



Terms and Conditions

These Booking Conditions set out the terms on which you contract with us for the arrangement and delivery of travel arrangements for your trip. By making a booking with us, you acknowledge that you have read, understood and agree to be bound by these Booking Conditions. We reserve the right to change these Booking Conditions at any time prior to you making a booking request.

[Know your key rights under the Package Travel and Linked Travel Arrangements Regulations 2018.](#)

YOUR CONTRACT IS WITH TRANSFORMA TRAVEL GROUP – UK company number 7578980 (together with its subsidiaries and affiliates, hereinafter known as “Transforma Travel Group”, or “we”).

Your Tour Contract

When you make a booking, you represent, warrant and guarantee that you have the authority to accept and do accept on behalf of your party and all individuals in your party of these terms and conditions. The term “you” used herein shall refer to you as well as each individual member of your party. A booking is confirmed once you make payment for a product provided by Transforma Travel Group. Payment shall be made directly to Transforma Travel Group or to one of Transforma Travel Group’s regional bank accounts or payment facilities. Each booking is subject to these terms and conditions, which are governed by English Law and are subject to the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland, if you wish to do so. Note, Transforma Travel Group arranges some programs branded as The Learning Adventure. This is a brand fully owned by Transforma Travel Group, and despite booking a product named The Learning Adventure, your booking will still be with Transforma Travel Group company.

Please note that we offer a range of payment methods in different currencies and through various regional bank accounts. The use of a local currency or a non-UK bank account does not necessarily indicate that your contract is with a local entity. In many cases, you may still be contracting with our UK company, regardless of the currency used or the location of the account to which payment was made.

Transforma Travel Group operates through a number of affiliated companies in different regions. These affiliated companies may include regional legal entities that also bear the Transforma Travel Group name. If you have made payment directly to one of these regional entities, your booking and contractual relationship will be with that specific company. The entity with which your contract is formed will be clearly indicated on your payment receipt or confirmation documentation. If you are uncertain which entity your booking is with, or who your contractual counterparty is, please contact us and we will be happy to clarify.



Your Financial Protection

In compliance with the UK Package Travel & Linked Travel Arrangements Regulations 2018, Transforma Travel Group has arranged the below financial protection options.

Bookings Including Flights: Your Prepayments are Protected by our ATOL licence

Transforma Travel Group holds Air Travel Organiser's Licence (ATOL) number 11304, providing financial protection for your payments and administered by the UK Civil Aviation Authority (CAA). This protection applies on the flight-inclusive trips booked by customers based in the United Kingdom. For bookings that qualify for protection, you will receive an ATOL Certificate detailing the coverage.

Bookings Excluding Flights: Topp Protection

If you have not booked flights with us, then your booking has full financial failure protection with our Topp policy, an insurance policy which has been arranged with Travel & General Insurance Services Limited (T&G), to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of:

- non-flight inclusive packages commencing and returning to the UK
- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this brochure/literature/document/on the website (subject to the terms of the insurance policy), for:
- a refund of such prepayments if customers have not yet travelled, or making arrangements to enable the tour to continue if customers have already travelled

This means that in the unlikely event of our financial failure, you will receive a full refund of all monies paid, and, where applicable, arrangements will be made for you to complete your trip or return home.

ABTA Membership

We are a Member of ABTA, membership number Y6622. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.



Safeguarding Your Payment from Cyber Security Threats

With the increase in cyber security threats, it's important to verify your payment details before processing them. Transforma Travel Group also offers various payment methods in various regions and different currencies. It is essential to verify which company you are booking with and confirm the currency and account details with our company representative before processing your payment. We recommend using secure communication channels when discussing financial transactions and double check with your bank and our company representative any payment information to increase safety.

