

# BOOKING CONDITIONS

Once Contiki accepts your booking by confirmation thereof a contract is made between Contiki & you upon the terms & conditions set out below.

## OUR RESPONSIBILITIES

### 1. YOUR TRIP RESERVATION

On receipt of your deposit, subject to availability and at our discretion, Contiki will reserve your place on the selected trip. A contract is only made between you and us upon your booking being confirmed and accepted by us and our communication thereof to either you or your travel agent.

### 2. PRICE GUARANTEE

**1. Trip Prices:** Are based on costs, tariffs, taxes, charges, levies and exchange rates as of July 25th, 2019. Should these change, the price of your trip may increase. If the total price increases by more than 10%, you may cancel, without penalty, within 3 DMS after we notify you of the increase, except as explained below, and we will not increase the price of your land trip after we receive your full deposit for your land trip. In exchange for this guarantee, no refund will be made if the cost factors described above are reduced. We reserve the right to recover from any increases in cruise line imposed fuel surcharges and in taxes, charges or levies imposed by any government or its agencies.

### 3. Airline Fuel Surcharges, Air-related Taxes, Fees & Restrictions, & Levies Imposed by any Government or its Agencies.

As noted above, all quoted land and air prices include airline fuel surcharges and Air-Related Taxes and Fees, applicable as of July 25th, 2019. However, if you are notified of the potential for a price increase and we have received your written or verbal consent prior to accepting any payment, we reserve the right to recover from any increases in those surcharges. Any additional fees charged by the airlines, such as baggage handling, seat selections, and/or any other services are the sole responsibility of the passenger(s). Additional air-related restrictions apply. See section 4.3 for details.

### 3. WE CANCEL OR CHANGE YOUR TRIP

Contiki reserves the right to change or cancel any trip departure in accordance with operating requirements or circumstances beyond its control.

3.2 If a cancellation is made any time prior to the trip departure, Contiki's only liability will be to refund you the amount it has received for the booking. Contiki will not refund the book the same of a similar trip, and where flights have been confirmed by Contiki, we will attempt to confirm air seats for the new date selected, subject to availability. Contiki will be liable for any changes, amendment or cancellation penalties incurred on any other travel arrangements purchased separately.

3.3 If an alternative trip is not available or acceptable you will be entitled to either a full refund of monies paid by you to us or transfer to another Contiki trip without payment of any transfer fee. \*Please Note: The start date indicated on Contiki's invoice is for the trip you do not join the trip on the start date then cancellation fees will be 100%. 3.4 If the change or cancellation is due to force majeure (i.e. circumstances like political unrest, war or threat of war, riots, civil strife, closure of airports or ports, industrial disputes, terrorist activity, natural and nuclear disasters, fire, epidemic health control, Acts of God, adverse weather conditions or other similar events beyond Contiki's control), we will provide a full refund of any monies paid to us less reasonable expenses incurred by us in respect to your booking.

3.5 Contiki is not responsible for the costs of any other travel arrangements affected due to our cancellations or rescheduling of any trip departure.

### 4. TRIP DETAILS AND CONDITIONS

4.1 The information in our brochure is correct to the best of our knowledge at the time of print (September, 2019). Contiki does not guarantee that any item or amenity mentioned will be available, especially where we have no direct control over it.

4.2 With respect to Contiki's touring program Contiki will do our best, at our discretion, to select accommodations, sightseeing trips and transportation to give you good value for your money.

4.3 Contiki constantly strives to improve trip itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. Contiki is not responsible for any other travel arrangements affected due to our cancellations.

4.4 Any special meal requirements will be made on a request basis only. Contiki cannot guarantee special meal requests nor will assume any responsibility or liability if travelers with special meal requests are not served.

4.5 We reserve the right to alter or substitute the type, size of vehicle and/or the style of transport mentioned in the brochure, resulting in occasionally having to utilize transport without some of the features promoted including WiFi & electrical outlets.

4.6 Free WiFi is available at most accommodation and on our coaches in Europe. On our coaches this is limited to 10Mbps, and then paid WiFi is available. This WiFi uses the cellular network, at times the connection may be slow or not available, particularly in remote places. We attempt to ensure WiFi is available wherever we travel, but cannot guarantee its availability in all countries, particularly in Africa & the Middle East.

