

# Expat Explore Travel Limited

## Booking Terms and Conditions

The following Terms and Conditions were implemented as of 15 March 2024. To ensure you have the latest version, please [click here](#).

These Booking Conditions, together with our privacy policy and any other written information we brought to your attention before we confirmed your booking, set out the details of your booking with Expat Explore Travel Limited, Registered Office 10 Merryweather Place, London, SE10 8BN, UK (hereafter referred to as "we" or "us"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- He/she has read these terms and conditions and has the authority to and does agree to be bound by them;
- He/she consents to our use of information in accordance with our Privacy Policy;
- He/she is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

Our differing obligations are set out below, in three separate sections: Section A contains the conditions which will apply to all bookings. Section B contains the conditions which will apply when you make a booking with us where we act as the package organiser. Section C contains conditions which will apply to online competitions and text/sms competitions. Section D contains the conditions which will apply to the Black Friday promotion.

Please note that as a member of ABTA, Expat Explore stays informed with the latest travel advice from the Foreign & Commonwealth Office. [Click here](#) for up-to-date travel advice before embarking on your trip.

# SECTION A – APPLICABLE TO ALL BOOKINGS (UNLESS STATED UNDER EXCEPTIONS)

## A1. Booking

When you make a booking, you confirm that you have the authority to accept and do accept these conditions on your behalf and on behalf of all members of your party and further, if you are making a booking for more than one person, that you are responsible for all payments due from each and every member of your party. It is your responsibility to ensure that any information which you give us is accurate and that information which is given to you by us or any of our suppliers is passed on to all members of your party.

When you make your booking, you must pay the relevant deposit or full payment as specified at the time of booking. No contract will come into existence until we accept your booking and we receive your deposit or full payment in cleared funds and issue you with a confirmation invoice either on behalf of ourselves or the supplier in question.

Please check that all names, dates and timings are correct on receipt of all documents and advise us of any errors immediately, as changes cannot be made later and it may harm your rights if we are not notified of any inaccuracies in any document immediately. Please ensure that the names given are the same as in the relevant passport.

The booking information that you provide to us will be passed on only to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may therefore 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.

## A2. Discounts & Promo Codes

### A2.1 Return Traveller Discount

Expat Explore offers return travellers a discount of 10% on all future tours booked directly with Expat Explore. When booking through a travel agent, please note that your return customer discount will NOT be applied.

It is important that you inform us of the fact that you are a return traveller before your tour is paid in full so that we can apply this discount to your booking. No refunds will be processed to return customers who inform us of their return customer status after full payment has been made.

The return traveller discount is only applicable to the tour component of a booking. The discount is not applicable on any single supplements, pre/post-tour accommodation, optional excursions or other additions or upgrades on your booking.

Unless explicitly stated otherwise multiple discounts and other offers cannot be combined, and cannot be applied to existing bookings.

## A2.2 Promo Codes

Promo codes can only be applied to new bookings, and must be applied at the time of booking. To apply a promo code, you must enter it prior to completing the order; either during the online checkout process, or when instructing an Expat Explore employee to create a manual booking.

Only one promo code can be used per booking.

Unless explicitly stated otherwise, a promo code and return traveller discount cannot be added to the same booking. Adding a return traveller discount to a booking will cancel any promo codes on that booking.

Promo codes are not eligible to be redeemed on an existing booking.

Promo codes are not transferable or redeemable for cash or credit.

Promo codes are only valid on specific products and are subject to availability. They may be amended or withdrawn at any time. Please contact us for confirmation of the restrictions for a specific promo code.

Please note any additional discounts will be calculated based on the value remaining after the Promo Code Discount has been applied.

## A3 Payment

### A3.1 Relevant Payment Terms

Tour payments will be bound by the relevant deposit conditions as set out below.

Please Note: Certain tours have different deposit amounts - please see section A3.1.2 for relevant tours.

#### A3.1.1 Tour Deposits

At the time of booking, you will be required to pay a deposit of 10% of the tour price or a minimum amount per person (whichever is greater, see table below). If booking less than 45 days before departure, you will be required to make the full payment for your booking. **Where you only pay a deposit, you must pay the full balance at least 45 days before your tour departs.**

If full payment is not received by the balance due date for packages booked with us, we reserve the right to cancel your booking and you will be subject to our cancellation charges as set out in Section B5.1. Alternatively, where you have booked with a supplier, we will notify the supplier who may cancel your booking and charge the cancellation fees set out in their Terms and Conditions.

Currency	Minimum Deposit Value
GBP	The greater of 10% of the total tour cost or GBP 50 per person
CAD	The greater of 10% of the total tour cost or CAD 110 per person
NZD	The greater of 10% of the total tour cost or NZD 110 per person
USD	The greater of 10% of the total tour cost or USD 110 per person
AUD	The greater of 10% of the total tour cost or AUD 110 per person
ZAR	The greater of 10% of the total tour cost or ZAR 1000 per person
EUR	The greater of 10% of the total tour cost or EUR 75 per person

Please take note that while Expat Explore Travel does not charge any payment processing fees, you may incur cross-border charges set by your bank or credit card provider, when using your card to make an online payment. Expat Explore Travel is based in the United Kingdom and cross border charges may be incurred if you are based outside of Europe.

