

actionforcharity



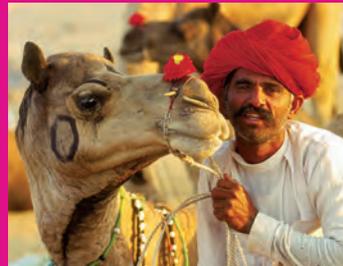
women V cancer

Cycle India

11-20 November 2018



Visit the Taj Mahal | Sleep in Indian Palaces | Finish in the Pink City of Jaipur



Join the next Women V Cancer cycle challenge in India and raise funds to fight breast, cervical and ovarian cancers

For more information and to register online:

www.actionforcharity.co.uk

01590 677854 | info@actionforcharity.co.uk



Jo's cervical cancer trust



ovarian cancer action

@ActionforCharity @Action4Charity #WomenVCancer @ActionForCharity

dreamchallenges



Registered Charity Nos: Breast Cancer Care: 1017658/SC038104, Jo's Cervical Cancer Trust: 1133542/SC041236, Ovarian Cancer Action: 1109743/ SC043478.

Women V Cancer is established under the Charities Aid Foundation Charity No. 268369. ATOL protected No 10456. To take part you need to pay a registration fee of £299 and raise minimum sponsorship funds of £3,200.



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raising funds to fight breast, cervical and ovarian cancers.

Have you, or anyone you know, been touched by cancer?

Women V Cancer is a very special and unique event. It is open to women of all ages and from all walks of life who will come together to do something amazing. It will be life-changing in many ways, for you the individual, who will achieve your own personal challenge and for the women who benefit from the incredible work of three special charities working in the field of breast, cervical and ovarian cancer.

Our cycle challenge entails five days of cycling over a distance of approximately 450kms across rural Rajasthan in India. It will be a challenging ride that is achievable with plenty of training beforehand and the friendship and camaraderie along the way will be amazing. **Women V Cancer** is managed by Action for Charity on behalf of Breast Cancer Care, Jo's Cervical Cancer Trust and Ovarian Cancer Action. All funds raised by the challenge will be divided equally between the charities. The specialist tour operator for the event is Dream Challenges who are bonded with the Civil Aviation Authority ATOL number 10456.

It will truly be an adventure of a lifetime for every woman who takes part.

We would love you to join the Women V Cancer family. If you have any questions or need further information please telephone the Action for Charity events team on 01590 677854 or e-mail events@actionforcharity.co.uk



The Itinerary

Join this amazing team of women for an incredible 450km adventure in Rajasthan starting with a visit to the stunning Taj Mahal and finishing in the “Pink City” of Jaipur.



Day 1: London – Delhi

Depart London Heathrow on overnight flight to Delhi.

Day 2: Delhi – Agra

We transfer from Delhi to Agra on an approximately 5½ hour bus transfer where you will pass through villages and start to embrace the Indian lifestyle. We will stay overnight at the Taj Vilas in Agra, one of the prominent destinations of the World Tourism map.

Day 3: Agra – Bharatpur

This morning we visit the magnificent Taj Mahal in Agra. It was constructed by Emperor Shah Jahan in memory of his beloved wife in 1631-1653 with thousands of semi-precious stones inlaid. In the afternoon we will have a 1½ hour bus transfer to Bharatpur. It is famous for the Keoladeo Ghana National Park; a world heritage site, which is one of the finest water-bird sanctuaries in the world. We overnight at the Udai Vilas Palace, and here we will do our bike fitting in preparation for the challenge ahead.

Day 4: Bharatpu – Karauli

approximately 70 km / 43 miles

Today we will have an initial 1½ hour bus transfer to the start point of cycling at Bayana. We will pass through many small villages where we can see and experience



the way of life around this region. The route is scenic passing through agricultural fields and is free of traffic until we reach Masalpur after which we will be passing through the bustling town to make it to the Bhanwar Vilas Palace in Karauli where we overnight.

Day 5: Karauli – Ranthambore

approximately 99 km / 62 miles

We continue cycling to Ranthambore National Park, one of the prime examples of Project Tiger’s conservation efforts in Rajasthan; a favourite haunt of



wildlife buffs and professional wildlife photographers. The park is famous for its tigers, one of the most magnificent animals of India. There are also many other species to see including sambar, cheetah, wild boar, leopard, sloth bear, jackal and hyena among others. The park itself covers 1334sq km and its scenery is beautiful. We overnight at the Tiger Den Resort.





The Itinerary (Continued)



Day 6: Ranthambore – Talabgaon

approximately 91 km / 57 miles

Our ride today will take us to the historic town of Talabgaon. It is a city that inherited the rich culture of the Rajasthan region, reflecting the ancient Indian way of life. This region is rich in music and dance culture with its own distinct style that plays a major part of the local traditions and celebrations. We will be staying overnight at the 200 year old Talabgaon Castle.



Day 7: Talabgaon – Dausa

approximately 90 km / 55 miles

Today we head for Dausa the ancient town of archaeological significance. The city which was the first capital of this region is now a silent spectator of the bygone glory with an old fort in one side and small havelis dotted all over the terrain. Experience the stunning countryside of Rajasthan as we cycle through these vibrant villages. Tonight we overnight at the Umaid Lake Palace.

Day 8: Dausa – Jaipur

approximately 50 km / 30 miles

Our final day of cycling takes us towards our finish line at Ramgarh, where we have a brief celebration over lunch. After lunch we then bus transfer 1½ hours to the colourful city of Jaipur, the vibrant capital of Rajasthan and popularly known as the "Pink City". We overnight at the Digger Palace.



Day 9: Jaipur

We have a full day to explore the sights and sounds in the city of Jaipur. In the heart of the old city, is the City Palace, an incredibly well preserved and interesting palace to view with museums and artefacts. Jaipur is the place to shop until you drop, you cannot beat its variety. You can shop in the Johri Bazaar selling local handicrafts, precious and semi-precious gems, and textile prints. Tonight we have a special dinner to celebrate our achievements. We overnight at the Digger Palace.



Day 10: Jaipur – Delhi – London

In the morning we have an approximately 5 hour bus transfer to Delhi airport for return flight to the London Heathrow.

**This is a complex itinerary and is subject to change





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Your questions answered

How does it work?

