Travel Chasers Terms & Conditions

Travel Chasers is a trading name of Expat Explore Travel Limited, a company registered in England and Wales under company number 07728519, with its registered office at 10 Merryweather Place, London, SE10 8BN, United Kingdom ("Travel Chasers", "we", "us" or "our").

Your contract is with Expat Explore Travel Limited, trading as Travel Chasers.

The following Terms & Conditions apply to all bookings made directly with us from 29 September 2026.

Bookings made through third parties - such as travel agents, online travel agents, deal websites, or resellers - may be subject to different Terms & Conditions than those that apply to direct bookings. This includes bookings initially made through a third party and then transferred to us. If you're unsure whether your booking is affected, please contact us to confirm.

These Terms & 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 us. Please read them carefully as they set out our respective rights and obligations. In these Terms & 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 & 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 and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- 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; and
- He/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

Please note that as a member of ABTA, we stay informed with the latest travel advice from the Foreign, Commonwealth & Development Office (FCDO). Click here for up-to-date travel advice before embarking on your trip.

1. Booking

When you make your booking, you must pay the relevant deposit or full payment as specified at the time of booking. A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation that will confirm the details of your booking. We reserve the right to return your deposit and decline to issue a booking confirmation at our absolute discretion.

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.

1.1 Our Ranges

We sell our tours under four ranges. The range your tour is sold under determines the deposit, final payment date, amendment fee and cancellation terms that apply to your booking, as set out in Section 3 and referred to throughout these Booking Conditions.

- **Classic**
- **Premium**
- **Signature** (including our escorted European rail journeys previously sold under the RailRocker brand)
- **Chaser Made** is our tailor-made range: an individual itinerary built by a Chaser Made experience designer to your own specification, rather than a fixed group departure. Chaser Made bookings are subject to the terms in Section 3.4, Section 25.3 and Section 26.3, which apply in place of the range-based terms elsewhere in these Booking Conditions.

1.2 Flight-Inclusive Tours

Certain tours offered by Travel Chasers include one or more flights arranged by us as part of the package ("Flight-Inclusive Tours").

Flight-Inclusive Tours are subject to additional payment, amendment, and cancellation terms due to airline requirements. These additional terms are set out elsewhere in these Booking Conditions and apply in addition to the standard tour terms for the relevant range.

1.3 Rail Journeys

Certain tours offered by us are escorted rail journeys through Europe. These tours were previously sold under the RailRocker brand (Expat Explore Travel Ltd, trading as RailRocker), which has been incorporated into Travel Chasers as Signature Rail Journeys, within the Travel Chasers Signature range.

Bookings made under the RailRocker brand before 29th September 2026 remain valid and continue to be governed by the booking conditions provided at the time of booking. These Booking Conditions apply to Rail journeys booked from 30th September 2026.

Rail journeys are subject to additional deposit, amendment and cancellation terms reflecting rail operator requirements, and to the range-specific terms set out in Section 3. These are set out in the relevant sections of these Booking Conditions and apply in addition to the standard tour terms.

2. Pricing, Discounts & Promotional Codes

2.1 Pricing and Discounts

We operate a dynamic pricing model for the majority of tours. These tour prices are set based on demand, availability, and booking timelines. Early bookings typically secure the lowest available prices, encouraging customers to book in advance.

We may run promotions offering discounted prices. These discounts apply to new bookings made during the promotional period only.

Discounts or reduced prices offered as part of promotions are not applicable to bookings made prior to the promotion. Passengers who book early benefit from securing their place at the best available rate at the time of booking.

Online resellers and deal websites offering promotional discounted prices for a short period of time will not be price matched.

While we endeavour to offer consistent value, we reserve the right to adjust prices at any time based on factors such as demand, currency fluctuations, or operational costs.

By booking early, travellers can enjoy peace of mind knowing that they've secured their spot and avoided the risk of tours selling out, or selling at a higher price closer to the date of departure.

2.1.1 "Invite Your Friends & Family on Tour" promotion

Friends & family of a Travel Chasers customer with a confirmed, future tour booking are invited to join them on their tour. The friends & family are eligible to redeem a 10% discount when making a new online booking.

The discount may be redeemed for any number of people, subject to the availability of their chosen tour.

The discount is valid on all tours, excluding those marked as Black Friday Deals.
The discount is only valid on new bookings made directly with us. It cannot be applied to existing bookings or bookings made through third-party travel agents.

To redeem the discount, apply the relevant promo code in the online checkout when making a booking.

If a booking with a discount is subsequently changed to a different tour, the discount will be removed and the booking will revert to full price.

This offer and the promo code may be amended or removed at any time and without notice.

2.1.2 "Buy 7 Seats, Get the 8th Free" promotion

When a group of eight travellers request to make a new booking together, one seat on the booking will be provided free of charge via a 100% discount.

This offer is valid on all tours available to book on the Travel Chasers website, but can only be applied once per tour departure.

This offer cannot be combined with other discounts, promotions, or promo codes, except for the Return Traveller discount. The Return Traveller discount will be applied to the paying seats for eligible travellers.

This offer is only valid when making a new booking for eight or more travellers directly with us. It cannot be applied to existing bookings or bookings made through third-party travel agents.

To redeem the offer, contact us via email: sales@travelchasers.com.

If one or more of the travellers on the booking subsequently cancels, then the discount will be void and the remaining travellers will be charged the full price.

This offer may be amended or removed at any time and without notice.

2.1.3 "Tour More For Less" promotion

Eligible travellers who receive an email communication from us are offered an enhanced discount when making a new booking on a tour that either precedes or follows their existing booking.

In place of the standard 10% Return Traveller discount, eligible bookings will receive an enhanced 15% Return Traveller discount.

The discount may be redeemed for any number of eligible travellers, subject to the availability of the chosen tour.

The specific tours and departures to which each eligible traveller may apply this discount will be detailed in the email communication. Any additions to this will be determined at Travel Chasers discretion.

The discount is only valid on new bookings made directly with us. It cannot be applied to existing bookings or to bookings made through third-party travel agents.

To redeem the offer, eligible travellers must contact us via email at sales@travelchasers.com. Any use of a promo code in the online checkout may result in the code and discount being removed from the booking.

If a booking with a discount is changed to a different departure, the value of the discount will be recalculated based on the price of the new departure.

This offer and its associated promo code may be amended or withdrawn at any time without notice.

2.2 Return Traveller Discount

We offer Return Travellers a discount of 10% on all future tours booked directly with us. When booking through a travel agent, online reseller or deal site, please note that a

Return Traveller 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 the Return Traveller discount to your booking. No refunds will be processed to return customers who inform us of their return traveller 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.

