



BOOKING CONDITIONS FOR RAW TRAVEL

It is essential to read and understand the conditions of booking below. Please also ensure you have read and clearly understood the itineraries of the trip you are booking.

Payment A \$300 deposit is due at the time of booking and the balance payment on your trip is due six weeks before the departure date.

Cancellation by the traveller

Should an applicant cancel their registration from the trip for any reason whatsoever the following fees apply:

- Cancellation from time of booking upto 6 weeks of the Commencement Date – loss of deposit
- Deposits may be transferred to another event from the time of booking until 6 weeks before departure minus any cancellation fees incurred on any air tickets booked and other costs incurred.
- Cancellation from within 6 upto 2 weeks of the Commencement Date – 50% of the trip cost
- Cancellation from within 2 weeks of the Commencement Date – 100% of the trip cost.

No refunds will be made if an applicant voluntarily leaves a trip for any reason after the trip has begun. Refunds will be at the discretion of RAW travel if the applicant is involuntarily forced to leave a trip for any reason. No refunds will be made for any accommodation, transport, sightseeing, meals or services not utilised. Please note that these conditions are subject to change and different loss of monies paid may apply to airline tickets.

Transfers

If you wish to transfer from one trip to another you must notify RAW travel in writing. A transfer fee of \$100 AUD will apply for the land content, prior to 60 days before departure and cancellation fees apply there after. If an air booking has been made additional fees will apply and reinstatement of the air booking is not guaranteed once cancelled.

Cancellation by RAW Travel

RAW Travel reserves the right to cancel any trip, including a guaranteed trip, prior to departure due to reasons outside its control (ie. natural disasters or political instability). In such a case, RAW Travel will either postpone the trip, provide you with an alternative itinerary or refund the trip price only.

RAW Travel reserves the right to cancel a trip if there are too few people booked on that departure. In this instance you will be offered an alternative date or tour and if this is not acceptable we will offer a full refund of the trip price paid by you.

Insurance

Travel insurance is **compulsory** for everyone who travels with RAW Travel. The applicant's travel insurance must provide cover against personal accident, medical expenses, emergency repatriation and personal liability. RAW Travel strongly recommends insurance coverage for cancellation be taken at the same time as payment is made, as no exception to the cancellation provisions can be made. We also recommend provisions for curtailment, loss of luggage and personal effects.

Passports and Visas

The applicant must carry a valid passport and have obtained the appropriate visas when travelling with RAW Travel overseas. Applicants must ensure their passport is valid for 6 months beyond the duration of the trip. It is the applicant's responsibility to ensure that they are in possession of the correct visas for the trip they are undertaking. RAW Travel cannot accept responsibility if the applicant is refused entry to a country due to incorrect visa documentation.

Responsibility

When booking on an one of our trips the applicant understands that RAW Travel operates adventure holidays in Asia where the standards of accommodation, transport, safety, hygiene, telecommunication facilities, level of infrastructure development and medical facilities are not equivalent to those familiar to

the applicant's usual living arrangements, or would find on a conventional holiday. This type of trip inherently involves a higher level of personal risk, which the applicant agrees to fully assume.

The applicant understands that during the course of the trip certain events may occur, including, but not limited to, accident or illness in remote places without medical facilities, political instability and the forces of nature. The applicant agrees to assume all risks associated with the journey to the maximum extent permitted by law. Any medical and evacuation expenses incurred due to injury or illness will be the responsibility of the participant. RAW travel reserves the right to refuse an applicant entry onto a tour due to medical or fitness grounds.

The applicant acknowledges that travel on a RAW Travel trip requires a degree of flexibility, and understands that the trip's route, accommodation and modes of transport are subject to change without prior notice due to local circumstances. Should RAW Travel deem it advisable to amend an itinerary for any reason, it may do so by shortening, varying or re-routing any trip. These changes are binding and additional expenses will be charged to the applicant if the reason for any major alteration is outside RAW Travel's control.

While travelling with RAW Travel the applicant agrees to accept the authority of the leader or local operator at all times. The applicant is aware that travel within a group may involve compromise to accommodate the diverse desires and physical abilities of group members. The applicant understands that RAW Travel reserves the right to decline, accept, or retain any person as a member of the group at any time.

The applicant acknowledges that RAW Travel may contract with a network of companies, government agencies and individuals throughout Asia & worldwide to assist in the running of its tours. To the best of RAW Travel's knowledge, these third parties are qualified to perform the duties they are contracted to perform. However RAW Travel will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to the behaviour of these third parties. RAW Travel will not accept responsibility or liability for any traveller who contravenes any law or regulation of any country visited.

The applicant acknowledges that by submitting their booking form they have given due consideration to relevant Government travel advisories concerning the destination they have chosen and that it is their responsibility to be acquainted with such information and advice.

No employee, servant or agent of RAW Travel has authority to vary these conditions. This agreement is governed by the laws of the State of Victoria, Australia.

Accommodation

The accommodation is not always 4 star when travelling in Asia so sometimes things will not always run as smoothly as they would in a western country. The further you venture from the beaten track the more basic the standard of accommodation and levels of service. This is all part of your adventure travel experience.

Trip Costs

Trip costs are based on ground costs, airfares and exchange rates at the time of signing this agreement. Whilst we will do our utmost to avoid any price increases RAW Travel reserve the right to amend our prices without notice, at any time up to and including the day of departure of any trip, in the event of significant exchange rate fluctuations, increases in fuel costs, airport charges, airfares or increases in ground operator service fees. Intrepid Challenges will absorb up to the first \$50 of any overall price increase from its ground operations and exchange rate fluctuations but reserve the right to pass any further increases and any unanticipated airline surcharges onto the Charity or passenger.

Open Age

RAW Travel trips are designed for travellers of all ages assuming you are fit and healthy. The applicant will however be asked to provide a clearance from their doctor if they have any pre existing medical conditions or are aged 60 or over. This is because the applicant requires a reasonable level of fitness to undertake the adventure trips we offer.

If you complete the **Online booking form**; please tick the box which indicates that you have read and fully understood the booking conditions before submitting your application.

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