To take part you are required to pay a non-refundable registration fee of £299, which is used solely for non-travel costs. You must also raise minimum funds of £3,200 for the Women V Cancer charities. Your charitable funds must be paid in by 31 August 2018. The charities will pay tour costs of £1,550 per person on your behalf to Dream Challenges our tour operator for the challenge. In return everything for the challenge will be provided – flights (not including airport taxes and the fuel surcharge), food, accommodation, guides, use of bikes, transfers, medical support etc. The more money raised by participants on the challenge the higher the percentage of funds that directly support the work of the three charities. You are therefore encouraged to exceed the minimum fundraising target.

How fit do I have to be?

This challenge is not designed for Olympic athletes – it is designed for women who are looking for an amazing goal to train and get fit for. A number of the women who will take part in this challenge will have little or no fitness level when they sign up. Women V Cancer is the perfect motivation to get fit, lose weight and have an experience of a lifetime. Once you are signed up for the challenge we give you a realistic training programme, which gradually builds up as the event gets closer.

I'm worried about signing up on my own...

Please don't be! The majority of women sign up for Women V Cancer events on their own and you will soon make new friends. Once the event is fully booked we will send you a contact list for the women on your challenge. Often there will be someone in your local area who you can meet up with to train or fundraise with. We also hold an information day and a training weekend, which are both great opportunities to meet people before the challenge.

Am I too old?

Absolutely not! One of the amazing things about Women V Cancer is that women of all ages will come together to do something very special to raise funds for three fantastic women's cancer charities. The age range is likely to be from 18-80!

Who organises all the travel arrangements?

All the tour arrangements are organised by specialist tour operator Dream Challenges. The company is bonded with the Civil Aviation Authority ATOL number 10456.

Can I pay my own tour costs?

How you fund your challenge is entirely up to you. Some women will decide to pay their own tour costs (£1,550) so they can tell their donors that the donation they are making is going directly to support the work of the charities. Others will fundraise the full amount.

I would recommend that everyone experiences a Women V Cancer cycle challenge. They really are the most amazing way to visit a country and raising money for three such important causes is so rewarding especially as I am a cancer survivor myself. I have also made friends for life through these challenges and the memories will last forever.

Sandhy Robinson Jones

Women V Cancer Cycle Africa and Cycle Cuba past participant





Your questions answered (cont.)

Do I need special equipment?

A cycling helmet is essential. Cycling shorts are also recommended and everyone will need their own water bottles or a Camelbak-type hydration system. Apart from that no specialist equipment is required. We will supply you with a list of everything you will need to take before you go. Cyclists will have the use of 18 or 21-gear bikes and it is suggested that you bring the saddle or gel cover you are used to riding on.

Where will we sleep overnight?

We will stay in atmospheric Indian palaces throughout the challenge.

What happens if I don't reach my fundraising target?

If you don't reach your fundraising target you are not liable to pay any costs. You would simply forfeit your place on the challenge and lose your registration fee.

Can I extend my stay at the end of the challenge?

Unfortunately it is not possible to change our Group Flights. If you would like to stay on after the challenge to explore India further or have a well-deserved break you will have to come out of the Group Flight arrangements and organise your own flights. The cost of the Group Flights (excluding taxes and surcharges) would be deducted from your Tour Cost leaving your Minimum Funds requirement reduced by that amount. Please contact the team for more details about this option.

What other costs will I have to pay?

In addition to paying your registration fee you will need to budget for your airport taxes and the fuel surcharge (currently £350 but subject to change), personal travel insurance, visa, gratuities, optional tours and personal expenses including travel to and from the departure airport in London.

What about insurance and visas?

You will need to take out your own personal travel insurance covering health, accident, loss and repatriation. Dream Challenges has a recommended policy, which we will send you details of. You can however take out your own insurance providing it covers you for a charity cycle ride in India. You will be required to obtain a tourist visa for entry into India, we will send you all the relevant information about how to do this before the challenge.

How do I sign up?

The best way to register is on the Action for Charity website:

www.actionforcharity.co.uk alternatively you can complete the attached application form.

Please note places are limited.

I completed the first Women V Cancer cycle challenge in Kenya and it was one of the best experiences of my life. It was a challenge but the support I received from the other women was truly amazing. I was 67 when I completed my challenge so if I can do it so can you!

Carole Phillips

Women V Cancer Cycle past participant





Cycle India

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Why take part?

Funds raised by Cycle India will support the work of three very special charities:

Breast Cancer Care

Breast Cancer Care are the only specialist UK-wide charity providing support for women, men, families and friends affected by breast cancer. Every year, 58,000 people in the UK are told they have breast cancer. Our free services include our helpline, online forums, information and local group support. From the moment you notice something isn't right, through your treatment and beyond, we'll be there. For more information visit www.breastcancercare.org.uk



Jo's Cervical Cancer Trust

Jo's Cervical Cancer Trust is the only UK charity dedicated to women affected by cervical cancer and cervical abnormalities. Three women die every day in the UK from cervical cancer with a further nine being diagnosed and facing an uncertain future. We are there to offer support and information at every step of their journey while campaigning to ensure every woman has the best care possible. For more information visit www.jostrust.org.uk



Ovarian Cancer Action

Ovarian Cancer Action is on a mission to stop women dying from ovarian cancer. It is a disease that claims the life of another women in the UK every two hours. We're here to champion the cause, fund the innovators in the labs who will find new treatments and bring people together to overcome a disease that strikes at the heart of what it means to be a woman. Let's take action and nail this disease once and for all. **Join us. Fight with us. Act Now.** www.ovarian.org.uk



Registered Charity Nos: Breast Cancer Care: 1017658/SC038104, Jo's Cervical Cancer Trust: 1133542/SC041236, Ovarian Cancer Action: 1109743/SC043478.





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How we support you

Action for Charity are here to help you achieve your challenge and will support you all the way. We are on hand from the minute you sign up to answer any questions that you might have about your fundraising, training or the challenge itself.

Fundraising

As soon as you register for Women V Cancer Cycle India you will be sent a welcome pack, which includes fundraising advice and original ideas on how to raise funds for Women V Cancer. You will receive sponsorship forms and regular fundraising ideas in the build up to the event.

Online Fundraising Page

Your welcome pack will also include a link to set up your very own Women V Cancer fundraising page on Just Giving. This will enable you to send a link that your sponsors can then click on and donate securely over the internet. Previous cyclists have raised hundreds online!

Information Day

We will be organising a Women V Cancer Cycle India information day, which will be a great opportunity to come along and hear more about your exciting challenge as well as to hear about the important work of the Women V Cancer charities. It will also be a chance to meet lots of the women you will be cycling with in India.