The Return Traveller discount can only be applied to a booking with a promo code or other discount where explicitly permitted in Travel Chasers Terms & Conditions. When combined, discounts are applied separately rather than as a single total percentage.

If a booking with a Return Traveller discount is subsequently changed to a different departure, the value of the discount will be recalculated based on the price of the new departure.

2.3 Promotional Codes

Promotional codes (promo codes) are issued at our discretion, and may be amended or withdrawn at any time, without notice.

Promo codes are intended for specific promotions or audiences as determined by us. If it is deemed that a promo code has been used by an individual or party for whom it was not intended, we reserve the right to remove the promo code from the booking and adjust the price accordingly. Additionally, any misuse or unauthorized distribution of promo codes, such as sharing on public platforms without permission, may result in the cancellation of the associated discount or booking.

Valid promo codes can only be redeemed at the time of making a new booking directly with us. Promo codes cannot be added to existing bookings, or when making a booking via a third-party travel agent.

Promo codes are non-transferable, non-refundable, and cannot be exchanged for cash or credit.

Promo codes are 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.

Promo codes can only be combined with another promo code or discount where

explicitly permitted in Travel Chasers Terms & Conditions. When combined, discounts are applied separately rather than as a single total percentage.

When a booking with a promo code is changed to a different departure, the promotional discount will be subject to the eligibility terms of the original promo code: where the new departure meets those terms, the discount will be retained and recalculated based on the price of the new departure; where it does not, the promotional discount will be forfeited.

If a booking made using a promo code is cancelled, any promotional discount will be forfeited, and standard booking terms will apply.

2.3.1 Tour Leader Promo Codes

A Tour Leader promo code is defined as a promo code that starts with the letters "TL". The following Terms & Conditions apply to these promo codes:

Tour Leader promo codes provide a 5% discount on full-price departures only. These promo codes are not valid on departures that are part of a sale or promotion, or on any departure where a discount is automatically applied at checkout.

The promo code may be redeemed for any number of travellers, subject to availability on the selected tour.

Tour Leader promo codes cannot be combined with the 10% Return Traveller discount:

- If a Return Traveller applies a Tour Leader promo code, the promo code will be removed and the booking will instead receive the standard 10% Return Traveller discount.
- New customers who are not eligible for the Return Traveller discount will retain the 5% Tour Leader discount.

The discount is valid on new bookings made directly with us only. It cannot be applied to existing bookings or to bookings made via third parties, including travel agents or online resellers.

To redeem the discount, enter the relevant promo code during the online checkout, or contact us directly and quote the promo code to a Travel Chasers employee.

If a discounted booking is later changed to a different departure, the discount value will be recalculated based on the price of the new departure.

This offer, and any specific Tour Leader promo code, may be amended or withdrawn at any time without notice.

2.3.2 “Play the Chase” Promo Code

Participants in the Play The Chase game who successfully reach 200 points will receive a promo code enabling them to redeem a 10% discount when making a new online booking with Travel Chasers. This promo code is applicable for new customers only.

The promo code provides a 10% discount on full-price departures only. These promo codes are not valid on departures that are part of a sale or promotion, or on any departure where a discount is automatically applied at checkout.

The promo code may be redeemed for any number of travellers, subject to availability on the selected tour.

The promo code cannot be combined with the 10% Return Traveller discount:

- If a Return Traveller applies the promo code, it will be removed and they will instead receive the standard 10% Return Traveller discount.
- New customers who are not eligible for the Return Traveller discount will retain the 10% discount.

The discount is valid on new bookings made directly with us only. It cannot be applied to existing bookings or to bookings made via third parties, including travel agents or online resellers.

To redeem the discount, enter the relevant promo code during the online checkout, or contact us directly and quote the promo code to a Travel Chasers employee.

If a discounted booking is later changed to a different departure, the discount value will be recalculated based on the price of the new departure.

The promo code will expire 31 December 2026. This offer and the promo code may be amended or withdrawn at any time without notice.

3. Payment

Please take note that while Travel Chasers 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. Travel Chasers 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 Travel Chasers. 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.

3.1 Which terms apply to your booking

The deposit, final payment date, monthly instalment eligibility, group booking terms and money-back guarantee cut-off that apply to your booking depend on the range your tour is sold under:

- If your tour is sold under **Travel Chasers Classic**, the terms in Section 3.2 apply.
- If your tour is sold under **Travel Chasers Premium** or **Travel Chasers Signature**, the terms in Section 3.3 apply.
- If your tour is a **Chaser Made** tailor-made itinerary, the terms in Section 3.4 apply in place of Sections 3.2 and 3.3.

If full payment is not received by the balance due date applicable to your booking, we reserve the right to cancel your booking and you will be subject to our cancellation charges as set out in 'Section 26. If You Cancel'.

3.2 Travel Chasers Classic: Payment Terms

At the time of booking, you will be required to pay a deposit of 10% of the tour price. If booking 60 days or less 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 60 days before your tour departs.

Automatic, monthly instalment payments are available on Travel Chasers Classic bookings made more than 90 days before the departure date, on the same basis as Section 3.5. Any outstanding balance and any additional items or services added after checkout must be settled no later than 60 days before departure.

Note: If a booking is classed as a Group Booking, the terms in this section do not apply. The terms set out in Section 3.6 (Group Bookings) apply instead.

3.3 Travel Chasers Premium and Travel Chasers Signature: Payment Terms

At the time of booking, you will be required to pay a deposit of 10% of the tour price. If booking 90 days or less 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 90 days before your tour departs.

Automatic, monthly instalment payments are available on Travel Chasers Premium and Signature bookings made more than 120 days before the departure date, on the same basis as Section 3.5. Any outstanding balance and any additional items or services

added after checkout must be settled no later than 90 days before departure.

Note: If a booking is classed as a Group Booking, the terms in this section do not apply. The terms set out in Section 3.6 (Group Bookings) apply instead.

3.4 Chaser Made: Payment Terms

Because every Chaser Made itinerary is built individually around the suppliers, destinations and season you choose, we don't publish a single deposit percentage, minimum amount or final balance date for Chaser Made bookings. Instead, your Chaser Made travel consultant will confirm the deposit amount, the payment schedule and the final balance due date for your specific itinerary before you pay, and these will be recorded on your personalised quote and your booking confirmation. A binding contract comes into existence between you and us once we have accepted your deposit.

As a guide, where your Chaser Made itinerary includes one or more flights, rail journeys or cruise components, the final balance for that itinerary will not be due later than 90 days before departure, in line with Section 3.3, though your consultant may set an earlier date depending on the specific suppliers involved.

