

ACTIVENTURE PLUS 2010

BOOKING CONDITIONS

1. Your Agreement with us

Please read these conditions carefully. They are intended for your protection and become a contract between us. To book your holiday you should return the completed booking form to us; we will check the details and send a Medical Form to you.

This booking form *does not* guarantee a place. Confirmation will be sent on completion of a medical form.

The final decision on whether to accept a booking rests with London Youth

2. Our Responsibilities

We acknowledge our responsibility to exercise diligence in making arrangements for you; to make sure that the services we provide are of a reasonable standard.

3. Holiday price and surcharges

We guarantee the price for your holiday will not change once the booking has been confirmed.

4. Payment

Full payment must be made on receipt of the invoice and no later than one month prior to the date of commencement of the holiday.

If payment is not received, we reserve the right to make a cancellation charge. Cheques should be made payable to Activenture and sent to Hindleap Warren, Wych Cross, Forest Row, East Sussex RH18 5JH.

5. Alterations and Cancellations

- i) Very occasionally it may be necessary for us to cancel a holiday because of circumstances beyond our control. We will offer you an alternative holiday, if available. If an alternative is not available, or if the alternative we offer you is not acceptable to you, we will refund all money you have paid to us.
- ii) If you wish to cancel your holiday the person who has signed the booking form should also sign the written notification of cancellation.
- iii) If we are unable to fill the cancelled place, we may charge a cancellation fee based on the total price of the holiday.**

6. Your responsibilities

The booking form must be signed by you, or signed by a person exercising parental responsibility. A medical questionnaire must be completed in full and returned before acceptance and confirmation can be finalized. **It is your responsibility / or person exercising parental responsibility to ensure that correct and full information is given and that, if necessary, it is updated prior to your stay.**

7. Complaints

A written comprehensive complaint policy is available on request.

8. Insurance

The Centre and its staff are insured by London Youth with a Public Liability Indemnity of £10 million. However, all clients are advised to insure against personal accident, loss of baggage, as well as cancellation. Neither London Youth, nor its staff, are responsible for any liability in this respect.