Training

As soon as you register for Women V Cancer Cycle India we will send you a training advice pack, which includes a realistic training programme. The programme gradually builds up as the event gets closer. We also organise a training weekend, which is a great opportunity to meet a number of the women you are going to be cycling with in India. It is also a great chance to do two days back to back cycling of 40 miles and to pick up some tips from our cycling guides.



Women V Cancer is managed by Action for Charity to raise funds for the above charities. Action for Charity is the trading name of Action Events Limited. Company Registration No. 3615142. Registered Office: 2nd Floor, Newcourt House, New Street, Lymington, Hampshire SO41 9BQ.

Women V Cancer is established under the Charities Aid Foundation Charity No. 268369



Cycle India

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Application form

Sign up now online www.actionforcharity.co.uk alternatively return this completed form with a cheque for your non-refundable registration fee of £299 (payable to ACTION FOR CHARITY) to Women V Cancer Cycle India, Action for Charity, Newcourt House, New Street, Lymington, Hampshire, SO41 9BQ.

Personal Details

Title _____ Surname _____

Forenames _____

Name by which you like to be known _____

Address _____

Postcode _____ E-mail _____

Home Tel _____ Work Tel _____ Mobile Tel _____

Occupation/job title _____

Height (for bike size) _____ T-shirt size S/M/L/XL _____

Passport Details

Full name as on passport _____

Date of birth _____ Place of birth _____

Date of issue _____ Place of issue _____

Passport no _____ Date of expiry _____

Nationality _____ Marital status _____

Note: Your passport must be valid until 6 months after the event.

Next of Kin (not someone on the event)

Name _____ Relationship _____

Address _____

Postcode _____

Daytime Tel _____ Evening Tel _____

Room Sharing

Accommodation will be shared. Please give the name(s) of anyone with whom you specifically wish to share.

Name(s) _____

Special Dietary Requirements

Vegetarian _____ Vegan _____ Other (please state) _____

How did you hear about the event?

Please give details _____

Have you undertaken an overseas challenge for charity before? _____ YES/NO _____

If yes, please give details: _____

Please read the conditions of entry and sign below

I would like to take part in *Women V Cancer Cycle India* and agree to abide by the Conditions of Entry and Dream Challenges booking conditions overleaf. I undertake to raise a minimum of £3,200 for the Women V Cancer charities and to send it to the organisers by 31 August 2018. I will also endeavour to raise as much sponsorship as possible in addition to the minimum amount. I confirm that to the best of my knowledge my general state of health and fitness is good and I take full responsibility for my fitness to take part .

Data Protection. Action for Charity promises to respect your privacy. The information you have provided will be used by Action for Charity, the tour operator and the charities concerned for the purposes of administering the event. Your details will not be passed on to other organisations. The data we gather and hold is managed in accordance with the Data Protection Act (1998). We will not disclose or share personal information supplied by you with any third party organisations without your consent. Action for Charity would however like to pass on your contact details to other event participants with your agreement and contact you about future charity events. Please tick the relevant box or boxes below if you do not wish us to do that.

Signature _____

- I do not wish my details to be passed to other event participants.
- I do not wish to be contacted about future Action for Charity events.

Please return to

Women V Cancer Cycle India, Action for Charity, Newcourt House, New Street, Lymington, Hampshire SO41 9BQ



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Conditions of entry

1. A registration fee of £299 (non-refundable, but may be transferred subject to an Admin Fee of £55) is required to participate in Women V Cancer Cycle India. In addition you must raise a minimum of £3,200 in sponsorship money and donations for the charities which must be sent to the organisers, Action for Charity, by **31 August 2018**. Of the monies raised £1,550 will be used to cover your tour costs including air fare (*not including airport and fuel taxes*), accommodation, food, transfers, guides, use of bikes and back-up support.
2. If you are unable to raise the minimum sponsorship required you will forfeit your right to a place on the event or you may choose to make up the balance yourself.
3. If you do not take up your place on the event for any reason, you must inform Action for Charity immediately. You must contact all your sponsors to ask if they wish to make a donation or have their sponsorship money returned. You must send all sponsorship forms and sponsorship money collected to Action for Charity who will pass it on to the charities.
4. All cheques for sponsorship money must be made payable to **Women V Cancer CAF** and sent to Action for Charity.
5. The good reputation of the charities is paramount. You must agree to act lawfully and follow the fundraising guidelines laid out by the organisers of the event.
6. You must be at least 18 years of age before the departure date of the event unless permission has been given by Action for Charity.
7. All participants taking part do so at their own risk. The charities have arranged flights, accommodation, food, guides etc. with Dream Challenges, a company which specialises in events of this nature and is fully bonded by the Civil Aviation Authority ATOL number 10456. In making these arrangements the charities and Action for Charity are acting as your agents and are unable to accept liability for any loss or damage, however arising, or for cancellation of the event for any reasons outside their control.
8. Itineraries, schedules and accommodation may change and other alterations may occur which are beyond the control of Dream Challenges.
9. If you are refused passage/entry/exit to or from the event destination any additional costs incurred are your responsibility.
10. You must not be dependent on alcohol or drugs or have any criminal convictions.
11. Your passport must be valid for at least six months from date of return to the UK. You are responsible for ensuring that you have a valid passport for the challenge. Passport control and other authorities will reserve the right to refuse entry.
12. You must be covered by full travel insurance for health, accident, loss and repatriation during the event. You will need to provide proof of travel insurance at least ten weeks before departure or you may forfeit your place on the challenge.
13. If you withdraw from the event in circumstances where recovery of cancellation charges is indemnified under travel insurance, you hereby agree that you will co-operate in the recovery of these charges from the insurers and any sums recovered under the policy will be paid to the charities. If the insurance company does not recognise your claim, you will be responsible for any cancellation charges levied on the charities.
14. You must agree to be bound by Dream Challenges Booking Conditions for the event.
15. Action for Charity and the charities may, at their discretion and at any time, withdraw places on the stated event.
16. Sponsorship money raised above the minimum required cannot be transferred to future rides/events.



Challenge event booking conditions 1

Dream Challenges - Tour Operator with ATOL protection. (Air Travel Organiser's Licence issued by the CAA (ATOL No. 10456).

Action for Charity - is acting as an agent of Dream Challenges.

Your Challenge Event will either be booked directly with Dream Challenges, or by Dream Challenges via Action for Charity, (unless stated otherwise by Action for Charity).

This information will be available upon registration. If you are unsure please contact Dream Challenges 01590 646410 or Action for Charity 01590 677854.

