Peter Buckell Travel,

Terms & Conditions.

Please Read Carefully

Reserving or participating in any travel services offered by Peter Buckell Travel. acting as tour operator or intermediary in the distribution of products packaged by other tour providers (hereinafter "The Company", “we”, “us”) constitutes a contractual agreement between the participant (“you") and The Company and/or the tour provider and is an acknowledgement that you have read, understand, and agree to be bound by these Terms & Conditions ("Terms") and any other applicable waivers (see "Waivers" section) for your trip. You must be at least 18 years of age to make a reservation. In all cases, the person making the reservation represents and warrants that all participants have consented to, accepted, and agreed to be bound by these Terms. The Company (and the tour provider if applicable) reserves the right to update or amend these Terms at any time prior to you making a reservation. The Terms provided online when completing a reservation are those that control except to the extent the Terms are superseded by applicable law.

Any payment made to The Company shall be deemed to constitute full acceptance of these Terms.

Guest Acknowledgement

Upon depositing your reservation, you must complete the Guest Acknowledgement process to register for your trip. Completing Guest Acknowledgement is required to confirm your reservation. Services may not be provided if you do not complete Guest Acknowledgement and you may be subject to cancellation fees. During the Guest Acknowledgement process, you will be asked to verify the names on the reservation, provide at least one email address for reservation communications, and acknowledge and accept Terms & Conditions.

Deposit, Payments, Confirmation & Invoicing

Pricing & Price Guarantee

The 'From' prices displayed on our website are per person, based on availability and for a specific departure date.

Please note that pricing for trips can change at any time before confirmation of your booking (i.e. when we receive your full deposit) due to factors such as availability, demand, and changes in transport costs or exchange rates. Once we receive your deposit, your price is confirmed and will not change, except as set out in the ‘Changes’ section. Additionally, please refer to the Errors and Omissions section for more information.

Deposit to Hold Space

When making a reservation, a non-refundable deposit is required for each person and each trip. The

deposit amount varies based on the trip and services booked. Please refer to the *Deposit Amounts* section below for details.

Deposits may be transferred to an alternate trip up to 180 days before the departure date of the current reservation. If the deposit amount for the new trip is lower than that of the current trip, the original deposit remains non-refundable. Transferred reservations are subject to new prices, promotions, and cancellation fee schedules. Within 180 days to departure, trips transferred to another date are subject to cancellation penalties (See below Cancellation Fee Schedule) and new deposit collection (See Deposit Amounts section below).

Full Payment

Full payment is required by the final payment date which is your arrival date to commence the tour. If you do not make the full payment by the final payment date, your reservation and all services on the reservation, will be cancelled, and your deposit will be forfeited.

Ways to Pay

The Company accepts payment by credit and debit card or a bank transfer.

Confirmation

Your reservation is confirmed when your initial deposit payment is processed. Your invoice, when documented as payment received, is confirmation of services on the reservation.

Accuracy of Invoice Details

You are responsible for providing and verifying full, complete and accurate information for all participants and services at the time of reservation. Under no circumstances is The Company liable for any errors or omissions in the information provided by you to complete the reservation. If you do not notify The Company of any error within 5 days of making the reservation, you are solely responsible for all fees assessed due to incomplete, erroneous or inaccurate details.

Errors & Omissions

In the event the price listed, quoted, or confirmed is incorrect due to a system error, human error or other error, The Company the right to correct the price and re-invoice you at the correct price.

Financial Security

We provide financial protection for our tours in the following ways: your deposit will be held in a 'client account' prior to commencement of the tour. The balance is only payable when you commence your tour.

Deposits

Deposits are always non-refundable.

Cancellation Fee Schedule

Cancellation fees are calculated based on the days prior to the commencement of services in which

notification of trip cancellation is received. All services on the reservation are subject to these cancellation fees and are always non-refundable.

