

# TIMBUKTU

## Booking terms and conditions

By making a booking through this website you will be entering a contract with Timbuktu Travel Limited 'the Company' of Kemp House, 152 - 160 City Road, London, EC1V 2NX which is registered in England under company number 08459282. The following conditions, together with the relevant information set out on this website, will form your contract with the Company. Please read them carefully before you book. The contract will be governed by the laws of England and Wales and any dispute shall be dealt with in the Courts of England and Wales. The booking terms and conditions apply as shown.

### 1. BOOKING YOUR HOLIDAY

- a. Our aim is to provide exactly the right travel arrangements to suit your requirements. You can call us on: +44 (0)203 8083 860 or email: hello@timbuktutrans.com and we will tailor make an itinerary for you and provide you with a price per person. In order to maintain our customer services standards and to assist with the on-going training of our staff we may record or monitor our telephone conversations or emails with you. Alternatively you may wish to book direct from our website.
- b. By paying us, you and all people travelling on the holiday, are agreeing to be bound by our full terms and conditions as described in these booking terms and conditions.
- c. By processing your payment we agree to accept your booking and a contract between us comes into force. A booking receipt (or confirmation invoice) will be issued to confirm receipt of payment.
- d. The person named on the quotation is responsible for the total price of the holiday and for accepting our terms and conditions on behalf of all people travelling.
- e. The deposit required to book your holiday is shown on your quotation. The deposit will normally be 30% of the total holiday price, but may vary up to the full cost of the holiday, depending upon the date of travel and the terms of our suppliers. Occasionally

an additional deposit maybe requested after booking in order to secure a booking.

- f. Your final balance will be due in full three calendar months prior to departure. Holidays booked within three months of travel require full payment at the time of booking.
- g. Payments can be made by bank transfer or by credit or debit card.
- h. For quotes sent out before the 1st February 2018, balance payments by credit or debit card will be subject to a transaction fee of 3%.
- i. As soon as the booking is made we will start the process of confirming the holiday. Once all arrangements have been confirmed we will issue a confirmation invoice, along with a detailed itinerary. A confirmation invoice will normally be issued within 2 weeks of booking, but may take longer, in which case we will write to inform you.
- j. If we are unable to confirm all the arrangements we will discuss the alternatives and re-quote if necessary. If the alternatives are significant, you will be offered an alternative or a full refund without any cancellation charges.
- k. Special Requests, such as diet, room location, twin or double bedded room, or a particular facility which are an important factor in the choice of holiday, should be indicated on the Booking Form or made in writing. We will pass your request on to the hotel or other service provider but cannot guarantee that it will be accommodated. The Company will try to arrange for Special Requests to be met, but cannot guarantee that they will be, nor will the Company be liable if any Special Request is not met. The provision of any Special Request does not constitute a term of your contract with us unless we have confirmed in writing that your requirement will be met.
- l. A contract will come into existence on the date on which we issue a Confirmation Invoice. When you make a booking you are confirming that you are at least 18 years of age and that you understand our booking conditions and have accepted them on behalf of yourself and all members of your party. All contracts with the Company are subject to these booking conditions.
- m. It is important for you to check the details on the Confirmation Invoice as soon as you get it. In the event of any discrepancy please contact us immediately. Any balance payable is due 3 calendar

months before travel. If it is not paid in time, we reserve the right to cancel your travel arrangements and retain your deposit.

## 2. AMENDMENTS & CANCELLATION

### a. Amendments by you

The Company will make every effort to assist you if you wish to alter your arrangements, but it may not always be possible. Requests for an amendment must be made as soon as possible by the person who made the original booking. If it is possible to make the amendment, it will be subject to an amendment charge of £50 per booking plus any fees charged by our suppliers, together with all communication charges or other expenses incurred by the Company as a result of the change. These charges will be payable whether or not the Company succeeds in confirming your requested amendment. Please note that save for the transfer of a booking (see below), it will not be possible to make changes within 28 days of your travel date. Your request may be treated as a cancellation and re-booking and the normal cancellation charges detailed in clause (b) below will apply dependent upon the conditions imposed by our suppliers.