Monthly instalment payments may be available on Chaser Made bookings; your consultant will confirm eligibility and the payment schedule at the time of booking.

3.4.1 Changes to a Confirmed Chaser Made Itinerary

Any change to the number of travellers on a Chaser Made booking will require the itinerary to be re-priced.

Once your itinerary has been confirmed, any further change you request may incur an additional charge, which may include costs levied by hotels, ground operators, airlines or other suppliers, in addition to any Travel Chasers administration fee. We cannot accept changes to a Chaser Made booking within 30 days of departure; a request received within that window will be treated as a cancellation under Section 26.3.

You must provide full traveller details for your Chaser Made booking, including full names as they appear on each traveller's passport, passport number and expiry date, nationality, date of birth, and any dietary or medical requirements, no later than 60 days before departure.

Where your Chaser Made itinerary includes complimentary group transfers, these are only guaranteed if your flight details are submitted to us at least 30 days before departure. We cannot guarantee a transfer for flight details submitted after that point.

3.5 Monthly Instalment Payments

A deposit is required at the time of booking to secure your place on the tour, we offer a 10-Day Money-Back Guarantee referred to in section 3.7, after the 10 days your deposit is non-refundable. The booking made-before window that determines whether monthly instalments are available to you is set out in Section 3.2 (Travel Chasers Classic) or Section 3.3 (Travel Chasers Premium and Signature); Chaser Made bookings are covered by Section 3.4.

In addition to the specific Terms & Conditions outlined in this section, bookings that utilise the Monthly Instalment Payments feature are subject to Travel Chasers standard Terms & Conditions, including those related to full payment deadlines and booking cancellations. By opting into the Monthly Instalment Payment plan, you acknowledge and agree to these Terms & Conditions.

3.5.1 Calculation of Deposit and Monthly Deductions

During checkout, you will select a date within the next 60 days for the first automatic deduction. This date will determine the number of monthly deductions. Each deduction will be calculated by subtracting the deposit from the total booking cost and dividing the remaining balance by the total number of deductions.

The deposit is set at the percentage applicable to your range under Section 3.2 or 3.3. When paying by instalments, minor rounding adjustments may be required. In such cases, any rounding differences will be added to the deposit amount, meaning the final deposit may be slightly higher than the applicable percentage.

3.5.2 Payment Method

All installments will be taken from the card specified at the time of booking. If a scheduled installment payment is missed, we will attempt to collect the payment up to three times using the provided card. If these attempts remain unsuccessful, your installment plan will be cancelled and you will be required to pay the outstanding balance manually, no later than the balance due date applicable to your range.

3.5.3 Manual Payments

If a manual payment is made for the full remaining balance, this will automatically cancel any future deductions.

3.5.4 Changes to a Booking

Any changes to a booking will not alter the original instalment schedule or deduction amounts agreed upon. If the instalment plan is not manually cancelled, any overpayments will be refunded. Any outstanding balances must be settled no later than

the balance due date applicable to your range.

3.5.5 Exclusions from Instalments

Any additional items or services added to the booking after the initial checkout process has been completed will not be included in the instalment plan. The full payment for these extras will be due by the final payment deadline applicable to your range.

3.5.6 Discounts Applied Post-Booking

If any discount, including the Return Traveller Discount, is applied post booking, the original instalment schedule and deduction amounts will not be changed. Any resulting overpayments will be refunded.

3.6 Group Bookings

Where 15 people or more are booked on the same reservation on a Travel Chasers Classic tour, 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

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

- 10% deposit payment due when the booking is created (non-refundable)
- 35% of booking value due 180 days before travel (non-refundable)
- Full payment due 90 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).

For Rail journeys in the Travel Chasers Signature range, the Premium/Signature group booking terms above apply where 10 or more people are booked on the same reservation. Where a group booking includes rail charters or exclusive-use carriages, further deposit requirements may apply and will be confirmed in your group agreement. A full passenger list, including passport details and rooming configurations, must be submitted by the date shown on your group invoice.

Where a booking includes one or more flights, monthly instalment payments may still be used in accordance with these Terms & Conditions. However, once flights have been ticketed, the flight element of the booking may become non-refundable in line with airline fare rules, even where instalment payments are ongoing.

In the event of cancellation after flights have been ticketed, any non-refundable flight costs will be retained, regardless of the payment method used.

Group bookings on Chaser Made itineraries are individually quoted; see Section 3.4.

3.7 10-Day Money-Back Guarantee

If a traveller notifies Travel Chasers of their intention to cancel their booking within 10 days of the initial booking made date, Travel Chasers will return the full amount of any payments made.

For Travel Chasers Classic bookings, full payment is required 60 days prior to departure, at which point the offer expires; bookings made within 60 days of departure do not qualify for this 10-day cancellation offer.

For Travel Chasers Premium, Signature and Chaser Made bookings, full payment is required 90 days prior to departure, at which point the offer expires; bookings made within 90 days of departure do not qualify for this 10-day cancellation offer.
This offer does not apply to bookings made through travel agents.

3.8 Payment for Flight-Inclusive Tours

Where a booking includes one or more flights arranged by Travel Chasers as part of the package ("Flight-Inclusive Tours"), the payment terms set out below apply and override any conflicting provisions elsewhere in these Booking Conditions.

Flights included in a Flight-Inclusive Tour are subject to the terms and conditions of the relevant airline(s).

Once flights have been ticketed, the booking (or the relevant portion of the booking) may become non-refundable and subject to airline change and cancellation restrictions.

Important Information for Flight-Inclusive Tours
Flights are subject to airline rules and are usually ticketed once your final balance and passport details have been received. Once ticketed, flights are often non-refundable and subject to strict airline change and cancellation conditions. This means that even where part of the tour price may be refundable, the flight element of a Flight-Inclusive Tour may not be refundable.

4. 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 are required to check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

5. 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 cannot guarantee that they will be met and we hold no liability to you if they are not. We do not accept bookings that are conditional upon any special request being met.

6. Insurance

Adequate travel insurance is a condition of booking with us. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, 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. If you choose to travel without adequate insurance cover, we will not be liable for any losses whatsoever arising, in respect of which insurance cover would otherwise have been available.

Please note: When you sign up for a Travel Chasers tour, you are required to secure adequate travel insurance cover for the duration of your trip. If you cannot provide us with proof of adequate travel insurance prior to the start of your tour, you will not be permitted to embark on day one.

7. Flexible Booking Policy

You have the ability to change your departure date without paying any amendment or administration fees, provided you notify us at least 60 days prior to the scheduled start date of your current tour if it is sold under Travel Chasers Classic, or at least 90 days prior if it is sold under Travel Chasers Premium, Travel Chasers Signature, or is a Chaser Made itinerary.

