

Outgoing Adventures

Americas

Americas: Mexico, Central America & Caribbean

VIVA CUBA!

Tour Code: **OACU** Begins In: **Havana**
Days: **14** Ends In: **Havana**

		Land Only	From Toronto	From Vancouver
15 Nov 11	28 Nov 11	\$2,990	\$4,060	\$4,260
17 Jan 12	30 Jan 12	\$2,990	\$4,060	\$4,260
13 Nov 12	26 Nov 12	\$2,990	\$4,060	\$4,260
15 Jan 13	28 Jan 13	\$2,990	\$4,060	\$4,260
12 Nov 13	25 Nov 13	\$2,990	\$4,060	\$4,260

Travel restrictions may apply depending on your nationality

COSTA RICA

'Jungle Lovin'

Tour Code: **OACS** Begins In: **San Jose**
Days: **8** Ends In: **San Jose**

		Land Only	From Toronto	From Vancouver
20 Dec 11	27 Dec 11	\$2,090	\$3,040	\$3,140
26 Feb 12	04 Mar 12	\$2,090	\$2,940	\$3,040
04 Nov 12	11 Nov 12	\$2,090	\$2,940	\$3,040
20 Dec 12	27 Dec 12	\$2,090	\$3,040	\$3,140
24 Feb 13	03 Mar 13	\$2,090	\$2,940	\$3,040
03 Nov 13	10 Nov 13	\$2,090	\$2,940	\$3,040
19 Dec 13	26 Dec 13	\$2,090	\$3,040	\$3,140

COSTA RICA

Livin' la Pura Vida

Tour Code: **OACR** Begins In: **San Jose**
Days: **14** Ends In: **San Jose**

		Land Only	From Toronto	From Vancouver
20 Dec 11	02 Jan 12	\$2,690	\$3,640	\$3,840
26 Feb 12	10 Mar 12	\$2,690	\$3,540	\$3,740
04 Nov 12	17 Nov 12	\$2,690	\$3,540	\$3,740
20 Dec 12	02 Jan 13	\$2,690	\$3,640	\$3,840
24 Feb 13	09 Mar 13	\$2,690	\$3,540	\$3,740
03 Nov 13	16 Nov 13	\$2,690	\$3,540	\$3,740
19 Dec 13	01 Jan 14	\$2,690	\$3,640	\$3,840

MEXICO'S YUCATAN

with Tikal, Guatemala

Tour Code: **OAYT** Begins In: **Guatemala City**
Days: **9** Ends In: **Cancun**

		Land Only	From Toronto	From Vancouver
26 Nov 11	04 Dec 11	\$2,730	\$3,900	\$4,060
28 Jan 12	05 Feb 12	\$2,730	\$3,900	\$4,060
01 Dec 12	09 Dec 12	\$2,730	\$3,900	\$4,060
26 Jan 13	03 Feb 13	\$2,730	\$3,900	\$4,060
30 Nov 13	08 Dec 13	\$2,730	\$3,900	\$4,060

MEXICO'S YUCATAN

A Week Among the Maya

Tour Code: **OAYU** Begins In: **Cancun**
Days: **7** Ends In: **Cancun**

		Land Only	From Toronto	From Vancouver
28 Nov 11	04 Dec 11	\$2,290	\$3,060	\$3,250
30 Jan 12	05 Feb 12	\$2,290	\$3,060	\$3,250
03 Dec 12	09 Dec 12	\$2,290	\$3,060	\$3,250
28 Jan 13	03 Feb 13	\$2,290	\$3,060	\$3,250
02 Dec 13	08 Dec 13	\$2,290	\$3,060	\$3,250

Americas: Southern South America

ARGENTINA & CHILE

'To the End of the World'

Tour Code: **OAAAR** Begins In: **Buenos Aires**
Days: **14** Ends In: **Buenos Aires**

		Land Only	From Toronto	From Vancouver
22 Jan 12	04 Feb 12	\$4,630	\$5,630	\$5,980
14 Oct 12	27 Oct 12	\$4,630	\$5,630	\$5,980
20 Jan 13	02 Feb 13	\$4,630	\$5,630	\$5,980
13 Oct 13	26 Oct 13	\$4,630	\$5,630	\$5,980

\$1000 / £500 DEPOSIT REQUIRED

LAND ONLY OR NON-'ONE WORLD' AIRLINE BOOKINGS MAY BE SUBJECT TO SURCHARGE.

