve the right in any circumstances to cancel your Experience. For example, achieving minimum participant numbers or due to prevailing local conditions. If this minimum level is not reached we will either cancel the departure and offer a refund of the Experience in full or, subject to your agreement, we will operate the Experience at the necessary supplement. If we cancel the Experience we will not be liable for any indirect or consequential loss suffered by you such as, but not limited to, onward travel arrangements, subsequent tours or onward flight arrangements.
11. We will not cancel your Experience for the reason of minimum participant numbers less than two months prior to the Experience.
12. Any alteration by you within two months of official itinerary start date will be treated as a cancellation of the original booking and will be subject to cancellation charges as set out below.
13. You may cancel your Experience at any time providing that the cancellation is made by the individual or Group Lead who submitted the Booking Form and the cancellation is communicated to us in writing. Written cancellations are effective from the day they are received by FF and cancellation charges will be applicable. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim some or all of these charges but it is your sole responsibility to make and pursue a claim and we accept no liability for any acts or omissions of your insurance company or your insurance policy. These charges apply for each cancellation.
14. If one person participating in a twin or triple share arrangement should cancel and no alternative share can be found, whether arranged by us or by you, the remaining participants would then be required to pay the relevant single supplement.
15. Meals included are listed in the official itinerary. Meals are accompanied by non-alcoholic drinks. Vegetarians or those with special dietary needs can be catered for, so please inform us at the time of booking. Additional meals and drinks are at participant's own expense. Participants may want to purchase drinks and snacks for long journeys as there may not be the opportunity once on route. The local food is delicious and varied, providing an important insight into local ways of life but be aware that in many parts of the world vegetarian meals are classified as meals without meat, and may not be what participants are used to.

16. If you elect to extend your time in-country, before or after the official itinerary, this is deemed to be outside the scope of the official itinerary and the sole responsibility of the traveller.

17. FF acts only as agents for the owners of accommodation and services provided, and for road transport proprietors. All bookings must be accepted subject to the ticket or transport conditions and regulations of the carriers or transport proprietors, and are also subject to the laws of the country in which such carriage or other facility is required.

Cancellation Charges:

Period before official itinerary start date within which written cancellation is received	Sum of cancellation charge shown as a percentage of total invoice
60 days or more	50% of the total Experience price
59 – 29 days	75% of the total Experience price
28 days and less	100% of the total Experience price

PAYMENTS

18. All subsequent deposit payments, whether paid as one payment or as part of a schedule, are subject to cancellation charges. All payments, whether made by yourself or a third party, are subject to the same booking conditions.

19. The balance of the cost of your Experience must be paid at least two months before the departure date. If the balance is not paid in time we reserve the right to cancel your Experience, retain your deposit and apply cancellation charges.

Unless agreed otherwise and in writing, the Standard Payment Schedule is:

Deposit 1: non-refundable, made at time of booking	£400 (or equivalent)
Deposit 2: 182 days (6 months) before departure	50% of remaining Experience price
Deposit 3: 122 days (4 months) before departure	25% of remaining Experience price
Deposit 4: 60 days (2 months) before departure	25% (or balance) of remaining Experience price

20. If your booking is made less than six months before the departure date, you will be required to make a non-refundable deposit of £400 plus pay all deposits due under the Standard Payment Schedule.

21. Deposit payments must be made by bank transfer. For groups we will accept a single payment for each deposit and this will be the responsibility of the Group Lead.

22. The Experience cost is currency specific (e.g. USD or GBP) and the participant or group is liable for any cross-border fees, currency conversion fees, bank fees or other fees payable in relation to deposit payments.

23. If you do not pay the deposits according to the Standard Payment Schedule, your booking may be cancelled and you will forfeit your deposits and we will have no further liability to you.

24. FF is not responsible for sending deposit reminders.

25.. FF reserves the right to increase the Experience price at any time up to one month prior to departure. We will absorb any increase equivalent to 2% of the price of your Experience. You will be charged for any amount over and above that. If this means you have to pay an increase of more than 10% of the price of the Experience, you will be entitled to cancel the booking by giving prompt written notice without loss of deposit. Should you decide to cancel your Experience for this reason you must exercise your right to do so within two weeks from notification of the proposed. If written notification is not received within two weeks you will be deemed to have accepted the change.

