**BOOKING CONDITIONS**

All bookings with Gastrotrekking with Eva are subject to our Booking Conditions. They are available in full here for your information and should be read before making a booking, whether online or by post. Our booking conditions set out our obligations to you when you book with us, and also tell you what we expect from you. Please read them carefully, together with our booking information page, and contact us prior to booking for any clarifications you may require. All holidays are operated subject to the below conditions, and nothing in these conditions affects your statutory rights.

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**1) DEFINITIONS**  
The following Terms shall have the meanings set out below when used in these Booking Conditions:

The Company / We / Us: means,   
Gastrotrekking with Eva

Force Majeure: means,  
any circumstances which are unusual and/or unforeseeable and which are beyond the control of the Company, the consequence of which could not have been avoided even if all due care had been exercised, including (but not limited to) war or threat of war; riot; civil strife; hostilities; political unrest; government action; industrial dispute; natural or other disaster; nuclear incident; terrorist activity; weather conditions; closure of airports; closure of roads; fire; flood; drought; re-scheduling or cancellation of flights or alteration of the airline or aircraft type by an airline and technical problems with transportation and all similar events outside our control.

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**2) BOOKING YOUR HOLIDAY**  
All bookings are made subject to the terms set out in these conditions. To make a booking you must be 18 or over and must transmit to us, whether electronically or by post, a completed booking form completed by one person acting for all the people listed on the booking form. The booking form should be sent to us together with a non-refundable deposit before we can confirm your booking.

Confirmation of the booking will normally be sent by post and/or email within 7 working days. A booking is not accepted nor is a contract deemed to exist between us before the date shown on the confirmation invoice. We reserve the right to refuse a booking without explanation, and will refund in full any monies paid. Any changes made by you after the booking has been confirmed will be subject to a fee of £25.

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**3) PAYMENTS**  
An invoice will be sent for the remainder of the cost of the holiday and this must be paid no later than 60 days before the departure date. If you book less than 60 days before departure full payment must be made at the time of booking. If the balance is not paid on time we reserve the right to cancel the booking and apply the cancellation charges given below.

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**4)  IF YOU CANCEL YOUR HOLIDAY**  
You, or any member of your party, may cancel your holiday arrangements at any time. Written notification by mail (or email to: info@c-drift.com) from the ‘lead name’ on the booking must be received at our office. Since we incur costs in cancelling your travel arrangements, the following cancellation rates will apply:

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**i)**   60 days or more - Loss of deposit

**ii)**  59-31 days -50% Refund of total tour cost

**iii)** 30 days or less -No refund

If you are prevented from travelling on a holiday by circumstances which would normally permit you to make a claim on a travel insurance policy, you may transfer the booking to another person provided they satisfy all the conditions applicable to, and are suitable for, that holiday. A fee of £25 will be charged for such changes or £50 if the change is made less than 28 days before the departure date.

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Please note: In cases where cancellation charges made by our suppliers are higher than the cost of the deposit, we may pass the charge on to you. Please ask for full details and we will notify you of the specific charges applicable to your booking.

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**5) IF WE CHANGE OR CANCEL YOUR HOLIDAY**  
As our Holidays are planned many months in advance we reserve the right to make changes to and correct errors in holiday details both before and after bookings have been confirmed. We also reserve the right to cancel confirmed bookings at any time, but generally will not do so unless:

**i)**we are forced to do so by reasons of Force Majeure, or  
**ii)**the minimum number of people required to operate the holiday has not been reached.

In the latter case you will be advised no less than 14 days before the departure date. If we cancel a tour you will be offered an alternative holiday if possible. If this is not acceptable then a full refund will be given. However we will not be liable to refund any incidental expenses you may have incurred such as visas, vaccinations, or additional travel arrangements including non-refundable connecting flights and accommodation bookings, and no compensation will be paid. You are strongly advised not to make associated travel arrangements until you receive confirmation from us that the holiday booked is confirmed to run.

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**6) PRICE GUARANTEE**  
The cost of holidays featured on this website may be changed due to changes in exchange rates, transport or accommodation costs, or government action etc. Prices may be changed at any time up until a booking has been confirmed. Once a confirmation invoice has been issued we guarantee that the price shown will not be increased and any subsequent price increases or surcharges will be absorbed by us.

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**7) INFORMATION**  
Any information or advice provided by the Company on matters such as visas, vaccinations, climate, clothing, equipment etc. is given in good faith but we cannot be held responsible for any errors or omissions. The client is entirely responsible for obtaining any necessary medical vaccinations or other preliminary travel arrangements, including visas or permits, and any additional costs incurred. The Company cannot accept any responsibility for the consequences should visas or vaccinations not be obtained before the departure of the trip.

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**8) PROMOTIONAL IMAGES**  
Any likeness or image of you secured or taken on any of our trips may be used by The Company without charge in all media (whether now existing or in the future invented) for bona fide promotional materials of any kind, such as brochures, website slides, video shows and the internet.