For company security, if you are aware of unusual payment requests, please contact our company representative immediately. When contacting us, please verify the email address addresses and make sure all communication includes the following as part of the email addresses: **@thelearningadventure.com / @transformatravelgroup.com**

Your Tour Price

We reserve the right to alter the prices of any of the tours shown in any of our marketing materials. You will be advised of the current price of the tour that you wish to book before your booking is confirmed. Prices shown in our website or provided to you via written communication regarding estimated pricing of optional activities, independent activities, and any other activities are for budget estimation purposes only and are subject to change based on the discretion of our local activity suppliers.

To confirm your booking, you must pay a deposit as outlined in your payment terms sent to you by a The Learning Adventure representative. The payment for the balance of the price of your travel arrangements must be paid according to the payment terms in your booking contract, or as emailed to you by a The Learning Adventure representative. If the deposit and/or balance is not paid according to this schedule, The Learning Adventure retains the right to cancel your travel arrangements. If this occurs, you shall forfeit all rights and The Learning Adventure will retain your deposit and any other payments which have already been made.

The price of your tour may increase up until 20 days before departure if tour costs rise for reasons such as flight ticket cost changes, flight tax changes or currency fluctuations. Even in this case, we will absorb an amount equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged. If this means that you have to pay more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another tour if we are able to offer one (we will refund any price difference if the alternative is of a lower value) or may cancel your travel arrangements and receive a full refund of all monies paid, except for any premium paid to us for holiday insurance and any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the date of the



written notification of the price increase. Any surcharge must be paid within 14 days of issue of the surcharge invoice or by the balance payment due date, whichever is the later.

Payment Terms

For non-late bookings (more than 180 days prior to departure):

When you make your booking, you must pay the non-refundable deposits: First deposit, Second deposit, Third deposit and final balance payments for each paying member of the party, as set out below:

- First deposit: 10% – payable at the time of booking (the amount will also be advised to you at the time of booking)
- Second deposit: 20% – payable 60 days after the initial deposit
- Third deposit: 40% – payable 180 days before your departure date
- Final balance payment: 30% – payable 60 days before your departure date

Your Provisional Booking and Booking Contract will state when your first deposit (if applicable), second deposit, third deposit and final balance are due. Please check your Confirmation carefully and advise us immediately of any incorrect or incomplete information. If the first, second, third deposits or final balance payments are not made on time, we reserve the right to cancel your travel arrangements and retain any deposits collected.

For bookings within 90-180 days:

- First deposit: 70% – payable at the time of booking (the amount will also be advised to you at the time of booking)
- Final balance payment: 30% – payable 60 days before your departure date

If the first or final balance payments are not made on time, we reserve the right to cancel your travel arrangements and retain the deposits.

For bookings within 90 days:

- Full payment: 100% – payable at the time of booking (the amount will also be advised to you at the time of booking)

If the full payment amount is not made at the time of the booking, we reserve the right to cancel your travel arrangements.



Notification of Late Payment

The Learning Adventure will make reasonable efforts to notify you via email of overdue payments. However, the responsibility to make payments on time lies solely with you.

If payment is not received by the specified due date, Transforma Travel Group reserves the right to apply the following measures, depending on the situation:

1. **Late Payment Fee:** A fee of £25 will be applied to each overdue payment, whether a deposit, interim payment, or final balance, to cover administrative costs incurred in managing and pursuing the outstanding amount.
2. **Interest on Overdue Amounts:** Interest at a rate of 2% above the Bank of England base rate, calculated daily, will be charged on any outstanding balance, including deposits, interim payments, or final balances, starting from the day after the due date until the full amount, including any fees, is received.
3. **Suspension of Booking:** If any payment, such as a deposit or final balance, remains unpaid within 7 days of the due date, your booking may be suspended, potentially affecting the availability of your chosen travel arrangements, until all overdue amounts and applicable fees are settled.
4. **Cancellation of Booking:** If any payment, including deposits or final balances, remains unpaid for more than 14 days after the due date, your booking may be cancelled, resulting in forfeiture of all deposits and payments made, with you remaining liable for cancellation charges as outlined in the "If You Cancel Your Tour" section.
5. **Tour Price Adjustment:** If late payment of any deposit or balance causes a delay that voids pricing guarantees (e.g., due to changes in supplier costs or currency fluctuations), the tour price may be adjusted to reflect current rates, applicable to the entire booking or affected portion.