If you are unavoidably prevented from taking your holiday, by reason of, for example, illness, jury service, redundancy, or the death or serious illness of a close family member, it may be possible to transfer your booking to a person acceptable to the Company provided that:

- i. if you request a transfer in writing, you must allow reasonable time for the changes to be communicated to, and accepted by, the supplier.
- ii. your request is accompanied by documentary proof of the reason for the transfer, any tickets or vouchers received from the Company, full detail, of the person who will replace you, any balance due for the booking and the appropriate administration fee (see below).
- iii. your replacement agrees to be bound by these booking conditions. The administration fee will be £50 per person. You, as transferor of the holiday, and the transferee shall be jointly and severally liable to the Company for payment of the balance due, together with all additional charges of

whatever sort imposed by the suppliers providing the component parts of your holiday charges.

b. Cancellation by you

All cancellations must be advised in writing, signed by the party leader and sent to the Company at [hello@timbuktuttravel.com](mailto:hello@timbuktuttravel.com). Cancellations are effective on the day they are received by the Company. As we incur costs from the time you make your booking, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling (unless reducing the party size increases the per person cost for those not cancelling) excluding insurance premiums, late booking and amendment fees. Insurance premiums, late booking and amendment fees are not refundable in the event of cancellation. The following cancellation charges will be payable, depending upon the number of days prior to departure the Company receives your notice of cancellation:

Cancellation charges: In all cases your deposit will be non-refundable. If cancelling within 3 months of departure, the full price of your holiday will remain due. If cancelling 3 months or more the greater of either your deposit or 30% of the full holiday price will be due.

If any member of your party is prevented from travelling, the person(s) concerned may transfer their place to someone else (introduced by you) as long as the following conditions are met:

- i. all suppliers and third parties accept the transfer of names or are able to re-book. Air tickets are rarely transferable.
- ii. you sign an authorisation to transfer the holiday into another name.
- iii. the transferee accepts these terms and conditions.
- iv. the transferee provides us with new travel insurance details.

Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of \$75 must be paid. Any overdue balance payment must also be received.

It is compulsory that you arrange adequate travel insurance, which

should in most cases include cover, under certain circumstances, against loss of deposit or cancellation fees, at the time of booking.

c. Accuracy of information

We check the information which we provide about our travel arrangements very carefully. However, tour, excursion or other itineraries may change as a result of local conditions.

Circumstances such as these, or weather conditions, may cause some of the amenities we have described to be unavailable or different from those advertised. When we are told of any significant or long term changes we will always endeavour to advise you prior to your departure.

d. Amendments by the Company

Great care is taken to ensure that the description and prices given in our brochures and on our website are accurate at the time of publication. However, changes can occur, and the Company reserves the right to change any of the details in company literature, including prices, in which case the Company will advise you of any such change before accepting your booking. After a Confirmation Invoice has been issued, the Company makes every effort to operate all packages as advertised. However, we plan arrangements a long time in advance of your holiday using independent suppliers such as hotels, local transport operators and guides, over whom we have no direct control.

The Company may have to modify a holiday before you travel. Most of these changes are minor. However, if we consider them a major change we will notify you as soon as reasonably practicable. A major change includes a change of destination or a change to a lower standard accommodation, and/or price. In the case of a major change before your departure we will provide you with three alternatives. You may accept the modification, you may change your booking to another available and comparable holiday, or you may cancel and receive a full and prompt refund. If you cancel and receive a full refund following a major change made for any reason other than force majeure or low bookings the Company will also pay reasonable compensation up to a maximum of £50 per person for last minute changes.

Force majeure means unusual and unforeseeable circumstances beyond the Company's control or the control of our suppliers, the consequence of which neither the Company nor its suppliers could

avoid even with all due care, including, but not limited to, war, threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial dispute, unavoidable technical problems with transport, machinery or equipment, power failure, natural or nuclear disaster, fire, flood, drought, adverse weather conditions, epidemics or outbreaks of illness and level of water in rivers. 'Low bookings' means that an insufficient number of people have booked the arrangements to make their operation financially viable as advertised. If there is a minor change before you depart (that is, any change not included in the definition of a major change set out above), the Company will try to notify you, although it is not obliged to pay any compensation. If the Company becomes unable to provide a significant proportion of your holiday after it has commenced, every effort will be made to provide suitable alternative arrangements, which will be made for you at no extra charge to you (save in the case of force majeure) or, alternatively, you will be returned to your point of arrival and the Company will, where appropriate, pay compensation. No compensation is payable in the case of force majeure.

