

## General Trip info

## Map

**Trip Code:** ITVKT

**Trip Length:** 15

**Trip starts in:** Ho Chi Minh City

**Trip ends in:** Hanoi

**Meals:** 14 Breakfasts included  
5 Lunches included  
4 Dinners included

**Accommodation:** Guesthouse (1 night), Hotel (11 nights), Overnight boat (1 night), Overnight sleeper train (1 night)

**Transport:** Boat, Overnight sleeper train, Plane Private minibus, Taxi

## Daily Itinerary

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### Day 1

#### Ho Chi Minh City

Xin chao! Welcome to Ho Chi Minh City – a French-infused city with a dynamic atmosphere. If you arrive early, perhaps head to Pham Ngu Lao Street to see the local open-air market or visit Vinh Nghiem Pagoda. Your adventure begins with a welcome meeting at 6 pm where you will meet your tour leader and fellow travellers. Afterwards, enjoy a welcome dinner with your group at one of the city's excellent eateries.

### Day 2

#### Mekong Delta

Travel south by private bus for about three hours to Ben Tre. When you arrive, you'll board a boat and explore the intricate waterways of the Mekong Delta. The delta is known as 'Vietnam's rice bowl' for its abundance of rice paddies, fruit and flower orchards. During the boat trip, you'll stop to sample some of the fresh tropical fruit and visit some cottage industries in the area. Around sunset, make your way to your local guesthouse to spend a night with the locals and enjoy a wonderful meal of regional specialties.

### Day 3

#### Ho Chi Minh City

Return to Ho Chi Minh City and take a walking tour in town. Experience the hustle and bustle of former Saigon and explore some of the city's more interesting sights such as the Notre Dame Cathedral, the grand post office and War Remnants Museum. In your free time, perhaps visit Reunification Palace or book in to see a cultural show at the Saigon Opera House. Otherwise, go in search for the best food with some of your fellow travellers – your group leader will know where to go for meals of any budget.

## Day 4

### Phan Rang

Make a day trip to the renowned Cu Chi Tunnels. This former Viet Cong stronghold provides an insight into the resourcefulness and tenacity of the Vietnamese people, and offers a glimpse of what life was like during the war. Your group leader can recommend somewhere local if you'd like a final taste of southern Vietnamese cuisine, before you head for Phan Rang. First, take an afternoon flight to Cam Ranh, and from there, travel 1.5 hours by minibus to the historic city of Phan Rang – your base for the next two days.

## Day 5

### Phan Rang

Today, take a day trip to Vinh Hy Bay, a beautiful, crescent-shaped harbour between Phan Rang and Nha Trang. On your way to the bay, you'll stop at the Bau Nai fish market for a glimpse of the bustle of activity as fish are unloaded and locals hurriedly shop for the best deal. Continue through the Vietnamese countryside to the sprawling salt flats – truly a sight to behold. Witness workers raking and collecting salt that has evaporated from the salty waters of Vietnam's coast, which has been funnelled inland into shallow fields. Next, visit another place of great natural beauty – the moss-covered rock formations and fossilised coral reefs of Hang Rai. Finally, arrive at Vinh Hy Bay, where you'll have plenty of time to swim and snorkel in its warm, coral-filled waters.

## Day 6

### Phan Rang/Overnight Train

Enjoy a free day at your own pace in Phan Rang. Perhaps use this time to see some of the grand remnants of the Cham dynasty – an ancient kingdom that had control of the central and southern coastal region of Vietnam from the second to the 17th-century scattered throughout the region. You may like to take an optional visit to the nearby Po Nagar Cham Towers – an archaeological site from the middle ages dedicated to the indigenous goddess, Yan Po Nagar. Alternatively, gain an insight into an ancient tradition with a visit to the oldest pottery village in South East Asia, Bau Truc. This evening, board an overnight train to Da Nang. Conditions are basic on these trains and hygiene standards may be lower than what you're used to at home, however overnight trains are the best way to brush shoulders with the locals and make the best use of your time.

## Day 7

### Hoi An

Arrive early into Da Nang, then travel by minibus for 1 hour to Hoi An. Upon arrival, your leader will take you on an orientation walk around the World Heritage-listed Old Town. The city was a major trading port with the west during the 16th and 17th-centuries, and has various architectural influences from Europe, China and Japan. Today, the city is being restored and looks exactly like it did over a century ago. You'll see Chinese temples, Japanese pagodas, French-colonial houses, wooden shop-houses and old canals during your walk. After lunch, enjoy free time to participate in optional activities or simply soak up the ambience of the place. You may like to wander Hoi An Market and the street stalls selling paintings, woodwork, ceramics, lanterns and much more. The town is also famous for its talented tailors who can make beautiful items to order within hours.

## Day 8

### Hoi An

Enjoy a free day to further explore Hoi An and its majestic surrounds. Perhaps rent a bicycle and take a trip out to the nearby Cua Dai Beach. Better yet, why not book into an Urban Adventure, like Hoi An Boat & Bike, which offers a guided tour of the area, including a countryside bike ride and a sunset cruise along the Thu Bon River. Vietnam is, of course, known for its delicious food, and Hoi An is no exception. Unlock the flavours of Hoi An's vibrant Old Town on Hoi An Food Adventure. See [urbanadventures.com/destination/Hoi-An-tours](http://urbanadventures.com/destination/Hoi-An-tours) for more information. Your leader can help arrange optional activities and tours if this interests you.