Cancellation Fees: (% of total price)

- Final Payment Date – 30 days: 50%
- 29 – 1 days: 80%
- Day of departure or later: 100%

Revision Fees

On or Before Final Payment Date

All revisions to a reservation will incur a minimum £35 per person fee . These fees are non-refundable.

After the Final Payment Date

Any change to a participant's name, trip date, or itinerary after the final payment date is treated as a full cancellation and new reservation. All cancellation fees apply in these instances. All other revisions apply the same revision fee as above.

Not Included in the Pricing

All known mandatory taxes, fees and charges are included in the price of your tour. The items below are either optional or payable locally where they cannot reasonably be calculated in advance. The following items are not included in the price of your trip unless expressly stated in your booking confirmation or itinerary;

- airfare to and from the start of your trip
- gratuities to your Tour Manager, Driver or Local Guides.
- porterage at hotels
- porterage at airports and train stations;
- domestic air or sightseeing services by air air, unless specified in the itinerary as included;
- any entry or exit fees or local taxes which cannot be reasonably calculated in advance and are payable directly by you in destination (details will be provided where applicable)
- other per-person taxes imposed by government entities if collected in destination by these governing bodies;
- passports; visas; vaccinations entry/exit fees; travel authorisations; other government travel fees for documentation to enter or exit the country;
- accommodation, meals, drinks, laundry; telephone; minibar;
- optional excursions unless expressly stated as included.

Some charges payable locally in destination (such as tourist taxes or resort fees) may be payable in local currency. These charges are set by local authorities or suppliers and may change. Where applicable, details will be provided before you book or in your trip itinerary.

Child Reductions

Price reductions may be available to minors (see chart below).

Reductions are off the base tour price only. Final reductions are quoted with your reservation.

Reduction Amount

Age 2 -17 20%

Cancellations & Refunds

Participant Cancellations

You may cancel your reservation by notifying The Company. The cancellation fee amount is based on the total amount of all services and fees on the invoice and calculated based on the number of days prior to departure when The Company receives notification of cancellation. See the information above.

Cancellation and Change by The Company

Cancellations

To the extent permitted by applicable law, The Company reserves the right to cancel, change or reschedule any trip departure for any reason, including insufficient demand, strikes, lockouts, riots, stoppage of labour or a Force Majeure Event (see under "Unavoidable & Extraordinary Circumstances" section).

In the event of a cancellation by The Company prior to departure for reasons **excluding** Force Majeure, The Company will try, at your discretion, to rebook the same trip with a different departure date, or a similar trip, but there is no guarantee of availability. The Company if applicable, will refund the difference in price if the alternate booking is at a lower price. You are responsible for additional costs if the alternate booking is a higher price. If this rebooking option is not acceptable to you, The Company's only responsibility is refunding you the amounts paid by you for the reservation.

In the event of a cancellation by The Company prior to departure or during your trip for conditions under Force Majeure (see section "Unavoidable & Extraordinary Circumstances"), The Company may offer a future travel credit for the portion of your trip that was impacted. Future travel credits will be added to your welcome back credit and can be redeemed for travel with The Company if applicable for up to one year following your original trip start date. If a future travel/booking credit is not acceptable to you, in the majority of Force Majeure situations, you can notify the company within 21 days of advisement and you could be refunded the amounts paid by you for the portion of your trip impacted. If you do not notify the Company and/or the tour operator if applicable within 21 days of advisement, a refund is no longer available.

The Company is not liable or responsible for any arrangements made independently of The

Company. The Company assumes no responsibility for costs or fees you incur for independent arrangements not booked through The Company, inclusive of, but not limited to, airline, hotel, excursion and travel protection related charges.

Changes

The Company can change your trip price after you've booked, only in certain circumstances:

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure.

If your holiday cost has increased due to the above, we will contact you and ask you to make payment to us. If this results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another trip if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel you must do so within the time period shown on your final invoice

Should the price of your trip go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. 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.

The Company is able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it.