### 5. LIABILITY

5.1 Contiki is responsible for properly arranging and conducting your trip.

5.2 As a Trip Operator, Contiki makes arrangements with carriers, hoteliers and other independent suppliers to provide you with some or all of the travel services you purchase. These parties are independent suppliers and Contiki is not responsible for any claims caused by its own negligence. Contiki is not responsible for and accepts no liability in respect to any claims, losses, damages, costs or expenses arising out of:

- (a) personal injury, sickness, disease, accident or death, however caused, including without limitation, where same results from your conduct on trip;
- (b) loss or damage to or delay of baggage or other property unless resulting from Contiki's negligence in which case Contiki liability shall be limited to the actual loss but in no event would exceed the total trip cost;
- (c) delays and loss as a result of government action, weather, mechanical breakdown, equipment failure, labor disputes, sickness, acts of war, insurance, terrorism, Acts of God or any other causes beyond Contiki's direct control. Contiki cannot be responsible for interruption of air carrier service due to airline default.

5.3 Contiki is not responsible for the actions of independent third party contractors or of its own employees or agents acting outside the scope of their duties.

5.4 Contiki is not responsible for the actions of independent suppliers of services or their personnel (including, without limitation, transportation and accommodation services) or of any other person or business such as a person or body is employed by us, or is an agent of ours, and is acting within the scope of his or her authority. In no event is Contiki liable for the acts or omissions of independent third party contractors or of its own employees or agents acting outside the scope of their duties.

(i) any matter or topic described in sub-paragraphs (a) to (d) inclusive above;

(ii) your failure to obtain the necessary documentation to travel;

(iii) your failure to arrive on time for initial departure or for connections within the trip or to stay to join your trip at any time after initial departure;

(iv) your leaving the trip prior to its completion;

(v) the need for Contiki to change itineraries or substitute accommodations or services, provided that Contiki makes every effort to provide the most comparable services and accommodations available;

(vi) cancellation of the trip by Contiki provided that a full refund of all monies paid will be made to you;

(vii) many of our activities are action and adventure oriented. Sports and similar activities inherently involve risks that are greater than those that can be encountered if you were not participating in such, and therefore, by voluntarily taking part in any sports or other such activities, you thereby acknowledge and assume any of the risks inherent therein. In the absence of negligence on our part, or on the part of our agents and representatives, neither do we nor do we accept any responsibility for, and shall not be liable for, any injury, illness, damage, loss, accident, expense, delay or any other irregularity resulting from your participation in any of the activities made available to you.

(viii) We take every reasonable precaution possible to assure your comfort, safety, and enjoyment while you are taking part in a Contiki trip. Contiki trips are for young 18-35 year old travelers who are in good health. A change of climate, food, time and various cultural habits often affects travelers differently. We therefore recommend that you advise your doctor that you are taking one of our trips and ask the Dr or the surgeon recommending anything for your trip, even for something as seemingly benign as an upset stomach.

Since the brands of any medication to which you are accustomed may be unavailable in places to which you are traveling, we recommend you bring your own supply of any medication you will require and carry such medication in your hand luggage. Prescription drugs should be carried in the original labeled bottles. Should you fall ill during your Contiki trip, we will make every reasonable effort to make prompt, sanitary, safe and proper medical care available to you. However, if at anytime or anywhere treatments of any sort are suggested to you that do not meet your needs or expectations, you should not hesitate to contact your own doctor. Also, please note that the same sorts of activities that can expose you to certain types of diseases at home can just as easily expose you to those same diseases abroad. This information is provided only for your convenience and is not responsible or liable for any damages resulting from your failure to confirm or ascertain health information or medical procedure, if any, for the places which you will be visiting.

(ix) Contiki is responsible for taking care of arrange and conduct your trip properly. With you in mind, we have accepted applications from and interviewed numerous potential employees, and then we selected only those people whom we believe in our best judgment would be responsible and congenial. Trip Managers, Representatives and Drivers. Although we firmly believe, based on personal interviews and certain disclosures

made to us by our employees, that all of our employees enjoy excellent health, we, like other trip operators, are legally unable to confirm this in most, if not all, instances.

## YOUR RESPONSIBILITIES

### 1. BOOKING YOUR TRIP

1.1 Travelers must provide their name exactly as it appears on their passport or travel document in passing with Contiki and a name change is necessary due to not matching the travelers passport or travel id, this will be considered a cancellation and normal cancellation fees will be applied.