Open and Bespoke Challenges – Event Booking Agreement

The terms and conditions set out below will form the basis of your relationship with Dream Challenges Limited (DCL) and Action for Charity of Newcourt House, New Street, Lymington, Hampshire, SO41 9BQ (Company Registration No. 7648540) and the charity for which you may have chosen to raise funds ("the Charity"). Please read them carefully as they set out each party's respective rights and obligations. All bookings are subject to these terms and conditions.

Background

Challenge Events organised by DCL are used by charities for the purpose of raising funds. If you wish to use these events to raise funds for your chosen charity you must raise at least the minimum sponsorship monies applicable for the event selected. The Challenge Tour Cost is paid by DCL from your sponsorship monies and the remaining sponsorship monies are kept by your chosen charity. You may also choose to participate on the basis of paying the Challenge Tour Costs yourself.

All parties agree to the following definitions:

1. In this Agreement, the following words will have the following meanings unless the context requires otherwise:

- (i) "this Agreement" means this Agreement including all schedules, appendices, amendments, additions, brochures, itineraries and DCL website content.
- (ii) "the Challenge Event" means the event and all activities selected by you including flights, accommodation, vehicle hire and all other products and services.
- (iii) "the Organiser" means the organiser as defined by the Package Travel, Package Holidays and Package Tours Regulations 1992 (Statutory Instrument 1992 No. 3288) and any amendment or re-enactment of the same and all other legislation implementing the EC Directive on Package Travel, Package Holidays and Package Tours (Council Directive 90/314/EEC).
- (iv) "the Registration Fee" means the registration fee payable to DCL for the challenge event. Registration fee is non-deductible from the tour costs, and is also non-refundable. Registration fee is used towards the further event costs and administration fees.
- (v) "the Fundraising Target" means the minimum amount of money that you must raise in order to take part in the Challenge Event.
- (vi) "the Challenge Tour cost" means the cost of the challenge event due to the Organiser which forms part of the Fundraising Target, being the basic tour cost plus the Registration Fee advised at the time of booking, and plus all airline taxes and fuel surcharges, together with any other amounts you agree to pay the Organiser for the challenge event.
- (vii) "you" and "your" means the participant named on DCL's registration form.
- (viii) "self-funding" is the option to pay the challenge tour cost direct to DCL from your own funds.
- (ix) "supplier" means a company or person not employed by DCL who provides services related to your challenge event.

Section A

The Organiser

1. DCL is the Organiser of the challenge event and your contract for which is with DCL. Please note DCL's responsibilities are limited to the provision of the Challenge Event in accordance with this Agreement. Except in relation to monies paid to the Charity and held by them on DCL's behalf in accordance with Section A Clause 3, DCL has no responsibility for any payments made to the charity or for any act(s) or omission(s) of the Charity.

1.1 If selected to take part in the fundraising event we will be advised of your details by the charity. If you are selected then we will confirm our contractual commitment to you by sending to you a confirmation invoice, together with the details of your travel arrangements and the itinerary that we have agreed to provide. It is only then that these terms and conditions will apply and a contract will exist between us, which is governed by English Laws and the exclusive jurisdiction of the English Courts. Travel arrangements made by us which include flight and accommodation are financially protected under the company's Air Travel Organisers Licence 10465 arranged with the Civil Aviation Authority (CAA). When you buy an ATOL protected air package from Dream Challenges you will receive a Certificate from us confirming your arrangements and protection under our ATOL. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please see Section C Clause 13 for further information about financial protection and visit the ATOL website www.atol.org.uk. Payment for your travel arrangements will be made to us by the charity from the sponsorship it has received in accordance with the charity's terms for participating in the event.

The Contract

2. A binding contract exists between you and DCL when we dispatch our confirmation letter to you. English Laws and the exclusive jurisdiction of the English Courts will apply to your contract and to any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between you and DCL must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between you and DCL governed by the law of Scotland/Northern Ireland as applicable (but if you do not choose, English law will apply).

Payment Schedule

- 3. (i) You must pay the non-refundable Registration Fee direct to DCL at the time of booking.
- (ii) You must pay the Fundraising Target direct to the Charity no less than 10 weeks prior to the commencement of the Challenge Event.
- (iii) The Charity will pay the Challenge Tour Cost to DCL no less than 8 weeks prior to the commencement of the Challenge Event provided the Charity has received sufficient amounts to cover the Challenge Event Cost from you.

(iv) If you are self-funding the Challenge Event, the tour cost must be paid directly to DCL at least 10 weeks prior to the commencement of the Challenge Event.

3.1 The cost of your participation in the fundraising event forms a part of the overall value of the sponsorship raised by you and received by the charity. From those sums received by the charity, the charity will pay to us the cost of your travel arrangements that we are agreeing to provide.

3.2 If you wish to purchase the travel insurance recommend by DCL, all premiums must be paid as soon as possible to the travel insurance provider as cover is not effective until these have been paid.

3.3 Credit Card payments. No credit card fee will be charged when paying the Registration Fee. A Fee of 2.5% will be charged on all other credit card payments made to DCL and Action for Charity (for example the Challenge Tour Cost). Credit Card charges on payments made to the Charity are at the discretion of the Charity.

3.4 For flight and non-flight inclusive bookings, all monies paid to the Charity up to the full amount of the Challenge Tour Cost will be held on DCL's behalf until they are paid to DCL. Monies paid to the Charity over and above the Challenge Tour Cost belong to the Charity.

Failure to meet Payment and Event Paperwork Deadlines

4. If DCL or the Charity do not receive all payments due from you (including surcharges where applicable) in full and on time, your place on the Challenge Event is not guaranteed and further surcharges may apply. This includes the full Fundraising Target which must be paid to the Charity in full no less than 10 weeks before the departure date of the Challenge Event. DCL will be entitled to keep the Registration Fee paid. If you intend to cancel but have not notified DCL in writing of your intent to cancel by this date, you must pay the stated cancellation charges depending on the date DCL reasonably treats your booking as cancelled.

4.1 You will be liable for all additional costs incurred by DCL in the process of collecting all monies due.

Section B

Registering to Participate

1. You must complete and sign DCL's registration form and return with the appropriate payment as set out in Section A at the time of booking. Registration Fees and administration fees are non-refundable.

1.1 Your place on an event is only reserved, subject to availability, when you return your registration form with the appropriate payment. DCL or Action for Charity will confirm your place in writing. You must contact DCL immediately if information on the confirmation documents appears to be incorrect or incomplete as it may not be possible to make changes later.

