

The holidays in this web site is operated by **Red Fox Holidays** and are sold subject to the following conditions:

1. Making a booking and making payment.

a) A deposit of £75 per person per holiday (or full balance if booking within 8 weeks of departure) is required before we can accept a booking. The booking is not accepted and no contract exists until the date shown on the confirmation issued by us. The final balance is due 8 weeks before the departure date.

b) The person completing the form warrants that they have the full authority of the other people included in the booking to do so and that they have all read and accept the booking conditions.

2. Cancellation of booking by you.

a) We will not refund your deposit if you cancel your booking before the final balance is due, but subject to availability you may transfer the deposit to another week, although we charge an administration fee of £20 per person for doing this.

b) The balance of the holiday price is due 8 weeks before departure. If this is not paid on time we reserve the right to cancel the booking and your deposit will not be refunded. If you need to cancel the booking after the final balance has been paid the following cancellation charges are levied depending on the notice given:

55 to 43 days - 30% of the holiday price

42 to 29 days - 65% of the holiday price

28 to 8 days - 90% of the holiday price

7 days or less, or if you fail to join the holiday - 100% of the holiday price

Notification of the cancellation must be made to us by email

[info@redfoxadventure.com](mailto:info@redfoxadventure.com)

c) If you wish to transfer your booking another week after the final balance has been paid then we consider this a cancellation and rebooking, and it will be subject to the above charges. However if it is not possible for you to proceed with the holiday (for example through illness) then you may transfer the booking to another person introduced by you providing that they meet with all the criteria applicable to the holiday. You and/or they are liable for any additional cost arising from the transfer. You must notify us in full by email of any such changes, at least 14 days before departure.

d) Unless we are at fault we will not make any refund, or pay compensation, if you decide to withdraw early from any holiday after it has begun.

### 3. Cancellation/amendments to the holiday by us.

a) We will make every effort to operate the holiday as published in the web site. Occasionally it may be necessary to make changes to, or cancel your holiday and we reserve the right to do this. If we have to amend or cancel your holiday we will inform you as soon as we can. If we have cancelled your holiday or made major changes that you reject you can either:

i) Accept our offer of a replacement week or we will refund.

b) We will not amend or cancel a holiday within 8 weeks of departure unless, due to circumstances beyond our control, we are forced to do so.

c) We require a minimum of 2 clients before we will operate the holiday. If this minimum number has not been reached by the time the final balance is due to be paid (8 weeks before the holiday departs) we reserve the right to cancel the holiday. We will offer you the alternative week.

### 4. Force Majeure.

“Force majeure” means any event that we could not, even with due care, have foreseen or avoided. These events include adverse weather conditions, civil unrest, fire, flood, industrial action, natural disaster, nuclear disaster, riots, terrorist activities, war or threat of war.

If any of the above prevent us from performing our contractual obligations to you, we regret that we cannot accept liability or pay any compensation to you.

### 5. Surcharges.

We have tried hard to ensure that the prices in this web site were accurate at the time of going to press. However we reserve the right to impose a charge if:

a) Transport costs (including the cost of fuel) increase.

No surcharges will be imposed within 30 days of departure.

### 6. Medical conditions.

You must inform us if you have a pre-existing medical condition that may affect your ability to participate in the holiday. We reserve the right not to accept your booking unless you submit a certificate from your doctor saying that they consider it safe for you to take part in the holiday.

### 7. Complaints.

If during the trip you are dissatisfied with any aspect of the holiday, please report

the matter to us so that action can be taken immediately. When you arrive home please address any complaint to us in writing within 35 days of your return.

8. Any likeness of you.

Any photograph taken on any of our holidays may be used by Red Fox holidays Limited without charge for promotional purposes

9. Insurance

It is a condition of joining any of our holidays that you have adequate travel insurance, which should include cover for helicopter rescue, repatriation on medical grounds and any use of air ambulance.

10. Privacy policy.

We will not pass your details to any third party unless they are involved in operating the holiday on which you have booked

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