26. Neither FF nor the proprietors of any accommodation or service provided shall be under any liability for any inconvenience, damage, loss accident delay or accidental expense howsoever caused, occasioned to or incurred by any other passenger or any other person due to circumstances beyond their control.

27. Occasionally, we may have to make changes to an Experience and we reserve the right to do so at any time. These changes will be usually be minor and we will advise you of them as soon as possible.

28. If we make a major change, for example, changing the destination country, you will have a choice of either accepting the change of arrangements, accepting an offer of an alternative Experience of comparable standard from us if available, or withdrawing subject to our booking conditions provided that the major change is not because of force majeure, failure on your part to pay a deposit or to meet Booking Terms and Conditions. The safety of the Experience is our priority and we reserve the right to transfer any Experience destination to an alternative destination when we consider that this is necessary for logistical or safety reasons. While FF will use its best endeavours to operate all Experiences as advertised, by entering into this contract the participant accepts that it may prove necessary or advisable to cancel, vary or modify an itinerary.

29. FF reserves the right at any time, either before or during an Experience to cancel or change any of the facilities, routes, services or prices (including transport, accommodation or other arrangements) and to substitute alternative arrangements of comparable monetary value without compensation, and accepts no liability for loss of enjoyment because of these changes.

30. FF will adhere to Foreign and Commonwealth advice (fco.gov.uk) and when travellers are advised against 'all but essential travel' in an area affecting the official itinerary, the Experience will be cancelled.

31. Force majeure: FF shall not be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control including but not exclusively and not by limitation to: war, threat of war, riot, civil strife, embargoes, government orders, act of God, industrial dispute, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, technical or maintenance problems with local transport or FF vehicles, changes imposed by cancellation or rescheduling of flights by an airline or aircraft type, or other similar events beyond the control of FF. FF is not liable for any penalty charges associated with non-refundable airfares, in the event of a change to an Experience departure time, date or airport. All costs incurred due to force majeure, such as transport, communication, accommodation, food or other similar items will be passed to the participant by way of local surcharges; in those circumstances, participants will be invoiced for the surcharges and the invoice must be settled within 14 days of the Experience official end date. In the case of student groups, the School Lead will be responsible for settling local surcharges during the experience. You will be responsible for any such expenses incurred which, depending on the circumstances, may be recoverable on your travel insurance.

32. The outline itineraries given for FF Experiences must be taken as an indication of what each group hopes to achieve and not as a contractual obligation on the part of FF. It is a necessary condition of your joining any of our Experiences that you accept this.

33. The components operated or supplied by FF have been designed to provide participants with an exposure to the true nature of the environment visited and therefore involve an element of personal risk and exposure to potential hazards over and above those associated with normal "package travel". All bookings are accepted with the understanding all risks and hazards are appreciated by the participant and they undertake all Experiences, excursions and activities of their own volition and at their own risk.

34. By signing the terms and conditions you acknowledge and agree that you assume all risks associated with the Experience. You are voluntarily participating in this Experience with the knowledge of the risks involved and hereby agree to accept any and all risk of injury, death, and/or property damage whether foreseen or unforeseen, known or unknown. You understand that the risk may include but are not limited to: travel to, from and around the Experience locations, including travel by vehicle; participation in any form of recreational or athletic activity; the use of alcohol or any form of illegal drugs or controlled substance; war, insurrection, rebellion and riot; unfamiliarity with local laws, culture or customs; exposure to sickness, disease and allergic reaction; unavailability or sporadic availability of adequate medical, dental and health care facilities; difficulty in passing through customs; terrorism and terrorist acts; adverse weather conditions; natural disasters. You release FF from any and all claims related to loss, injury or damage that may be sustained by you, including loss of life, personal injury or property damage, whether caused by the negligence of FF or otherwise, or by your negligence while participating in the Experience. You agree that neither you nor your legal representatives, including your family, spouse, heirs, assigns and personal representatives, will sue or make a claim against FF and its representatives for any injury or damage to your person or property arising out of the negligence of FF or its representatives while participating in the Experience. You understand and agree that, except as excluded in the preceding paragraph, this release extends to all claims and demands referred to in this contract, of every kind and nature whatsoever, whether known or unknown, suspected or unsuspected.

