

# Expat Explore Travel Limited Booking Terms and Conditions

The following Terms and Conditions apply to all bookings made from 13 June 2025.

These Booking Conditions, together with our privacy policy and any other written information we brought to your attention before we confirmed your booking, set out the details of your booking with Expat Explore Travel Limited, (Company number 07728519) Registered Office 10 Merryweather Place, London, SE10 8BN, UK (hereafter referred to as "we" or "us"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions, references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

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

- He/she has read these terms and conditions and has the authority to and does agree to be bound by them;
- He/she consents to our use of information in accordance with our Privacy Policy 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, Expat Explore stays informed with the latest travel advice from the Foreign & Commonwealth Office. [Click here](#) for up-to-date travel advice before embarking on your trip.

## 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.

## 2. Pricing, Discounts & Promo Codes

### 2.1 Pricing and Discounts

Expat Explore Travel operates 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.

Expat Explore Travel 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.

While Expat Explore Travel endeavours 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 20th Birthday Sale

The discounted prices offered as part of the 20th Birthday Sale promotion apply to selected tours and tour departure dates only. These are identified in the Dates & Rates sections on the Expat Explore website by the blue 20th Birthday Sale badge.

All advertised discounts and prices are subject to availability and may be changed or withdrawn at any point without notice.

The discounted prices are eligible for new bookings made directly with Expat Explore only. Third-party agent bookings are not eligible to book at the discounted prices.

If you wish to transfer an existing booking to a different departure that is included in the 20th Birthday Sale, standard Terms & Conditions detailed in 'Section 25. Changes by You' apply.

## 2.2 Return Traveller Discount

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

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

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

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

## 2.3 Promo Codes

Promo codes are issued at the discretion of Expat Explore Travel, and may be amended or withdrawn at any time, without notice.

Promo codes are intended for specific promotions or audiences as determined by Expat Explore Travel. If it is deemed that a promo code has been used by an individual or party for whom it was not intended, Expat Explore Travel reserves 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 Expat Explore. 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. Unless clearly stated to the contrary, promo codes cannot be redeemed on a booking in combination with any other promo codes or discounts, including but not limited to the Return Traveller discount.

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

## 3. Payment

### 3.1 Relevant Payment Terms

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

At the time of booking, you will be required to pay a deposit of 10% of the tour price or a minimum amount per person (whichever is greater, see table below). If booking 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.**

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

| Currency | Minimum Deposit Value   |
|----------|---|
| GBP      | The greater of 10% of the total tour cost or GBP 50 per person    |
| CAD      | The greater of 10% of the total tour cost or CAD 110 per person   |
| NZD      | The greater of 10% of the total tour cost or NZD 110 per person   |
| USD      | The greater of 10% of the total tour cost or USD 110 per person   |
| AUD      | The greater of 10% of the total tour cost or AUD 110 per person   |
| ZAR      | The greater of 10% of the total tour cost or ZAR 1,000 per person |
| EUR      | The greater of 10% of the total tour cost or EUR 75 per person    |

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

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

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

**Note: The above terms apply to all tours except those bookings listed within 'Section 3.3.1 Group Bookings'.**

## 3.2 Monthly Instalment Payments

Automatic, monthly instalment payments are available for all bookings made more than 90 days before the departure date. A non-refundable deposit is required at the time of booking to secure your place on the tour.

In addition to the specific Terms & Conditions outlined in this section, bookings that utilise the Monthly Instalment Payments feature are subject to Expat Explore's 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.

### 3.2.1 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 typically set at 10% of the total booking cost. However, 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 10%.

### 3.2.2 Payment Method

All instalments will be taken from the card specified at the time of booking. If a scheduled instalment payment is missed, we will attempt to collect the payment up to three times using the provided card. If these attempts remain unsuccessful, your instalment plan will be cancelled and you will be required to pay the outstanding balance manually, no later than 60 days prior to departure.

### 3.2.3 Manual Payments

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

### 3.2.4 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 60 days before the tour departure.

### 3.2.5 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, 60 days before the tour's departure.

### 3.2.6 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.

## 3.3 Payment - Exceptions

### 3.3.1 Group Bookings

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

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

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

### 3.3.2 10-Day Money-Back Guarantee

If a traveller notifies Expat Explore of their intention to cancel their booking within 10 days of the initial booking made date, Expat Explore will return the full amount of any payments made. **Please note: 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. This offer does not apply to bookings made through travel agents.

## 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 an Expat Explore tour, you are required to secure [adequate travel](#)



[insurance](#) cover for the duration of your trip. If you cannot provide the Expat Explore team with proof of adequate travel insurance prior to the start of your tour, you will not be permitted to embark on day one.

## 7. Flexible Date Changes

The safety and protection of our travellers are our primary focus, as such, if force majeure circumstances or other unforeseen circumstances arise, your tour may not be able to depart. If your tour is not able to depart, you have the ability to choose a new date that will suit you without any amendment administration fees. Please see 'Section 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.

## 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

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 to similar standards of which they are accustomed to at home.