If You Change Your Booking

We are not obliged to accept any change of departure date, or any other changes to your booking once we have received your deposit and confirmed your booking.

If, after our Booking Confirmation has been issued, you wish to change your booking in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing by the lead name and the effective date of any change shall be the date that we receive written notification. You will be asked to pay an administration charge of **£25 per person** for making the change, in addition to any further costs and/or charges we incur in making the change. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible.



Certain travel arrangements (e.g. flights) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

You can transfer a booking to another person, who satisfies all the conditions that apply to the booking, by giving us notice in writing at least 7 days before departure. Both the former and the new traveler are responsible for paying all costs we incur in making the transfer.

If You Cancel Your Tour as a Group

If you cancel travel arrangements due to government restrictions, then we will refund payments made by you less:

- unrecoverable third party costs and other expenses incurred by us in relation to your travel arrangements;
- overhead charges incurred by us relative to the price of your travel arrangements; and
- fair compensation for work undertaken by us in relation to your travel arrangements until the time of cancellation and in connection with the processing of any refund.

If there any whole group cancellations for any other reason then these will be non-refundable.

Individual Cancellations

If an individual wishes to cancel their booking after we have issued a confirmation invoice to you, the Group Leader on the booking must inform us in writing by email as soon as possible. The effective date of any change shall be the date we receive the written confirmation from you.

As we will be liable for costs in cancelling your booking, you will be liable for the following cancellation charges:

- After payment of first deposit until 180 days before departure : Loss of all deposits and payments paid
- From 180 days before departure and up until 60 days before departure: Loss of 70% of invoiced price (cancellation charge as % of total cost per paying group member, excluding any amendment fees)
- Within 60 days before departure: Loss of 100% of invoiced price (cancellation charge as % of total cost per paying group member, excluding any amendment fees)



If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

- If any cancellation brings the number in your group below the minimum number required to qualify for a particular price, then the total price payable for the booking will be adjusted accordingly based on the lower number of group members (which will result in an increase per paying passenger).
- For flight-inclusive bookings, you must also pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued, for any reason, these charges are likely to be the full cost of the flight(s).
- In the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity and which significantly affect (a) the performance of the package, or (b) the carriage of passengers to the destination, you may terminate the package travel contract before the start of the package without paying any termination fee and we will provide you a full refund of monies paid to us.
- A paying member of the group can transfer their place to another suitable person who satisfies all the conditions that apply to the booking by giving us notice via the Group Leader on the booking as soon as possible but, in any event within 60 days prior to your date of departure. Both the former and the new group members are responsible for paying all costs we incur in making the transfer, including the administration fee. If it is not possible to transfer the place to another suitable person – or a group member wishes to cancel without transferring their booking – then the cancellation charges set out above shall apply.

If the number of passengers drops by more than 10%, we reserve the right to re-cost the tour.

If We Change or Cancel Your Tour

We reserve the right to make changes to your tour at any time. We will strive to keep changes minor and we will advise you or your travel agent as soon as possible. We also reserve the right in any circumstance to cancel your travel arrangements sixty (60) days or more in advance from the scheduled trip departure date. For example, Transforma Travel Group may cancel your booking if the minimum number of passengers required for a particular tour has not been reached.

We will not cancel your travel arrangements less than thirty (30) days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available. We will refund any price difference if the alternative is of a lower value. If we make a



major change to your tour, we will inform you or your travel agent as soon as reasonably possible.

Bookings including flights:

For flight-inclusive bookings, you must also pay any cancellation charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued, for any reason, these charges are likely to be the full cost of the flight(s). Some elements of your booking (e.g. transfers, excursions, upgrades, etc.) may also not be refundable.

Group Leaders

“Group Leader” refers to the individual acting as the primary point of contact between The Learning Adventure and the Customer, and who assumes responsibility for group communication, behaviour, documentation, and supervision throughout the booking process and the tour itself.