## Day 9

### Hoi An

Spend another day as you please in this historic haven. If you can muster an early rise this morning, head to the local produce market to watch animated shoppers haggling over fresh fish, spices and vegetables. Otherwise, if you'd like, your leader can help you arrange an optional Vietnamese cooking class, or a visit to the ruins of My Son – Vietnam's most important Cham site. Set in a verdant valley, surrounded by hills and overlooked by the massive Cat's Tooth Mountain, the elaborate World Heritage-listed temples here reflect the rich cultural traditions of the Cham civilisation that flourished in this region between the fourth and 12th-century.

## Day 10

### Hue

Continue on your journey north today and drive over the spectacular Hai Van Pass – an incredibly scenic and mountainous stretch of highway with views of Lang Co Beach. Make a stop at beautiful Lang Co to buy yourself some lunch. Travel time is approximately 5-6 hours, including stops. In the afternoon, you'll arrive in Hue – Vietnam's former Imperial capital. Here you'll visit the Imperial Citadel and the Forbidden Purple City which was almost entirely destroyed by bomb blasts during the war.

## Day 11

### Hue

After a local breakfast of bun bo hue – a spiced beef noodle soup – take in all the historical highlights of Hue. You'll stop off at the Thien Mu Pagoda and get the chance to see an active Buddhist monastery dating back to 1601. One of the most poignant displays is a car belonging to a former monk who set himself alight to protest against the treatment of Buddhists. Break up your sightseeing with a dragon boat cruise on the Perfume River. Lunch today will be a delicious vegetarian feast at a nunnery. You'll also visit one of the royal tombs, that of Emperor Tu Duc, with its lake, frangipani and pine trees. There's nothing like a culture and history lesson to get you hungry, so be sure to keep snacking on some of Hue's favourites – it's not known as Vietnam's culinary capital for nothing.

## Day 12

### Hanoi

Fly from Hue to Vietnam's charming capital of Hanoi. Upon arrival, enjoy a delicious lunch at KOTO restaurant – an Intrepid Foundation supported program that teaches disadvantaged youth hospitality skills. After lunch, take a half-day tour of Hanoi that captures the beauty and the history of the laidback, tree-lined capital. You'll visit major sights including the Temple of Literature and One Pillar Pagoda. You'll also pass by Hoan Kiem Lake and enter the '36 Streets' of the historic Old Quarter – a series of interwoven lanes and roads that historically sell a certain product in each street. Silk, bamboo, ceramics, kitchen products – and upwards of 32 more! Today, the group will also enjoy a unique water-puppet performance hosted by a local family, who are experts in this art form.

## Day 13

### **Halong Bay**

Travel by private minibus for approximately 4 hours to the spectacular World Heritage-listed site of Halong Bay. This is one of Vietnam's most beautiful places – a bay of emerald waters flecked with sandstone islands and caves. Here you'll go on a cruise to explore Surprise Cave and surrounding rock formations, and in the warmer months perhaps go kayaking or opt for a swim from Ti Top Island. Access to Surprise Cave is via staircases. Once inside the cave the pathways are a little uneven and slippery. You'll spend the night on a traditional cruising boat. The sailing junk has twin-share cabins with air-conditioning and private facilities. There's also a dining room and bar where you'll enjoy all of your meals, including fresh seafood for lunch and dinner.

## Day 14

### **Hanoi**

Take the 4-hour drive back to Hanoi. Along the way, you'll stop at Dong Trieu Factory to watch locals creating ceramic art pieces. If you have some free time this afternoon, you may like to visit the Vietnam Fine Arts Museum in the city. This museum plays a crucial role in maintaining and promoting the cultural heritage of Vietnam's ethnic communities. Tonight, gather together as a group with your leader and enjoy dinner together – a perfect time to reminisce on the highlights of your Vietnam adventure.

## Day 15

### **Hanoi**

With no activities planned for today, you are free to leave any time after breakfast, provided you comply with the hotel's internal check-out times. That doesn't mean your adventure has to end! If you would like to spend some more time in Hanoi, we'll be happy to organise some additional accommodation for you (subject to availability).

## Additional Information

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### Notes for Vietnam

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Tracing a curve down the eastern edge of South East Asia - Vietnam is a long, thin land of extraordinary natural beauty. Marvel at its beautiful deserted beaches, magical rock formations in Halong Bay, the lush, steamy waterways of the Mekong Delta and dramatic mountain ranges. Ho Chi Minh City is a place that crackles with energy 24 hours a day, and the capital of Hanoi has a distinct charm where old colonial buildings overlook avenues buzzing with motorbikes. Vietnam was once in the headlines for all the wrong reasons, but today you can discover incredible scenery, technicolour sunsets, fascinating cultures, incredible food, and charming locals with Imaginative Traveller.

Citizens of the UK, Germany, France, Denmark, Italy, Norway, Spain and Sweden will not need a visa to enter Vietnam as a tourist for up to 15 days. Citizens of the USA, Canada, Australia, New Zealand and all other European countries will need a visa, and this will need to be obtained in advance. Citizens of other countries should check with the relevant consulates as to whether a visa is required. If a visa is required, it will need to be obtained in advance.

## **Important Notes**

The routes, activities and places visited as described in these trip notes are intentions and are meant as a rough guide only.