These charges are set by your bank or credit card provider and not by Expat Explore Travel. These charges are non-refundable. If you are unsure if you will incur a cross border charge, please contact your bank before making a payment online. If you would rather make a payment via bank transfer, please contact our customer service department for further details.

Once a booking has been created and the initial deposit or full balance payment paid, the currency can no longer be changed on that booking.

**Note: The above terms apply to all tours except those bookings listed within the next section A3.2 Payment - Exceptions.**

## A3.2 Payment - Exceptions

### A3.2.1 Group Bookings:

Where 15 people or more are booked on the same reservation, you will be required to make deposit payments as set out below:

- 10% deposit payment due when the booking is created (non-refundable)
- 25% of booking value due 180 days before travel (non-refundable)
- Full payment due 60 days before travel

Online payments will not be accepted for group bookings; clients should transfer the payment into our HSBC bank account (FNB bank account for residents of South Africa).

### A3.2.2 Tours with an included flight(s) & Rail Tours:

At the time of booking, you will be required to pay a deposit of 10% of the tour price, or a minimum amount per person (whichever is greater, see table below), or make full payment for your booking if booking less than 60 days before departure. **Where you only pay a deposit, you must pay the full balance on or before 60 days before your tour departs.** If full payment is not received by the balance due date, we will notify the supplier who may cancel your booking and charge the cancellation fees set out in their Terms and Conditions. Alternatively, where you have booked a package with us, you will be subject to our cancellation charges as set out in Sections B below.

Currency	Minimum Deposit Value
GBP	The greater of 10% of the total tour cost or GBP 50 per person
CAD	The greater of 10% of the total tour cost or CAD 110 per person
NZD	The greater of 10% of the total tour cost or NZD 110 per person
USD	The greater of 10% of the total tour cost or USD 110 per person
AUD	The greater of 10% of the total tour cost or AUD 110 per person
ZAR	The greater of 10% of the total tour cost or ZAR 1000 per person
EUR	The greater of 10% of the total tour cost or EUR 75 per person

### A3.3 30-Day Money-Back Guarantee

If travellers have paid their deposit but decide to cancel their tour within 30 days of the initial booking, Expat Explore will return the full deposit. At Expat Explore we understand that life can often be unpredictable so you can book with the comfort of knowing you have 30 days to change your mind. Please note: **Full payment is required at either 45 days or 60 days prior to departure**, depending on your tour, at which point the offer expires.

## A4. Accuracy

We endeavour to ensure that all of the information and prices both on our website and in our brochures are accurate; however, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

## A5. Special Requests

If you have any special requests please let us know at the time of booking. We will pass on all such requests to the supplier/representatives but we do not guarantee that they will be met and we will have no liability to you if they are not.

## A6. Insurance

Adequate travel insurance is a condition of booking with us. You must take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation - medical and non-medical) in the event of accident or illness; loss of baggage and money; protection against any Covid-related claims and other expenses. Failure to disclose relevant information will affect your insurance. You agree to provide us with a copy of your insurance policy on request.

Please note: When you sign up for an Expat Explore tour, you are required to secure [adequate travel insurance](#) cover for the duration of your trip. If you cannot provide the Expat Explore team with proof of adequate travel insurance prior to the start of your tour, you will not be permitted to embark on day one.

## A7. Flexible Date Changes

The safety and protection of our travellers are our primary focus, as such, your tour is guaranteed to depart unless force majeure circumstances or other unforeseen circumstances arise. If your tour is not able to depart, you have the ability to choose a new date that will suit you without any amendment administration fees. Please see section B3.1 (Tour Date Changes) for more details and exceptions.

## A8. Accommodation Ratings and Standards

On our tours, accommodation is provided in twin-share rooms as standard, which may be two single beds or a double bed. In certain locations, a twin is commonly accepted as referring to two separate mattresses and duvets contained in one large frame.

Two travellers booking together will be accommodated in a twin or double room. Three travellers booking together will be accommodated as follows: two travellers will be roomed in one twin room; the third person will be accommodated in a same gender twin share room. We will use our discretion in allocating the third person to a room share; unless we are otherwise advised in writing as to who will be sharing with whom.

Solo travellers will be accommodated in a twin-share room with another solo traveller of the same gender, unless they opt for a private room upgrade (single room supplement) at an additional cost. Single rooms do not always match up either in size or facilities to twin-bedded rooms.



Please note that in some properties, lifts may not directly service all floors and access to and from these floors may be by stairway only. Please note that porter services are not standard and not available at many hotels.