35. You agree to indemnify and hold FF harmless for any injuries, losses, damages, liabilities, claims, causes of action, penalties, judgements, costs and expenses (including reasonable legal fees) which arise as a result of your negligence or intentional act or omission while participating in the Experience.

36. By agreeing to these terms and conditions, you consent (unless otherwise stated at booking) to FF's staff taking photographs and or video footage of the Participant during the Experience and that these images may be used by FF for (including but not limited to) publicity (including brochures, websites, marketing material and in the media) and training purposes.

ADMINISTRATION

37. The Group Lead is responsible for passing on information to all participants about the booking, including but not limited to information on schedule changes.

38. FF will require all participants to complete and submit key documents, including a Medical Questionnaire, Emergency Contact Template, passport scan and travel insurance policy. For groups, these will be coordinated by the Group Lead who will be responsible for ensuring the accuracy of the personal details or any other information supplied by participants and their timely submission. FF will confirm deadlines for submission.

39. You agree that such personal information as name and address, special needs, dietary restrictions, passport information, may be disclosed by us to relevant third parties including outside the UK/European Economic Area/USA including airlines, customs, ground partners, school/university, and/or the parent/guardian who signs on behalf of a Participant under the age of 18, our local team, or other agencies which FF determine appropriate to enable FF to deliver your trip smoothly and safely.

VISA, HEALTH, PASSPORT, TRAVEL DOCUMENTATION AND SAFETY

40. Medical examinations, vaccinations and other health arrangements are entirely your responsibility. Details are available from your doctor's surgery. Information on travel for UK citizens and health abroad is also available on <https://travelhealthpro.org.uk>. You are responsible for arranging a doctor's letter of authorisation if required to carry prescription medicines through customs control.
41. Your specific passport, visa requirements and other immigration and customs requirements are entirely your responsibility and you should confirm these with the relevant Embassies and/or Consulates. For information on passport and visa requirements for UK passport holders, see the UK Passport Office website: www.gov.uk/browse/abroad. Information about these matters or related items are given by FF in good faith but without responsibility on the part of FF.
42. You are responsible for obtaining and having available all necessary entry documents for your Experience. FF accepts no responsibility if these are not completed in time for departure. All costs incurred in obtaining such documentation must be paid by yourself. We do not accept any responsibility and shall not be liable if the participant cannot travel or cannot participate in any part of the Experience because the participant has not complied with any passport, visa, health or immigration requirements. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty, costs or expenses being imposed on or incurred by FF, you will be responsible for reimbursement.
43. Names on travel documents supplied to FF must exactly match those shown in passports and participants should note immigration usually require a minimum of six months passport validity and room for entry and exit stamps.
44. All participants are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen Experience. Participants are also expected to accept that the components described constitute "Adventure Travel" and that travel to, and facilities in, developing countries will not be comparable to standards they may be accustomed to at home. The suppliers of the services and facilities included in your Experience should comply with local standards where they are provided and will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply.
45. On expeditions of this type it is not generally possible to accommodate persons with severe health problems or physical disabilities. It is the participant's responsibility to judge the appropriateness of these travel activities to his or her physical capabilities; however, FF reserves the right to require a copy of a doctor's certificate confirming the participant is able to travel and undertake the activities within the official itinerary. FF takes no responsibility for special arrangements or problems incurred by participants physically or mentally being unable to participate in the planned activities. No refund can be made for absence from the Experience.
46. If a participant is excluded from the Experience as above, or chooses to leave the Experience of their own free will, or leaves the Experience due to ill health or any other reason, there will be no refund of the Experience price, extra services, surcharges, local payments/funds or any local surcharges. All services forming part of the Experience booked will be forfeited though may be recovered through travel insurance in some circumstances.
47. If the Participant has ever had any medical condition or disability (a 'pre-existing medical condition'), they must inform FF when the Booking Form is submitted so that we can advise as to the suitability of the Experience, health and safety considerations and what, if any, reasonable adjustments are required to be made. FF reserves the right to decline a booking if, in its belief, such a medical problem or disability is likely to endanger the participant's health and safety and/or the health and safety of anyone else participating in the Experience. If potential participants require further information such as maximum altitudes, duration of trekking, they should contact their FF representative.
48. If there is any change to the Participant's health after booking you must inform FF within one week of the contracting or development of a medical condition or injury (whether relating to physical or mental health) so that any risks that exist because of the condition or injury can be mitigated.
49. Should FF not be able to practicably reduce the risks that exist due to a medical condition (whether pre-existing or not) to an acceptable level, the participant will be withdrawn from the Experience. No refund will be given, and in addition cancellation charges will apply, but depending on the circumstances you may be able to make a claim on your travel insurance policy.
50. If any pre-existing medical conditions are not declared at the time of booking and such conditions prove, on discovery, to be uninsurable, then the participant will be withdrawn from the Experience. No refund will be given, the non-refundable deposit will be retained and cancellation charges will apply.
51. The FF leader, in conjunction with the appointed doctor if applicable, has the right to disqualify any participant at any time during the Experience if considered necessary for the medical well-being or safety of the individual or the group, without the right to any refund.
51. We make every effort to provide vehicles with seatbelts for all passengers. However, as we are working in developing countries and with third party providers, this is not always possible. Where seatbelts are provided, it is the responsibility of individual participants to use those seatbelts at all times when travelling in a vehicle as part of the official itinerary.
52. The decision of the FF Leader as to the conduct, itinerary, and objectives of the tour is final.
53. For student groups, it is the responsibility of the school/university and the designated 'School Lead' to ensure they have adequate details of potential risks or issues (including physical, mental, allergies) affecting individual student travellers and where necessary seek additional briefing from parents/guardians. This information to be collated by School Lead who will brief FF Lead before departure.
54. Where required, the FF Lead and FF representatives will provide support, but the responsible for managing those risks and issues remains with the School Lead at all times.