1.2 Your completed medical questionnaire, travel insurance form, and passport details should be returned as soon as possible after receiving your registration pack and before 10 weeks of the event departure date. If DCL or the Charity do not receive all event paperwork due from you in full and on time, your place on the Challenge Event is not guaranteed. When registering for the Challenge Event, you must be at least 18 years of age before the departure date of the event unless permission has been given by DCL (See 1.3)

1.3 Some DCL Challenge Events are suitable for minors (16 yrs +) if they are accompanied by a parent or legal guardian. One parent/guardian can be responsible for the welfare and conduct up to two children and must accept these conditions on behalf of the child by signing the Booking Form and ensure all information supplied is correct and that the conduct of those children during the Challenge Event. Should a child be unable to complete the Challenge Event, the parent/guardian must abide by the decisions of the DCL Tour Manager and accompany the child if deemed necessary.

Making amendments

2. If you wish to make changes to your booking, you must notify DCL and the Charity in writing. DCL does not guarantee to fulfil any such requests but an administration fee of £50 per person/booking will apply as well as any costs incurred by DCL and any costs or charges incurred or imposed by any of DCL's suppliers.

Your responsibilities

3. You must not do anything or fail to do anything which could bring the Charity and / or DCL into disrepute whether before, during or after the Challenge Event.

3.1 You must ensure that all information given by you to DCL and/or the Charity in writing or otherwise is true and accurate. Failure to do so entitles DCL and/or the Charity to cancel your booking and DCL will be entitled to keep any Registration Fee paid. Depending on the date when DCL and/or the Charity discover that you have failed to comply with the provisions of this clause, DCL will be entitled to charge the cancellation fees set out in Section C, Clause 9. See also section on "DCL's Liability", Section C Clause 13.

3.2 When you book with DCL you accept responsibility for any damage or loss caused to you or by you. Full payment for any such damage or loss must be paid at the time to the supplier. If you fail to do so, you will be responsible for meeting any subsequent claims made against DCL (together with DCL's own and the other party's full legal costs) as a result of your actions.

3.3. Travel Insurance, including cover for baggage, is mandatory for participants on any DCL Challenge Event. Other than liability arising from negligence in respect of death or personal injury caused by DCL or its staff, you travel, together with your personal property, solely at your own risk. You are wholly responsible for arranging your own insurances. Joining the event without adequate insurance in place may result in your participation being terminated and you will have no right to a refund. You should ensure that you have adequate private travel insurance, with protection for the full duration of the Challenge Event in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment and you should ensure that there is no exclusion clause limiting protection for the type of activities included in the Challenge Event. You will also need to provide DCL with a copy of your travel insurance information.



Challenge event booking conditions 2

3.4 Clients taking their own bike or other equipment on a Challenge Event are responsible for any charge for transportation levied by the travel provider including excess baggage.

Medical Questionnaire

4. DCL requires a completed medical questionnaire from each participant. If you are aged 65 years or over or if you have any medical condition that could be adversely affected by exercise you must provide DCL with a signed medical questionnaire and further information as necessary from your doctor. The event in which you will be participating is challenging and requires a good level of fitness, strength and endurance and it is your responsibility to ensure that you are suitably prepared. Dream Challenges reserves the right to refuse participation if the above is not complied with.

4.1 If you are a national of an EC country and are taking a European tour, you should take your European Health Insurance Card (EHIC) available from main Post Offices or online. It is your responsibility to make sure your EHIC card is correct and not expired.

4.2 It is a condition of your participation that in cases of emergency a DCL representative has your authority to arrange any necessary medical or surgical treatments and to sign any required consent forms on your behalf.

Passports, vaccinations and travel visas

5. You must have a valid, full passport (minimum of six months validity required at the end of the Challenge Event) and hold appropriate travel visa and vaccination certificates. You will be liable for reimbursing DCL, if failure to obtain any such documents results in fines, surcharges or financial penalty being imposed upon DCL.

5.1 Information given by DCL/Action for Charity about these matters or related items (vaccinations, travel visas, passport requirements, climate, clothing, baggage, personal gear etc.) is given in good faith but requirements may change and you must check the current position for the time of departure.

5.2 Travel Visa: For some countries the process and rules can change without warning, therefore it is your responsibility to check the requirements upon applying and for departure. We cannot be held responsible for any changes in the visa process or for any refusal or failure of any country's authorities to grant a visa to any individual. If you cannot obtain a visa and have to cancel as a result, we regret cancellation charges as set out in our booking conditions will apply. If you are not a British citizen with a British passport, you are responsible for making sure that you are aware of and have the relevant documentation. Please contact the embassy concerned. DCL/Action for Charity accepts no responsibility for any delay or expense incurred through any irregularity in your documents. For regular updates on visa requirements or any travel or safety advice for British Citizens planning to travel overseas, see the Foreign Commonwealth Office (FCO) website: www.fco.gov.uk which you should visit before making a final decision regarding your destination.

5.3 You are responsible for obtaining vaccinations required for your Challenge Event. DCL and Action for Charity are unable to advise you, and recommend you discuss with your travel nurse.

5.4 Passport lost during the Challenge Event. Your passport is your own responsibility; it is your decision on where you store your passport during the Challenge Event. In an unfortunate situation where your passport is lost, the cost to obtain another passport is your responsibility, this includes communication (such as telephone calls), transport (such as to Embassies, boarder), new passport, and any other costs involved.

Special Requests

6. If you have any special requests you must advise DCL in writing at the time of booking. DCL will pass any reasonable requests on to the relevant supplier although we regret that we cannot guarantee any request will be met unless we have specifically confirmed this. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

6.1 DCL regrets it cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request.

DCL's Right to Refuse Your Registration

7. DCL reserves the right on reasonable grounds to refuse your participation without having to disclose the reason. DCL's decision in this matter will be final and binding but will exercise this right only when clear grounds exist. If these circumstances arise your Registration Fee will be refunded in full.

Section C

Itinerary

1. DCL plans Challenge Events many years in advance and details are published in good faith as statements of intention only. Itineraries are complicated and may be changed at short notice through factors out of DCL's control. Whilst DCL endeavours to avoid itinerary changes we do not guarantee itinerary details and reserve the right to amend the itinerary including challenge event dates, flights, accommodation, staff, etc of any Challenge Event as and when it becomes necessary to do so.

