

# HOW TO BOOK YOUR ADVENTURE

Contact our office or your travel agent to ensure that the trip you have selected is available. A non-refundable deposit is required to hold your reservation and this can be paid by credit card (Visa or MasterCard) or electronic funds transfer (please contact the office for account details).

Deposits are 25% of the trip cost per person (in the trip currency). All kayak/ship based trips (Antarctica, South Georgia, Scotland, Jewels of the Arctic, Spitsbergen, Russia, Subantarctic and Melanesia) have different payment requirements, booking forms and terms & conditions, details sent on enquiry. On receipt of your deposit and signed trip application form, you will be sent a registration package with a waiver/ acknowledgement of risk form, medical form, kayak experience form, traveller information form, detailed trip notes and an invoice. The completed waiver, medical form and kayak experience form must be returned immediately. Your balance of payment is due 90 days prior to trip departure date. All payments by credit card (excluding deposits) will be surcharged by 1.7%.

**PLEASE NOTE:** If the final balance is not received by the due date, we will regard the booking as cancelled and normal cancellation fees will apply. If you reserve a trip within 90 days prior to departure, full payment is required at the time of booking. \*Bank Transfers: Some telegraphic transfers may incur bank fees deducted from intermediary banks. Please note that all bank fees are to the customer's charge. All outstanding balances, including minor values due to bank fee shortfall will need to be paid in full prior to departure. To avoid your payment coming through short, please instruct your bank to pay all bank fees and to instruct the intermediary (correspondent) bank that all charges are to be returned to the originating bank.

## TERMS AND CONDITIONS (Please read carefully)

### INSURANCE

Personal travel insurance is not included in the trip cost. It is a condition of booking and participating in a trip with Southern Sea Ventures (SSV) that you are insured.

### CANCELLATIONS

If it becomes necessary to cancel your holiday, you must notify SSV immediately in writing. Cancellation will take effect when SSV receives your written notice. Cancellations received more than 90 days prior to the trip departure date means a loss of your deposit (25% of the trip cost). However, your deposit may be transferred towards a different trip for a fee of \$250, in applicable trip currency (AU/NZ/US/EU). Transfer of deposit (and any progress payments) to a different trip is not available on kayak/yacht based trips where a cancellation means loss of any monies paid. Transfers are only valid on trips scheduled to commence within 12 months of your original departure date and you are permitted one transfer only. In addition, any increase in trip costs as a result of your transferring to an alternative trip or departure date will be payable by you.

**If cancellation takes place less than 90 days prior to trip departure, you will be required to pay the full cost of the trip.** There is no refund for arriving late or leaving a trip early.

**We very strongly recommend you take out travel insurance that includes cancellation coverage, (including cancellation for severe weather), at the time of paying your deposit.**

### DELAY OR CHANGE OF ITINERARY

SSV may for any reason change the date of departure or conclusion of the trip, the scheduled point of departure for the tour, omit or change any scheduled stop on the trip or change the scheduled place of conclusion for the trip whether before or after the trip has departed, without prior notice to you. You will have no right to any refund and SSV will have no obligation to you or be liable for any loss, consequential damages, expenses, loss of time or enjoyment or inconvenience in respect of such changes.

SSV reserves the right to cancel any trip prior to departure due to minimal numbers, in which case any payment made by you will be refunded in full and you will not be entitled to make any further claim for compensation or damages, expenses, loss of time or inconvenience which may result from such cancellation.

If SSV cancels any trip more than 90 days prior to departure as a result of the issuance of a travel warning (from the Australian Government) then SSV will provide a full refund of your deposit or arrange a transfer to another trip. If a travel warning is issued within 90 days of departure, and Southern Sea Ventures cancels the trip, SSV cancellation conditions will apply. Travel insurance may compensate you depending on the circumstances.

### IMAGES

During the course of your trip, photographs may be taken of you by other passengers or an SSV representative. If you do not wish these to be used on social media or other marketing, please advise us prior to the trip.

### TOUR OPERATIONS

SSV does not operate all of the tours. Some are operated with our close regional partners.

## SOUTHERN SEA VENTURES

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DATE OF T&C's: 28 /02/2018

### MEDICAL DISCLOSURE

You declare and warrant that:

- you are in good health and mental physical fitness at the time of booking this trip;
- you have disclosed to SSV every matter concerning your health and mental and physical fitness of which you are aware, or ought reasonably be expected to know, that is relevant to SSV's decision to permit you to join the trip;
- immediately upon any adverse change in your health or fitness that may be likely to affect SSV's decision to accept the risk of permitting you to join the trip, you will notify SSV in writing of any such adverse change;
- all participants aged 65 years and over, a doctor's letter is required stating your fitness for a multi-day kayak trip.

You acknowledge that the obligation to disclose under this condition continues from the time of booking the trip through to departure and extends for the duration of the trip.

If you fail to comply with the duty of disclosure in this condition and if SSV would not have permitted you to undertake the trip, or continue participation of the trip, had you made full disclosure under this condition, SSV will not be liable, except to the minimum extent required by law, for personal injury, death or property damage or loss incurred by you.

### TRIP COSTS

Trip costs are based on ground costs and exchange rates. While we try our utmost not to increase our prices, this is sometimes beyond our control. The most current prices will be listed at [www.southernseaventures.com](http://www.southernseaventures.com) so visit the website before booking. We reserve the right to amend our prices. They should only alter in the event of significant increases in ground or cruise costs and/or marked fluctuations in the exchange rate upon which the land content is based. Any price increase must be paid in full prior to the departure date.

### ITEMS NOT INCLUDED IN OUR COSTS

- Personal travel insurance.
- Air fares/travel to the meeting point (unless specified in trip descriptions and costs).
- Internal flights.
- Visa and passport charges.
- Airport departure taxes.
- Airport transfers unless specified.
- Excess baggage charges.
- Extra meals not included in the itinerary.
- Tips.
- Bank fees for funds transfers.
- Credit card surcharge, if making your final payment by credit card.
- Any additional costs or expenses incurred as a result of the insolvency of any ground operator occurring after departure date.
- Emergency evacuation charges.
- Alcohol, laundry, WIFI, personal clothing, medical expenses, and items of a personal nature.
- Any additional hotel nights or extra transfers that may be necessary due to airline schedules or changes in your flights are not included.



**SOUTHERN SEA VENTURES**