

Terms and Conditions

You must read these carefully before signing up for an expedition/programme:

If the terms and conditions change or are amended after the client signs the "sign up form" then Trekforce will endeavour to inform the client of these changes and/or amendments. Enrolment in an expedition is made with Trekforce Worldwide (registered, in England, No. 5876382) known hereafter as the "Company".

1. Normally only those who will be 18 years or above on the day they depart from the UK at the start of the expedition may enrol. If the participant is 17, then there is a requirement to gain the signature of a parent or guardian. Anyone under this age on the day the expedition departs will not be able to apply.
2. The enroller (hereinafter named the 'participant') should return to the Company, Trekforce Worldwide, a completed application form accompanied by a deposit of £200 (or £350 for extreme expedition) to secure a place on a Trekforce expedition/programme. Once you are accepted to join an expedition the £200 deposit is non-refundable. On receipt of the application form Trekforce will send you a Joining pack that will include a medical form. The participant is not finally confirmed on an expedition/programme until the Medical Form has been completed and verified by Trekforce Worldwides' medical consultant. The participant must mention any pre-existing physical or mental health considerations on the medical form. No place is confirmed until the insurance company and Trekforce have verified that there are no medical issues or concerns. The Company will endeavour to confirm enrolment within 30 days of receipt.
3. The Company reserves the right to refuse an enrolment if, in its opinion, the participant is unsuitable. The Company, in consultation with its Medical Advisors, reserves the right to refuse the enrolment of a participant on the basis of the medical form. The decision of the Company is final; it is not obliged to provide a reason for its decision. However, in these circumstances the first scheduled instalment will be refunded in full. If a participant, in the Company opinion, becomes unsuitable once enrolled the Company reserves the right to refuse participation in the expedition. The participant must inform the Company in writing if anything needs to be added to their medical form between the sign up date and the departure date. In not doing so the participant may jeopardise their place on the expedition / programme and donations in this circumstance will not normally be refundable.
4. Each participant will be given a total cost and a breakdown of instalments - which must be achieved by specific dates. The Company will provide all the necessary information and assistance to help the participant reach this target. The total cost of the expedition / programme must be received by the Company six weeks before departure. If the total cost is not received by the Company by this date, the participant will not be able to take part in the expedition, at the discretion of the Company.
5. The participant must purchase any necessary personal equipment or obtain any necessary medical checks or treatment prior to departure, out of his/her personal funds. If the participant is fundraising, the participant must not contravene the Lotteries and Amusements Act 1976.

6. Should the participant withdraw from an expedition for any reason, the Company must be informed in writing. The date of withdrawal is the date upon which the Company receives written notice. Any refund will have to be approved by the Board of the Company; refunds will be in the form of a cheque payable to that individual. Even if a refund is agreed, we will normally deduct 50% of the total cost, to cover expenses already incurred by the Company if the withdrawal is less than six weeks before the departure date, and 75% if it is less than three weeks before. No refund is possible if the participant cancels after the expedition departs.
7. The participant must arrange insurance cover for cancellation/curtailment and necessary expedition emergency medical treatment/repatriation. The company will supply the participant with the contact details of a reputable supplier of a bespoke and specialist expedition insurance, as well as outline the key issues concerning pre-existing medical conditions. Claims are at the discretion of the insurance company. The professional Trekforce staff will advise upon necessary medical treatment, on a case by case basis. Cover is not provided for personal equipment or money, or for personal accident or for any of the dive phase of an expedition. It is important that the participant must read and understand the precise details of insurance cover supplied and ensure that he or she has declared fully any information, medical or otherwise, which may affect the insurance cover in any way;. In addition the participant must complete a medical form supplied by the Company and has comply with the medical advice in the joining instructions.
8. It is the responsibility of the participant to submit a cancellation or curtailment claim to the insurance company. The claim will be at the discretion of the insurance company.
9. The Company reserves the right to cancel the expedition without prior notice, if the minimum number of participants is not reached. In this event, an alternative expedition will be offered or all funds raised by the participant will be returned in full. However, in the event of the Company having to cancel due to reasons outside its control, the Company retains the right to deduct from such funds a proportion of costs incurred.
10. Refunds are limited to funds received by the Company (less any deductions made) and cannot be made for incidental expenses incurred by the participant. It is accepted by the participant that for whatever reason, unless the Company agrees otherwise, no liability will be attached to the Company.
11. Basic itineraries provided should be regarded as a fair indication of what we hope to achieve; but they are in no sense a contractual obligation on the part of the Company. A fundamental condition of enrolment is that the participant appreciates the need for flexibility and understands that Trekforce Worldwide cannot accept responsibility for the results of delays or modifications. No refunds will be made, nor any liability incurred by Trekforce Worldwide, for stages of the itinerary included in the original cost of the expedition / programme, which may have to be changed or cancelled by the expedition leader.
12. Acceptance of a place by the participant binds him or her at all times by the instructions of the expedition leader/s as representing the Company. The commission of an illegal act or behaviour, that in the opinion of the leader/s are detrimental to the safety and welfare of the expedition as a whole, may result in the participant concerned being asked to withdraw from the expedition at any time, without the right to a refund. The participant is responsible for all additional costs incurred by, or on behalf of, the Company as a result.