FLIGHTS

55. It is your individual responsibility (or that of the Group Lead in the case of groups) to book and pay for flights to and from the designated arrival and departure airports and to select flights which match the arrival and departure dates as specified in the official itinerary.
56. You should choose an ATOL protected airline (or similar bonded carrier if outside UK) and check the carrier is not on an EU blacklist.
57. Groups should arrive and depart on the same flight, where this is not possible, additional charges for airport transfers may be applied.
58. Participants who arrive on the specified start date will be met by FF representatives at the airport and transferred to the official hotel. Participants who depart on the specified departure date will be returned to the airport by FF representatives. Arrivals and departures on other days are outside the scope of the official itinerary and FF airport transfers will not be arranged.
59. FF will confirm when minimum participant numbers have been achieved and deposits received – and will advise participants at that point to reserve flights; prior to this no travel arrangements to your point of departure, make any connecting travel that is non-refundable or non-changeable or incurs penalties or any costs such as of visas or flights and other significant costs should be incurred by you. If you make such arrangements which you are then unable to use due to a change in your itinerary, FF shall not be liable to you for the cost of these arrangements.
60. Participants should have travel insurance cover in place at the point of booking and before paying for flights or other significant costs, in the event the Experience is delayed/cancelled/postponed.

RESPONSIBILITY AND CODE OF CONDUCT

61. Student groups must abide by the School/University's overseas excursions code of conduct and all participants to FF's Participant's Code of Conduct while on the Experience.
62. In the case of schools, the school will nominate a School Lead(s) who will accompany participants and be responsible for ensuring participants adhere to the School/University/Participant's Code of Conduct (see also 53 and 54).
63. The FF Lead will liaise with the School Lead throughout the Experience, where required, but the decision of the FF Lead is final.
64. Minors (those under 18 years of age) are accepted on some group Experiences operated by FF at our discretion, provided they are accompanied by a parent/guardian/School Lead who accepts full responsibility for them. Unaccompanied minors will not be accepted. FF reserves the absolute right to decline a booking at their discretion.
65. Participants agree to accept the authority and decision of FF staff and FF representatives (local guides etc), whilst on a FF Experience.
66. FF reserves the right to exclude a participant from all or part of an Experience at any time, where in the opinion of the FF Leader, the presence of the participant is likely to prejudice the good order, discipline or safety of the Experience or break local laws or regulations. In such an event the participant will not be entitled to any refund, but will be invoiced by FF for any costs, losses or expenses which FF incurs or suffers as a result of the Participant's behaviour. In the case of ill health FF may make such arrangements as it sees fit and recover the costs from the participant.

TRAVEL INSURANCE

67. It is mandatory that all participants have an adequate and valid travel insurance policy in place at the time of paying for flights or incurring other major expenses, and it is a condition of these Booking Terms and Conditions that participants have obtained adequate and valid insurance for their booking as soon as their booking is confirmed by FF. In the case of a group, the Group Lead is responsible for ensuring all individuals have such insurance.
68. You are required to carry proof of insurance with you and supply FF with a copy of your policy when requested by FF.