Accommodation ratings are displayed as provided by the supplier. These are intended to give a guide to the services and facilities you should expect from your accommodation. Standards and ratings may vary between countries, as well as between suppliers. We cannot guarantee the accuracy of any ratings given and no warranty is given or implied.

Safety standards in some countries may differ from those applicable in the United Kingdom. We strongly advise that all customers seek to minimise their exposure to injury by familiarising themselves with relevant safety information that may be posted around the hotel or anywhere else.

## A8.1. Single Supplements / Private Room Upgrades

Travellers can request a private room upgrade (single room supplement) at an additional cost. Private room requests must be made and paid for at least 18 days prior to the start date of the tour. Please note that private rooms are subject to availability.

## A9. Food

Meals are included as stipulated in the tour itinerary, check your specific tour itinerary on our website for details of which meals are included. Vegetarians can be catered for, so please inform us at the time of booking, as well as your tour leader at the start of the tour. Please be aware that in many parts of the world vegetarian meals are classified as meals without meat or fish, and may not be what you are used to. Specific religious dietary requirements can be catered for by providing the vegetarian option. Non-included meals are at your own expense. This allows you the opportunity to try the local cuisine.

There is always an excellent range of restaurants and supermarkets to choose from in each destination. You will also need to purchase drinks and snacks for long bus or coach journeys as there may not be the opportunity once on board.

## A10. Fitness to Travel, Age and Medical Conditions

If you have any medical condition, disability or special requirements which may affect your holiday, please tell us before you confirm your booking, as we are able to make enquiries of the supplier about the suitability of arrangements for you and provide replies prior to booking.

Clients are also expected to accept that the components described constitute "Adventure Travel" and that travel to and facilities in other countries will not be to similar standards which they may be accustomed to at home.

Persons over 65 years of age may be asked to provide medical evidence of fitness to travel on certain itineraries. Minors (those under 18 years of age) are accepted on some group tours operated by us at our discretion provided they are accompanied by a parent or guardian who accepts full responsibility for them. Unaccompanied minors will not be accepted. We have recommended ages for participation in group tours which act as a guide only. Please note that no persons under 10 will be accepted on our tours unless this is formally requested in writing. Expat Explore reserves the right to allow or deny younger travellers onto our tours at our discretion.

All itineraries include a large amount of walking. Walking tours may take up to three hours, and walking to and from the hotel and restaurants is unavoidable. All itineraries include the use of public transportation, which



can be public buses, trams, trains and metro. The coach will not be used on all days due to driving hours' legislation.

Clients agree to accept the authority and decision of our employees, tour leaders, and agents whilst on tour with us. If in the opinion of such a person, the health or conduct of a client before or after departure appears likely to endanger the safety, comfort or enjoyment of a tour, the client may be excluded from all or part of the tour, without any refunds. In the case of ill health, we may make such arrangements we see fit and recover the costs from the client.

If a client is excluded from the tour as above or chooses to leave the tour of their own free will or leaves the tour due to ill health or any other reason there will be no refund of the tour price, extra services, surcharges, local payments/funds or any local surcharges. All services forming part of the whole package booked will be forfeited though may be recovered through travel insurance in some circumstances.

## A10.1. Covid-19

To ensure the health and safety of our travellers and Expat Explore crew, our new safety protocols and procedures have been carefully designed around existing government regulations on national and regional levels as well as follow Tourcare guidelines. TourCare are health guidelines developed by the United States Tour Operators Association (USTOA), The Canadian Association of Tour Operators (CATO) and the European Tourism Association (ETOA). Please visit our [health and safety page](#) to read more.

## A11. Behaviour

Please be aware that the booking conditions of the supplier will normally state that your holiday arrangements can be terminated, with no refund, if the behaviour of your party falls below an acceptable standard. Suppliers will also often require you to pay for any damage you cause to the accommodation or services in the resort. We are under no obligation to you if any event such as this occurs. You agree to indemnify us for the full amount of any claim (including all legal costs) made against us by the supplier or any third party as a result of your conduct.

All participants in tours operated by us are expected to obey the laws and regulations of the countries visited and any failure to do so may relieve us of any obligation that they may otherwise have under these booking conditions.

## A12. Passports, Visas and Health

We can provide general information about the passport and visa requirements for your trip, but this is for guidance only and it remains your responsibility to check the requirements before you travel. 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 prior to travel. Neither we nor the supplier accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements and normal cancellation fees will apply

We can provide general information about any health formalities required for your trip but you should check with your own doctor for your specific circumstances. Up to date travel advice can be obtained from the [Foreign, Commonwealth & Development Office \(FCDO\)](#).

## A13. Final Travel Arrangements

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 relevant departure point.

To fully prepare yourself for your tour Expat Explore strongly recommends you download and read the pre-tour documents that are available to download from the website. The most up to date documents can be found on the website and should be downloaded at least 5 days prior to departure to ensure you have the most correct and up to date details.