A mandatory single supplement may apply to this tour if you have selected our share programme and we cannot find you a share partner.

ARGENTINA & CHILE

Buenos Aires, Santiago & Trekking in Patagonia

Tour Code: **OAPT** Begins In: **Buenos Aires**
Days: **16** Ends In: **Santiago**

		Land Only	From Toronto	From Vancouver
02 Mar 12	17 Mar 12	\$3,550	\$4,550	\$4,890
02 Nov 12	17 Nov 12	\$3,550	\$4,550	\$4,890
01 Mar 13	16 Mar 13	\$3,550	\$4,550	\$4,890
01 Nov 13	16 Nov 13	\$3,550	\$4,550	\$4,890

MODERATE difficulty | Maximum 12 participants

Americas: Northwest South America

PERU

'Andes & Incas'

Tour Code: **OAPE** Begins In: **Lima**
Days: **8** Ends In: **Lima**

		Land Only	From Toronto	From Vancouver
05 Mar 12	12 Mar 12	\$2,690	\$3,780	\$3,880
14 May 12	21 May 12	\$2,690	\$3,780	\$3,880
16 Jul 12	23 Jul 12	\$2,690	\$3,780	\$3,880
08 Oct 12	15 Oct 12	\$2,690	\$3,780	\$3,880
04 Mar 13	11 Mar 13	\$2,690	\$3,780	\$3,880
13 May 13	20 May 13	\$2,690	\$3,780	\$3,880
15 Jul 13	22 Jul 13	\$2,690	\$3,780	\$3,880
07 Oct 13	14 Oct 13	\$2,690	\$3,780	\$3,880

LAND ONLY CLIENTS: In order to provide adequate connection time, please ensure that your return flight home from Lima does NOT depart earlier than 9:00 p.m.

HIGH ON PERU & BOLIVIA

Tour Code: **OAPB** Begins In: **Lima**
Days: **14** Ends In: **La Paz**

		Land Only	From Toronto	From Vancouver
05 Mar 12	18 Mar 12	\$3,590	\$4,890	\$4,940
14 May 12	27 May 12	\$3,590	\$4,890	\$4,940
16 Jul 12	29 Jul 12	\$3,590	\$4,890	\$4,940
08 Oct 12	21 Oct 12	\$3,590	\$4,890	\$4,940
04 Mar 13	17 Mar 13	\$3,590	\$4,890	\$4,940
13 May 13	26 May 13	\$3,590	\$4,890	\$4,940
15 Jul 13	28 Jul 13	\$3,590	\$4,890	\$4,940
07 Oct 13	20 Oct 13	\$3,590	\$4,890	\$4,940

Europe

Europe: Western

SENSATIONAL SPAIN

Barcelona, Madrid, Cordoba, Granada & Sevilla

Tour Code: **OASP** Begins In: **Barcelona**
Days: **12** Ends In: **Seville**

		Land Only	From Toronto	From Vancouver
18 May 12	29 May 12	\$3,150	\$4,320	\$4,620
03 Aug 12	14 Aug 12	\$3,150	\$4,420	\$4,720
21 Sep 12	02 Oct 12	\$3,150	\$4,320	\$4,620
17 May 13	28 May 13	\$3,150	\$4,320	\$4,620
02 Aug 13	13 Aug 13	\$3,150	\$4,420	\$4,720
20 Sep 13	01 Oct 13	\$3,150	\$4,320	\$4,620