For Flight-Inclusive Tours and Rail Journeys, date changes are additionally subject to airline and rail rules and fees as set out in Sections 3.8 and 25. All date changes are subject to availability and any applicable price differences. Please see 'Section 25. Changes by You' for more details and exceptions.

8. 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.

8.1 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.

8.2 Travel Chasers Premium and Signature: Solo Travellers and Mandatory Single Supplements

On our River Cruise Tours (Travel Chasers Premium) and Signature Rail Journeys (Travel Chasers Signature), the twin-share matching arrangements described in clause 8 are not available. Solo travellers will not be accommodated in shared rooms or shared cabins with other solo travellers on any portion of these tours. On River Cruise Tours, solo travellers will be accommodated in a single room for the land portion of the tour and a sole-occupancy cabin for the cruise portion. On Signature Rail Journeys, solo travellers will be accommodated in a single room throughout and, where an overnight rail service is included, in a sole-occupancy sleeper cabin. In each case, a single supplement is mandatory. The single supplement will be quoted at the time of booking, forms part of your tour price, and is payable in accordance with the payment schedule applicable to your range. Solo places are subject to the availability of single rooms and sole-occupancy cabins at the time of booking.

For the avoidance of doubt, solo travellers on Rail Journeys in the Travel Chasers Classic range remain eligible for twin-share matching in accordance with clause 8, and the single supplement is optional on those tours.

Travellers booking together may continue to share: two travellers booking together will be accommodated in a twin or double room and, where the tour includes a cruise portion or an overnight rail service, a twin cabin or twin sleeper cabin. Where three travellers book together, two will share and the third will be accommodated in a single room and, where applicable, a sole-occupancy cabin or sleeper cabin, and the mandatory single supplement will apply to that traveller, unless we are advised in writing of an alternative sharing arrangement within your own party.

As the single supplement on these tours is mandatory and added to your quote at booking, the private room upgrade request procedure and the 18-day deadline in clause 8.1 do not apply to River Cruise Tours and Signature Rail Journeys.

Cabins on River Cruise Tours are sold by cabin category, not by cabin number or named vessel; the vessel and your cabin allocation may change as set out in clause 28, and images or deck plans of any vessel are provided as a guide only.

9. 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. Please contact us for more information if you have any questions. 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 be encouraged to purchase drinks and snacks for long bus or coach journeys as there may not be the opportunity once on board.

10. Fitness to Travel, Age and Medical Conditions

10.1 Medical Conditions & Special Requirments

If you have any medical condition, disability or special requirements which may affect your holiday, please provide us with full details before you confirm your booking, in order for us to be able to make enquiries with the supplier about the suitability of arrangements for you and provide replies prior to booking. We may require you to produce a doctor's certificate certifying that you are fit to participate. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

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

Persons over 65 years of age may be asked to provide medical evidence of fitness to travel on certain itineraries.

10.2 Minors / Children

Classic & Premium tours

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. We reserve the right to allow or deny younger travellers onto our tours at our discretion.

Signature Tours
Minors (those under 18 years of age) are not accepted on any Signature tour itineraries.

10.3 Fitness & Suitability to Travel

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.
On River Cruise Tours, please note that river vessels involve gangways, steep stairs and raised thresholds, may not have lifts serving all decks, and cannot be guaranteed as accessible, particularly for wheelchair users; any mobility limitation, mobility aid or medical requirement relevant to travelling on a vessel must be disclosed at the time of booking.

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 reasonable 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, and we suggest that you make a claim with your insurers.

10.4 Seat Rotation Policy

We operate a mandatory seat rotation policy to ensure all travellers have a fair opportunity to enjoy different seating positions, including seats near the front of the coach and window seats.

Unless otherwise directed by the Tour Leader, all passengers are required to change seats on each new drive day by moving two rows in a clockwise direction. On shorter tours, the rotation schedule may be adjusted to four rows per drive day.

All travellers are expected to comply with the seat rotation policy and any instructions given by the Tour Leader regarding its implementation. The Tour Leader's decisions on seat allocation and the application of the rotation policy are final.

Motion sickness, personal seating preferences, or similar reasons do not exempt a traveller from participating in the seat rotation policy. Any exceptions will be made solely at the Tour Leader's discretion in exceptional circumstances.

11. Behaviour

All our customers are expected to conduct themselves in an orderly and acceptable manner, to obey the laws and regulations of the countries visited and not to disrupt the enjoyment of others. If, in our opinion or in the opinion of any hotel manager or any other person in authority, your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any other customers or any third party, or damage to property, or to cause a delay or diversion to transportation, we reserve the right to terminate your booking with us immediately.

In the event of such termination our liability to you and/or your party will cease and you and/or your party will be required to leave your accommodation or other arrangements immediately. We will have no further obligations to you and/or your party. No refunds for lost accommodation or any other arrangements will be made and we will not pay any expenses or costs incurred as a result of termination. You and/or your party may also be required to pay for loss and/or damage caused by your actions and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party.

Full payment for any such damage or losses must be paid directly to the hotel manager or other supplier prior to departure. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you.

We cannot be held responsible for the actions or behaviour of other guests or individuals who have no connection with your booking arrangements or with us.

11.1 River Cruise Tours: Conduct on Board

On the cruise portion of River Cruise Tours, you are also subject to the vessel operator's conditions of carriage, and to the authority of the ship's master, whose decisions on safety, security and good order on board are final. The master may refuse boarding to, or disembark, any traveller whose condition or behaviour endangers or is likely to endanger the safety or comfort of those on board, without refund or compensation and

without responsibility for onward travel or accommodation. Smoking is permitted only in designated outdoor areas, and items the vessel operator considers dangerous may not be used or brought on board.

12. Passports, Visas and Health

12.1 Entry, Passport, Visa & Immigration Requirements, Safety & Health Formalities

We can only provide general information regarding entry, passport, visa, immigration requirements and safety and health formalities applicable to your package itinerary. It is your responsibility to check such requirements (in good time before departure), in order to make your decisions to fulfil such requirements regarding your destination and/or the country(ies) through which you may be transiting through.

Such information which you may need to check includes (but is not limited to) passport requirements including (but not limited to) how valid your passport must be after return date, whether your passport must be machine readable (for USA travel), or which visas may be required for entry such as ESTA for USA travel, ETA for UK travel and/or ETIAS for EU travel).

You must check requirements for your own specific circumstances with the relevant bodies as applicable. We have provided a few useful resources below, though it is your responsibility to check and see if such body would be relevant to yourself:

- the Foreign, Commonwealth and Development Office ("FCDO", https://www.gov.uk/travelaware)(applicable to UK residents);
- UK Passport Office (0870 5210410 or https://www.gov.uk/browse/citizenship.
- Embassies, High Commissions and/or Consulates;
- your own doctor.