These trip notes have been compiled to help you prepare for your journey once you have booked. They include the full itinerary and dates, and information about kit lists, meeting hotels, insurance, vaccinations, visas, and other information that will help you get ready for your trip.

These notes are updated regularly, so please ensure you have an up-to-date version of these trip notes.

The planned route and itinerary is the intention, but exact night stops and inclusions cannot be guaranteed. It occasionally happens that there must be a change to our planned itinerary - this may be for a variety of reasons, such as climatic, road or bureaucratic conditions. By their very nature, adventure travel needs to be approached flexibly and some regions can be unpredictable. Some Imaginative Traveller journeys go through off the beaten track areas, which often have poor infrastructure and less stringent safety standards than we are used to at home.

## **Our Groups**

Our groups are made up of people from around the world and are usually an interesting mix of nationalities and ages. On average there is a pretty even split, males to females and between solo travellers, couples and small groups of friends. We believe that adventure travel should be open to as many people as possible and so although some trips have a minimum age limit, as long as you are fit, healthy and passionate about travel, we are happy to take you. One of the highlights of group travel is the camaraderie and friendships that are formed along the way, and as well as the variety of people that you will meet.

The maximum group size depends on the operator and the style of transport, but will usually be a maximum of 15-16 or up to 21-22 on our overland journeys.

## **Accommodation**

Imaginative Traveller trips are designed for shared accommodation, whether staying in hotels, hostels, homestays or campsites, and therefore do not involve a single supplement. Single travellers will share with people of the same sex for the duration of the trip and those that book together will usually be able to share accommodation.

The type, variety and standard of accommodation will vary greatly depending on what options are available in the region you are travelling; hotels can vary from very basic rooms without electricity or running water to high standard hotels with good facilities! Generally in hotels most rooms will be twin-share. Hostels, gers and yurts are nearly always multi-share.

Many trips will feature a stay in a local homestay or community tourism initiative, allowing us to experience a slice of local life in the areas we travel through. On our overland trips, we will sometimes camp in campsites ranging from rather basic or even wild camps to those with excellent facilities, including swimming pools, restaurants and bars.

## **Dietary Requirements**

If you have any dietary requirements please tell us at the time of booking and also remind your leader at your welcome meeting. Our crew will try to cater for any particular dietary requirement or food intolerance whenever possible.

## **Health**

You need to be in good physical health in order to participate fully in our trips. When selecting your trip

please make sure you have read through the itinerary carefully and assessed your ability to cope with the style of travel on that trip. We are always happy to give extra advice if you have additional concerns. Please note that if, in the opinion of our leader, you are unable to complete the itinerary without undue risk to yourself and/or the rest of the group, Imaginative Traveller or our partner operators reserve the right to exclude you from all or part of the trip.

You should consult your doctor for up-to-date medical travel information prior to travel, particularly if you have a pre-existing medical condition. We also advise you to declare any pre-existing medical conditions to your travel insurers upon purchase.

## **Altitude**

Imaginative Traveller offers some trips that travel to above 2,800m altitude above sea level - it is imperative at high altitudes to drink lots of water to stay hydrated, be careful not to get burned by the sun, and try not to exert yourself too much. Some pre-existing medical conditions are known to severely worsen at high altitude and be difficult to adequately treat on the ground, leading to more serious consequences. It is imperative that you discuss your pre-existing medical condition/s with your doctor. We understand certain medications are reported to aid acclimatising to high altitude; please discuss these options with your doctor.

## **Yellow Fever**

A valid international certificate of vaccination against Yellow Fever is required in many countries. You may need to present this on arrival at the airport or border crossing. Some countries will refuse entry if you are unable to present your certificate - please see each country's note above for details. It's also quite common for your home country to request a Yellow Fever certificate on your arrival back home.

It is your responsibility to check with your doctor well in advance of leaving home about the Yellow Fever requirements for the countries you'll be visiting.

## **Malaria and other mosquito-borne diseases**

Some areas we travel to have the risk of contracting malaria. If this applies to your trip, please get expert advice before travelling about types of malaria pills and take them as instructed. Recommended types do change from time to time and from area to area. Consult your GP / travel clinic for the most up-to-date requirements and to find the right option for you. If advised by your doctor to take a course of anti-malarial tablets, please complete the course as instructed as malaria can often manifest itself upon your return home if the course is not followed.

Other mosquito-borne diseases such as Dengue Fever, Chikungunya and Zika are continuing to spread and becoming a bigger problem around the world. Bite prevention is vital to avoid contracting any of these diseases as there are no vaccines or specific treatments available. Health professionals have issued warnings for pregnant women travelling to areas affected by the Zika virus.

The mosquito usually bites between the hours of dusk and dawn and so covering up by wearing long-legged and long-sleeved clothing, preferably light coloured and buttoned at the wrists, can help. Do not sleep without closing windows, use a mosquito net where possible and use mosquito repellent applied directly to your skin or soaked into your clothing.

## **Vaccinations**

Recommended vaccinations and other health protection vary according to different regions and recent bulletins issued by health authorities. It is essential to get the latest advice on the region(s) you are planning to travel in so please check with either your doctor or travel clinic in good time before you travel.

We also recommend you check out any specific health advice for the country you are travelling to either via your GP or the following websites: [www.nathnac.org](http://www.nathnac.org) or [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

In the UK, we have been working with Nomad Travel for many years and their website has comprehensive,

up-to-date vaccination and health information. You will receive a 10% discount off all vaccinations given at Nomad Travel clinics.