1.2 In order to reserve your trip, a deposit of US\$200, per person per trip, or the full amount payable if booking is made within 45 days of departure, must be submitted to Contiki by you in respect of that trip. This payment is in addition to any deposit required by your travel agent. The deposit is accepted as a final installment of the trip price by Contiki only upon the booking has been confirmed in writing by Contiki or your travel agent. If paying by a third-party credit card your Contiki specialist will provide you a third-party authorization form that must be completely filled out and received by Contiki before payment can be received.

1.3 Your land reservation will be confirmed on receipt of a deposit of US\$200 per person for the first trip booked and then a deposit of US\$200 for second and subsequent trips booked at the time of booking or the reservation will automatically be canceled.

1.4 To reserve your airfare, a non-refundable and non-transferable deposit of US\$50 per person is required at time of booking. Once your airfare is confirmed and Contiki has received your air and land deposit, your air-inclusive price is guaranteed. Contiki reserves the right to issue your ticket based upon receipt of your land and air deposit. Any subsequent changes and/or revisions to your airline reservation after receipt of your deposit is subject to revision fees and/or airline-imposed change or cancellation fees. These fees are a minimum of \$350, and in some instances may be up to 100% of the ticket price.

1.5 Your land reservation will be confirmed on receipt of a deposit of US\$200 per person for the first trip booked and then a deposit of US\$200 for second and subsequent trips booked at the time of booking or the reservation will automatically be canceled.

1.6 To reserve your airfare, a non-refundable and non-transferable deposit of US\$50 per person is required at time of booking. Once your airfare is confirmed and Contiki has received your air and land deposit, your air-inclusive price is guaranteed. Contiki reserves the right to issue your ticket based upon receipt of your land and air deposit. Any subsequent changes and/or revisions to your airline reservation after receipt of your deposit is subject to revision fees and/or airline-imposed change or cancellation fees. These fees are a minimum of \$350, and in some instances may be up to 100% of the ticket price.

1.7 **5.1 Gorila Trek:** If you wish to book a trip including the Gorila Trek you will be required to make an additional non-refundable deposit at the time of booking. Your reservations agent will advise you of the additional amount required.

### 2. PAYING THE BALANCE

2.1 The balance of the trip price must be paid by no later than 46 days before your scheduled trip departure date which shall be by the due date stated on the confirmation issued to you by Contiki.

2.2 **Air Payment:** Payment in full for your airfare booked in conjunction with your Contiki trip may be required at time of booking. The Department of Transportation now requires Contiki to inform you of the following conditions. The package price is subject to change until it has been paid in full. When this happens, it is usually the result of increases in fuel surcharges and/or government levies. You must consent to the possibility, first, until you pay for your booked trip, you may not go up. Once you have paid in full we would only pass along increases in government taxes if applicable at that time. Bookings made directly with Contiki have 7 days from when the first invoice is sent to cancel the booking and request a refund, provided that the booking is still 45 days before trip start date. Bookings made through a travel agent are subject to standard booking conditions and do not qualify for a refund.

2.3 If payment isn't made by the due date, Contiki may assume that you have cancelled and cancellation charges in accordance with clause 3 below will be levied by Contiki.

2.4 Tickets and other documents won't be forwarded until full payment and required information are received by Contiki.

2.5 In the case of bookings made within 45 days of start date, full payment is due at the time of booking.

2.6 Contiki reserves the right to cancel the booking and apply cancellation charges should payments not be received within the above specified periods. It is your responsibility to ensure you meet your payment deadlines.

2.7 Travel documents will be emailed to you approximately 21 days prior to trip start date\* (providing full payment has been received).

### 3. IF YOU CANCEL

3.1 **Freedom Guarantee/Redeposit:** We know that travel plans can change. If you need to cancel for any reason, your deposit will remain secure until you're ready to go. If or if you can't go, your deposit value is also transferable, so you can gift your deposit to no extra cost.

