Booking Conditions 2017

(please read carefully)

The following booking conditions, together with the information set out in the relevant Travel Brochure, the Dossier (whichever is applicable), the Price List (whichever is applicable), the Leaflet (if applicable), the form of your contract with Mountain Kingdoms Ltd, (Registered Company Number: 2194103, Registered Office: 20 Long Street, Oxford, OX1 4DR) and the relevant ATOL Certificate, form the basis of your contract with Mountain Kingdoms Ltd. If you have booked your holiday with a Travel Agent, all holiday monies paid will be held by the Travel Agent on your behalf until they are paid to us.

1/1 By confirming a booking you agree to abide by these booking conditions, the relevant Travel Brochure, the Dossier, our Discovery Expeditions, Antarctic & Arctic Expeditions, Cruising and all Tailor Made itineraries. Separate booking conditions apply to our Discovery Expeditions, Antarctic & Arctic Expeditions, Cruising and all Tailor Made itineraries. Separate booking conditions apply to

1/2 In the event of a situation where you may have to claim on your travel insurance policy it is your responsibility to ensure that you fulfil all of the necessary conditions of people not necessarily travelling with you but upon whom your ability to travel may depend, such as a relative. Failure to notify us of any such material facts, at your own risk, may disentitle you to compensation. In the event of a situation where you may have to claim on your travel insurance policy it is your responsibility to ensure that you fulfil all of the necessary conditions of people not necessarily travelling with you but upon whom your ability to travel may depend, such as a relative. Failure to notify us of any such material facts, at your own risk, may disentitle you to compensation.

1/3 In exceptional cases we may require an interim payment in order to secure flights, hotels or cabins. Should this be necessary, we will inform you of the possible interim payment required before making your booking.

1/4 The summates and forenames you provide to us must be as spelt on the passport to be used for travel by each individual client. Neither we nor our suppliers accept responsibility and costs involved if, for instance, of incorrect received air tickets, received air tickets or other documents, any embarking, are issued with clients’ names that do not match those on their passport.

1/5 Your personal safety is of paramount importance to us and it is therefore important that you take all necessary precautions against medical, financial, or physical, or any condition that could reasonably be considered to affect your or your clients’ enjoyment of the holiday.

1/6 We use a variety of airlines to supply flights for our holidays. The following flight conditions apply if you are booking flights issued through a Travel Agent. If you are booking your own flights, the travel conditions of the airline are the applicable ones, unless otherwise depicted in your quotation.

2/1 We are bonded in accordance with the Package Travel and Package Holidays (Compensation) Regulations 2019 (as amended) and the Civil Aviation Compensation (Additional Rights) Order (2018). In the event of your holiday being cancelled for reasons outside of our control, your rights are governed by the Civil Aviation (or other relevant) Act(s) and the relevant flight operator’s terms and conditions.

2/2 All air travel that is part of your holiday is subject to the terms and conditions of the airline. Your ability to travel may depend on any way, after your booking is confirmed, you will be required to pay any additional cost. In the event of a situation where you may have to claim on your travel insurance policy it is your responsibility to ensure that you fulfil all of the necessary conditions of people not necessarily travelling with you but upon whom your ability to travel may depend, such as a relative. Failure to notify us of any such material facts, at your own risk, may disentitle you to compensation.

2/3 In exceptional cases we may require an interim payment in order to secure flights, hotels or cabins. Should this be necessary, we will inform you of the possible interim payment required before making your booking.

3/1 In the event of a situation where you may have to claim on your travel insurance policy it is your responsibility to ensure that you fulfil all of the necessary conditions of people not necessarily travelling with you but upon whom your ability to travel may depend, such as a relative. Failure to notify us of any such material facts, at your own risk, may disentitle you to compensation.

4/1 If you wish to transfer from one holiday to another you will be required to pay any difference in cost and a charge of £50 per person will be levied.

5/1 In booking with us you accept that by its very nature adventure travel can involve some uncertainty. Very rarely, force majeure may lead us to change your flight details. We have no liability to make any payment in respect of any such changes. We will inform you as soon as possible of any changes. We will not be liable to make any payment to you in respect of any such changes. We will not be liable to make any payment in respect of any such changes.

6/1 If you have booked your holiday with a Travel Agent, all holiday monies paid will be held by the Travel Agent on your behalf until they are paid to us. In the event of a situation where you may have to claim on your travel insurance policy it is your responsibility to ensure that you fulfil all of the necessary conditions of people not necessarily travelling with you but upon whom your ability to travel may depend, such as a relative. Failure to notify us of any such material facts, at your own risk, may disentitle you to compensation.