Europe: Mediterranean & Adriatic

THE GREEK ISLES

A Non-cruising Cruise through the Cyclades

Tour Code: **OAGR** Begins In: **Athens**
Days: **13** Ends In: **Athens**

		Land Only	From Toronto	From Vancouver
13 May 12	25 May 12	\$3,190	\$4,440	\$4,745
08 Jul 12	20 Jul 12	\$3,190	\$4,590	\$4,970
16 Sep 12	28 Sep 12	\$3,190	\$4,590	\$4,970
12 May 13	24 May 13	\$3,190	\$4,440	\$4,745
07 Jul 13	19 Jul 13	\$3,190	\$4,590	\$4,970
15 Sep 13	27 Sep 13	\$3,190	\$4,590	\$4,970

* JULY air levels based on booking WELL IN ADVANCE

THE GREEK ISLES

Trampin' through the Cyclades

Tour Code: **OAGH** Begins In: **Athens**
Days: **15** Ends In: **Athens**

		Land Only	From Toronto	From Vancouver
20 May 12	03 Jun 12	\$3,290	\$4,540	\$4,845
15 Jul 12	29 Jul 12	\$3,290	\$4,690	\$5,070
09 Sep 12	23 Sep 12	\$3,290	\$4,690	\$5,070
19 May 13	02 Jun 13	\$3,290	\$4,540	\$4,845
14 Jul 13	28 Jul 13	\$3,290	\$4,690	\$5,070
08 Sep 13	22 Sep 13	\$3,290	\$4,690	\$5,070

CROATIA & MONTENEGRO

Day Hiking in Adriatica

Tour Code: **OACM** Begins In: **Dubrovnik**
Days: **14** Ends In: **Zagreb**

		Land Only	From Toronto	From Vancouver
03 Jun 12	16 Jun 12	\$3,290	\$4,590	\$4,890
12 Sep 12	25 Sep 12	\$3,290	\$4,690	\$5,040
02 Jun 13	15 Jun 13	\$3,290	\$4,590	\$4,890
11 Sep 13	24 Sep 13	\$3,290	\$4,690	\$5,040

Maximum group size 16

TURKEY'S TURQUOISE COAST

Featuring a Gulet Cruise

Tour Code: **OATQ** Begins In: **Istanbul**
Days: **13** Ends In: **Istanbul**

		Land Only	From Toronto	From Vancouver
22 May 12	03 Jun 12	\$3,190	\$4,520	\$4,740
10 Jul 12	22 Jul 12	\$3,190	\$4,620	\$4,840
11 Sep 12	23 Sep 12	\$3,190	\$4,520	\$4,740
21 May 13	02 Jun 13	\$3,190	\$4,520	\$4,740
09 Jul 13	21 Jul 13	\$3,190	\$4,620	\$4,840
10 Sep 13	22 Sep 13	\$3,190	\$4,520	\$4,740

EASY activity level; Single cabins are LIMITED in number; Max 16 passengers

We are able to offer flights from all major gateways. Call for pricing.

TUSCANY & LIGURIA

Hill Towns & Coastal Villages

Tour Code: **OATL**Begins In: **Florence**Days: **13**Ends In: **Florence**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
21 May 12	02 Jun 12	\$3,350	\$4,690	\$4,900
17 Sep 12	29 Sep 12	\$3,350	\$4,690	\$4,900
20 May 13	01 Jun 13	\$3,350	\$4,690	\$4,900
16 Sep 13	28 Sep 13	\$3,350	\$4,690	\$4,900

NORTHERN ITALY

Rome, Siena, San Gimignano, the Cinque Terre & Florence

Tour Code: **OARF**Begins In: **Rome**Days: **11**Ends In: **Florence**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
09 May 12	19 May 12	\$3,260	\$4,600	\$4,810
19 Jul 12	29 Jul 12	\$3,260	\$4,700	\$4,910
04 Oct 12	14 Oct 12	\$3,260	\$4,600	\$4,810
08 May 13	18 May 13	\$3,260	\$4,600	\$4,810
18 Jul 13	28 Jul 13	\$3,260	\$4,700	\$4,910
03 Oct 13	13 Oct 13	\$3,260	\$4,600	\$4,810