e. Cancellation by the Company

We reserve the right in any circumstances to cancel your holiday for any reason. However, we will not cancel your hotel arrangement less than 30 days before your date of travel, except for reasons of force majeure or failure by you to pay the final balance. If you fail to pay the balance of the holiday price at least 3 calendar months before departure, the Company will treat your booking as cancelled and levy the cancellation charges set out above. If the Company is obliged to cancel your holiday in any other circumstances before you travel, the Company will use its best endeavours to offer alternative arrangements of equivalent or very closely similar standard and price, if available; travel arrangements of a lower standard and a refund of the difference in price; or will give you a full and prompt refund of all monies paid. In addition, unless the cancellation has been caused by force majeure or low bookings, the Company will pay you reasonable compensation.

### 3. PRICE POLICY

- a. The Company reserves the right to notify you of an increase in the advertised price before accepting your booking and prices may go up or down. The price of your travel arrangements can be varied after booking due to changes in transportation costs, exchange

rates, meaning that the price of your travel arrangements may change after you have booked. Government actions such as changes in VAT or any other government imposed changes and currency changes in relation to an exchange rate variation may also vary the price after you have booked. In the case of any small variation, an amount equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges, will be absorbed or retained. You will be charged for the amount over and above the 2% increase. We will notify you of any increase no later than 30 days before travel. If you have to pay an increase of more than 10% of the price of your travel arrangements, you may cancel your travel arrangements and receive a full refund of all monies paid. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

#### 4. RESPONSIBILITIES OF THE COMPANY

- a. The Company makes all reasonable checks to ensure that those involved in the preparation and provision of your holiday maintain the appropriate standards.
- b. All vouchers, receipts and tickets issued by Timbuktu Travel Limited to you are subject to the Supplier's terms and conditions.
- c. Participation in any tour or travel package arranged by Timbuktu Travel Limited and provided by any of its suppliers (including but not limited to transportation to or from any venue) is undertaken at your own risk.
- d. You indemnify Timbuktu Travel Limited and its directors, employees, assignees and/or agents against any claim arising for any damages or loss which might be instituted against it arising from or connection with the services contemplated in these Terms and Conditions.
- e. The Client, his/her heirs, dependants, agents, executors or their assignees hereby irrevocably waive any claims which they may have against Timbuktu Travel Limited for any form of compensation for damages which they may suffer due to injury and/or loss of any nature whatsoever, which includes accidents caused by the Client's own actions, injuries or death while on the tour, in a transportation vehicle or at any place during the tour or illness or death at any time after the tour.

- f. Timbuktu Travel Limited acts solely in the capacity of an agent for third parties and as such Timbuktu Travel Limited holds themselves free of responsibility or liability for any delays, loss or damages from any cause whatsoever including loss/delay/damages/dissatisfaction caused by third party products and services. Timbuktu Travel Limited shall be exempt from all liability in respect of any claim whatsoever as aforesaid, the Client acknowledging that, in the case of a defective product, it is unreasonable to expect Timbuktu Travel Limited to have discovered the product failure having regard to Timbuktu Travel Limited's role in arranging access to the third party products and services on behalf of the Client.

## 5. YOUR RESPONSIBILITIES

- a. Before making a booking, we advise you to check advice issued by your local Foreign Office on your preferred destination.
- b. General information concerning passport, visa and health requirements is set out on our website. However, such requirements are subject to change and you must check current requirements before departure. You will need a full 10 year passport to travel which is valid for six months after the date of your return. Some destinations also require visas and you should contact the Embassy or Consulate of the country which you are planning to visit in good time before you travel. You should also contact your medical advisor or a specialist vaccination centre for details of the measures you will need to take prior to departure. All children should travel on full passports. It is your responsibility to obtain all documents required for your holiday, including passports, visas, health certificates and international driving licenses, to ensure that these are in proper order and to take them with you. We will not be liable to make any refund or pay compensation if you or any member of your party is unable to proceed with the holiday as planned because of incorrect or missing personal documents, or any other failure to meet passport, visa or immigration requirements.
- c. The Company cannot accept responsibility and no credit or refunds will be given if you fail to take up any component of your holiday. No credit or refunds will be given for lost, mislaid or destroyed travel documents.
- d. Most people go on holiday for rest and relaxation, so if in our reasonable opinion or that of any hotel manager, tour leader or

other person in authority, your behaviour is causing danger, damage to property or persistently affecting the enjoyment of others, we reserve the right to terminate your holiday. Should this happen no refund or compensation would be paid.