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**9) INSURANCE**  
You are required to have Comprehensive Travel Insurance to participate in any of our holidays.

Before you participate in any of our holidays you must be covered by travel insurance, which must include adequate cover for baggage, personal liability, equipment, cancellation, existing medical conditions, medical expenses and the cost of repatriation, should you become too ill to continue with the holiday.

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If you choose to travel without adequate insurance cover, we will not be liable for any losses arising, in respect of which insurance cover would otherwise have been available.

Flights are not included in your holiday and you should ensure your travel insurance covers any potential issues with your flight. Any claims concerning matters for which you are insured must be made directly with your insurance company.

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**10) ACCOMMODATION**  
The cost of each trip is based upon accommodation in twin-bedded rooms. Those requesting single rooms will be charged a single room supplement, and should be aware that single rooms are of limited availability, and when they are not, double rooms used for single occupancy may sometimes be of an inferior standard.

In paying a single room supplement you are almost inevitably ensuring privacy rather than comfort. However, in the event of a single traveller who has requested a shared room receiving a single room, no supplement will be charged. The nature of accommodation and cuisine on each tour is described in the itinerary.

Reservations are accepted on the understanding that, whilst each hotel is usually among the most characteristic and comfortable available, you are fully aware that limitations imposed by the itineraries make it inevitable that the character, and sometimes the standard, of accommodation and cuisine may vary from place to place, and that in some circumstances accommodation may be in a hotel other than that featured in the itinerary.

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**11) WEATHER**  
We cannot be held responsible for any disruption to your trip due to bad or unusual weather conditions.

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**12) YOUR RESPONSIBILITIES**  
By paying your deposit and completing the Booking Form, you certify your agreement that:

**i)**   Any special requests you may have will be communicated in the Booking Form; such requests may include dietary restrictions, medical requirements and room preferences. If you are affected by any condition, medical or otherwise, that might affect your or other people’s enjoyment of the tour, you must advise us of this at the time of booking. You understand and agree that we will do all we can to accommodate special requests but cannot guarantee they will be possible.  
**ii)**   You have selected a tour that suits your experience, level of fitness, and state of health and that you have a valid passport and all visas, certificates, permits, and vaccinations required for travel.  
**iii)**  You will read our information concerning clothing, medical requirements, and culture-specific etiquette..  
**iv)**   The itineraries outlined for each holiday must be taken as an aim and not a contractual obligation on the part of the Company. Changes to the itinerary may be caused by reasons of Force Majeure and it is a fundamental condition of joining any of the Company’s holidays described in this brochure/website that you accept the potential hazards and the need for flexibility, and acknowledge that delays and alterations and their results, such as inconvenience, discomfort or disappointment, are possible. Group holidays invariably involve compromise to accommodate myriad desires, travel goals, personalities, and physical abilities of all group participants.  
**v)**   You agree to observe local laws and customs, and abide by the authority of any tour leader. If you commit any illegal act while on tour, or, if in the opinion of the tour leader your behaviour is causing or likely to cause danger, distress or offence to others you may be asked to leave the tour without the right to a refund.

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**13) UNCOMPLETED HOLIDAYS**  
No refund or compensation will be given for any unused portions of the holiday, including travel arrangements, accommodation, food and services, should a customer be unable, or choose not to complete a tour or remain with the group.

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**14) COMPLAINTS**  
If you have a complaint regarding your holiday you should make it known to the tour leader who will normally take the appropriate action. However if, at the end of the tour, you feel that your complaint was not dealt with properly you must notify us of your complaint in writing within 28 days of your scheduled date of return. Please give us full details of your complaint and all other relevant information. This will assist us to quickly identify your concerns and speed up our response to you.

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**15) DATA PROTECTION/PRIVACY**  
To process your booking and meet your requirements, we must sometimes pass your personal details on to the relevant suppliers of your travel arrangements. We would also like to hold your information (including any email address), where collected by us, for our own marketing purposes (for example, to inform you of promotional/competition offers or to send you our brochure). If you do not wish to receive such approaches in future, please inform us as soon as possible. For full details of our data protection and privacy policy, and an explanation of how your personal details will be used by us, please refer to our privacy policy.

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**16) LIABILITY**  
The Company shall not be held liable for any damages caused by the total or partial failure to carry out the contract if such failure is:

**i)**   attributable to the client/you  
**ii)**  unforeseeable or unavoidable and attributable to a third party unconnected to the Company  
**iii)**  as a result of reasons of Force Majeure  
**iv)**  a result of an event that even with all due care and attention we could not foresee or forestall  
**v)**   due to injury as a result of walking either on or off road, and in particular injuries received as a result of either inadequately maintained and serviced personal equipment. 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 will normally be limited to the price paid for the tour.

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**17) CONTRACT**  
By completing the booking form you agree to accept all these conditions and by accepting your booking we agree to carry out our obligations as defined in these booking conditions and other information supplied to you. This agreement is made subject to, and must be interpreted and enforced according to English law in an English court.