* JULY air levels based on booking WELL IN ADVANCE

THE DALMATIAN COAST

with Croatia, Herzegovina & Montenegro

Tour Code: **OAAD**Begins In: **Zagreb**Days: **13**Ends In: **Dubrovnik**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
17 May 12	29 May 12	\$3,450	\$4,550	\$4,750
12 Jul 12	24 Jul 12	\$3,450	\$4,900	\$5,250
28 Sep 12	10 Oct 12	\$3,450	\$4,900	\$5,250
16 May 13	28 May 13	\$3,450	\$4,550	\$4,750
11 Jul 13	23 Jul 13	\$3,450	\$4,900	\$5,250
27 Sep 13	09 Oct 13	\$3,450	\$4,900	\$5,250

Africa-Mideast**Africa: East****TANZANIA**

The Northern Safari Route

Tour Code: **OATZ**Begins In: **Arusha**Days: **12**Ends In: **Arusha**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
12 Mar 12	23 Mar 12	\$7,540	\$9,400	\$9,610
16 Jul 12	27 Jul 12	\$7,540	\$9,860	\$10,170
08 Oct 12	19 Oct 12	\$7,540	\$9,400	\$9,610
11 Mar 13	22 Mar 13	\$7,540	\$9,400	\$9,610
15 Jul 13	26 Jul 13	\$7,540	\$9,860	\$10,170
07 Oct 13	18 Oct 13	\$7,540	\$9,400	\$9,610

A mandatory single supplement may apply to this tour if you have selected our share program and we cannot find a share partner for you.

Africa: Southern**SOUTHERN AFRICA**

Lions and Falls and Wine, oh MY!

Tour Code: **OASA**Begins In: **Johannesburg**Days: **14**Ends In: **Cape Town**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
22 Jan 12	04 Feb 12	\$4,790	\$6,540	\$6,740
04 Mar 12	17 Mar 12	\$4,790	\$6,540	\$6,740
05 Nov 12	18 Nov 12	\$4,790	\$6,540	\$6,740
20 Jan 13	02 Feb 13	\$4,790	\$6,540	\$6,740
03 Mar 13	16 Mar 13	\$4,790	\$6,540	\$6,740
04 Nov 13	17 Nov 13	\$4,790	\$6,540	\$6,740

A mandatory single supplement may apply to this tour if you have selected our share programme and we cannot find a share partner for you.

Middle East**EGYPT**

Splendour on the Nile

Tour Code: **OAEG**Begins In: **Cairo**Days: **12**Ends In: **Cairo**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
15 Jan 12	26 Jan 12	\$2,690	\$3,990	\$4,190
04 Mar 12	15 Mar 12	\$2,690	\$3,990	\$4,190
04 Nov 12	15 Nov 12	\$2,690	\$3,990	\$4,190
13 Jan 13	24 Jan 13	\$2,690	\$3,990	\$4,190
03 Mar 13	14 Mar 13	\$2,690	\$3,990	\$4,190
03 Nov 13	14 Nov 13	\$2,690	\$3,990	\$4,190

Asia-Pacific**Asia: Southeast****SOUTHEAST ASIAN ROUNDUP**

Vietnam • Cambodia • Laos

Tour Code: **OASE**Begins In: **Bangkok**Days: **15**Ends In: **Siem Reap**

		From		
		From	From	From
		Land Only	Toronto	Vancouver
28 Nov 11	12 Dec 11	\$2,840	\$4,390	\$4,290
01 Feb 12	15 Feb 12	\$2,840	\$4,390	\$4,290
03 Dec 12	17 Dec 12	\$2,840	\$4,390	\$4,290
30 Jan 13	13 Feb 13	\$2,840	\$4,390	\$4,290
02 Dec 13	16 Dec 13	\$2,840	\$4,390	\$4,290

We are able to offer flights from all major gateways. Call for pricing.

Booking your air...