## **Activities**

Included activities are listed in the day-to-day itinerary, all other activities are optional and at your own expense. If you choose not to participate in the included activities on this itinerary, the cost will not necessarily be refunded; this is something you will need to check with your leader.

A selection of optional activities is listed in the day-to-day itinerary. This list is designed to be a helpful guide as to what is commonly available in each location, and is neither an exhaustive list, a guarantee that the activity is available, or an endorsement or recommendation. Please note that certain activities may not be available on your particular visit if they are overbooked, underbooked, out of season, or for any other reason - the list of activities is made according to our latest information and in the best faith, but please be aware that things may change between our last visit and your arrival. Please also note that it may not be possible to do all the activities listed in the time available at each destination, and it is recommended to give yourself extra time in your joining or ending city if you would like to participate in some optional activities there.

If you do any optional activities, you do so at your own risk and it must be clearly understood that your participation is your own decision and does not form part of your contract with Dragoman. You may be required to sign/complete a waiver form or optional activity form for some optional activities.

## **Insurance**

It is a condition of booking that you have comprehensive travel insurance. Without evidence of valid travel insurance you will not be allowed to start the trip. This can be arranged by Imaginative Traveller through our website or by contacting our team of travel consultants.

If you prefer to arrange your insurance independently, it should have a minimum medical (including repatriation) cover of £2,000,000. We recommend that any policy also has a minimum level of cover for Personal Liability of £2,000,000 and for Cancellation and Curtailment of £5,000. Cover for loss of baggage, personal effects, money and other inclusions are down to personal choice although please bear in mind that personal effects are more likely to go missing whilst travelling and you should ensure that your policy is adequate to cover the value of your personal effects e.g. cameras, tablets, phones etc. Please note that Imaginative Traveller and our partner operators are not responsible for your personal effects and are not insured for their loss.

If you prefer to arrange your insurance independently, it should cover you for any activities that you may wish to participate in, such as white-water rafting, trekking, horse-riding, etc. and the 24-hour Emergency Assistance Company must be experienced in handling situations in developing countries if applicable (e.g. they have the ability to arrange repatriation from remote areas such as the Sahara or trekking in the Andes). If you are travelling to high altitude (such as embarking on a trek to the summit of Kilimanjaro), please make sure that this is also covered.

Please double check if you have annual travel and/or credit card policies to ensure they have the cover you require, as many of these policies are not suitable with adventure travel to remote areas. Many credit card medical insurance policies are not valid for travelling outside your country of residence or outside the EU.

Please also check the age limits on any policy you wish to take out and make sure that you thoroughly inform the insurance company of any pre-existing conditions.

## **Passports**

Check that your passport will still be valid for 6 months after the end of the trip - this is important as some countries WILL refuse entry to anyone whose passport is due to expire. A temporary or emergency passport is not valid on our trips. You will need to provide us with your passport details prior to departing for your trip. If you change your passport please remember to inform us.

## **Pre and Post Trip Accommodation and Transfers**

At Imaginative Traveller we believe you should make the most of the places you visit, so if you would like to see more of the joining or finishing point cities, why not book additional accommodation to extend your stay? We can take away the hassle of time zones and language barriers by making the booking for you. This accommodation is only available at the joining or finishing city of your trip, immediately before or after the trip you are travelling on. Please note our rates do not reflect last minute walk-in rates or internet specials.

We can also book arrival airport transfers for you as long as we have your flight arrival details. These are normally payable in cash upon arrival; however we do have pre paid transfers in a few destinations.

Please contact our reservations team for details of the accommodation and transfers that we can offer, as not all hotels offer this service.

## **Responsible Tourism**

Imaginative Traveller is committed to ensuring that we have a positive impact on local communities and that we implement policies to minimise any negative impact on the local environment. We recognise that we are guests of local communities and strive to make them benefit directly from our visit. You can find full details of Imaginative Traveller's responsible tourism policy on our website.

## **Issues on the trip**

While we always endeavour to provide the best possible holiday experience, due to the nature of travel and the areas we visit sometimes things can and do go wrong. Should any issue occur while you are on your trip, it is imperative that you discuss this with your group leader or our local partner straight away so that they can do their best to rectify the problem and save any potential negative impact on the rest of your trip.

We recognise that there may be times when your group leader may not be able to resolve a situation to your satisfaction. If this is the case please contact our customer relations department on

[customer-relations@imtrav.net](mailto:customer-relations@imtrav.net)

You may also choose to provide details in your feedback questionnaire which we ask you to complete at the end of your trip, but we do ask you to be aware that it is very difficult for us to provide any practical help after the trip is complete.

## **Feedback**

After your travels, we want to hear from you! We rely on your feedback. We read it carefully. Feedback helps us to understand what we are doing well and what we could be doing better, and it allows us to make improvements for future travellers.

## Trip Suitability

At Imaginative Traveller, we want you to enjoy your trip to the fullest extent possible, so we ask you to take a moment to read through the following information and make sure you're fully aware of the kind of trip you will be joining.

Imaginative Traveller trips and adventure travel in general can be quite demanding and there are risks and hazards that are inherent in such trips. Long driving days can sometimes be uncomfortable and tiring. Many of the places we visit are off the beaten track and so do not have the infrastructure that we are accustomed to in western society. Accommodation can vary greatly in standards and when wild camping on an Overland trip we rely entirely on our own provisions.