The original deposit refers to the trip deposit only and excludes any additional deposits such as the Gorila Trek, or flights. Any monies already refunded are not applicable. The Redeposit will be applied as a discount towards final payment of your new trip. The amount allowed to be redeemed is equal to the original deposit amount paid. In the case of multiple deposits to back-to-back trips, only one deposit amount can be credited per trip, they cannot be combined. However multiple trips can be booked using multiple FlexDeposits. Valid on all Contiki trips 7 days or longer. Offer is valid until the traveler turns 36, i.e. fitting within Contiki's age limit per Contiki's booking conditions. After turning 36 years of age, the FlexDeposit can be used with one of our sister brands, get inspired at:tc.com/brands. Credit can also be gifted to family or friends. To gift to family or friends you must email confirmation to Contiki stating the nominated name. Gifting only valid within 5 calendar months of the original booking, i.e. cancelled in 2015, valid on trips to end of 2020. FlexDeposit is not valid on existing bookings, has no cash value, and is non-refundable. FlexDeposit is combinable with other deals and discounts provided that the new booking falls within the standard terms of those deals and discounts. FlexDeposit only applies to full priced deposits (not promotional low deposits).

3.2 Notice of cancellation must be made verbally and will not be accepted via email or text unless accompanied by a verified travel identity.

3.3 Each traveler shall call to cancel their own portion and cannot cancel another traveler on their behalf even if booked on the same reservation. Refunds will only be issued to the credit card holder(s) that made the payment(s).

3.4 The following scale of charges will apply when notice of cancellation is given after booking is confirmed:

**EUROPE TRIPS: PERIOD OF NOTICE**  
29-22 days: ..... Transfer your deposit to another trip for free with FlexDeposit  
21-16 days: ..... 25% of trip fare  
15-12 days: ..... 50% of trip fare  
7-1 days: ..... 75% of trip fare  
Day of departure: ..... 100% of trip fare

**AFRICA TRIPS: PERIOD OF NOTICE**  
30 days & over: ..... Transfer your deposit to another trip for free with FlexDeposit  
29-21 days: ..... 50% of trip fare  
21-16 days: ..... 75% of trip fare  
15 days to day of departure: ..... 100% of trip fare

Where the percentage cancellation fee is less than the trip deposit, the cancellation fee will equal loss of deposit. If the reason for cancellation falls within the terms of any travel insurance policy which you hold, then any such charges may, subject to the terms of your insurance policy, be refunded by you to the insurance company. All cancellation policies valid as at March 5th-March 31st, 2020, and are subject to change. Final policy will be confirmed at time of booking.

### AIR ARRANGEMENTS

These cancellation charges apply for airline arrangements made by Contiki. Prior to ticketing a service fee of \$50 per person plus any airline imposed penalties. After ticketing a service fee of \$75 per person plus any airline imposed penalties which may be up to 100% of the air ticket value.

3.5 Any cancellation of additional services booked prior to 8 to alter your trip booking, such as pre & post accommodation & transfers, that are cancelled within 14 days of the trip departure incur a 100% cancellation fee.

3.6 These cancellation fees are in addition to any cancellation fees that may be levied by your Travel Agent. All cancellation policies valid as at March 5th-March 31st, 2020 and are subject to change. Final policy will be confirmed at time of booking.

3.7 Please note that Contiki is not liable for any cancellation penalties incurred on any other travel arrangements including air tickets purchased separately from the air and land included package. \*Please note: the trip start date constitutes the date indicated on Contiki's confirmation.

### 4. IF YOU CHANGE YOUR BOOKING

4.1 If after your booking has been confirmed, you wish to change to an alternate departure date of any available trip, you may do so subject to availability.

4.2 If the change is requested outside of 46 days before the original trip departure fee will be charged.

4.3 A change of booking within 45 days of original trip departure will be treated as a cancellation and normal cancellation fees will apply (as detailed in section 3). However as deposits can be used as credit to a new trip, see FlexDeposit.

4.4 A name change to a different person will be treated as a cancellation.

4.5 A fee will be charged for any alteration to airline arrangements made by Contiki as per clause 3.

### 5. TRIP DETAILS AND CONDITIONS

5.1 Please read the brochure carefully for those items included in the price. No allowance or refund can be made for meals, accommodations, excursions, etc. that you elect not to take, or when museums, shops, etc. are closed. Hotel facilities may vary from place to place. Meals may vary in style.

5.2 You must be aged between 18 & 35 inclusive to travel on Contiki trips. Contiki's trips are specifically planned for those in the 18-35 age group. Consequently the facilities and activities on a Contiki trip are not appropriate to persons outside this age bracket. If you have a question regarding the age groups, you should discuss this thoroughly with Contiki staff personnel.