## A14. Check-in & Check-out

Generally, hotel rooms will be available for check-in between 12.00 noon and 15.00 with check out between 10.00 and 12.00 noon. Please note that our itineraries often require that we deviate from these times in order to stay on schedule.

## A15. Complaints

Where you have booked a package holiday with us or a single-element booking where we are acting as principal, please inform your Tour Leader about any queries or concerns immediately or contact us via the contact numbers listed on our website. If your complaint is not resolved locally, please follow this up within 14 days of your return home by writing to us giving your booking reference and all other relevant information. It is strongly recommended that you communicate any complaint to the supplier of the services in question without delay whilst on tour. If you fail to follow this procedure, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on tour and this may affect your rights under this contract.

If you wish to complain when you return home, write to the supplier. You will see the name and address plus contact details in any confirmation documents we send you. We will of course assist you with this if you wish - please contact us. However, any assistance will be provided as a gesture of goodwill.

## A16. Lost property

Expat Explore and its staff do not accept liability in respect of any loss or damage to articles brought on tour. It is the sole responsibility of all guests to make arrangements for adequate insurance coverage on all valuable items prior to departure. Should any items be left behind at our partner hotels whilst on tour, it is your responsibility to contact the relevant hotel to make arrangements for the items to be returned. Expat Explore will assist where possible in the tracking of lost items. Should the item be found it will be posted to you. You agree to pay a handling fee of £25 per lost item as well as the relevant postage fee. Expat Explore accepts no liability for helping with your lost property, nor do we take responsibility for any loss or damage to your luggage while on our vehicles or public transport.

## A17. Financial Protection

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Expat Explore Travel, membership number 5517, and in the event of their insolvency, protection is provided for:

- Non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Expat Explore Travel.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>.

You can find out more about ABTOT here: <https://www.abtot.com/>.

As a member of ABTA, Expat Explore stays informed with the latest travel advice from the Foreign & Commonwealth Office. [Click here](#) for up-to-date travel advice before embarking on your trip.

## A18. Force Majeure

Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier of the service in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, the threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and all similar events outside our control or the control of the supplier concerned.

## A19. Law and Jurisdiction

These terms and conditions are governed by English law and any dispute arising between the parties is subject to the exclusive jurisdiction of the courts of England and Wales (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

If any exclusion(s) or limitation(s) contained in these Conditions is found, in whole or part, to be unlawful, void or for any other reason unenforceable for any purpose(s), that exclusion(s) or limitation(s) or the part(s) in question shall be deemed severable and omitted from these Conditions for that purpose / those purposes. Such omission shall not affect the validity, effectiveness or enforceability of the other provisions of these Conditions.

## A20. Conditions of Suppliers

Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

## A21. Data Protection and Privacy Policy

Please [click here](#) to read Expat Explore's Data Protection and Privacy Policy.

## A22. Account Registration

In order to access and use certain features on ExpatExplore.com, you must register for an "account". You are responsible for maintaining the confidentiality of your account password and login credentials. You are also responsible for all activities that occur in connection with your account. You agree to notify us immediately of any unauthorized use of your account.

Your account is for non-commercial, personal use only. You may not impersonate someone else (e.g., adopt the identity of a celebrity or pseudo names), create an account for anyone other than yourself, provide an email address other than your own, or create multiple accounts on ExpatExplore.com.

Expat Explore Travel reserves the right to close your account at any time for any or no reason.

We may terminate or suspend your account or ability to use the Website, in whole or in part, at our sole discretion, for any or no reason, and without notice or liability of any kind. For example, we may terminate or suspend your account or ability to use the Website if you misuse the Website. Any such termination or suspension could prevent you from accessing your account, the Website, your Content, Website Content, or any other related information.

You may terminate your account at any time by closing or deleting your account, and discontinuing your access to any and all parts of the Website.

As a user of ExpatExplore.com, you understand and agree that:

- Neither Expat Explore Travel nor its affiliates will have any liability to you or others for any unauthorized transactions made using your account access details; and
- The unauthorized use of your account could make you liable to both Expat Explore Travel and other users.

## A23. Media Content

When you book with us, you give us permission to publish images and videos taken of you while on tour, and your name and likeness, for use in Expat Explore Travel marketing and promotional materials.

In addition, you release and hold harmless Expat Explore Travel from any reasonable expectation of privacy or confidentiality associated with the images and video media specified above. You further acknowledge that your participation is voluntary and that you will not receive financial compensation of any type associated with

the taking or publication of these images and videos or participation in company marketing and operations materials, or other company publications.

You acknowledge and agree that publication of said images and videos confers no rights of ownership or royalties whatsoever. You hereby release us, our contractors, our employees, and any third parties involved in the creation or publication of marketing and operational materials, from liability of any claims by you or any third party in connection with your participation.