The air fares indicated in this booklet can be used as a very close guide for what an economy class air ticket will cost you from the indicated major gateway, exclusive of taxes, airport user fees, and fuel surcharges. These prices are based on the lowest available inventory on a limited number of scheduled airlines with which we have contracts, and are accurate only at the time of printing. Though we are usually very good at confirming the indicated price, fares can go up without notice, especially if you book late and lower fare space is sold out. If you want a no-obligation, tax-inclusive routing / fare quote from your home airport prior to booking your trip, please contact us. If you want a specific routing on a specific airline, please ask us for a quote, bearing in mind that we do not generally use charter airlines and that bookings made on carriers with which we do not have contracts may require full, non-refundable payment at time of reservation. These fares may also be higher than our published rates.

Frequent Flier Points

If you want to redeem points for free travel, you must deal directly with the airline or reward scheme operator. If you want to collect points on an eligible ticket purchased from Adventures Abroad, please provide us with your membership number prior to travel. You should always present your membership card at check-in and retain ticket stubs and / or boarding card stubs until your account has been credited.

Seating and Special Requests

We will assist in requesting preferred seating for your flights, if possible (some airlines do not offer pre-assigned seating). Please be aware, however, that it is ultimately up to the airline to honour this request. Airline overbooking practices and / or equipment changes may necessitate unannounced seating changes over which Adventures Abroad has no control. If seating is very important to you, we suggest that you call the airline directly to reconfirm your seating at least two days prior to travel, and that you check in for your flight as early as possible.

Land Only Arrangements

If you prefer to make your own air arrangements, you can book most of our tours on a LAND ONLY basis. We advise all land only passengers to confirm the status of their chosen tour before making any non-refundable air arrangements. Please refer to our general Terms & Conditions pertaining to Land Only Bookings, Reservations, Payments, Cancellation, Refunds, Transfers, Baggage, etc.

Terms & Conditions Amendment...

Contrary to information provided in our general brochure, credit card payments are accepted for deposit only. We request that final balance payments be made by cheque. Please see our full current Terms & Conditions (attached).



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BOOKING TERMS: WHAT YOU NEED TO KNOW

Outgoing Adventures is a division of Adventures Abroad World Wide Travel Ltd.

RESERVATIONS AND DEPOSITS

The easiest way to make a reservation is to contact us by telephone. You may also mail or fax us the reservation form available from us by mail or by download on our website <http://www.outgoingadventures.com>. A non-refundable \$500 per person deposit, plus optional travel insurance premium, is payable at the time of booking. If a reservation is made within 60 days, full payment is required. Early enrolment is encouraged as group size is limited and some trips require greater preparation time. If airline bookings require a non-refundable payment in order to secure the lowest available fare, we will require an increase in deposit equal to the cost of the ticket(s). Once we have received your deposit, we will confirm your space and send you a confirmation package containing your trip itinerary, any visa/travel permit related documents, insurance information (if purchased), invoice, clothing and equipment recommendations, general information on your destination(s), and forms for you to complete, sign and return to us. Your air tickets, final hotel list, final trip itinerary, baggage tags, will be sent out approximately 2-3 weeks prior to departure.

PAYMENTS

We accept MasterCard and Visa for deposits; in Canada we also accept American Express. We request that final payment be made by cheque or direct deposit. An "Administrative Fee" will be assessed on all final payments; this fee will be discounted if payments are made by cheque, wire transfer or online bank transfers. Your verbal authorization to take payment confirms your acceptance of our Terms & Conditions and your reservation whether or not you have signed the appropriate credit/charge card draught. We require a signature on file for final payment. An invoice will be sent to you with your confirmation package; supplementary invoices may be sent before final payment date, 60 days prior to departure.

CANCELLATIONS, REFUNDS AND TRANSFERS

Should you need to cancel your trip, you must notify us in writing, by e-mail, or by fax immediately. Deposits are non-refundable, though if you cancel more than 90 days prior to tour departure date, the deposit is transferable to any other tour taken within 12 months of the original tour start date, minus a per person transfer fee (some tours have a 100% non-refundable/non-transferable deposit; you will be informed of this at the time of booking). Less than 90 days prior to departure, all monies paid are 100% non-refundable, non-transferable. Insurable risks may be covered under trip cancellation insurance policies, if purchased.