UK residents should check current NHS guidance regarding the use of the UK Global Health Insurance Card (GHIC) or European Health Insurance Card (EHIC) in their destination. A GHIC or EHIC is not a substitute for comprehensive travel insurance.

We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any entry, passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any entry passport, visa, immigration requirements or health formalities.

12.2 Provision of Passport Copies for tours that include a flight or ferry crossing

All travellers booked on tours that include one or more flights or ferry crossings must provide a clear digital copy of their passport via email to customerservice@travelchasers.com within the timeframe specified by Travel Chasers, and in any event no later than 90 days prior to the tour start date.

Passport details are required in order to ticket flights and book ferry crossings. Once flights have been ticketed or ferry tickets issued, they may become non-refundable and subject to strict change and cancellation rules imposed by the airline or ferry operator.

Failure to provide accurate passport details by the required deadline may result in:

- Increased flight or ferry costs
- the loss of the originally quoted airfare or ferry fare, or
- the inability to secure flights or ferry crossings as part of the group booking

Travel Chasers will not be responsible for any additional costs, penalties, or disruption arising from late, incomplete, or incorrect passport submission.

12.3 Health

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).

13. 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, we strongly recommend you download and read the pre-tour documents that are available to download from our 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 accurate and up-to-date details.

14. Check-in & Check-out

Generally, hotel rooms will be available for check-in between 12.00 noon and 15.00 with check out at 10h00. Please note that our itineraries often require that we deviate from these times in order to stay on schedule.

15. 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 as soon as they arise on tour. If your complaint is not adequately and speedily resolved, please write to us via email (customerservice@travelchasers.com). Your complaint needs to be submitted immediately and no later than 14 days after the tour ends, stating your booking reference and all other relevant information to enable us to investigate your complaint.

16. Lost property

Travel Chasers 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. We will assist where possible in the tracking of lost items. We accept 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.

On Rail journeys, luggage handling is not provided as standard in all sections of the tours and you should be prepared to manage and transport your own luggage throughout the journey, including on and off trains. Rail operators may impose luggage size and quantity limits, and luggage exceeding these limits may be refused carriage. We accept no responsibility for loss of, damage to, or delay of luggage, except where such loss, damage or delay is caused by our direct negligence.

17. 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, strikes and major transport disruption such as rail network shutdowns, 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.

On River Cruise Tours, Force Majeure also includes the closure of a river, waterway, lock

or port by a competent authority; catastrophic flooding; and ice, drought or other extreme conditions which make navigation unlawful or unsafe for a prolonged period and which we or the vessel operator could not reasonably have foreseen or avoided. For the avoidance of doubt, ordinary fluctuations in river water levels, including seasonal high or low water, and short-term navigational restrictions are not Force Majeure Events. These are operational conditions addressed by clause 28.6, and where an event could fall within both this clause and clause 28.6, clause 28.6 applies.

18. Law and Jurisdiction

These Terms & 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).

19. 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 & Conditions which will form part of your contract with us. Some of these Terms & 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 & Conditions are available on request from us or the supplier concerned.

20. Optional Experiences and Excursions

Any optional experiences or excursions which are not part of our published itinerary do not form part of the arrangements you have booked with us. Our local representatives or guides may put you in touch with local organisers of excursions if you request but we can have no liability for such excursions, as your contract for such excursions will be with a local company providing the services and not with us.

20.1 Pre-Booked Optional Excursions

Pre-booked optional excursions are subject to availability and change.

Optional excursion prices are displayed on our website in the specified currency of the on-tour location. Pre-booked excursions will be added to your reservation and payment will be made in the same currency as your booking. The exchange rate is pre-set in our reservation system and may differ slightly from live exchange rates at the time of travel.

A pre-booked optional excursion is considered confirmed once it is added to your booking and a revised booking summary has been sent to you. After booking confirmation, the excursion is non-refundable apart from in the circumstances where our Terms & Conditions allow you to do so.

21. Data Protection and Privacy Policy

Please click here to read Travel Chasers Data Protection and Privacy Policy.

22. Account Registration

In order to access and use certain features on travelchasers.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 unauthorised 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 use pseudonyms), create an account for anyone other than yourself, provide an email address other than your own, or create multiple accounts on travelchasers.com.

We reserve 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 travelchasers.com, you understand and agree that:

- Neither us nor our 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 us and other users.

23. ABTA

Expat Explore Travel Limited, trading as Travel Chasers, is a Member of ABTA, membership number Y6593. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

24. 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 60 days of departure (Travel Chasers Classic) or 90 days of departure (Travel Chasers Premium, Signature and Chaser Made). Where you pay only a deposit at the time of booking, full payment is due no later than the balance date applicable to your range, as set out in Section 3. Flight-Inclusive Tours are additionally subject to Section 3.8.

We reserve the right to amend the price of unsold itineraries at any time and correct errors in the prices of confirmed itineraries. We also reserve the right to increase the price of confirmed itineraries solely to allow for increases which are a direct consequence of changes in:

- the price of the carriage of passengers resulting from the cost of fuel or other power sources;
- the level of taxes or fees chargeable for services applicable to the itinerary imposed by third parties not directly involved in the performance of the itinerary, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; and
- the exchange rates relevant to the package.

Such variations could include but are not limited to airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport providers.

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. However, if this means that you have to pay an increase of more than 8% 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.

25. Changes by You

Travellers have an unlimited amount of changes for their tour and traveller details, subject to applicable amendment fees.

If you wish to change any part of your package after your deposit has been paid, you must inform us in writing via email as soon as possible. This should be done by the first named person on the booking. Please note that all amendments are subject to availability.

No amendment fees will be applied for any date changes made within the free date-change window applicable to your range under Section 7. However, by changing your departure date, you agree to the latest Terms & Conditions and the advertised website price for the new tour date will apply. Discounted prices and sale prices can only be applied to an existing booking if this is expressly permitted in the specific Terms & Conditions for that particular promotion.

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 flights, ferries and river cruises.

Date and tour changes are subject to availability. The new departure must fall within 12 months of the original departure date, any difference in price is payable by you, and any costs charged by third-party suppliers, including airlines, rail operators and cruise operators, are payable in full in addition to the amendment fees detailed below.

Name corrections, such as typographical errors, are free of charge if made within the free date-change window applicable to your range. Full passenger substitutions are subject to the transfer conditions set out below. Some tickets, including rail tickets and airline tickets, are non-transferable; in such cases a full ticket reissue may be required at your expense. If an amendment results in a change to the departure date, tour type or passenger name, it may be treated as a partial or full cancellation depending on supplier restrictions.