## SECTION B: PACKAGE HOLIDAY BOOKINGS

This section only applies to Package Holidays booked with us as Organiser. Please read this section in conjunction with Section A of these Booking Conditions.

### B1. Definition of Package

A "Package Holiday" exists if you book a pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than twenty-four hours or includes overnight accommodation: (a) transport; (b) accommodation; (c) other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the package. Where you have booked a Package Holiday with us, we will accept responsibility for it in accordance with these Booking Conditions as an "Organiser" under The Package Travel and Linked Travel Arrangements Regulations 2018.

### B2. Pricing

When you book a Package with us, you must pay either a deposit or the full balance of the total advertised price, if booking within 45 days of departure. Where you pay only a deposit at the time of booking, full payment is due no later than 45 days prior to departure. **Note: The above terms apply to all tours except those bookings listed within the next section B2.1 Pricing - Exceptions.**

We reserve the right to amend the price of unsold holidays at any time and correct errors in the prices of confirmed holidays. The price of your confirmed package is subject at all times to changes in transport costs such as fuel, any other cost changes which are part of our contracts with operators and any other transport providers; changes in the currency exchange used to calculate your arrangements and to rates, dues, taxes or fees chargeable for services such as embarkation or disembarkation fees at ports any or all of which may result in a variation of your holiday price.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges and/or additional services or travel arrangements. You will be charged for the amount over and above that, plus any applicable administration charges together with any amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your confirmed travel arrangements (excluding any insurance premiums, amendment charges and/or additional services or travel arrangements), you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid to us, except for any insurance premiums and any amendment charges and/or additional services or travel arrangements.

Should you decide to cancel for this reason, you must exercise your right to do so within 7 days from the issue date printed on your final invoice. There will be no change made to the price of your confirmed holiday within 14 days of your departure nor will refunds be paid during this period. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your confirmed tour cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

## B2.1 Pricing - Exceptions

### B2.1.1 Tours that include a flight(s) and Rail Tour Bookings:

When you book a tour package that includes a flight(s) or Rail Tour package with us, **you must pay either a deposit or the full balance of the total advertised price, if booking within 60 days of departure.** Where you pay only a deposit at the time of booking, full payment is due no later than 60 days prior to departure.

## B3. Changes by You

### B3.1 Tour date changes

Travellers have an unlimited amount of date changes for their coach tour. No amendment administration fees will be applied for any date changes made 76 days or more (90 days or more if your tour is a Rail Tour or has an included flight(s)) prior to your departure, however, the advertised website price for the new tour date will apply.

If you wish to change any part of your package after your deposit has been paid, you must inform us in writing as soon as possible. This should be done by the first named person on the booking.

*Please Note: Whilst in most cases name changes are considered "minor changes" the fee associated with name changes will be determined by tour inclusions such as rail, flights and ferries.*

Period before departure within which notice of change by you is received	Amount charged for the amendment
61 - 75 days before departure	£35
45 -60 days before departure	£50
30 - 44 days before departure	40% of tour cost
15 - 29 days before departure	70% of tour cost
14 days or less before departure	100% of tour cost

Where we are unable to assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you. A cancellation fee will be payable. If you are prevented from travelling it may be possible to transfer your booking to another suitable person provided that written notice is given. An administration fee will be charged, details available upon request.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements. **Please note: The above terms apply to all tours except those bookings listed within the next section B3.2.**



## B3.2 Changes by you - Exceptions

### B3.2.1 Tour packages that include a flight(s) and Rail Tours

If your tour package includes flight(s) or if you've booked a Rail Tour, the following applies:

**B.3.2.1.1** any passenger details which need changing (eg. name changes) within 60 days of departure will incur a fee of £150.00 per change.

**B.3.2.2.2** Please note if you are booked on a tour, with flight(s) included in the itinerary, or one of our Rail Tours, you will have to pay the applicable amendment charges up to the maximum shown in the table below:

Period before departure within which notice of Date Change by you is received	Amount charged for date change
71 - 90 days before departure	£35
61 - 70 days before departure	£50
45 - 59 days before departure	20% of tour cost
30-44 days before departure	40% of tour cost
15-29 days or less before departure	70% of tour cost
14 days or less before departure	100% of tour cost

## B3.3 Travel Credit

Expat Explore may provide the opportunity to take travel credit in cases where a tour is unable to operate. In such a case, all monies paid on a current booking will be converted to travel credits, which can be applied to any future departure without incurring any amendment fees. **Please note: Converting to credits is only applicable for tours as specified by Expat Explore.**

Travel credits must be redeemed/activated by the date indicated on the travel credit voucher.

If you have already communicated your date change then these terms and conditions still apply to your booking, as this means you have already activated your travel credits.