You will have the opportunity to take part in many exciting activities and excursions, some of which are included whilst others are optional (i.e. hiking the Inca Trail, trekking to see Mountain Gorillas) these require a certain level of fitness, so it's important that you read through the trip notes thoroughly and make your own conclusions as to whether you feel that you are fit and healthy enough to enjoy this trip to its fullest. Some activities may have higher risks than you are used to and you must judge whether or not you wish to, or have the physical ability to take part. All travellers are also required to carry their own bag and lift it into storage areas, get on and off public transport or if on an Overland trip - be able to manage the 2-foot step on and off the Overland truck.

Weather conditions in certain areas can also make physical activity more challenging. This also applies to our trips that travel at altitude.

It is extremely rare for us to have to refuse anyone a space on our trips for medical reasons. If at the time of booking you have any concern at all about a medical condition that may prevent you from participating fully in the trip, please let your travel agent or Imaginative Traveller know as soon as possible. If upon disclosure, our operator is of the opinion that the trip is not suitable for you, then we reserve the right to cancel your booking or alternatively to limit your participation in certain activities.

Whilst we don't want to put anyone off experiencing one of our trips, we ask that you read through the trip notes for the trip you have selected carefully and realistically self assess your ability to complete the trip as described. Please consult with your Dr and/or us if you have any doubts.

A positive attitude and an open mind are just as important as your ability to get involved and fully participate on your group trip.

## Booking Conditions

Valid from 1st May 2019  
(updated on 23 April 2019)

### ***Terms Used***

1. a) These conditions apply to all tours sold by or through Imaginative Traveller (hereinafter called 'Imaginative Traveller'), but operated by Intrepid Travel Group UK Ltd.

Imaginative Traveller is a trading name for Dragoman Overseas Travel Ltd. The "Company", is Dragoman Overseas Travel Ltd. a company registered in England with limited liability. Registered office: Camp Green, Debenham, Suffolk, IP14 6LA. UK Reg. Number: 2732524. Dragoman Overseas Travel Ltd. is a UK based company and all contracts are subject to English law. Dragoman Overseas Travel Ltd is a member of The Dragoman Travel Ltd Group of Companies. The tours described are sold by Imaginative Traveller as an agent. They are operated on the ground by Intrepid Travel Group UK Ltd.

1. b) The "Client", "you" and "your" is all persons named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires.
2. c) "Us", "We", "Our" below in the Intrepid Travel Group UK Ltd. Booking Conditions refers to Intrepid Travel Group UK Ltd.
3. d) The "lead name" is the person who makes the booking on behalf of everyone travelling on the booking. The lead name must be at least 18 at the time of booking.
4. e) A "tour" is any expedition, safari, tour, trip or combination of sectors which you book through us as an agent located in the UK and which is operated by Intrepid Travel Group UK Ltd. A "flight inclusive tour" is any tour which includes international flights booked through us at the same time as the rest of the tour arrangements.
5. f) "Force majeure" is a situation beyond the control of the Company or the supplier of the service(s) affected and the consequences of which could not have been avoided even if all reasonable measures had been taken. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather or road conditions, fire, bureaucratic obstacles, changes in schedules or mode of transport by ferry companies, airlines, bus or train operators and all similar events outside our control.
6. g) The Contract. The contract is the contract between you, (the client), and the Intrepid Travel Group UK Ltd. as outlined in clause 1 below of the Intrepid Travel Group UK Ltd. Booking Conditions

## **Intrepid Travel Group UK Ltd. Booking Conditions**

### ***1. The contract***

All bookings are made with Intrepid Travel Group UK Ltd (**us/we**), trading as Intrepid Travel. By booking a trip with Intrepid, you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us) and your booking will be accepted by us on this basis. The services to be provided are those referred to in your booking confirmation invoice.

Your booking is made in the first instance through Imaginative Traveller, who are the agent in the contract.

### ***2. Validity***

Dates and itineraries are valid until 31 December 2019. Beyond 31 December 2019 dates and itineraries are indicative only.

### ***3. Deposit requirement***

You are required to pay a non-refundable deposit of £200 per person per trip for your booking to be confirmed. If your booking is made within 56 days of the departure date then the full amount is payable at the time of booking.

Please note that different deposits amounts are required for selected trips including Polar and Adventure Cruising bookings as follows:

- If you book 181 days before the departure date or earlier, you must pay a deposit of 20% of the land cost of the tour. The balance of the tour must be paid no later than 181 days before the departure date, otherwise we are entitled to treat the booking as cancelled by you In which case the cancellation charges shown in clause 4 will be payable.
- If you book your tour less than 181 days before the departure date, you must pay the full tour cost at the time of booking.

### ***4. Acceptance of booking and final payments***

If we accept your booking we will issue a confirmation invoice. A contract will exist between us from the date we issue the confirmation invoice or if you book within 30 days of departure the contract will exist when we accept your payment. Please refer to your booking confirmation invoice for details regarding final payments.

Payment of the balance of the trip price is due 56 days before the departure date. Please note that full payment is required earlier for Polar and Adventure Cruising bookings (see 3. above). If this balance is not paid on or before the due date we reserve the right to treat your booking as cancelled.

Payments for international flights (to and from the land tour) are not included in the land cost. The international flight element must be paid in full at the time of booking.