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.

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 in accordance with 'Section 26. If You Cancel'.

If you are prevented from travelling it may be possible to transfer your booking to another suitable person subject to the following conditions:

A. that person is introduced by you and satisfies all the conditions applicable to the holiday;
B. we are notified not less than 7 days before departure;
C. you pay any outstanding balance payment, an amendment fee of GBP 65 per person transferring under all Travel Chasers ranges, as well as any additional fees, charges or other costs arising from the transfer; and
D. the transferee agrees to these booking conditions and all other terms of the contract between us.
E. where your tour includes flights, rail travel, a cruise or any other service booked in the traveller's name with a third-party supplier, you pay any charges imposed by that supplier for the transfer, including the cost of reissuing, rebooking or replacing tickets

You and the transferee remain jointly and severally liable for payment of all sums. If you are unable to find a replacement, cancellation charges as set out in Section 26 will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

Some services, including ticketed flights and certain rail tickets, are issued in the traveller's name and cannot be amended by the supplier. Where this applies, the transfer can only be completed by cancelling and rebooking that service, and the full cost of doing so is payable by you and the transferee. In some cases this will be up to 100% of the cost of that part of your arrangements, and the replacement service may be at a higher fare than the one originally booked. We will confirm the cost to you before the transfer is processed.

Important Note: Certain arrangements may not be amended or transferred after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

25.1 Travel Chasers Classic

Period before departure within which notice of change by you is received	Amount charged as amendment fee
60 days or more before departure	No amendment fee
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	Treated as a cancellation under Section 26

25.2 Travel Chasers Premium and Signature

Period before departure within which notice of change by you is received	Amount charged as amendment fee
90 days or more before departure	No amendment fee
61 - 89 days before departure	USD 65, plus any third-party costs
31 - 60 days before departure	USD 130, plus any third-party costs
30 days or less before departure	Treated as a cancellation under Section 26

25.3 Travel Chasers Chaser Made

Changes to a Chaser Made booking are dealt with in Section 3.4.1 and, once inside 30 days of departure, in Section 26.3.

25.4 Changes to Flight-Inclusive Tours

Where a booking includes flights, changes to passenger names, travel dates, routing, or other flight related details may be restricted or prohibited by the airline once flights have been ticketed.

Any airline amendment fees or penalties apply in addition to the amendment fees set out in this section and must be paid by the traveller. In some cases, airline penalties may be up to 100% of the flight cost.

25.5 Changes to Chaser Made Bookings

Changes to a Chaser Made booking are dealt with in Section 3.4.1, not in the tables above.

26. 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 via email (customerservice@travelchasers.com).

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 applicable to your range 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).

Please note: For bookings that include flights, airline rules apply and flights may be non-refundable once ticketed. Flight-related cancellation charges may apply in addition to the cancellation charges set out below.

26.1 Travel Chasers Classic

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

Important Note: Certain arrangements may be non-refundable once confirmed and could incur a cancellation charge of up to 100% of that part of the arrangements, in addition to the charges above. These include, but are not limited to, ticketed flights, rail tickets, cabin components on a river vessel, accommodation upgrades and private transfers.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

Where possible, we will deduct the cancellation charge(s) from any monies you have already paid to us.

26.2 Travel Chasers Premium and Signature

Period before departure within which notice of cancellation by you is received	Amount of cancellation charge
90 days or more before departure	Loss of deposit
61 - 89 days before departure	50% of tour cost
31 - 60 days before departure	70% of tour cost
15 - 30 days before departure	90% of tour cost
14 days or fewer before departure	100% of tour cost

Important Note: Certain arrangements may be non-refundable once confirmed and could incur a cancellation charge of up to 100% of that part of the arrangements, in addition to the charges above. These include, but are not limited to, ticketed flights, rail tickets, cabin components on a river vessel, accommodation upgrades and private transfers.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

Where possible, we will deduct the cancellation charge(s) from any monies you have already paid to us.

26.3 Chaser Made

Because each Chaser Made itinerary is built around suppliers we book specifically for you, we don't publish a single cancellation scale for Chaser Made bookings. Instead, your Chaser Made experience designer will confirm the applicable cancellation charges for your specific itinerary before you pay your deposit, and these will be recorded on your booking confirmation.

As a guide, cancellation charges on a Chaser Made booking will not exceed the charges that would apply to an equivalent Travel Chasers Premium booking under Section 26 at the same point before departure, save where a specific supplier's own non-refundable terms (for example, a ticketed flight, a fixed-departure cruise cabin, or a non-refundable hotel rate) require a higher charge for that component. Any such supplier-specific term will be disclosed to you before you pay your deposit.

A request to cancel received within 30 days of departure is treated as a cancellation under this clause, consistent with Section 3.4.1.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

Where possible, we will deduct the cancellation charge(s) from any monies you have already paid to us.

26.4 Cancellation of Flight-Inclusive Tours

Where you cancel a booking that includes one or more flights arranged by Travel Chasers ("Flight-Inclusive Tours"), cancellation charges apply separately to:

- the tour component, in accordance with the cancellation table applicable to your range set out above; and
- the flight component, in accordance with the relevant airline's fare rules

Airline cancellation penalties may be up to 100% of the flight cost, regardless of when the cancellation occurs and regardless of whether the tour component is partially refundable at that time.
Any applicable airline penalties will be charged in addition to the tour cancellation charges.

Non-Refundable Flights
Many airline fares used for Flight-Inclusive Tours are non-refundable once ticketed. Where a flight is non-refundable, no refund will be provided for the flight component in the event of cancellation, amendment, or no-show.

26.5 Cancellation by You due to Unavoidable & Extraordinary Circumstances in Destination

You may terminate the package travel contract at any time before the start of the package without paying a cancellation charge in the event of "unavoidable and extraordinary circumstances" occurring at the place of destination which will significantly affect the performance of the package as provided by us.

In assessing whether "unavoidable and extraordinary circumstances" apply, we will take into account official guidance from the Foreign, Commonwealth & Development Office (FCDO), including whether it advises against travel to your destination. Such guidance will be an important factor in determining whether the package can be performed as contracted, although it will not be the sole determining factor.

For the avoidance of doubt, this condition applies only where such circumstances materially prevent or significantly impair our ability to deliver the services forming part of your package, as agreed in the package travel contract. It does not apply to circumstances affecting travel arrangements or other services that you have arranged independently, including (but not limited to) flights.