**Please note: Travel credits are non-refundable and cannot be converted to cash.**

### B3.3.1 Travel Credits as a gift

Travel credits can be used for a new booking made by someone other than the original booker(s). Thus, a new tour can be booked by new travellers and the travel credits can be transferred onto that booking. The lead traveller from the original booking just needs to contact our customer service team and inform them about the transfer.

### B3.4 Promo Codes

Promo codes have specific eligibility requirements and restrictions. If you change your tour and/or departure date, any promo code(s) used on your original booking will be invalidated if the specified requirements and restrictions no longer apply to your new booking.

## B4. If You Cancel

If you or any other member of your party decides to cancel your confirmed Package you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices or by email (when you receive an email response confirmation from us). Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in the table below (the cancellation charge detailed is calculated on the basis of the total cost payable by the person cancelling, excluding insurance premiums and amendment charges which are not refundable in the event of the person to whom they apply cancelling).

Period before departure within which notice of Cancellation by you is received	Amount of cancellation charge
45 days or more before departure	Loss of deposit
30 - 44 days before departure	40% of tour cost
15 - 29 days before departure	70% of tour cost
14 days or less before departure	100% of tour cost

**Note: The above terms apply to all tours except those bookings listed within the next section B4.1 If You Cancel - Exceptions.**

## B4.1 If You Cancel - Exceptions

### B4.1.1 Cancelling Tour Packages that include a flight(s) and Rail Tours:

Please note if you are booked on a tour which has an included flight(s) in the itinerary or any of our Rail tours, you will have to pay the applicable cancellation charges up to the maximum shown in the table below (the cancellation charge detailed is calculated on the basis of the total cost payable by the person cancelling, excluding insurance premiums and amendment charges which are not refundable in the event of the person to whom they apply cancelling).

Period before departure within which notice of Cancellation by you is received	Amount of cancellation charge
60 days or more before departure	Loss of deposit
45 - 59 days before departure	20% of tour cost
30-44 days before departure	40% of tour cost
15-29 days or less before departure	70% of tour cost
14 days or less before departure	100% of tour cost

Please note that certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation charge of up to 100% of that part of the arrangements, in addition to the charge above.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. We will deduct the cancellation charges from any monies you have already paid to us.

## B5. If We Make a Change or Cancel Your Package Holiday

It is unlikely that we will have to make any changes to your Package, but we do plan the arrangements many months in advance. 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 Package. However, we will not cancel your travel arrangements less than 40 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. Most alterations will be minor and while we will do our best to notify you of any changes as soon as reasonably possible if there is time before your departure, we will have no other liability to you. Examples of "minor changes" include the following when made before departure:

- A change of outward departure time or overall length of your holiday of twelve hours or less.
- A change of accommodation to another of the same standard or classification.
- Replacing one or more destinations or included experiences with comparable alternatives.
- Changing the order of the itinerary (without affecting the destinations and included experiences).

Occasionally we may have to make a major change to your Package. Examples of “major changes” include the following, when made before departure:

- A change of accommodation area for the whole or a significant part of your time away.
- A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
- A change of outward departure time or overall length of your arrangements of twelve or more hours.

If we have to make a major change or cancel, we will tell you as soon as possible via email and if there is time to do so before departure, we will offer you the choice of (for major changes):

1. accepting the changed arrangements; or
2. accepting the offer of travel credits to be kept on file for future bookings; or
3. having a refund of all monies paid.

You must notify us of your choice within 7 days of our offer in writing. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.

If we make a major change or cancel, less than 40 days before departure, we will also pay compensation as detailed below:

<b>Period before departure within which notice of Cancellation or major change is notified to you</b>	<b>Compensation payable per person booking</b>
40 days or more	Nil
31 - 39 days	£20
30 days or less	£40

We will not pay you compensation where we make a major change or cancel more than 40 days before departure or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or if we cancel your arrangements (we will tell you if we have to cancel for this reason no less than 40 days before departure).

The above sets out the maximum extent of our liability for changes and cancellations and we regret we cannot meet any expenses or losses you may incur as a result of change or cancellation. In no case will we pay compensation if accommodation is offered by us and accepted by you in the same location with a higher price than at the time of the original booking, where no additional payment is made by you for the higher-priced accommodation.

We will not pay you compensation and the above options will not be available if we make a minor change or cancel as a result of your failure to make full payment on time or where the change(s) or cancellation by us arises out of alterations to the confirmed booking requested by you.

Very rarely, we may be forced by "force majeure" to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

If we become unable to provide a significant proportion of the services that you have booked with us after you have departed, we will make alternative arrangements for you at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation.

### **B5.1 Cancellation due to non-payment of the full balance**

If a booking is not paid in full by the full balance due date, the booking will be cancelled and the deposit will be forfeited in the form of a cancellation charge.

Should there be any further payments on the booking over and above the deposit, it is the responsibility of the lead traveller to contact us and request that this is refunded. The refund will be processed within 14 calendar days to the original payment method.