We will not grant partial refunds for any unused trip arrangements—voluntarily missed meals, sightseeing, transport, etc—after the trip has commenced, or any refunds to trip members who do not complete any portion of the itinerary for whatever reason. All air tickets are non-refundable and valid only for the flight(s) indicated.

We may cancel departures if forced to do so by circumstances such as war, civil or political unrest or what is commonly referred to as force majeure. In these instances we will refund all passengers in full if cancellation takes place more than 60 days prior to tour start date. If cancellation occurs within the 60 days period, we will offer to postpone your trip to another departure of the same tour code within 12 months of the original tour start date; or, if circumstances do not permit, an alternative will be offered at that time. We will not be responsible for costs associated with re-issuance or extension of visas, airline change fees, or for any compensation. We strongly recommend that all travellers purchase trip cancellation insurance, either from Outgoing Adventures or elsewhere, as this may provide coverage under such circumstances.

If we cancel your tour due to insufficient enrolment, we will endeavour to find an alternative tour for you. If this is not acceptable, all monies paid will be refunded in full and will constitute full settlement. We will not be responsible for any expenses incurred, such as visas, vaccinations, airfares, nor for any compensation. Notice of cancellation due to insufficient enrolment in any programme will be given approximately 60 days prior to departure.

TRAVEL ADVISORIES

Your chosen tour may not operate as a result of a government issued travel advisory warning its citizens not to travel to the country to be visited. We reserve the right to operate the trip with an altered itinerary should a warning apply only to a specific geographical area within the affected country. We strongly recommend that you purchase trip insurance that covers you for such an advisory.

TRIP CANCELLATION INSURANCE

Trip cancellation and interruption insurance is optional but highly recommended. Travel insurance offers peace of mind and financial protection against unforeseen events that might prevent your travel or completion of your trip. We offer travel insurance from industry leader RBC Insurance; in the UK, our preferred insurance carrier is Citybond (please contact our UK office). Visit our website to learn more about RBC coverage (Trip cancellation, Non-medical, Deluxe), or call one of our reservation agents for more information and / or a quote for your specific journey. Insurance must be purchased at the time of booking and is non-refundable.

FITNESS AND MEDICAL INSURANCE

If you will be 75 or older at the time of travel you will be required to have a physician complete and sign a questionnaire that affirms your suitability for your chosen tour. Certain tours, including those involving high altitude and/or walking/trekking, require a medical questionnaire to be completed and signed by a physician regardless of age. We require that all passengers be medically insured.

CHANGES TO ITINERARY

We take great care to ensure the accuracy of our itineraries and promotional literature; however, circumstances beyond our control may necessitate changes to tour content and changes in tour dates. In the case of content change, you must refer to the tour itinerary included with your final documents package as it may have been updated since you booked your trip. In the case of a shift in dates, we will notify you as early as possible of such changes so that necessary adjustments can be made. Changing conditions in the field may also necessitate itinerary modifications after the trip has departed. Tour members are responsible for all increased costs associated with en route itinerary changes or changes in means of conveyance, hotels, Tour Leaders, etc. Land Only clients will be responsible for any costs associated with changes tour start/end point(s).

SINGLE TRAVELLERS

Most tours have a single-share programme in which we match you with another single traveller of the same gender. If we are unable to pair you, we will usually absorb the cost of a single room. On some tours a "forced single" will apply; please enquire at time of booking. You will normally be informed of this charge 60 days prior to departure; however, we reserve the right to charge this fee up to your departure and, in rare cases, once you have departed. Upgrading to single room once the tour has begun is subject to availability in each overnight point, and payment must be made immediately to our office or locally to the Tour Leader. If you want to guarantee your own room, a single supplement applies. Payment of single supplement does not, however, guarantee that you will receive a twin size, twin-bedded room.

ADDITIONAL FEES AND CHARGES

Additional charges for single supplement, extra accommodation, visa/permit fees, international air taxes/fuel surcharges, arrival/departure transfers (for land only customers), will be added to your invoice, if applicable. Transferring to another tour or tour date is only permissible outside of 90 days prior to departure and is subject to a transfer fee. All other feasible changes are subject to availability; changes to airline tickets are subject to fees levied by the airline. Our land & air pricing does not include international air taxes or taxes levied on flights that occur as part of the tour. There may also be taxes/fees (usually at airports) payable locally while on tour.