In these circumstances, we shall provide you with a full refund of the monies you have paid for the package, but we will not be liable to pay you any additional compensation. In order to rely on this condition, you must be able to show, at the time you wish to cancel, that there is no reasonable possibility of the package being performed as contracted.

For the purposes of this condition, "unavoidable and extraordinary circumstances" may include warfare, other serious security problems such as terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination, or natural disasters such as floods, earthquakes or weather conditions which significantly affect the package services at the travel destination, as agreed in the package travel contract.

This condition 26 outlines the rights you have if you wish to cancel your booking. Please note that there is no automatic statutory right of cancellation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

27. Guaranteed Departures

All scheduled departures are guaranteed to operate and will not be cancelled due to minimum traveller numbers, subject to Force Majeure and these Terms & Conditions.

All Guaranteed Departures remain subject to Travel Chasers standard booking Terms & Conditions, including cancellation and amendment policies.

27.1 Operational Adjustments

While departures are guaranteed to operate, certain elements of the tour may be adjusted depending on the number of travellers. See the following section 28. (If We Make a Change or Cancel Your Package Holiday) for further details.

27.2 Local Supplier Partnerships

In certain destinations, we work with trusted local suppliers to deliver specific tours or departures. Where traveller numbers are limited, we reserve the right to place customers on a tour operated by one of these suppliers.

In such cases, the tour may be delivered under the local supplier's branding and may include travellers who have booked directly with that supplier.

All supplier tours are selected to align as closely as possible with the standard and overall experience of a Travel Chasers tour.

By booking, travellers acknowledge and accept that part or all of their tour may be operated by a third-party supplier under these circumstances.

27.3 Force Majeure

In the event of circumstances beyond our control ("Force Majeure"), we reserve the right to amend, postpone, or cancel a tour. This includes, but is not limited to:

- Natural disasters
- Acts of God
- War, civil unrest, or terrorism
- Government restrictions or travel advisories
- Pandemics or public health emergencies
- Strikes or industrial action

In such cases, we will offer suitable alternatives, including rescheduling, credit, or refunds in line with our standard Terms & Conditions.

We are not responsible for any costs or losses relating to services booked independently by travellers, including but not limited to flights, accommodation, transfers, or other third-party arrangements. Any claims or requests for refunds in relation to these services must be directed to the relevant supplier.

27.4 Traveller Responsibility

Travellers are responsible for ensuring they meet all entry requirements, including visas, vaccinations, and travel documentation. Failure to do so does not affect the guaranteed status of the departure.

28. If We Make a Change to Your Package Holiday

Occasionally, we may make changes to a package or itinerary, and we reserve the right to do so at any time. Most alterations will be minor, and while we will do our best to notify you of any changes as soon as reasonably possible before your departure, we will have no other liability to you as a consequence.

28.1 Minor Changes

Examples of "minor changes" include the following when made before departure:

- 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 significantly affecting the destinations and number of included experiences).
- Placing travellers on a similar tour operated by a local supplier partner (without significantly affecting the destinations and number of included experiences).
- On River Cruise Tours, the substitution of the named or advertised river vessel with another vessel of the same or a higher standard.
- On River Cruise Tours, the reallocation of your cabin to another cabin in the same or a higher category, whether on the original or a substituted vessel.

28.2 Significant Changes

Examples of "significant 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.
- On River Cruise Tours, the replacement of the cruise portion of your tour in its entirety with land-based arrangements.
- On River Cruise Tours, a change of cabin to a lower category than the category booked, for the whole or a significant part of the cruise portion, where no cabin of the booked category is available on the original or a substituted vessel.

28.3 Cancellation

We will not cancel your travel arrangements, except for reasons of events beyond our control (Force Majeure), or failure by you to pay the final balance.

If we have to make a significant change, 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 significant changes):

- accepting the changed arrangements; or
- accepting the offer of travel credits to be kept on file for future bookings; or
- 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.

28.4 Compensation

In addition to a full refund of all monies paid by you, we will pay you compensation as detailed below, in the following circumstances:

- If, where we make a significant change, you do not accept the changed arrangements and cancel your booking;
- If we cancel your booking in the event of Force Majeure and no alternative arrangements are available and/or we do not offer one.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

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

***IMPORTANT NOTE:** We will not pay you compensation in the following circumstances:

- where we make a minor change;
- where we make a significant change or cancel your arrangements in the event of Force Majeure more than 60 days before departure;
- where we make a significant change and you accept those changed arrangements or you accept an offer of alternative travel arrangements;
- where we have to cancel your arrangements as a result of your failure to make full payment on time;
- where the change or cancellation by us arises out of alterations to the confirmed booking requested by you;
- where we are forced to cancel or change your arrangements due to Force Majeure (see Section 17. Force Majeure and Section 27.3 Force Majeure).
- where, on a River Cruise Tour, the change arises from water levels or other river or navigational conditions, as set out in clause 28.6.

If we become unable to provide a significant proportion of the arrangements that you have booked with us after you have departed, we will, if possible, make alternative arrangements for you at no extra charge and where those alternative arrangements are of a lower standard, provide you with an appropriate price reduction.

28.5 Cancellation due to non-payment of the full balance

If a Travel Chasers Classic booking is not paid in full by the full balance due date of 60 days before the tour start date, or a Travel Chasers Premium, Signature or Chaser Made booking is not paid in full by the full balance due date of 90 days before the tour start date (or the date confirmed in your Chaser Made quote, if earlier), 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.

28.6 River Cruise Tours

On River Cruise Tours, the following applies in addition to the rest of this Section 28.

River cruising depends on natural conditions. High or low water, flooding, drought, ice, lock closures or other navigational restrictions may prevent a vessel from sailing all or part of the planned route, before or after departure. In these circumstances the vessel operator may substitute alternative transport (typically coach) to reach scheduled destinations, moor the vessel and operate excursions by coach, transfer guests to a comparable vessel on another stretch of the river, or amend the itinerary to complete the cruise as safely and as closely to plan as possible. These are operational adjustments made in response to conditions beyond our control and are not significant changes under clause 28.2. No compensation is payable under clause 28.4 for delays, itinerary changes or missed ports caused by water levels or other navigational conditions.

Where a substantial portion of the cruise element of your tour is affected by water levels or other navigational conditions, we will review the affected departure once the tour has concluded and may, at our discretion, offer a goodwill gesture such as a travel credit for future bookings. Any such gesture is assessed on a departure-by-departure basis, is not an admission of liability, and does not affect your statutory rights under the Package Travel and Linked Travel Arrangements Regulations 2018, which remain unaffected by this clause.