1.1 Although it is unlikely that we will have to make any changes to your travel arrangements, the tour itinerary, or event leaders, we reserve the right to do so because we plan many months in advance. Where a change is a minor change, such as a change to your tour leader or accommodation location, we will, if practical, advise you before departure, but we are not obliged to do so. When a change is a significant change (such as an alteration to your flight time by more than 12 hours, or event dates), we will advise you as soon as is reasonably possible if there is time to do so before departure. If you are unable to accept the significant change, then Section C Clause 10 "Challenge Event Cancellation by DCL/Action for Charity" takes place. Due to the logistics of challenge events significant changes can occur due to unforeseen flight schedule changes which are out of DCL's control.

Challenge Participation and Responsibility

2. Challenge Event itineraries often involve hazards inherent to the activities involved in it. These hazards increase the risk to participants of personal injury, death, illness, and/or loss or damage to property. By registering you acknowledge and accept the inherent hazards involved in the Challenge Event. Except as set out in this Agreement, DCL cannot accept any liability for any personal injury, death, illness, loss or damage to property or any other loss or damage you incur as a result of your participation. Any safety equipment supplied must be worn correctly at all times. Your cycling helmet should be worn at all times when you are cycling.

Standard and Quality of Accommodation and Services

3. You should not have unreasonable expectations of the facilities that will be provided which in some remote areas and some destinations may be below what you might expect at home. The level of the standard and quality of your travel arrangements will be in line with the itinerary and any literature you receive from us.

Flight

4. The flight timings detailed in Challenge Event documentation are for general guidance only and are subject to change. You will be advised of the latest timings approximately two weeks before departure. In most cases your tickets will be given to you at the airport. You must check flight details very carefully to ensure you have the correct flight times. Flight times may be changed even within two weeks of departure – DCL will contact you as soon as possible if this occurs. However you are responsible to check your outbound and inbound flight times on the day of departure, including connection flights.

4.1 Flight and other travel delay and cancellation: There is no guarantee that flights, trains or ferries will depart at the time specified, and DCL/Action for Charity does not have any liability to you for any delay. In the event of a delay or cancellation at your point of departure, the airline is responsible for providing assistance (Denied Boarding Regulations - see Section C Clause 4.5). In this situation, where you have booked your flights with us, we will endeavour to provide you with as much information and general assistance as we are able to in the circumstances. However, please bear in mind that we will be reliant on the airline concerned for information and this can be limited and/or take time to obtain. Depending on your location and the means available for communication with you, it can also be difficult to get information through to you quickly. The following is a general summary of the position where you have booked your flights with DCL depending on when a flight delay or cancellation occurs. A similar situation will apply where delay or cancellation affects other forms of transport. 1. If you have yet to depart the UK on your holiday, we would continue with our plans until the flight is cancelled with no suitable alternative flight being offered by the airline. At that point, if we considered it impossible to find a reasonable alternative form of transport, we would cancel the challenge event and inform you of refunds available to you with consideration that there may be a loss to the charities involved. If you suffer a significant delay in returning home from a tour because your scheduled flight is delayed or cancelled, we will take all reasonable steps to ensure, that you are accommodated overnight and will pay (if the airline does not) for the first night and supper of your extra stay. Please remember though that the airline will usually be responsible for arranging this accommodation. Accommodation depends on local availability and the expected length of any delay. Where necessary, we would also rebook you, or offer to rebook you, onto the next available flight with the airline on the same fare basis as the original package (usually economy class). 3. Where any delay in returning home lasts for longer than 24 hours, the airline should continue to meet your accommodation and reasonable meal expenses. This will be the case where the airline is an EU carrier or was due to depart from an EU airport. They may, however, require you to stay at the accommodation and take the meal arrangements they provide. We regret we cannot meet such expenses where the airline does not do so, or where you choose not to accept the arrangements offered. 4. In exceptional circumstances, there may be such a lengthy delay in securing a return flight to the UK that it may be appropriate to consider alternative means of returning home. This will, however, depend on a number of factors including your location at the time and the practical viability of different arrangements including availability and travel time. For many overseas destinations, the only practical option will be a flight even where this involves a considerable wait. 5. Should either individuals or the whole party wish to find a way to return earlier at their own expense, either by rebooking on an upgrade with the airline or by organising overland travel or in any other fashion, DCL/Action for Charity and/or its local agents will provide whatever assistance it reasonably can in the prevailing circumstances. All expenses involved in doing so will be your responsibility.

4.2 Denied boarding regulations: If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004. The Denied Boarding Regulations apply where the airline is an EU carrier or the affected flight was due to depart from an airport within the EU. Where applicable, you must pursue the airline for the compensation or other payment due to you. These represent the full amount of your entitlement to compensation. This includes distress, disappointment, inconvenience or effects on other arrangements. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding. If, for any reason, we make a payment to you or a third party which the airline is responsible for in accordance with the Denied Boarding Regulations, you must, when requested, assign to us the rights you have or had to claim the payment in question from the airline. If your airline does not comply with these rules you may complain to the Civil Aviation Authority on 020 7453 6888 or by e-mail to passengercomplaints@caa.co.uk or see www.caa.co.uk – Referring Your Complaint to the CAA.

Challenge Event Price Variations

5. DCL reserves the right to make changes to and correct errors in advertised prices at any time before your Challenge Event is confirmed. DCL will advise you of any error of which DCL is aware and of the correct price at the time of booking. Changes and errors do occasionally occur. You must check the cost of your chosen event at the time of booking.

5.1 The Challenge Tour Cost you agree to pay consists of the basic event cost advised at the time of booking and any airport taxes and fuel surcharges imposed by any airline providing flights for your Challenge Event together with any other amounts you agree to pay the Organiser. Due to their fluctuating nature, airport taxes and fuel surcharges are not included in the basic Challenge Tour Cost advised at the time of booking, but are payable in full in the amount confirmed by the airline 10 weeks prior to the commencement of the Challenge Event. This amount is not a surcharge as it is part of the total Challenge Tour Cost you agree to pay at the time of booking, and the surcharge provisions set out below will not apply to it.

Suppliers' Conditions

6. Transport and other suppliers have their own booking conditions or conditions of carriage, and you will be bound by these as far as the relevant transport provider is concerned. Some of these conditions may limit or exclude liability on the part of the relevant provider and they are often also subject to international conventions.



Challenge event booking conditions 3

Excursions

7. Our local contacts may, at your request, make arrangements for excursions locally on your behalf. However, please note that excursions or other tours that you may choose to book or pay for whilst you are on a challenge event are not part of your package challenge event provided by us. For any excursion, activity or tour you book whilst on holiday, your contract will be with the operator of the excursion, activity or tour and not with us. We are not responsible for the provision of the excursion, activity or tour or for anything that happens during the course of its provision by the operator.