Where we are forced to make significant alteration to any of the main characteristics of the arrangements you can accept the change offered, cancel free of charge and receive a refund or book an available alternative tour of a similar standard. Again, the Company will refund the difference in price if the alternative is lower and you are responsible for an additional cost if the alternate is higher.
The Company is not liable or responsible for any arrangements made independently of the Company. The Company assumes no responsibility for costs or fees you incur for independent arrangements not booked through The Company, inclusive of, but not limited to, airline, hotel, and excursions.

Refunds

Any request for refunds is subject to these Terms and subject to approval from the tour provider if applicable.

Airport Transfers

Airport transfers are complimentary but it is your resposibility to inform us of the dates and times of arrival and any changes to the schedule. including delays or early arrivals. No cash equivalent or trip price reduction is given if you do not use, or desire, the included transfers.

Touring

Changes made on route at your discretion to tour features, timings, or tour services (e.g. meals, included sightseeing, etc.) are not refundable and cannot be exchanged for other services.

Unused Services

No refunds will be issued for unused services (late arrivals, temporary absences from your trip or early departures), for unused transportation where group activity tickets are involved, or for voluntary modifications made by you.

Subject to Change Itineraries

The Company will notify you via email when the final itinerary is available for departures advertised with "subject to itinerary modifications".

Website & Itinerary Accuracy

We have taken great care to ensure all details are correct at the time of publication. However, occasional errors or updates may occur, and our website will always have the latest information.

Unavoidable and Extraordinary Circumstances

To the extent permitted by applicable law, in the event of a Force Majeure Event (as defined below) The company shall be excused, discharged and released from performance to the extent such performance is so limited or prevented, without liability of any kind due to any unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. The Company assumes no liability for any loss, damage or entry of any nature in whole or in part resulting from an Act of God or any other condition outside The Company's control (Force Majeure Event) including without limitation.

• Fire • Landslides • Volcanic eruption • Inclement weather • Environmental pollution or contamination • Earthquake • Low or High water levels • Flood • Water or power shortages or failures • Tropical storms or hurricanes • Riots or civil commissions or disturbances or any other acts of similar nature • Sabotage • Strikes of labour disruptions • Arrests • Governmental action • Expropriations • Acts of terrorism • War • Insurrection • Quarantine restrictions • Government health advisories or warnings or alerts of any kind of nature, including, but not limited to, warnings or regulations due to an epidemic/pandemic • Government seizures • Refusal or cancellation or suspension or delay of any government authority or any license, permit or authorization • Damages to its facilities or the travel supplier and its facilities • Or any other unforeseen circumstances or any other factors unforeseen the company if applicable, that adversely affects or hampers its ability to fulfil any of its contractual conditions• Unforeseen consequences of Brexit.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of two nights. The limit does not apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

Special Needs & Participation Requirements

Any special requirements or disabilities must be disclosed to The Company at time of reservation, or if such requirements arise after the reservation, as soon as such requirements are or reasonably should be known by the participant. If The Company has not received disclosure of requirements or disabilities that require reasonable accommodations for accessibility, and/or if your participation poses a threat to the safety or health to self or others, The Company if applicable may be unable to accommodate you for part or all of the Tour or any services provided in connection with the trip.

Suitability & Accessibility

Certain activities or venues may be limited or inaccessible to you if your mobility is limited in any manner. Many excursions and sightseeing involve extended periods of walking and standing often on uneven pavement or surfaces and may include staircases, paths, walkways or locations that are narrow or inaccessible or of limited accessibility by wheelchair. You are responsible for assessing if the itinerary is suitable for all participants on the reservation. We recommend you contact The Company prior to making a reservation to determine what reasonable assistance might be available. The Company will make reasonable efforts to accommodate special needs but cannot guarantee that it can accommodate in all cases. No refunds are provided for missed services or activities due to your inability to fully participate with the group, including keeping pace with the group, if conditions requiring assistance are not known to the Company at the time of reservation or when reasonably known by the participant

Personal Services

The Company does not provide personal services or individual assistants to trip participants. Our staff and the Service Providers are not required or trained to assist with personal tasks. This includes eating, dressing, toileting, lifting or pushing a wheelchair, walking, getting on or off transportation, or other personal needs. If you need such assistance, you should make your own arrangements for personal assistance support.

 shall not provide any refunds. In some destinations outside of the USA, The Company may request you provide certification, documentation or information if The Company is obligated to provide these details to Suppliers to secure services.

