



# BOOKING CONDITIONS

1. All Arcturus holiday bookings are made with Far Frontiers Travel Ltd and are accepted after receipt by Far Frontiers Travel Ltd of the completed Booking Form and deposit of £600 per person – or higher amount if necessary - and after confirmation of the booking has been sent to you. This deposit is non-refundable.
2. The balance of the price of your holiday must be paid at least eight weeks before departure date. In some cases we will ask for the balance up to 150 days before departure and in some cases once paid, the balance is none refundable. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges set out below.
3. If, after confirmation has been issued, you wish to make alterations to your holiday, we will do our utmost to make the changes, provided that notification is received at our offices at least eight weeks before departure. This must be accompanied by a payment of £45 to cover administration costs. These charges will be payable whether or not Far Frontiers Travel Ltd or Arcturus is successful in confirming the amended reservations. Any alteration by you within eight weeks of departure will be treated as a cancellation of the original booking and will be subject to cancellation charges set out below.
4. You, as a member of your party, may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form and is communicated to us in writing. Written cancellations are effective from the day they are received by Arcturus or Far Frontiers Travel Ltd. As this incurs administrative costs we will retain your deposit and insurance premium (if appropriate). In addition where balances paid may be partially refunded we will apply cancellation charges as shown below.

Period before departure within which written cancellation is received:	Sum of cancellation charge shown as a percentage of total invoice:
90 - 42 days	50%
41 - 29 days	75%
28 days and less	100%
5. Holidays are based on air travel from London back to London on the dates specified. No reductions or refunds can be made in respect of unused tickets in either/ both directions.
6. Group tours are costed on a minimum number of passengers travelling together. If this minimum level is not reached we will either cancel the departure and offer a refund in full or, subject to passengers' agreement, we will operate the holiday at the necessary supplement.
7. Arcturus and Far Frontiers Travel Ltd acts only as agents for the owners of accommodation and services provided, for all carriers by air or otherwise 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 also subject to the laws of the country in which such carriage or other facility is required.
8. Neither Arcturus, Far Frontiers Travel Ltd nor the owners of the services provided will entertain any complaint unless written notice is given to us within 14 days of the end of the holiday.
9. Bookings are accepted subject to the services being available. All prices or other charges are based on prevailing costs as indicated in our literature and any aviation fuel surcharges at that date are subject to revision without notice in the event of any increase in these costs. If, at the date of the account of the balance becoming payable by the passenger, the price has increased by more than 20% of the price of the holiday, the passenger will be entitled to cancel the booking upon giving prompt written notice without loss of deposit.
10. In the event of adverse movements in the rate of exchange between the £ sterling and any relevant foreign currency, the passenger shall pay a surcharge calculated on the direct extra cost to Arcturus or Far Frontiers Travel Ltd as a result of that change. An account showing the surcharge will be despatched to the passenger not later than six weeks before departure date.
11. Neither Arcturus, Far Frontiers Travel Ltd 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. Furthermore any activities or trips not included within the pre-booked and paid for itinerary are undertaken entirely at your own risk.
12. Medical examinations, vaccinations, obtaining visas and other preliminary arrangements are entirely your responsibility. Arcturus and Far Frontiers Travel Ltd accepts no responsibility in the event that these are not completed in time for departure.
13. Arcturus and Far Frontiers Travel Ltd 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.
14. While Arcturus and Far Frontiers Travel Ltd will use its best endeavours for your comfort and enjoyment, it reserves the right at any time to modify or cancel without prior notice the tour, itinerary, travel arrangements or accommodation if affected by unforeseen circumstances. In such case, no liability whatsoever shall fall on Arcturus or Far Frontiers Travel Ltd.
15. The outline itineraries given for our trips must be taken as an indication of what each group hopes to achieve and not as a contractual obligation on the part of Arcturus or Far Frontiers Travel Ltd. It is a necessary condition of your joining any of our holidays that you accept this flexibility and that you also accept that we cannot be held responsible for delays or alterations in the programme, or for expenses incurred owing to international or domestic flight cancellations, war, threat of war, riots, civil strife, strikes, local regulations, sickness, quarantine, terrorist activity, political closures and disputes, natural disasters, weather conditions, fire, technical transport problems or other circumstances amounting to *force majeure* and/or acts of God. You will be responsible for any such expenses incurred which, depending on the circumstances, may be recoverable on your insurance.
16. All baggage and personal effects are at all times at the client's risk.
17. 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.
18. The leader, in conjunction with the appointed doctor if applicable, has the right to disqualify any passenger at any time during the course of the holiday if considered necessary for the medical well being or safety of the individual or the group without the right to any refund. The decision of the leader who represents Arcturus and Far Frontiers Travel Ltd as to the conduct, itinerary, and objectives of the tour is final.
19. Because the majority of our holidays are individually tailored, it is not possible to include information in our brochure on the destination airport, airline operator and aircraft type to be used. The information will be given on the confirmation invoice and customers may cancel their contract, without penalty, in the event of any change of destination airport, airline operator or aircraft type.
20. **YOUR FINANCIAL PROTECTION:** When you buy an ATOL protected air holiday package from Far Frontiers Travel Ltd you will receive a confirmation invoice from us confirming your arrangements and your protection under our Air Travel Organiser's Licence number 9270. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)  
The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.
21. Customers' prepayments are protected by a top policy. Worldwide customers' prepayments for non flight inclusive packages will be reimbursed, subject to the terms and conditions of the top policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request from your travel organiser. Underwritten by Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority.

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## ARCTURUS

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