Complaints

8. If you have a complaint about any part of the Challenge Event, you must tell the relevant supplier and Challenge Tour Leader at the time giving DCL the chance to put things right. Our priority is to give you an enjoyable challenge event, and we strive very hard to do so. Any complaints must be communicated to the Challenge Tour Manager in writing immediately and to the DCL office within 30 days of your return from the Event. Failure to take these steps may hinder our ability to resolve the problem and/or investigate it fully and in consequence, your rights under the contract may be affected. We regret we cannot accept liability for any claims which are not notified to ourselves and/or our suppliers strictly in accordance with this clause. If you are ill whilst on holiday, report your illness to our event doctors and tour leader, and also consult your GP on return to the UK. Should you then wish to make a claim against us as a result of that illness you must provide us with details of both the event doctor whom you saw, and your GP, together with written authority for us to obtain a medical report from both those doctors.

Cancellations or Transferring

9. If you want to cancel your booking, you must notify DCL/Action for Charity in writing. The effective date of cancellation will be the date such notice is received. Registration Fees and administration fees are non-refundable in the event that you cancel. Tour cost cancellation fees after registration has been made are as follows:

Period before departure, when written notice of cancellation is received by DCL	Cancellation Charge
Up to 56 days	Loss of Registration Fee only
55 - 41 days	Loss of Registration Fee + 35% of Tour Cost
40 - 29 days	Loss of Registration Fee + 55% of Tour Cost
28 - 8 days	Loss of Registration Fee + 75% of Tour Cost
7 days to date of departure	Loss of Registration Fee + 100% of Tour Cost

If you have paid the Challenge Tour Cost directly to DCL.

If you cancel your booking, the cancellation charges referred to above will apply. You will receive a refund of any monies paid by you directly to DCL relating to the Challenge Tour Cost paid after deduction of the cancellation charges set out above.

If the Charity has paid the Challenge Tour Cost to DCL.

If you cancel your booking, the cancellation charges referred to above will apply. DCL shall refund to the Charity any monies relating to the Challenge Tour Cost paid by it to DCL after deduction of the cancellation charges set out above. You agree that the Charity shall be entitled to keep any such refunded monies and shall not be obliged to pay them to you.

9.1 Participant is liable to pay all further cancellation costs of their place on the Challenge Event after the event deadline date; this could include flight costs, ground costs, and administration fees.

9.2 If cancellation occurs in circumstances where recovery of cancellation charges is indemnified under your travel insurance, you hereby agree that you will co-operate in the recovery of these charges from the insurers and any sums recovered under the policy will be paid to your chosen Charity under the minimum sponsorship scheme, or yourself if self-funding.

9.3 With regard to any monies paid to the Charity over and above the Challenge Tour Cost, no refund of these will be payable to you in the event of your cancellation of your booking as these monies were raised for charitable purposes.

9.4. If you cancel your travel arrangements; then there will be no refund payable to you as your sponsorship was raised for charitable purposes. Any balance of the sum paid to us by the charity for your travel arrangements after deduction of cancellation charges, will be repaid to the charity.

9.5 If cancellation occurs due to unusual and unforeseeable circumstances beyond our control, such as national emergency, natural disaster, fire, bad weather, flight delays or other such events (acts as force majeure) then we will advise you as soon as it is reasonable to do so.

9.6 Transferring your place to another Challenge Event may be possible. You must make this request to DCL/Action for Charity in writing. Transferring can take place at any stage before the event departure date, subject to the event specific event terms (such as permits). There is an administration fee of £55 to transfer your registration fee. Further charges may be chargeable to you where costs exceeding this have been spent on your behalf and are irrecoverable by DCL. You must immediately pay the difference to DCL/Action for Charity if your new Challenge Event has a higher Registration Fee. Where the Registration fee is lower, DCL/Action for Charity will not refund any difference. You must accept and adhere to any differences in Challenge Tour Costs and Fundraising Targets, and sign a new Registration Form when requested.

Challenge Event Cancellation by DCL/Action for Charity

10. If DCL/Action for Charity have to cancel your challenge event before the date of departure, you will have the choice of taking a challenge event (paying or receiving a refund/credit in respect of any price difference) or accepting a full refund of all monies paid. The below sets out the maximum extent of our liability under this clause and we regret we cannot meet any expenses or losses you may incur as a result of inconvenience suffered, where by we will not be liable for any expenses incurred by you such as travel visas, vaccinations and non-refundable transportation bookings.

10.1 In addition, in appropriate cases, and subject to the following exceptions, we will pay you compensation as set out below. Compensation will not be payable and no liability beyond offering the choices referred to in this clause and clause 9 can be accepted where (1) we are forced to make a change or cancel as a result of unusual and

unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or (2) we have to cancel because of under booking or (3) the change is not significant. Under booking is the situation in which the minimum number of bookings required to run a challenge is not met. We will notify you no later than 8 weeks before departure where this is the case. We are not liable to pay you any additional travel or any other costs, expenses or losses which you incur as a result of any change or cancellation by us (such as for connecting flights or other travel arrangements), or for any insurance premiums.

Period before departure within which a major change or cancellation is notified to you:

Period before departure within which a major change or cancellation is notified to you:	Compensation per person per booking (on top of full refund)
More than 21 days	Nil
8 - 21 days	£50
7 days or less	£75

Event Leaders

11. All non-UK events and challenges, with participants numbers up to 40, are accompanied by an Event Leader and Doctor. For between 41 and 60 participants there will be an additional Doctor and an Event Assistant. For more than 60 participants there will be another Event Assistant.

For UK events and challenges, with participants numbers up to 40, are accompanied by an Event Leader, Event Assistant and Doctor. For between 41 and 60 participants there will be an additional Doctor and Event Assistant. For more than 60 participants there will be another Event Assistant. Many tours will also be accompanied by a Local Guide as required by law.

Challenge Event Leader's Authority

12. Completing your Registration Form and Registration Fee signifies your agreement to abide by the authority of the DCL appointed Challenge Event Leader. The decision of the Challenge Event Leader as to the conduct, itinerary and objectives of the Challenge Event is final. If the Challenge Event Leader or any other person in authority feels that your behaviour or physical condition is detrimental to the safety, welfare and well-being of the group as a whole or that your general well-being will be put at risk by continuing with the Challenge, you may be asked to leave the Challenge Event without the right to any refund for unused services, receiving compensation or for meeting costs you incur as a result. Furthermore, you must meet any expenses incurred by DCL as the result of your behaviour.