Wheelchairs

You must notify us at the time of reservation if you are travelling with a wheelchair, or if the need for a wheelchair arises after the reservation, then as soon as the need is known. You must be able to walk up/down steps and on ramps without a wheelchair or walker. Motorcoach entrances and gangways/ramps may not be wide enough or equipped to accommodate these items.

The Company (on behalf of the tour provider if applicable) may allow collapsible wheelchair that fit within the restrictions (1030mm/40.55" length x 555mm/21.85" width) when travel with a wheelchair is disclosed to The Company.

You are responsible for storage (e.g. in your room) and maintenance of any permissible wheelchair.

Motorized Scooters

Motorized scooters are not permitted and cannot be accommodated on services provided by The Company

Authority to Remove or Refuse Participants

In the sole discretion of The Company, we may refuse transport to you or may require you to leave the tour or disembark if it is reasonably believed that you

- are dangerous to others or to yourself;
- have engaged in, are engaged in, or are threatening to engage in behaviour that may adversely affect the safety, security, comfort, enjoyment, or well-being of other participants, suppliers (including Service Providers), the tour provider, the Company representatives, or crew members, including, but not limited to, behaviour that is disruptive, verbally abusive, physically abusive, obnoxious, harassing, discriminatory, or obscene;
- have failed or refused to follow, or are failing or refusing to follow The Company's or the tour providers rules and procedures.

In the event you are removed, you may be left at any city, port or place the motorcoach stops at without any liability to The Company. The Company (on behalf of the tour provider if applicable) shall not be required to refund any portion of the amount paid by you if you are removed pursuant to this section.

In the event you are removed, The Company will not be responsible for expenses for lodging, medical care, meals, transportation, or any other expenses incurred by you. The Company if applicable shall be entitled to recover from you any costs or expenses incurred by The Company, in your removal or the exercise or enforcement of this clause.

Information Required for Reservation & Travel

As a condition of reservation, you must provide the information requested by The Company if applicable along with your initial payment. The Company if applicable reserve the right to cancel your reservation and all services, and retain all related cancellation fees if your information is incomplete or inaccurate. Your personal data security for your reservation is used to process your services with our Service Providers. It may be necessary to transfer these details to other countries or authorities whose data protection and privacy laws are less stringent than those of the United Kingdom. This may include requirements to pass details to Service Providers as well as certain governments or government-appointed bodies, or agencies in the interest of security or because we are obliged to by law.

By making a reservation via The Company

- you consent to The Company storing, using, and transferring on this data to other third parties (including third parties outside your home country) for the purposes as stated above
- you indemnify and hold harmless The Company and its affiliates in respect of The Company for storing, using and transferring this data as described above.

Please see The Company Privacy Policy on the website.

Information Required

- Full name as per government issued ID with which you will travel
- Address
- Date of birth
- Full passport details
- Email address
- Credit card information
- Conditions requiring special attention (see Special Needs & Participation Requirements section above)
- Dietary restrictions you make known to The Company or the tour provider if applicable
- Emergency contact (non-participant)
- On tour contact information (your mobile phone or email address)
- If any additional information is required, it will be requested from you with your reservation.

On Trip Experience

Baggage Allowance & Porterage

Porterage is not included.

Restrictions

For Travel via The Company:

- Dimensions: 30” x 21” x 11” / 76cm x 53cm x 28cm maximum
- Weight: 50lbs / 22kg maximum

Motorcoach Carry-on:

- Carry-on bags must be small enough to store in overhead bins or under the seat in front of you.
- Dimensions: 12"x11"x 6" / 30cm x 28 cm x 15 cm maximum.