5.3 Contiki strives to provide a safe, enjoyable and memorable travel experience for all travelers. Contiki welcomes travelers with disabilities. However, please note the following:

• Travelers are required to advise Contiki, in advance, of any physical, medical or other needs that require accommodation. A traveler information form must be completed prior to final payment.

• You must ensure you are medically and physically fit to travel. Contiki may impose safety requirements necessary for the safe operation of the trip. Contiki may also exclude an individual from participating in a trip or an activity if that individual's participation poses a direct threat to health or safety.

• Contiki does not provide personal services such as wheelchairs, hearing aids or prescription eye glasses (or services of a personal nurse (such as pushing a wheelchair or assistance in eating, toileting or dressing)). A companion, within the age range of 18-35, capable of providing such assistance must accompany any traveler who requires services of a personal nurse.

• Contiki does not employ medical personnel. Any necessary medical attention will be provided by a local facility. Contiki is not responsible or liable for any injury or loss of costs incurred as a result of medical services obtained while on the trip, or for the quality of the care or services received.

• You should be aware some trips include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and locations which may not be easily accessible or accessible by wheelchair. During the trip, Contiki may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities over which Contiki has no control.

• Accommodations on international trips may differ from those in the United States. Contiki cannot guarantee disability access or accommodations for travelers traveling on international trips.

• Contiki may, in its sole discretion, decline the booking of any traveler or remove any traveler from a trip or refuse to comply with Contiki's terms and conditions.

• Contiki is not responsible for any costs incurred in the event a traveler is removed from a trip. Travelers agree not to hold Contiki or any of its related entities liable for any actions taken under these terms and conditions.

5.4 You are responsible for all travel arrangements and costs to/from the point of commencement/conclusion of the trip.

5.5 There may be times when the Contiki Trip Manager or Representative has to make a decision in your best interest or the best interests of their group. You agree to comply with the authority and decisions of the appointed Contiki Trip Manager or Representative and the laws of the country in which you are traveling. If you do not so comply or if, in the Contiki Trip Manager's or Representative's opinion, you are not compatible with the general enjoyment and well-being of other members on the trip or the smooth operation of your transportation and related costs and have no claims against us.

5.6 We do not tolerate the possession or carriage of illegal or restricted substances (drugs). Furthermore, you agree that your fellow travelers and any Contiki Representatives have the right to travel/work in a safe environment. Any threats to their safety, well-being or inappropriate behavior to which, whether verbal or physical, will be taken extremely seriously and may result in the immediate termination of your trip. In either event, you will be responsible for your transportation and related costs and have no claims against us.

5.7 You are responsible for any costs incurred as a result of damage or excess cleaning fees related to your accommodations. You are advised to immediately report any pre-existing damage in your room to hotel staff and/or a Contiki Trip Manager as soon as it is discovered.

5.8 Where you occupy a motorcoach seat fitted with a safety belt, neither the operator or service providers, security or operating organizations, shall be liable for any illness or injury, death or any loss of damage or liability whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of the accident or incident.

5.9 Travel times on our trips vary from day to day depending on the destination. For your comfort we make regular stops and try to keep each segment no longer than 3 hours. However, depending upon your medical history, some people may be at risk of dizziness or sleepiness. If you have any medical conditions, please discuss this with us on a journey. If you have ever had DVT, pulmonary embolism, a family history of clotting conditions, cancer, or treatment for cancer, stroke, heart or lung disease, or if you have had major surgery in the past three months we recommend you consult your doctor before traveling.

5.10 It is your responsibility to have a valid passport and all visas, permits and certificates required for your selected trip. Contiki is not responsible for any necessary vaccinations and to comply with all applicable laws. Contiki is not responsible for any costs incurred as a result of failing to obtain necessary visas. Any costs whatsoever regarding obtaining, replacing or changing visas while on the trip (including accommodations, meals, flights and transfers incurred due to associated delays) are at your own expense.

5.11 You or your Contiki Trip Manager or Representatives may take photographs and films of you while you are on trip and that these may be used in our Group brochures and/or advertising or publicity material without obtaining any further consent or payment in respect of such photographs and/or films.

5.12 Should you have a complaint in respect to the trip, you should inform the Contiki Representative during the course of the trip and if the matter cannot be resolved after the trip or you wish to raise a complaint after the trip, your complaint should be made in writing to Contiki as soon as it is reasonably possible after the trip but within 28 days thereafter so that your complaint can be investigated. Email complaints to help@contiki.com. Any claims made after the 42 day period will not be considered by Contiki. If you choose to write to Contiki via the internet, please provide your home address so that we are able to reply to you in writing.