28.7 If We Cancel for Force Majeure

Where we cancel your booking because of a Force Majeure Event as defined in Section 17, we will offer you the choice of a future travel credit to the value of 100% of the monies you have paid to us for the package, valid for 24 months from the date of cancellation and applicable to any future booking, or a full refund of all monies you have paid to us. Where you do not notify us of your choice within 14 days, we will refund all monies you have paid to us. This clause does not affect your statutory rights under the Package Travel and Linked Travel Arrangements Regulations 2018.

29. Our Responsibilities to You in respect of Package Holidays

29.1 Our Responsibilities as Organiser

Expat Explore Travel Limited, trading as Travel Chasers, is the organiser of your package for the purposes of the Package Travel and Linked Travel Arrangements Regulations 2018. As organiser, we are responsible for the proper provision of the travel services included in your package, as set out in your booking confirmation and the information we provided to you regarding the services prior to booking on our Website.

Please note that we shall not be responsible for any additional services provided to you, whether provided by the travel service providers or otherwise, which are not set out in your booking confirmation and the information we provided to you regarding the services prior to booking on our Website.

29.1.1 Compensation Due in the Event of Injury or Death

We will not be responsible or pay you compensation for any personal injury or death unless you are able to prove that it was caused by our negligence or the negligence of our suppliers.

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:

- the act(s) and/or omission(s) of the person(s) affected;
- 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
- Force Majeure (as defined in condition 17)

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 an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total. You are required to have adequate insurance in place to cover any losses of this kind.

2. For claims not falling under 29.1.1(1) above and which do not involve injury, illness or death:
   The maximum amount we will have to pay you in respect of these claims is three

times 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 and sea, 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 Athens Convention (with respect to sea travel), 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 & Conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of the Terms & 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. For River Cruise Tours, our liability in respect of the cruise portion of your tour, and that of the vessel operator, is additionally limited in accordance with the international conventions applicable to carriage by inland waterway, including, where applicable, the Strasbourg Convention on the Limitation of Liability in Inland Navigation (CLNI 2012).
    c. 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.
    d. 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.

29.1.2 Compensation in the Event of Failure to Perform Services

Subject to these Terms & Conditions, if we or our suppliers negligently perform or arrange those services set out in the booking confirmation and the information we provided to you regarding the services prior to booking and we don't remedy or resolve your complaint within a reasonable period of time, and this has affected the enjoyment of your package holiday, you may be entitled to an appropriate price reduction or compensation or both.

You must inform us without undue delay of any failure to perform or improper

performance of the travel services included in this package. The level of any such price reduction or compensation in respect of any claim for damages or compensation whatsoever will be calculated taking into consideration all relevant factors such as but not limited to: following the complaints procedure as described in these Terms & Conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your holiday.

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.

29.1.3 Claims & Notification

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.

29.1.4 Assignment of Rights for Claims

Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to us 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.

29.1.5 Limitations of Liability

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; (b) relate to any business, or (c) indirect or consequential loss of any kind.

29.1.6 Responsibility for External Services & Facilities

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.

29.1.7 Extended Stay Due to Extraordinary Circumstances

Where it is impossible for you to return to your departure point as per the agreed return date of your package, due to "unavoidable and extraordinary circumstances", we shall provide you with any necessary accommodation (where possible, of a comparable standard) for a period not exceeding three nights per person. Please note that the 3

night cap does not apply to persons with reduced mobility, pregnant women or unaccompanied minors, nor to persons needing specific medical assistance, provided we have been notified of these particular needs at least 48 hours before the start of your holiday. For the purposes of this condition, "unavoidable and extraordinary circumstances" may include warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely back to your departure point.

30. Delays, Missed Transport Arrangements and other Travel Information

If you or any member of your party misses your Coach, river vessel, scheduled rail service 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 and Linked Travel Arrangements Regulations 2018. 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.

30.1 River Cruise Tours: Embarkation and Vessel Departures

On River Cruise Tours, the paragraphs above apply to the land portion of your tour. For the cruise portion, the following additionally applies. River vessels operate to fixed sailing schedules with pre-booked lock passages, mooring slots and river navigation windows, and a vessel cannot be held for late arrivals. Embarkation closes at the time notified to you by your tour leader or the cruise director, or in your travel documentation, for each port. Sailing and embarkation times vary by port and can change at short notice, so the time you are given on board is the one that applies. If you fail to board before embarkation closes, the vessel will depart without you. Should this occur, please contact your tour leader or cruise director, who will provide you with reasonable assistance to help you rejoin the vessel or the tour at the next scheduled port or destination; however, all costs of doing so, including transport and any accommodation required, will be at your own expense. No refund will be made for any part of the tour missed as a result. You must follow the instructions given by your tour leader or the cruise director as to when to return on board. It is your responsibility to check the sailing time and embarkation deadline at each port, allow sufficient time to return to the vessel from any independent sightseeing, and carry your tour leader's or cruise director's contact details when ashore.

30.2 Rail journeys: Boarding and Rail Departures

On Rail journeys, trains depart precisely at their scheduled times and cannot be held for late arrivals. It is your responsibility to be on the platform in good time for each scheduled rail departure, as notified by your tour leader. If you miss a rail departure, your tour leader will provide reasonable assistance to help you rejoin the tour at the next destination; however, all costs incurred, including replacement rail tickets, will be at your own expense, and no refund will be made for any part of the tour missed as a result.

31. Our Staff

Our staff have been carefully chosen, and undergo comprehensive training. Tour leaders and drivers are entitled to rest days during the 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.

32. 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.

33. 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 Limited, trading as Travel Chasers, 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 us.

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/uksi/2018/634/contents/made.

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

As a member of ABTA, we stay informed with the latest travel advice from the Foreign, Commonwealth & Development Office (FCDO). Click here for up-to-date travel advice before embarking on your trip.

34. Applicable to California residents only

CST 2167476-40

Registration as a seller of travel does not constitute approval by the State of California.

Upon cancellation of the transportation or travel services, where the passenger is not at fault and has not canceled in violation of any Terms & Conditions previously clearly and conspicuously disclosed and agreed to by the passenger, all sums paid to the seller of travel for services not provided will be promptly paid to the passenger, unless the passenger advises the seller of travel in writing, after cancellation. This provision does not apply where the seller of travel has remitted the payment to another registered

wholesale seller of travel or a carrier, without obtaining a refund, and where the wholesaler or provider defaults in providing the agreed-upon transportation or service. In this situation, the seller of travel must provide the passenger with a written statement accompanied by bank records establishing the disbursement of the payment, and if disbursed to a wholesale seller of travel, proof of current registration of that wholesaler.

This Seller of Travel is not a participant in the California Travel Consumer Restitution Fund.

California law requires certain sellers of travel to have a trust account or bond. This business has a trust account.