- For safety reasons, wheeled carry-on bags are not permitted.
- Dimensions: No single side of baggage (including wheels and handles) shall be longer than 1 meter (1000mm/ 39in)
- Weight: 44lbs / 20kg maximum

Damage & Liability

Except as provided by applicable law, The Company has no responsibility for loss or damage to any baggage or personal belongings throughout the trip. We recommend you purchase insurance to cover lost or damaged baggage.

Dietary Requests

Special dietary or meal requests cannot be processed and are subject to availability at the hotel or venue. There is no guarantee of availability and The Company has no liability for availability.

When available, special requests are at the venue's discretion. Any additional charge for the request is payable by you directly to the venue at the time of service
.

English

All Tour Managers and, Local Guides speak English, and all trip commentary and instruction are conducted in English. Proficiency in speaking and understanding English will enable guests to most fully benefit from our services and maximize a safe and enjoyable journey. For guests who are not fluent in English, we recommend using a translator app or other translation service to provide the best opportunity to fully enjoy and participate in their travel experience.

Holiday Insurance

Adequate and appropriate travel insurance is essential for your protection and every member of your party must have valid insurance cover.

Holidays, Special Events & Venue Closures

At times, venues are limited or not available due to local holidays, events or various seasons/ reasons. The Company will indicate known closures in the itinerary or advisements, but not all closures are known in advance. The Company is not liable for venue availability. The Company will offer alternatives when possible.

Itinerary Timings

Itinerary timings are not guaranteed and are subject to change. No refunds are provided for changes to itinerary timings.

Optional Excursions

Optional excursions are not included in your reservation unless specified. Optional excursions are provided by independent third-party operators ("Excursion Operators"). The Excursion Operators may render services subject to separate and additional terms and conditions, or may require you to execute additional documents, waivers, or releases. It is agreed and understood by you that any assumptions of liability, waivers, or releases that are part of the Excursion Operators' terms & conditions, and any terms that are required by such Excursion Operators will also inure to the benefit of The Company or the tour provider if applicable.

Photographs & Pictures

Photographs or pictures appearing on the website are solely intended as examples of facilities and attractions. Actual facilities and attractions may vary according to the itinerary. Maps shown are current at the time of publication and may not reflect the actual routing should the itinerary change.

Possession of Drugs

Possession of illegal drugs will result in immediate termination of your trip.

You are responsible for knowing and observing the licensing laws for drug possession (including prescription and over the counter drugs) for all countries and states you are visiting. Laws may require you to carry a prescription from your doctor.

Punctuality on your Tour

The Company is not responsible for any losses, including missed sightseeing, meals, inclusions, optional excursions, or having to make alternate transportation or lodging arrangements, if you fail to meet the representatives at the assigned time and place/pick-up points while on trip. The Company (and/or the tour provider if applicable) will not refund nor will it cover any cost or expenses incurred, nor will it compensate you for any missed inclusions or optional excursions, due to your inability to maintain punctuality.

Smoking

Smoking is not allowed on transportation that is exclusively provided via The Company. Smoking includes cigarettes, e-cigarettes, cigars, e-cigars, or any other smoking or vaping device. You are required to abide by and adhere to all Service Provider's terms & conditions, including as they relate to smoking. This includes, but is not limited to, smoking only in designated sections of vessels, hotels or restaurants.

Safety & Medical Care

Certain risks and dangers may arise beyond our control, including but not limited to:

- the hazards of traveling in undeveloped areas;
- travel by boat, train, automobile, aircraft, or other means of transportation;
- forces of nature;

- political unrest;
- acts of lawlessness or terrorism;
- accident or illness in remote regions without means of rapid evacuation or availability of medical facilities.