SPECIAL REQUESTS

Check-in on the first day of the tour will be in accordance with the hotel's usual check-in times. Though we will request early check-in for early arrivals, we regret that this cannot be guaranteed. If you want to earn reward points on tickets booked through us, please advise us as early as possible, noting that some fares exclude frequent flyer schemes. We will attempt to accommodate special requests by notifying the suppliers in writing. Though unlikely, we cannot guarantee that special requests—room locations, adjoining rooms, meal requirements for flights or hotels, seating requirements for flights, etc—will be adhered to by our suppliers.

LAND ONLY PARTICIPANTS

Those who intend to purchase airfare from an independent agent are advised not to book air arrangements until the tour has been confirmed. Notification of a guaranteed departure will be made no later than 60 days prior to scheduled departure. You will be responsible for any costs incurred should your flight arrangements be delayed, or should we have to change the tour start/end points or dates after the tour has been guaranteed. You should not expect the same level of service from discount consolidators and travel websites, as you would receive from us. We have a full-service, in house, air-ticketing department with extensive experience in arranging complex travel. Discounters deal in volume and tend not to provide professional travel planning consultation. If you choose



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BOOKING TERMS: WHAT YOU NEED TO KNOW

to go this route, be careful which company you select and reconfirm all reservations directly with the airline.

ARRIVAL AND TRANSFER INFORMATION

If you are not booking your air travel through us, it is your responsibility to provide us with your air schedule prior to your departure so we can confirm your arrival. Land Only passengers are not entitled to arrival or departure transfers unless paid for separately. Land and Air passengers are entitled to transfers. We will include transfers for early arrivals / late departures if you book your extra hotel nights through us.

BAGGAGE AND PORTERAGE

One "large" or "main" piece of luggage per person is allowed on our tours. This is in addition to your "carry-on" or day bag (for camera, water, etc). The large/main bag must not exceed 20 kg (45 lb) and be of a standard size; i.e. reasonable in its dimensions such that you are able to manage it on coaches, trains and/or aircraft, and when porters are not available. This baggage must also conform to the limitations set by the airline with which you are travelling (contact the airline if in doubt). Some tours have stricter baggage restrictions as outlined in your pretrip information package. A fee will be collected by your Tour Leader if an additional piece of luggage is carried or if your bag exceeds the allowed weight. Porters may NOT be available at all hotels, airports, ferry terminals, etc, or at some destinations entirely.

CLIENT INFORMATION AND TRAVEL DOCUMENTS

You will be responsible to provide correct information regarding personal details (passport name, address, contact information) and flight information (if applicable). We will not be responsible for costs incurred due to incorrect, incomplete or inaccurate information. You must have a valid passport for international travel. Your passport should be valid for at least six months beyond the date you expect to return home. You are responsible for arranging visas or travel permits, if applicable. Medical vaccination certificates may be required for entry in some countries. Under normal circumstances you will receive your final tour documents two weeks prior to departure unless delayed by a supplier providing information or documentation.

PASSENGER RESPONSIBILITY

Trip members assume responsibility to select a trip most appropriate to their physical abilities and may be required to obtain a physician's release. Members are also responsible for studying pre-departure information; for bringing all necessary equipment and clothing, and must abide by the authority of our Tour Leaders and/or local agents and guides. We reserve the right to refuse the application of anyone and/or expel any tour member whose conduct is incompatible with the interest and well being of other tour participants. Any costs associated with removal will be borne by the passenger.

OUR RESPONSIBILITY

We act as an agent for the owners and/or contractors providing the services and means of transportation specified. All tickets and vouchers are issued subject to terms and conditions. We assume no responsibility in connection with any injury, death, loss, accident or delay which may be occasioned either by reason of defect or through the acts of default of any company or person engaged in carrying out arrangements of the tour or flights. No responsibility is accepted for any changes in schedule or other events resulting from improper health certificates or travel documents or as any act of any seasonal variation, labour strike, civil disturbance, political unrest and natural acts.