13. Prices are based on current exchange rates and costings at the time of going to print. Should these vary the Company reserves the right to increase fundraising targets without prior notice to the participant; but no such notification may be made later than two months before departure. If the increase proposed is in excess of 10% the participant may elect in writing and within 10 days of notification of the increase, to withdraw from the expedition. In such cases all funds thus far given by the participant will be returned to any donors or the individual.
14. Any complaints about the expedition should be made known to the expedition leader or senior manager overseas in the first instance. If it is felt that satisfaction has not been obtained, written complaints, received at the Company's Headquarters in England within 28 days of the expedition's return to the UK or completion of the expedition (whichever is the later) will be given serious consideration by the Company and every effort made to reach an amicable solution. Unless the Participant has lodged a complaint with the leader or senior manager overseas, the Company will not be able to consider the matter further. In the case of the Gap Year programme, if the dispute cannot be settled to the satisfaction of the Client they may refer the complaint to the Independent Dispute Settlement service recommended by the Year Out Group. In other cases the dispute may be referred to the Trading Standards Authority or recognised Arbitration Authorities within ninety days of the completion of the expedition.
15. Each person participates at his or her own risk. The Company cannot be responsible for any mishap to a participant unless such mishap can be shown to be the result of negligence by the Company. The Company cannot take responsibility for the consequences of strikes, war, sickness, quarantine, government action or of other 'force majeure' circumstances.
16. Participants wishing to enrol on an expedition / programme should note that expedition or trekking activities are adventurous and therefore, by definition, include an element of health or physical risk and can be physically and mentally challenging. They often take place in remote areas where medical or rescue facilities may not be immediately available. By enrolling in the expedition / programme, the participant accepts that they are prepared to undertake such activities.
17. In all issues of health and safety, Trekforce Worldwide commits to take into account the wishes of volunteers and staff; however Trekforce Worldwide reserves the right to inform the designated next of kin on any issue concerning health and safety.
18. On receipt of the sign up form the Company will send to the participant 'joining instructions' (including the medical form) giving all the information needed to prepare for the expedition such as clothing and equipment lists, inoculation recommendations and any additional insurance considerations. Additional instructions will be sent approximately three months before departure, which will include flight details. International flights are the responsibility of the participant, which is an additional cost. Final joining instructions containing departure details, airport and flying regulations, group departure details and emergency contact details will be sent approximately one month before departure.
19. Trekforce Worldwide hold briefing and training events in the UK prior to travel. These are normally held 3 months prior to departure, but alternative days are arranged on a flexible basis. These events are designed to brief participants on all issues relating to kit, health and hygiene and projects. They are also a chance for participants to meet each other.

20. Any airline or other transportation company whose services are used by the expedition or trek are responsible for carriage of passenger's baggage. Carriers are used in good faith but their performance is outside the responsibility of the Company.
21. Each participant must be in possession of an international passport, valid for at least six months after the end of the expedition. It is the responsibility of the participant to ensure this. Visas will be arranged by the Company for the expedition country/ies unless otherwise stated.
22. Information about travel, money, flights, insurance, fitness, health and hygiene, inoculations, clothing and equipment, climate is given in good faith but the Company does not accept responsibility for the validity of such advice.
23. When enrolling in an expedition, the participant agrees to accept these terms and conditions and all other documents referred to, which incorporate, and are part, of the sign up form signed by the participant. Any false statement or material omission in the information provided to the Company in any of the forms will entitle the Company to cancel the participant's application or end their participation without right to a refund.
24. Solely the laws of England notwithstanding the participant's nationality govern this agreement and it is accepted by both parties that in the event of a dispute, which cannot be resolved amicably, the matter will be referred to a court or to an independent arbiter in England.
25. The participant agrees that the Company may hold and use personal data about the participant including sensitive personal data relating to the participant's physical and mental health and that the Company may when appropriate share this information with medical advisers, insurers and persons involved in the operation of expeditions. The Company will use such information in accordance with data protection law.
26. The participant agrees to comply with all guidance issued by the Company, and to enter into other agreements proposed by the Company, in relation to instalments.
27. This agreement is not enforceable by anyone other than the participant and the Company.

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