The Company will have no liability to you regarding the provision of medical care or the adequacy of any care that may be rendered. While The Company (or the tour provider if applicable) will use its best efforts to ensure that adequate measures are taken, by agreeing to participate in a trip and/or optional excursions, you agree that you will indemnify and hold harmless The Company (or the tour provider if applicable) regarding the provision of medical care or the adequacy of any care rendered.

The Company is not responsible for such risks and dangers that may arise beyond its control. Payment of your trip indicates you accept these risks and dangers and agree to hold The Company harmless for them.

Government Travel Websites

The Government of the United Kingdom periodically issues and updates travel warnings and travel alerts for U.K. citizens travelling domestically and abroad. It is your responsibility to review the current information on travel and security when making plans to travel with The Company (or the tour provider if applicable . You are responsible for the evaluation the travel information and your acceptance of risk of travel prior to making a reservation. **https://www.gov.uk/foreign-travel-advice** for travel information. By making a reservation via The Company you acknowledge you are aware of the travel information advised by the government of your citizenship.

Illness & Health Matters

The Company requires that all guests follow local health and safety protocols when necessitated by local health guidance and/or our supplier partners. While on tour, we encourage all guests to monitor their own well-being and take precautions and preventative measures recommended on trip. Should a guest feel ill for any reason, they will be encouraged to isolate and/or wear a mask. Guests agree to support the well-being of all fellow travelers and our own staff by taking personal accountability for their own health.

Medical Personnel

The Company cannot guarantee the availability of medical facilities or for the quality of the care or services. Any medical attention you require while traveling with The Company and/or the tour provider must be sought through a local medical facility, if/when available, for diagnosis. All related charges are at your expense.

Car and Motorcoach Safety

You are responsible for wearing your seatbelt when provided. The Company, the tour provider and Service Providers are not liable for any injury, loss, damages, fines, claims, or death resulting from any accident or incident if you were not wearing your seatbelt at the time of the accident or incident when the motorcoach was equipped with them.

You are responsible for following the safety instructions provided to you. You are responsible for regulations for safety when accompanying minors. The Company does not provide child safety devices.

Personal Photo, Video Rules & Regulations

We understand you may be interested in documenting and sharing your vacation experience via photo or video content. Please understand that every guest experience is important. Your photo and video activity must be done with care, sensitivity, and consideration of fellow guests. Filming and photography cannot be regarded as intrusive. You will be requested to limit activity if guests complain. If you do not comply, you may be asked to leave your trip subject to the *Authority to Remove or Refuse Participants* clause above.

Should you choose to share photos and videos online, on a social media platform or alike, such photos and videos must not include fellow guests unless you have received the express, written permission of those guests to post photos and/or videos of their likeness. Additionally, be careful and selective about content or photos you post and share, and do not disclose sensitive or confidential content. The Company will not be responsible, or liable to you or any third party, for the content or accuracy of any content posted by you or any other guest, or for the security of such content. Sharing content is done at your own risk.

Occasionally, we will use photographs and / or video taken on tour by professional photographers/videographers, industry professionals or fellow guests, for promotional use. If you prefer that your image not be used in any marketing activities, please notify your Tour Manager.

Pregnant Guests

The Company and the Service Providers do not have specialized facilities and/or treatments required for childbirth, prenatal, or have those those facilities be available. You should consider the risks of traveling where necessary medical care for pregnancy may not be available and may not be reachable in a timely manner to address potential medical complications, problems, and emergencies that can occur during pregnancy.

Weapons

Weapons are not permitted. This includes firearms, knives, mace, brass knuckles, and weapons of any other type

Transportation

Alcohol

Alcohol consumption is not permitted in any of our cars or motorcoaches..

Guest Communications & Documents

To be accepted on the trip, you must complete the Guest Acknowledgement as noted above. Receiving travel documents and information does not guarantee acceptance on the trip without completing this step. The Company will send invoices, travel advice, and other information to the email address provided when making the reservation. A full travel packet is available electronically 2-3 weeks prior to departure

Passports

You must have a passport to travel internationally. Passports must be valid for at least six (6) months beyond the conclusion of your trip. The Company requires your passport details prior to final documentation for all international travel.