- e. If you lose any personal items whilst on holiday, please obtain a written report from the police, to help with any insurance claim upon your return.

## 6. INSURANCE

- a. It is a condition of booking that you and all members of your party have insurance and that it is adequate for your needs. Your policy of insurance should provide cover for personal injury, death, medical and repatriation costs in the countries which you intend to visit, together with cover for loss of baggage and valuables, personal liability, delay, cancellation, curtailment, missed departure and legal expenses. If you suffer from a disability or medical condition you should disclose this to insurers. For those who participate in sports and activities whilst on holiday that have been organised and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance. Note that special insurance may be required if you intend to undertake any dangerous or sports activities. Please keep your insurance details with you whilst on holiday. Some activities carry inherent risks and if you are participating in such activities you may be asked to sign an additional form by the local supplier. In rare cases beginners may have to take lessons at a charge before being permitted to use hotel equipment otherwise offered free.

## 7. EXCURSIONS

- a. Please note that when you book an excursion locally you contract with the local company providing that excursion and not the Company. The Company has no legal liability for anything that goes wrong on such an excursion and any claim which you might have arising out of the excursion will be against the relevant local company and subject to the local company's terms and conditions.

## 8. DATA PROTECTION

- a. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as your name, and address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies and so on. The information may also be provided to security or credit checking companies, public authorities such as customs and immigration if required by them, or as required by law. We will not however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. If, however, we cannot pass this information to the relevant suppliers, we cannot accept your booking. In making a booking, you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to see this please contact the Company during normal working hours. (We make a small charge for providing this to you).
- b. The information you are required to provide may include debit/credit card details. As set out above, we take full responsibility for ensuring that proper security measures are in place to protect this information. In accordance with applicable legal, regulatory and business requirements this information will be securely deleted as soon as it is no longer required.

## 9. ILLNESS AND DISABILITY

- a. If you or any member of your party suffers from a disability or other medical condition please tell us before you book. The Company is happy to give you advice and to try to assist you in choosing a holiday that will meet your requirements. However, most of our holidays are in destinations which are off the beaten track and lack even the simplest facilities for disabled guests such as ramps for wheelchairs, lifts and so on. Many of our holidays require a fair degree of physical fitness. Medical facilities may not be readily available. In order to assist you we must be provided prior to booking with full written details regarding your medical condition and any special requirements which result from this. An appropriate medical form will be sent to you for this purpose. It is

inadvisable for anyone with high blood pressure or respiratory problems to visit high altitudes. You should consult your doctor for advice before you book and in good time before your departure.

#### 10. IF YOU HAVE A PROBLEM

- a. If you are unhappy with any aspect of the Company's arrangements while you are on holiday, you must address your complaint immediately to the Company's local representative (or, if none, to the Company) and to the management of the hotel or other supplier whose services are involved. They will do their best to rectify the situation. It is unreasonable to take no action whilst on holiday, but then to write a letter of complaint upon return. If the problem cannot be resolved locally and you wish to complain, full details must be sent to the Company in writing to arrive within 30 days of your return. We will do our best to investigate and reply to you within 28 days of receipt of your letter. Failure to take either of these steps will deny the Company the opportunity to resolve the problem immediately and/or investigate it properly. In consequence, this may affect your rights under this contract.

#### 11. DESCRIPTIONS

- a. Every effort is made to ensure that the details, description and prices contained on this website are correct based on information passed to the Company by its suppliers. However changes do occur, sometimes at short notice and therefore the Company will advise you at the time of booking, or if after booking as soon as possible of any such changes to our published information. It is not always possible for the Company to control all elements of the holiday whereby advertised facilities can sometimes become unavailable at short notice due to inclement weather conditions, lack of demand, emergency repair works etc