## **5. Prices & surcharges**

Our trip prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our trip prices may vary at any time in accordance with demand, market conditions and availability. It is likely that different passengers on the same trip have been charged different prices. Your best option if you like the price you see is to book at that time. Once you have received a quote the price will be locked in provided you pay the required deposit prior to the quote's expiry. Any reduced pricing or discounts that may become available after you have paid your deposit will not apply. If you wish to cancel your booking to take advantage of a cheaper price, full cancellation conditions apply. The most up to date pricing is available on our website. Prices are based on currency exchange rates as of June 2018; note that prices may vary depending on which currency the booking is made. We reserve the right to impose surcharges up to 56 days before departure due to unfavourable changes in exchange rates, increases in airfares or other transportation costs, increases in local operator costs, taxes, or if government action should require us to do so. In such instances, we will be responsible for any amount up to 2% of the trip price and you will be responsible for the balance. If any surcharge results in an increase of more than 10% of the trip price you may cancel the booking within 14 days of notification of the surcharge and obtain a full refund. Should the cost of your trip decrease by more than 2% due to the changes mentioned above then any refund due will be paid to you. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the cost of your travel due to contractual and other protection in place. Air Passenger Duty is included in the price of your air inclusive trip. Please note that a surcharge may be applied to all purchases made by credit card.

## **6. Your details**

In order for us to confirm your travel arrangements you must provide all requested details with the balance of the trip price. Necessary details vary by trip; they include but are not limited to full name as per passport, date of birth, nationality, passport number, passport issue and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements. On some more demanding trips we also require you to complete and forward a Self-Assessment form. Failure to provide requested details may result in additional charges or non-refundable cancellation of your trip.

## **7. Cancellation by the traveller**

If you cancel some or all portions of your booking cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation.

If you cancel a trip:

- 56 days or more prior to departure, we will retain the deposit;
- between 31 and 55 days prior to departure, we will retain the deposit or 50% of the total booking cost; whichever is greater, and
- 30 days or less prior to departure, we will retain 100% paid by you in connection with the booking.

Note that different cancellation conditions including higher charges apply to some styles of trips and additional services including Polar and Adventure Cruising bookings.

Days % charge

181 or more Loss of deposit

180 or less 100%

Your booking consultant will advise if differences apply and details can be found in the Essential Trip Information relating to your trip.

You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation fees. Depending on your reason for cancellation and your travel insurance terms these charges may be recoverable under your insurance policy.

If you leave any trip for any reason after it has commenced we are not obliged to make any refunds for unused services. If you fail to join a tour, join it after departure, or leave it prior to its completion, no refund will be made.

The above cancellation fees are in addition to fees which may be levied by accommodation providers, travel agents or third party tour and transport operator fees, including

- Cancellation fees for air tickets issued by or on behalf of Imaginative Traveller or Intrepid will apply as determined by Airline Tariff Regulations and will vary depending on the type of ticket issued. This can be as much as 100% after purchase. In addition, Imaginative Traveller cancellation charges may apply.
- Hotels, transfers and other add ons will incur cancellation charges depending on circumstances but may be up to 100%.

## **8. Cancellation by us**

Our trips are guaranteed to depart once they have one fully paid traveller unless minimum group size specifically states otherwise. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternate departure date or receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights.

## **9. Booking amendments**

If you wish to transfer from one trip to another or transfer your booking to a third party you must notify us at least 56 days prior to the proposed departure date more (181 days or more for Polar trips to the Arctic or Antarctic). A fee of £125 per person per change will apply (in addition to any charges levied by hotels, ground operators or airlines). If you notify us less than 56 days (181 days for Polar trips to the Arctic or Antarctic) prior to the proposed departure date the refund policy applicable to cancellations will apply. Transfers to a third party are only permitted where the transferee meets all the requirements in relation to the trip, and transfers to another departure can only be made to a departure within the current validity period.

Amendments to any other arrangements made in conjunction with your trip will incur a £75 administration fee per booking per change. This fee is in addition to any charges levied by hotels, ground operators or airlines. No amendments are permitted to your booking within 10 days of departure.

## **10. Inclusions**

The land price of your trip includes:

- all accommodation as listed in the Essential Trip Information
  - all transport listed in the Essential Trip Information
  - sightseeing and meals as listed in the Essential Trip Information
  - the services of a group leader as described in the Essential Trip Information

## **11. Exclusions**

The land price of your trip does not include:

- international or internal flights unless specified
- airport transfers, taxes and excess baggage charges unless specified
- meals other than those specified in the Essential Trip Information
- Visa and passport fees
- travel insurance
- Optional activities and all personal expenses

## **12. Age & Health requirements**

**Minimum Age:** For the majority of our trips the minimum age is 15 at the time of travel. All travellers under the age of 18 must be accompanied by a legal guardian, or in lieu of a legal guardian, by an escort over the age of 18, appointed by their legal guardian. The legal guardian or their designee will be responsible for the traveller under the age of 18's day to day care. If a legal guardian elects to designate an escort in their lieu, they will be required to complete and sign a relevant document, to delegate their authority.

Please note we cannot guarantee triple or adjoining rooms for families; accompanying adults may be required to share with others in the group on a twin share basis.

**Variations:** A minimum age of 18 applies to many Overland adventures, while a lower minimum age applies to Family trips and Short Break Adventures. Please check with your consultant at the time of enquiry. All bookings for our Family trips must include a child under the age of 18.