Vaccinations or Medical Certificates

You are responsible to verify medical requirements for your travel. This includes, but is not limited to, vaccinations, medical certificates, and insurance policies.

Visas

It is your responsibility to obtain and verify the validity of visas,VISAS ARE REQUIRED FOR TRAVEL TO SRI LANKA. Securing and paying for all visas, entry documents, and any other requirements for entry into a country is your responsibility. It is your responsibility to carry these documents with you. The Company is not liable for denial of entry or exit, or costs incurred for not having correct and complete documentation.

Waivers

Safari & Boat Trips Travel Assumption of Risk

For trips that include a safari or boat trip the signing of a Liability Release (Waiver Form) is required. You will be required to sign this Liability Release prior to joining to, or participating in the tour. Your reservation will be cancelled if this Liability Release is not returned to The Company before your departure.

Waivers General

During the course of your cruise, tour, or excursion, you may encounter the opportunity to participate in additional, optional activities that are provided by independent third-party suppliers. The suppliers of those optional services may render those services subject to separate and additional terms and conditions, or may require you to execute additional documents, waivers, or releases. It is understood that any assumptions of liability, waivers, or releases that are part of the suppliers' terms and conditions or that are required by those independent suppliers will also inure to the benefit of The Company.

All Enquiries

If you wish to inquire about any services, ensure all correspondence is emailed to service@peterbuckelltravel.co.uk

Alternatively you may write to:

Peter Buckell Travel, 6 St Barnabas Court, Sayers Street, Norwich NR2 4PZ.

Claims or Complaints

Any complaint or claim involving your trip or the services offered by The Company or suppliers of services (including Service Providers), sub- contractors, or agents in relation to any service provided to you must be made to the Tour Manager or Guide immediately whilst on the trip.

Written notification to The Company may be submitted to the address above and must be received within 30 days of the trip's completion, except where such limitations are prohibited by law.

Responsibility

Company Representation

No person, other than an authorized representative of The Company by a document in writing, is authorized to vary, add, or waive any Term or Condition on its brochure or website, including any term or condition set forth in the preceding provisions.

The provision of these Terms may not be waived or varied except in writing, signed by the party or parties to be bound.

International Conventions & Treaties

The international carriage of passengers is subject to international conventions and treaties, where applicable. These international agreements limit and, in some events, exclude the carrier’s liability to passengers (trip participants). To the extent permitted by any relevant local law, where any claim or part of a claim (including those involving death or personal injury) concerns or involves any travel arrangements (including the process of getting on or off the transport concerned) provided by any air, sea, inland waterways, rail or road carrier, or any stay in a hotel, The Company’s maximum liability is the maximum that would be payable by the carrier or the hotel keeper concerned under the applicable international convention, treaty, or regulation applicable to the travel arrangements or hotel stay (eg, the Warsaw Convention, the Montréal Convention for international travel by air, any conventions, regulations or any their laws on Air Carrier Liability for air carriers and the Athens Convention for international travel by sea) in that situation.

Laws & Jurisdiction

These Terms and Conditions are governed by English law and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

Liability

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements (excluding insurance premiums and amendment charges), unless a lower limitation applies to your claim.

.**Service Providers**

Trip Documents for services issued by The Company are subject to the Terms & Conditions specified by any of our Service Providers, which are available upon request, and to the laws of the countries in which the services are supplied.

Service Responsibilities

After departure, if the Services included in the trip cannot be supplied or there are changes in an itinerary for reasons beyond the control of The Company (or the tour provider if applicable), depending on the circumstances, The Company (or the tour providers if applicable) will take reasonable action to arrange for the provision of comparable services. Any resulting additional expense will be the responsibility of trip participants, and any resulting savings will be refunded by The Company (on behalf of the tour providers if applicable) to trip participants.