12.1 When you book a challenge event with DCL/Action for Charity you accept responsibility for the proper conduct of your party. DCL/Action for Charity reserves the right in its reasonable discretion to terminate the challenge event of any member of your party whose conduct is disruptive or detrimental to the enjoyment of other clients, or whose conduct may prejudice the reputation of DCL/Action for Charity with our suppliers or hotel owners. In that situation, DCL/Action for Charity shall have no further responsibility or liability to you. The departure of a coach, ship or train will not be delayed for passengers who are not on board by the stated departure time.

Your Financial Protection

13. When you buy an ATOL protected air package from DCL you will receive a booking confirmation from DCL confirming your arrangements and your protection under our Air Travel Organiser's Licence Number 10456. Please note that Challenge events that do not include flights are not protected by the ATOL scheme.

13.1 ATOL Standard Term 1.7B

"If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme."

13.2 Booking a Challenge Event via Action for Charity: Action for Charity is acting as an agent of Dream Challenges and as such is covered by the Dream Challenges' ATOL 10456. Money accepted by Action for Charity from you the consumer is held by them on behalf and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to Action for Charity's obligation to pay it to Dream Challenges as the ATOL holder for so long as Dream Challenges does not fail.

(i) If Dream Challenges fails, any money held at the time by Action for Charity, or subsequently accepted from you the consumer by Action for Charity, is and continues to be held by them on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to Dream Challenges.

(ii) If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

DCL's Liability

14. DCL promises to ensure that Challenge Event arrangements it has agreed to make, perform or provide as applicable as part of its contract with you are made, performed with reasonable skill and care. This means that, subject to these booking conditions, DCL will accept responsibility if, for example, you suffer death or personal injury or your contracted Challenge Event arrangements are not provided as promised or prove deficient as a result of the failure of DCL, it's employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted Challenge Event arrangements. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against DCL. In addition, DCL will only be responsible for what employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work DCL had asked them to do (for agents and suppliers).



Challenge event booking conditions

14.1 DCL will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- (i) the act(s) and / or omission(s) of the person(s) affected or any member(s) of their party
- (ii) the act(s) and / or omission(s) of a third party not connected with the provision of your Challenge Event and which were unforeseeable or unavoidable
- (iii) 'Force Majeure' as defined below

14.2 Please note, DCL cannot accept responsibility for any services which do not form part of this contract with you. This includes, for example, any additional services or facilities that your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in DCL's brochure and DCL have not agreed to arrange them. In addition, regardless of any wording used by DCL on its website, in any of its brochures or elsewhere DCL only promises to use reasonable skill and care as set out above and DCL does not have any greater or different liability to you.

14.3 The promises DCL make to you about the services it has agreed to provide or arrange as part of its contract with you – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead to a reasonable participant to refuse to take the trip in question.

14.4 Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money) where international convention or regulation does not apply, the maximum amount of compensation we will pay you will be £500. This sum will be assessed with reference particularly to your loss and the extent to which this has required you to purchase replacements. You must ensure you have appropriate travel insurance to protect your personal belongings.

For all other claims which do not involve death or personal injury, if DCL are found liable to you on any basis the maximum amount it will have to pay you is twice the price (excluding amendment charges) paid by or on behalf of the participant(s) affected in total unless a lower limitation applies to your claim under sub-clause 11.6. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from the Challenge Event.

14.5 Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and / or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation DCL will have to pay you will be limited. The most DCL will have to pay you for that claim or that part of a claim if DCL are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or un-amended and the Montreal Convention for international travel by air and / or for airlines with an operating license granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by sea). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or a part of a claim, DCL similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, DCL are entitled to deduct any money which you have received or are entitled to receive from the transport provider of hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request.

14.6 Please note, DCL cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to DCL by you concerning your booking prior to DCL accepting it. DCL could not have foreseen you would suffer or incur if DCL breached our contract with you or (2) which did not result from any breach of contract or other fault by DCL or its employees or, where DCL are responsible for them, its suppliers. Additionally DCL cannot accept liability for any business losses.

14.7 You must provide DCL and its insurers with all assistance it may reasonably require. You must also tell DCL and the supplier concerned about your claim or complaint as set out under Section C Clause 8 "Complaints". If asked to do so, you must transfer to DCL or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with DCL and its insurers want to enforce any rights which are transferred.

14.8 Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss, damage, personal injury or death which you suffer arising directly or indirectly from any aspect of your holiday.

Destination Safety and Force Majeure

15. Your personal safety during the charitable event is of fundamental importance to us and whilst we will carefully monitor the safety of your destination, the Foreign and Commonwealth Office do offer a travellers advice line 0044 870 606 0290. You should ensure that you are kept informed of the latest FCO advice.

15.1 Force Majeure: Except where otherwise expressly stated in these conditions, DCL regrets it cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage or loss (as more fully described in Section C Clause 14.1) as a result "Force Majeure". In these Booking Conditions, "Force Majeure" means any event which DCL or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

Conditions of Suppliers

16. Many of the services which make up the Challenge Event are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see "Liability" above). Copies of the relevant parts of these terms and conditions are available on request from DCL or the supplier concerned.

Price, Website and Brochure Accuracy

17. Information and prices shown in DCL promotional materials may have changed by the time you book your Challenge Event. Whilst every effort is made to ensure accuracy, errors do occasionally occur. You can ensure that your information is accurate by checking all details of the Challenge Event with DCL at time of booking.

Data protection

18. Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us in order to provide your challenge event arrangements, unless you agree otherwise. For example, if we wish to use any of your personal details for marketing purposes beyond our own or for those of other DCL/Action for Charity subsidiaries, we will tell you this when we ask for your details and give you the opportunity to say no if you do not wish us to do so. If you make special requests, which include, but are not limited to special dietary, religious or disability related requirements which constitute sensitive information, the relevant data will be passed to the relevant suppliers and carriers to enable provision of the services requested by you. At the request of many of our guests who travel with us regularly, we keep a note of these details rather than ask that this information is supplied again (it is your responsibility to update DCL/Action for Charity of any changes).

Promotional Material

19. DCL reserves the right to use any photographs and images taken on a Challenge Event or related occasion by its employees or forwarded by any person on the Challenge Event or connected to the Challenge Event, on its website, in its social network marketing activities or for use in any other relevant promotional material.

This contract is governed by English Law and the exclusive jurisdiction of the English Courts.

Updated March 2017