5.13 The agreement arising between the traveler and the Operators under this brochure and the booking made by the traveler shall be governed by the law of the State of California, County of Orange, which shall have exclusive jurisdiction in the case of any dispute between the parties.

5.14 If any provision of this contract is held invalid or unenforceable by any court of competent jurisdiction, that provision shall be deemed to be re-written to give effect to the maximum extent possible within the permitted limits of the law. The validity and enforceability of the other provisions shall not be affected.

5.15 If you are unsuccessful in any legal action instituted against us, you agree to pay all our costs, including but not limited to, attorney/traveler costs.

### 6. TRAVEL INSURANCE

Travel insurance is strongly recommended on our trips & we have some of the best deals on rates. Visit [contiki.com/insurance](http://contiki.com/insurance). It is strongly recommended that you take out comprehensive insurance coverage for cancellation, personal injury, death, medical expenses, repatriation expenses and evacuation expenses before you travel on a Contiki trip. We strongly recommend your insurance also covers cancellation, personal liability and loss of personal property. Please check that the insurance covers all of the activities that you are going to be participating in. Some policies exclude certain adventure activities.

This should be arranged at the time of payment of the deposit and will, in certain circumstances, cover you against loss of deposit or cancellation fees from the date of confirmation of your booking, as shown in the insurance policy. Contiki cannot be held responsible for your failure to take out appropriate insurance. You also agree to indemnify us against all third-party claims, actions, damages and remedies which may be brought against us in respect of your participation in the trip.

6.1 **World Insurance:** An alternative to our comprehensive travel insurance at a lower cost is available for our trips over p.174. If you wish to have this valuable protection, please advise your Travel Agent to request the insurance and to include the cost of insurance within 14 days of making reservation or before final payment is made, whichever comes first. Please note there will be no travel insurance provided unless you request it from your Travel Agent and the payment is forwarded to Contiki. Complete details of the coverage limitations and exclusions are included with your trip invoice.

### 7. LOSS OF INSURANCE

In the event of your withdrawal from a trip after the commencement as a result of illness, you must obtain a medical certificate in support of any insurance claim. No refunds will be made for any absence from the trip.

### 8. WHAT'S NOT INCLUDED IN THE TRIP PRICE

Airfare (unless you purchase a land+air package), air-related taxes and fees passport and visa fees, insurance, bank phone calls, beverages, meals at restaurants, tips, gratuities, laundry tips, Trip Managers, representatives, drivers and local guides, items of a personal nature, excess baggage, and optional excursions. For more go to [www.contiki.com/faq-luggage](http://www.contiki.com/faq-luggage)

### 9. WEATHER CONDITIONS

Under no circumstances can we be held responsible for snow or weather conditions, nor can any trip be cancelled or amended by you at any time on the basis of snow or weather conditions.

### 10. LUGGAGE RESTRICTIONS

**Europe trips:** Luggage is restricted to one reasonable sized, non-expanding suitcase size up to 29" x 20" x 10" (73cm x 50cm x 25cm) and the maximum weight of 20 kilos (44lbs) plus a small handbag which can go on the coach with you. No metal

frame backpacks are allowed. Contiki reserves the right to refuse to accept larger suitcases on trips.

**East Africa & Southern Africa Safari trips:** Baggage restrictions of one medium sized bag (ideally soft-sided) with a maximum weight of 20kg (44lbs) plus one piece of hand luggage per person. It is advised that this piece of hand luggage should be used as an "overnight bag" for the nights camping in the Chobe National Park and Okavango Delta.

**East Africa Kenya/Tanzania/Gorilla Trek/Zanzibar trips:** Baggage restrictions of one soft-sided bag (duffel bag or similar) with a maximum weight of 15kg (30lbs) plus one piece of small day pack per person. No hard-sided suitcases are permitted, and luggage is strictly enforced. Day bag for sunblock, water, camera and binoculars while on safari drives.

**Kilimanjaro Climbing trips:** Baggage is strictly limited to 15kgs per person (including hand luggage). Any excess baggage will be charged by the airline at check-in. On trips with scheduled flights, your luggage should not exceed the weight restrictions imposed by the airlines. On our train trips, part of the suit is that we take public transport everywhere. We recommend you pack light, with luggage that you are comfortable carrying or wheeling for at least 10 minutes.