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

All itineraries include a large amount of walking. Walking tours may take up to three hours, and walking to and from the hotel and restaurants is unavoidable. All itineraries include the use of public transportation, which can be public buses, trams, trains and metro. The coach will not be used on all days due to driving hours' legislation.

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



## 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.

## 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 Commission and/or Consulates;
- your own doctor.

For UK residents booking European travel, you should obtain a UK Global Health Insurance Card (UK GHIC) prior to departure unless you are able to rely upon an existing European Health Insurance Card (EHIC). For travel to Norway, Iceland, Liechtenstein and Switzerland, UK GHIC and EHIC can not be used for medical treatment. Passengers to these destinations should obtain comprehensive medical insurance prior to departure, including cover for emergency medical treatment and associated costs.

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 taking place in South America

All travellers on South America tours must provide a digital copy of their passport via email to [info@expatexplore.com](mailto:info@expatexplore.com) no later than 60 days prior to the tour start date. Failure to meet this deadline may result in additional costs or the inability to secure flights with the group. Expat Explore Travel will not be held liable for any additional costs incurred for late flight bookings or for any disruption to the passenger's travel experience caused by delayed 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 \(FCDO\)](http://www.fco.gov.uk).

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

## 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 ([info@expatexplore.com](mailto:info@expatexplore.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

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

## 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, 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.

## 18. Law and Jurisdiction

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

## 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 and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

## 20. Excursions

Any 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.

## 21. Data Protection and Privacy Policy

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

## 22. Account Registration

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

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

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

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

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

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

## 23. ABTA

We are 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](http://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](http://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. Where you pay only a deposit at the time of booking, full payment is due no later than 60 days prior to departure.

**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:**

- I. the price of the carriage of passengers resulting from the cost of fuel or other power sources;
- II. 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
- III. 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 90 days or more prior to your departure. 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 rail, flights and ferries.*



| Period before departure within which notice of change by you is received | Amount charged as amendment fee |
|--|---------------------------------|
| 70 – 89 days before departure  | £35                             |
| 60 – 69 days before departure  | £50                             |
| 45 – 59 days before departure  | 20% of tour cost                |
| 30 – 44 days before departure  | 40% of tour cost                |
| 15 – 29 days or less before departure                                    | 70% of tour cost                |
| 14 days or less before departure   | 100% of tour cost               |

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:

- that person is introduced by you and satisfies all the conditions applicable to the holiday;
- we are notified not less than 7 days before departure;
- you pay any outstanding balance payment, an amendment fee of 50 GBP per person transferring, as well as any additional fees, charges or other costs arising from the transfer; and
- the transferee agrees to these booking conditions and all other terms of the contract between us.

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 condition 26 will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

**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.**

## 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 ([info@expats Explore.com](mailto:info@expats Explore.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 below (the cancellation charge detailed is calculated on the basis of the total cost payable by the person cancelling, excluding insurance premiums and amendment charges which are not refundable in the event of the person to whom they apply cancelling).

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

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

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

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

## 26.1 Cancellation by You due to Unavoidable & Extraordinary Circumstances

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 or its immediate vicinity which will significantly affect the performance of the package or carriage to your holiday destination. In these circumstances, we shall provide you with a full refund of the monies you have paid 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 your trip going ahead.

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 travel to 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. 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 booking conditions allow you to do so.

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

It is unlikely that we will have to make any changes to your Package, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes or cancel your booking and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. Most alterations will be minor and while we will do our best to notify you of any changes as soon as reasonably possible if there is time before your departure, we will have no other liability to you.

### 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 affecting the destinations and included experiences).

### 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.

### 28.3 Cancellation

We will not cancel your travel arrangements less than 40 days before your departure date, except for reasons of Events Beyond Our Control or failure by you to pay the final balance. We may cancel your holiday before this date if, e.g., the minimum number of clients required for a particular travel arrangement is not reached.

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

- 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 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 major change is notified to you | Compensation payable per person booking |
|--|---|
| 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 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 (please see condition 17).

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 booking is not paid in full by the full balance due date of 60 days before the tour start date, the booking will be cancelled and the deposit will be forfeited in the form of a cancellation charge.

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

## 29. Our Responsibilities to You in respect of Package Holidays

### 29.1 Our Responsibilities as Organiser

We will accept responsibility for the arrangements we agree to provide or arrange for you as an “organiser” under the Package Travel and Linked Travel Arrangements Regulations 2018, as set out below and as such, we are responsible for the proper provision of the travel services specifically included in your package, as set out in your offer letter 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 offer letter 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:

1. the act(s) and/or omission(s) of the person(s) affected;
2. the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
3. 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 B7.4(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, sea and rail or any stay in a hotel:
  - a. The extent of our liability will, in all cases, be limited as if we were carriers under the appropriate Conventions, which include The 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. In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.
- c. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

### 29.1.2 Compensation in the Event of Failure to Perform Services

Subject to these Booking Conditions, if we or our suppliers negligently perform or arrange those services set out in the confirmation invoice 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 Booking 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 Expat Explore or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

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

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

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

## 31. Our Staff

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

## 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, membership number 5517, and in the event of their insolvency, protection is provided for: Non-flight packages.

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

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

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

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

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