**Maximum Age:** For the majority of our trips we have no upper age limit though we remind you that our trips can be physically demanding and passengers must ensure that they are suitably fit to allow full participation. We are able to provide details on mandatory health requirements; however, we are not medical experts. It is your responsibility to ensure that you obtain proper and detailed medical advice at least two months prior to travel for the latest health requirements and recommendations for your destination.

You must be older than 18 years and younger than 30 years on day 1 of your trip to travel on our 18 to 29s Adventures.

**Pre-existing medical conditions:** If at the time of booking or at any time before departure you have a medical condition that may prevent you from participating fully in the trip, or may affect others on the trip, you must let us know as soon as possible. You will be required to provide evidence that this condition has been disclosed to your travel insurance company.

## **13. Small groups & combination trips**

At times we can have groups with small numbers of travellers. Many of our trips are designed to fit with other departures to create a longer "combination" trip; this means that some of your group may have already been travelling together for some weeks when you commence your trip. If you would like to know how many people are booked on your trip or any combination trip it is part of please ask prior to making your booking.

## **14. Passport and visas**

You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries which you will visit during your trip. Your passport must be valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates for your trip; please refer to the Essential Trip Information for details. We are not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

## **15. Travel insurance**

Travel insurance is mandatory for all our travellers and should be taken out at the time of booking. Your

travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of US\$200,000 for each of the categories of cover. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects. You must provide your travel insurance policy number and the insurance company's 24 hour emergency contact number on the first day of your trip; you will not be able to join the trip without these details. We also require evidence that any medical conditions have been disclosed to your travel insurance company prior to the start of the trip. If you have travel insurance connected to your credit card or bank account please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you rather than the bank's name and credit card details.

## **16. Flexibility**

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each trip is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

## **17. Change of itinerary**

While we endeavour to operate all trips as described we reserve the right to change the trip itinerary. Please refer to our website before departure for the most recent updates to your itinerary.

**Before departure:** If we make a major change we will inform you as soon as reasonably possible if there is time before departure. The definition of a major change is deemed to be a change affecting at least one day in five of the itinerary. When a major change is made you may choose between accepting the change, obtaining a refund of money paid on the land portion of the trip only or accepting an alternative tour offered.

**After departure:** We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by you. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.

## **18. Authority on tour**

Our group trips are run by a group leader. The decision of the group leader is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the trip. If you fail to comply with a decision made by a group leader, or interfere with the well-being or mobility of the group, the group leader may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

## **19. Acceptance of risk**

You acknowledge that the nature of the trip is adventurous and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate. However it is also your own responsibility to acquaint yourself with all relevant travel information and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risks attendant upon such travel.

## **20. Limitation of liability**

1. We will accept liability for the negligence of our staff or agents causing death or physical injury to persons or loss or damage to personal property only to the extent it is obliged under the applicable law. Our obligations, and those of our suppliers providing any service or facility included in your holiday, are to take reasonable skill and care to arrange for the provision of such services and facilities. This acceptance of liability is subject to clause c. below.
2. In other circumstances we are responsible to you for the proper performance of this contract. This acceptance of liability is subject to clause c. below.
3. We shall not be liable for any damage or loss if the failure to carry out the contract is:
  - attributable to you.
4. Except in cases involving death, injury or illness, any liability covered under clause b. above is limited to a maximum of 3 times the price paid. In the case of damaged property the liability is limited to a maximum of the value of the property equal to the amount paid by or on behalf of the owner of the property. In all cases the Company specifically excludes all liability for indirect or consequential loss or expense including loss of profits and in all cases our liability will be limited in accordance with and/or in an identical manner to the terms of the companies that provide the transportation for your travel arrangements.
5. Where your trip arrangements involve travel by air, rail or sea, or hotel accommodation, the compensation is limited by the following international conventions respectively: Warsaw Convention as amended 1955, Bern Convention 1961, Athens Convention 1974 and Paris Convention 1962. We are to be regarded as having all benefit of any limitation of right to claim or compensation contained in these or any conventions..
6. our acceptance of liability in clauses a and b above is subject to assignment by you of your rights against any agent, supplier or sub-contractor which is in any way responsible for the unsatisfactory arrangements or your death or personal injury.
7. Flight Notice, Flight Information and EU Blacklist.

This is a notice required by European Community Regulation (EC) No.889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of the Regulation or the Montréal Convention, and it does not form part of the contract between the carrier(s), us and you, nor part of a claim. No representation is made by the carrier(s) or us as to the accuracy of the contents of this notice.

Air carrier liability for passengers and their baggage:

This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montréal Convention.

Compensation in the case of death or injury: There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (approximately £80,000 / €120,000) the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.

Advance payments: If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16000 SDRs (approximately £13,000 / €19,300).

Passenger delays: In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4150 SDRs (approximately £3,300 / €5,000).

Baggage delays: In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1000 SDRs (approximately £800/€1,200).

Destruction, loss or damage to baggage: The air carrier is liable for destruction, loss or damage to baggage up to 1000 SDRs (approximately £800) In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

Higher limits for baggage: A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

Complaints on baggage: If the baggage is damaged, delayed, lost or destroyed, the passenger must write

and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

Liability of contracting and actual carriers: If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Basis for the information. The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

In accordance with EU directive (EC) no. 2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community list' which contains details of air carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at [www.air-ban.europa.eu](http://www.air-ban.europa.eu). In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used on our confirming documents. The airline may use wide and narrow-body jets. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

## **21. Optional activities**

Optional activities not included in the trip price do not form part of the trip or this contract. You accept that any assistance given by your group leader or local representative in arranging optional activities does not render us liable for them in any way. The contract for the provision of that activity will be between you and activity provider.