69. FF cannot be held responsible for any loss, damage or accident to any luggage and property. They are, at all times, carried at their owner's risk, even when carried by porters or pack animals being transported in FF-organised vehicles. All baggage and personal effects are at all times at your own risk.
70. Participants are wholly responsible for arranging their own insurance and ensuring the policy is suitable for their specific Experience and the insurer is aware of any pre-existing medical conditions. A suitable insurance policy should provide adequate cover for medical expenses arising through illness, accident prior to or during the Experience and loss of monies through cancellation or curtailment of the Experience or other insurable reasons. Participants should ensure that there are no exclusion clauses limiting protection for the type of activities in their official itinerary and receive confirmation in writing that the proposed policy covers their costs in the event of a force majeure situation.
71. If participants have any doubts about travelling, they should consult their travel insurance provider for professional guidance. FF is not qualified to offer advice on the suitability of a participant's travel policy.

COMPLAINTS

72. Neither FF nor the owners of the services provided will entertain any complaint unless written notice is given to FF within two weeks of the end of the Experience. If you have a complaint about your Experience, before, during or after (within two weeks) you must immediately notify your FF representative.

73. Any claims or dispute of whatever nature arising under or in relation to the contract shall be referred to arbitration in accordance with the Arbitration Act 1950 or any statutory re-enactment.

74. If any international convention applies to, or governs, any of the services or facilities included in your holiday arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include, without limitation: in respect of international air travel, the Warsaw Convention 1929 (as amended) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these Conventions or any other international conventions applicable to your holiday. Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage. Should any portion of clause of this release be found or declared by a court of competent jurisdiction to be unenforceable, unconstitutional, or otherwise invalid, such finding shall not affect the enforceability or validity of the remainder, and the unenforceable portion shall be severed from this document without affecting the validity of the remainder. This release shall be governed and controlled by English law.

FOLLOW UP

75. Participants may be asked to complete a case study template to enable FF to capture and publicise its activities. Not all case studies will be written up and released.

76. Participants are encouraged to share personal photographs of the Experience with FF to enable FF to publicise its activities in form of external marketing.

77. Participants will receive a follow up report approximately six months after their Experience. No additional specific follow up, unless agreed in advance.

78. Following their Experience, if participants make additional arrangements with the local team to undertake recces, projects or other activities outside the scope of official FF projects, the cost and risks involved in doing so are the sole responsibility of the participant and the local team member. This activity does not form part of the official FF Experience and FF will not be liable for any indirect or consequential loss - financial, health or other.

Participants are required to send Frontline First the following documents in advance of the Experience:

- Completed medical questionnaire and emergency contact form.
- Scanned colour copy of passport (photo page).
- Copy of travel insurance policy.
- Confirmed flight itinerary.

Have Read:

- Be The Change Kit List.
- Be The Change General Travel Advice.
- Participants' Code of Conduct.

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