## **B6. Our Responsibilities to You in respect of Package Holidays**

**B6.1.** We will accept responsibility for the arrangements we agree to provide or arrange for you as an “organiser” under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers perform or arrange your contracted holiday arrangements negligently, taking into consideration all relevant factors (for example following the complaints procedure as described in these conditions and the extent to which ours or our employees’ or suppliers’ negligence affected the overall enjoyment of your holiday), we will pay you reasonable compensation. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

**B6.2.** We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claims of any description if it results from:

1. the act(s) and/or omission(s) of the person(s) affected;
2. the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
3. unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or
4. an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

**B6.3.** We limit the amount of compensation we may have to pay you if we are found liable under this clause:

1. For loss of and/or damage to any luggage or personal possessions and money:

The maximum amount we will have to pay you in respect of these claims is £25 per person in total because you are assumed to have adequate insurance in place to cover any losses of this kind.

2. For claims not falling under 3(1) above and which don’t involve injury, illness or death:

The maximum amount we will have to pay you in respect of these claims is twice the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.

3. For claims in respect of international travel by air, sea and rail or any stay in a hotel:

- A. The extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); EU Regulation 392/2009 (relating to the Liability of carriers of passengers by sea in the event of accidents); The Berne/Cotif Convention (with respect to rail travel) and The Paris Convention (with respect to hotel arrangements). You can request copies of these Conventions from our offices. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.
- B. In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.
- C. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

**B6.4.** It is a condition of our acceptance of liability under this clause that you notify any claim to us and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

**B6.5.** Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to Expat Explore or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

B6-6. Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) relate to any business.

**B6.7.** We will not accept responsibility for services or facilities which do not form part of our Agreement, or where they are not advertised in our brochure. This is for example any excursion you book directly with an external supplier, or any service or facility which your hotel or any other supplier agrees to provide for you.

Extra activities will be available on all tours that will enhance your travel experience, but you have a choice as to whether or not to participate. Please note these are not part of your tour, These excursions are not operated by Expat Explore, nor do they form part of your contract with us. Whilst we may arrange the activity, where we do so we act as an agent of the local supplier. Should you participate in any extra activities your contract will be with the local supplier and their conditions will apply.

## B7. Delays, Missed Transport Arrangements and other Travel Information

If you or any member of your party misses your Coach or other transport arrangement, it is cancelled or you are subject to a delay for any reason on the day of departure, you must contact us and any other transport supplier concerned immediately.

The Package Travel (etc.) Regulations provide that in the event that you experience difficulties, we will provide you with prompt assistance. Where you experience a delay which is not owing to any failure by us, our employees or subcontractors, this prompt assistance is likely to extend to providing help in locating refreshments, accommodation and communications but not paying for them. Any airline or other transport supplier may, however, pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements.

Our tours run to a schedule and if you, or any member of your party is late during the tour, you may be left behind. If this occurs, please contact your tour leader and they will provide you with assistance to help you travel to the next destination, please note that any costs incurred will be at your own expense. The departure times during the tour are set by the tour leader and driver and will be notified to you at each stop. It is your responsibility to be on time, failure to be on time can cause delays to the tour itinerary.

## B8. Our Staff

Our staff have been carefully chosen, and undergo comprehensive training. Tour leaders and drivers are authorised to have well-deserved rest during tour; these are the 'free days' as part of the tour itinerary. Although the staff are on a rest day, they are on call for any emergencies.

## B9. Transportation on non-Europe tours

Transportation arrangements vary between certain tours and regions. Depending on the circumstances, transport will either be a coach or a private van. Please be aware that not all forms of transportation will have lavatory facilities on board.



# SECTION C: EXPLORE LIKE LOCALS PROMOTION & COMPETITION

In addition to Expat Explore's standard Terms & Conditions detailed above, the following Terms & Conditions apply to the Explore Like Locals promotion:

## C1. The Promoter

The promoter is Expat Explore Travel Ltd / Address: 10 Merryweather Place, London, SE10 8BN, UK / Tel: 0044 808 168 6799 / Email: info@expats Explore.com

This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Instagram, Pinterest, Google or Twitter. Any questions, comments or complaints regarding the promotion should be directed to Expat Explore Travel.

## C2. Overview of Competition

The Explore Like Locals competition will operate on the Expat Explore website between 1 February 2024 and 31 March 2024 inclusive. During this period, all lead travellers who make a booking that fulfills the following Conditions of Entry will be entered into a random prize draw.

## C3. Conditions of Entry

To be eligible for the prize draw, a booking must meet all of the following criteria at 12:00 hours GMT on 1 April 2024:

- The booking made date was between 1 February 2024 and 31 March 2024 inclusive
- The travel date is between 1 February 2024 and 31 December 2024 inclusive
- The booking was made directly with Expat Explore
- The booking is for a tour that includes Paris, France on the itinerary
- The deposit or full balance has been received by Expat Explore
- The booking status is active (provisional or confirmed)

### C3.1 'No Purchase Necessary' Entries

Users residing in a state or country that implements 'No Purchase Necessary' laws can enter the competition without the requirement to purchase an eligible tour by submitting an email entry. This entry should be sent to [info@expats Explore.com](mailto:info@expats Explore.com) with the subject line "Explore Like Locals Paris Free Entry". The email should list their full name, contact number and email address.