## **22. Claims & complaints**

If you have a complaint about your trip please inform your group leader or our local representative at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 30 days of the end of the tour. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure.

## **23. Severability**

In the event that any term or condition contained in these Booking Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason then such term or condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

## **24. Photos and marketing**

You consent to Intrepid or Imaginative Traveller using images of you taken during the trip for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable licence to use such images for publicity and promotional purposes.

## **25. Privacy policy**

Any personal information that we collect about you may be used for any purpose associated with the operation of a Trip or to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the

Trip. We will otherwise treat your details in accordance with our privacy policy (available for viewing on our Website).

## **26. Financial protection**

The Package Travel, Package Holidays and Package Tours Regulations 1992 & the and The Package Travel and Linked Travel Arrangements Regulations 2018 (what about the 2018 Regs???) require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency.

We, Intrepid Travel Group UK Ltd., will provide you with financial protection for any ATOL protected air package or flight that you buy from us (through our agent Imaginative Traveller) by way of our Air Travel Organiser's Licence number 6352 administered by the Civil Aviation Authority ('CAA').

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate for Intrepid Travel Group UK Ltd. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

Imaginative Traveller will provide you with financial protection for any ATOL protected air package or flight that you buy from Imaginative Traveller, where Imaginative Traveller are providing the flight and packaging it with an Intrepid Travel Group UK Ltd. tour, by way of Dragoman Overseas Travel Ltd Air Travel Organiser's Licence number 4157 administered by the Civil Aviation Authority ('CAA'). In this case you will receive an ATOL Certificate for Dragoman Overseas Travel Ltd (Imaginative Traveller). This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

Further, The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under ABTOT Combined and The Package Travel and Linked Travel Arrangements Regulations 2018 for Dragoman Overseas Travel Ltd. (Imaginative Traveller), and in the event of their insolvency, protection is provided for the following:

- non-flight packages – land Only Intrepid Travel Group UK Ltd. tour sold via the Imaginative Traveller
- flight inclusive packages that commence outside of the EU, which are sold to customers outside of the EU

ABTOT Combined cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the EU are only protected by ABTOT when purchased directly with Dragoman Overseas Travel Ltd, (Imaginative Traveller).

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

In addition, we, (Intrepid Travel Group UK Ltd.) or the suppliers identified Imaginative Traveller on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we, (Intrepid Travel Group UK Ltd.) nor Imaginative Traveller the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

When you buy an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent (Imaginative Traveller) acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

When you buy arrangements other than an ATOL protected flight or flight inclusive holiday, all money

accepted from you by a travel agent acting as our agent is held by that agent on our behalf at all times.

We (Intrepid Travel Group UK Ltd.) will provide you with financial protection for any package holidays you buy from us that do not include travel by air by way of a bond held by ABTA. For further information, visit the ABTA website at [www.abta.com](http://www.abta.com). If you book arrangements other than an ATOL protected flight or a package holiday, the financial protection referred to above does not apply.

The price of all ATOL-protected flight inclusive Packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in the advertised prices.

We, (Intrepid Travel Group UK Ltd.) are a Member of ABTA, membership number Y0766. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct."

For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk), the ABTOT website at [www.ABTOT.com](http://www.ABTOT.com), or the ABTA Website at [www.abta.com](http://www.abta.com)

### **27. Applicable law**

The laws of the United Kingdom govern these Booking Conditions to the fullest extent allowable. Any disputes in connection with a trip or these Booking Conditions must be initiated in the courts of the United Kingdom.

### **28. Registered address for Intrepid Travel Group UK Ltd.**

4th Floor, Piano House, Brighton Terrace, Brixton, London, United Kingdom, SW9 8DJ.

## **Package Travel and Linked Travel Arrangement Regulations 2018**

### ***Package Travel Protection***

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore you will benefit from all EU rights applying to the packages. Intrepid Travel Group UK Ltd. will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, both Intrepid Travel Group UK Ltd. and Dragoman Overseas Travel Ltd. (Imaginative Traveller) have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

### ***Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018***

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.

- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, has changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured.
- Intrepid Travel Group UK Ltd. has taken out insolvency protection with ABTA, 30 Park Street, London, SE1 9EQ. Phone 020 3117 0599 – lines are only open between 09:30-16:30 Monday to Friday
- Dragoman Overseas Travel Ltd. (Imaginative Traveller) has taken out insolvency protection with The Association of Bonded Travel Organisers Trust Limited (ABTOT), 117 Houndsditch, London, EC3A 7BT, United Kingdom, phone 020 7065 5311 (during office hours), helpline 01702 811397 (24/7). Travellers may contact this entity or, where applicable, the competent authority (The Insolvency Service, website: <https://www.gov.uk/the-insolvency-service>, email: [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk), phone: 0300 678 0015) if services are denied because of Dragoman's or Intrepids insolvency.

A copy of The Package Travel and Linked Travel Arrangements Regulations 2018 may be found on: [www.legislation.gov.uk/ukSI/2018/634](http://www.legislation.gov.uk/ukSI/2018/634)