We cannot guarantee that accommodations, ground transportation, airline, ferry, rail, cruise ship or similar service will be exactly as outlined in the general catalogues, day-by-day itineraries or other promotional literature. Extreme care is taken in the contracting of all services, however we cannot be responsible for the errors or omissions of the suppliers or services. In the unlikely event that a supplier fails to honour their contract with us, we reserve the right to alter, change or cancel such services outlined in our literature. When such a change occurs, we will endeavour to substitute comparable services, although we will not be liable for any difference in the quality or enjoyment. In addition, tourism is still developing in many destinations, and thus facilities and services may be under construction and repair. We will endeavour to alter itineraries, accommodation, etc, should we be forewarned of such occurrences.

LIMITATION OF LIABILITY

You are aware that, during the trip in which you are choosing to participate, you are subjecting yourself to certain risks including, but not limited to: forces of nature, travel in remote areas and wilderness terrain, and transportation by air, train, automobile or other conveyance. You are aware that medical services and facilities may not be

readily available throughout the duration of the trip. You recognize that such risks may be present at any time during the trip.

You are further aware that we act only as agent for the owners, contractors and suppliers providing means of transportation and/or all other related travel services and assume no responsibility howsoever caused for injury, loss, damage or death to person or property in connection with any service resulting directly or indirectly from: natural acts, detention, annoyance, delays and expenses arising from quarantine, strike, theft, failure of any means of conveyance to arrive or depart as scheduled, civil disturbance, government restriction or regulation, discrepancies of change of transit or hotel services, over which we have no control. You understand that if any trip has to be delayed because of weather, road conditions, flight delays, cancellation of common carriers, sickness or other contingencies for which we cannot reasonably make provision, the cost of your delay and/or replacement is not included in the trip fees. All payments must be paid locally.

In consideration of, and in part payment of, the right to participate in the trip, you will fully assume all risk of the above hazards and hereby release and discharge us and our agents from all actions, claims or demands resulting from your willing participation in the trip. You are aware that this is a release of liability and a contract between you and us and that you sign it of your own free will. This agreement shall serve as a release for you, your heirs, administrators, executors and for all members of your family including any minors accompanying you.

Trip members grant Outgoing Adventures/Adventures Abroad express permission to take a photographic record of its trips for promotional and commercial use.

CUSTOMER SERVICE AND CLIENT FEEDBACK

We will provide you with a Tour Questionnaire in your final documents package. We encourage completion of this questionnaire in order to ascertain deficiencies, inaccuracies and positive feedback regarding our service, the tour, and Tour Leader. Any complaint you have while on tour must be brought to the Tour Leader's attention immediately. If the matter cannot be rectified during your trip, please forward your complaint in writing to our office within 30 days of your return. (We will not be responsible for unsettled complaints not received within 30 days of your return.) We may require 60 days from receipt to respond. In the event a mutual agreement cannot be reached, this contract may be interpreted in the court system in accordance with the law. In the event of a legal dispute the prevailing party will be entitled to reimbursement of legal fees.

LICENCING AND REGISTRATION (CANADA)

Adventures Abroad Worldwide Travel Ltd is a registered Travel Agent/Retailer with the province of British Columbia. We must maintain ethics and standards regarding business practices and finances as outlined by Business Practices & Consumer Protection Authority, the province's regulatory body. You can book an Outgoing Adventures / Adventures Abroad tour knowing that all monies paid are fully protected. Our registration number is 3438.

LICENCING AND REGISTRATION (USA)

Adventures Abroad Worldwide Travel Ltd is a registered Seller of Travel with the California Department of Justice. Our number is 2023067-40. We are also a registered Out-of-State Seller of Travel with Washington State, Department of Licensing, Business & Professions Division. Our Washington registration number is 602 223 162.

We will remove any personal information from our database should you so desire by way of written request. Please e-mail such requests to info@outgoingadventures.com, identifying your full name. Make sure the subject line reads "unsubscribe."