## C4. Winner Selection & Acceptance

One eligible booking will be randomly selected as the winner on 3 April 2024. The lead traveller will be determined as the winner and will be contacted using the information provided on the booking.

The chosen winner must respond in writing to confirm acceptance of the prize. All reasonable efforts will be made to contact the winner. If the winner does not respond by 14 April 2024, they will forfeit their claim to the prize and a new winner will be selected at random from the remaining pool of eligible bookings.

## C5. Prize

The prize is one free seat on any 2025 departure offered on the Expat Explore website up to the same value as the lead traveller's seat on the winning booking. If the booking had any discounts or promotions applied, the value will be determined as the value of the tour component for the lead traveller, after all discounts and promotions have been applied.

If the winner selects a departure that is of a lower value than the winning booking, they have no claim to the difference in value.

If the winner selects a departure that is of a higher value than the winning booking, they will be required to pay the difference within 30 days of the booking being made. If this payment is not received, the booking will be cancelled and the winner will forfeit their prize.

The addition of any other travellers on the prize booking will be at the standard website price displayed at the time of booking.

Standard terms and conditions detailed above regarding cancellations and refunds apply to the prize booking.

If the winner does not select a prize by 31 December 2025, the prize will be forfeited.

If the winner subsequently cancels the booking that was considered their entry into the prize draw, the prize will be forfeited, and if a prize booking has been created it will be cancelled.

# SECTION D: “EGGSPLORER THE WORLD” EASTER PROMOTION

In addition to Expat Explore’s standard Terms & Conditions detailed above, the following Terms & Conditions apply to the “EggsplorER the World” promotion:

## D1. The Promoter

The promoter is Expat Explore Travel Ltd / Address: 10 Merryweather Place, London, SE10 8BN, UK / Tel: 0044 808 168 6799 / Email: [info@expats Explore.com](mailto:info@expats Explore.com)

This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Instagram, Pinterest, Google or Twitter. Any questions, comments or complaints regarding the promotion should be directed to Expat Explore Travel.

## D2. “Eggcellent Easter Deal” Special Offers

The discounted prices offered as part of the Eggcellent Easter Deal promotion apply to selected tours and tour departure dates only. These are identified on the <https://expats Explore.com/> website by the EGGCELLENT EASTER DEAL icon on a yellow banner.

All advertised discounts and prices are subject to availability and can be changed or withdrawn at any point without notice.

The discounted prices are applicable to new bookings only.

The discounted prices are applicable to direct bookings only, and are not available to third-party agents.

The availability of the special offers commences on 11 March 2024 at 09:00 AM GMT, and ceases on 07 April 2024 at 23:59 PM GMT.

## D3. “EggsplorER the World” Competition

### D3.1. Competition Period

The EggsplorER the World competition will operate on the Expat Explore website between 18 March 2024 and 07 April 2024 inclusive.

### D3.2. Entry Method & Requirements

The entry method is completion and submission of the entry form on the following web page: <https://competition.expats Explore.com/>.

The Terms and Conditions and Privacy Policy must be agreed to.

### D3.3. Winner Selection & Acceptance

One entry that has correctly counted the number of eggs will be randomly selected as the winner on 8 April 2024.

The winner will be contacted using the email address and phone number submitted as part of the entry.

The chosen winner must respond in writing to confirm acceptance of the prize. All reasonable efforts will be made to contact the winner. If the winner does not respond by 30 April 2024, they will forfeit their claim to the prize and a new winner will be selected at random from the remaining pool of correct entries.

### D3.4. Prize

The prize is one free seat on any Europe tour (excluding the Highlights of Turkey tour) that starts in April 2025 with a duration of 14 days or less.

The addition of any other travellers on the prize booking will be at the standard website price displayed at the time of booking.

No private room upgrades, add ons, optional excursions or additional extras are included in the prize. The winner must arrange for their own flight(s) and visa(s) at their own expense, where applicable.

The prize is non-transferable, non-exchangeable, and cannot be substituted for cash or any other item. If the winner has an existing booking, the prize cannot be transferred to it.

Standard terms and conditions detailed above regarding cancellations and refunds apply to the prize booking. Once the prize booking has been made it cannot be transferred, and cancellation will result in forfeit of the prize.

If the winner does not select a prize by 31 December 2024, the prize will be forfeited.

### D3.5. Publicity

By participating in the competition, the winner agrees to participate in any promotional activities, including the use of their first name and initialised surname, for advertising and promotional purposes without additional compensation.