Contiki is not responsible for any costs incurred for overweight luggage.

## GENERAL

### 1. CONTRACTING PARTIES

1.1 The Booking Conditions detailed herein contain the entire contract between you and Contiki. No representation, term, warranty or condition can be expressed or implied by reference to any other writing, advertisement or conversation. This contract may only be varied in writing by a duly authorized officer or director of Contiki.

1.2 Your contract is with us as the trip operating company. At any time and at our complete discretion we may nominate to us in writing any other company or person to have the benefit of some or all of those provisions of this contract, which we may amend or vary, as if you had agreed to such amendments directly with that company or person in the first place as well as agreeing with them with us. We may at our complete discretion assign all or any rights and liabilities arising under or by virtue of this or any other contract with you.

1.3 Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time travelers are not on board planes, transportation or conveyances. We rely on international conventions, national and international law, which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol & Montreal Protocol) in relation to air travel; Montreal Convention, the Berne Convention for Rail Travel; Athens Convention 1974 for carriage by sea; Geneva Convention for carriage by road & the Paris Convention 1962 for Hotels. We are to be regarded as having all benefit of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage & delay to travelers & luggage. Enrolment in & payment for a trip shall constitute agreement & acceptance by the traveler of the terms & conditions set forth in this brochure which cannot be varied except in writing by an officer of the Company.

1.4 Contiki is not responsible for any claims or losses it does not own, aircrafts, hotels or coaches. All bookings with carriers, hoteliers and other service providers are subject to the terms and conditions and limitations of liability imposed by those carriers, hoteliers, and other service providers. Please note that some of these limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage. While we accept any responsibility for any loss as a result of such actions or as a result of any act of omission of any of our staff or partners, we will not have any reasonable assistance in helping to resolve any reasonable dispute. Please also note that Contiki cannot be held responsible for the failure of any of these parties to provide facilities or services for handicapped travelers (see also 5.3 under Trip Details & Conditions).

1.5 Please note that no airline or carrier depicted or recommended in this brochure by virtue of their endorsement of this brochure represented themselves either as contracting with any purchaser of a trip from Contiki or as having any other legal relationship with any such purchaser.

1.6 Every effort is made to ensure brochure accuracy at the time of going to print, however, Contiki cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances.

1.7 This Agreement arising between the traveler and the Operators under this brochure and the booking made by the traveler shall be deemed to be entered into in Orange County, California. The exclusive venue for any action concerning interpretation, enforcement, or breach of any term, obligation, or duty as contained or related to these Terms and Conditions or any grievance relating to the tour shall be solely in the Superior Court of California in or for Orange County or the United States District Court for the Central District of California. This Agreement shall be construed according to the internal laws of California without regard to conflicts of law principles. All traveler claims must be submitted in writing and received by Contiki no later than 60 days after completion of the Contiki vacation. Traveler claims not submitted and received within this time shall be deemed to be waived and barred. In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms of this Agreement, or concerning any grievance relating to the tour, the prevailing party shall be entitled to recover actual reasonable attorney's fees and expenses.

1.8 In the case of computer or human billing error we reserve the right to reinvoice the traveler with correct billings.

### 2. THE USTOIA \$1 MILLION TRAVELERS ASSISTANCE PROGRAM

Contiki Vacations shares the coverage available under the USTOIA \$1 Million Travelers Assistance Program with affiliated companies that are Active Members of the USTOIA. USTOIA is required to provide coverage for the trip but will not be reimbursed in accordance with the terms and conditions of the USTOIA \$1 Million Travelers Assistance Program, the advance payments of Contiki Vacations customers in the unlikely event of Contiki Vacations bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million provided by the Travel Corporation and shared among its subsidiaries may not be sufficient to provide the full recovery of the advance payment received by Contiki Vacations. More details of the USTOIA Travelers Assistance Program and list of affiliates may be obtained by writing to USTOIA at 345 Seventh Avenue, Suite 1801, New York, New York, 10001, or by email to [information@ustoia.com](mailto:information@ustoia.com) or by visiting their website at [www.ustoia.com](http://www.ustoia.com).

### 3. VALIDITY

All programs advertised in this brochure are valid from January 2020 to March 2021.

### 4. OPERATING COMPANIES