If an individual or institution collects payments from passengers and makes a group payment to The Learning Adventure, the booking is considered a group booking. In this case, The Learning Adventure’s agreement is solely with the organiser who signs the group contract, not with the individual passengers. Any complaints or claims from individual group members must be directed to the organiser they paid. Only the organiser, as the party in direct contract with The Learning Adventure, may raise a complaint or claim with us if they consider it appropriate.

Occasionally a group booking will have individual passengers pay The Learning Adventure directly, in which case the individual passengers will enter an agreement with The Learning Adventure directly. The group leader is still expected to distribute these terms and conditions to all passengers in the group, and assist with group leader responsibilities outlined below.

In some instances, an institution or school will pay a deposit for a group, and then individual passengers will pay subsequent instalments to The Learning Adventure. The individual passenger only enters into a direct agreement with The Learning Adventure after they have paid funds directly to The Learning Adventure, and up until that point, the booking is still treated as a group booking and the institution or person who arranged payment of the deposit is still the only party with whom The Learning Adventure has a direct relationship.

The Group Leader is responsible for the following:

At least sixteen (16) weeks prior to your trip departure (or earlier if requested by The Learning Adventure), the Group Leader must inform us of the following information for all passengers. The Group Leader shall ensure that all information provided is accurate, complete, and up to date at the time of submission. Any errors or omissions in the information supplied may result in additional charges or affect the delivery of the trip.



- Full names as they appear in passports
- Position in group (e.g. Student/Teacher/Leader)
- Gender
- Passport Numbers, place of issue and expiry dates
- Country residence and Citizenship
- Dietary requirements
- Pre-existing medical conditions, allergies and behavioral issues

Ensure all passengers in your group have adequate travel insurance, as per the section of this document entitled “Insurance” prior to the departure date of your trip.

Ensure all passengers in your group have the correct visa and permission to travel, as per the section of this document entitled “Passport, Visa and Immigration Requirements” prior to the departure date of your trip.

Ensure all passengers in your group are aware that The Learning Adventure is not medically licensed to advise on required vaccinations and other medical issues on your trip with us so they should seek advice from a travel health expert. More information can be found in the section of this document entitled “Immunizations and Health Precautions Prior to Travel”.

Ensure the passengers take reasonable steps at all times during the tour to prevent damage or disturbance. Full payment for any such damage or loss caused by the passengers must be paid directly at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with your own and the other party’s full legal costs) as a result of your actions.

Group Leader Expectations:

The Group Leader is accompanying the trip usually free of charge, along with a number of the other teachers/chaperones. Because of this, they do agree to a number of responsibilities surrounding the tour.

Pre-Tour:

- Make sure participants passports and visas are in order. The Learning Adventure does not take on any responsibility for visas – please see the following section.
- Ensure payments have been made on time and correctly to The Learning Adventure.
- Be the main point of communication between The Learning Adventure, the students, the school, chaperones and the parents.



- Creating group policies eg regarding alcohol consumption/ bedtime management.

On Tour:

- **Supervision of minors at all times.** Group Leaders and chaperones act “in loco parentis” (in place of a parent) at all times whilst on tour. This means that an Adventure Leader should never be left alone with the group and there should always be a travelling adult present as chaperone.
- **Maintaining good behaviour amongst the group.** Schools may discipline their students in varying ways and it is not up to the Adventure Leader to be involved in that process. Group Leaders are in charge of any disciplinary action if required.
- **Checking attendance and doing headcounts.** Group Leaders are in charge of making sure all passengers are present at the required meeting time (as stated by the Adventure Leader). Whilst the Adventure Leader will do headcounts, it is also important that the Group Leaders do their own counts as well, as a double check. This includes waking students up at the start of the day and making sure they are adequately prepared for departure on trip days.
- **Meeting with other teachers/chaperones.** Group Leaders must make sure that their fellow chaperones are aware of their responsibilities within the group.
- **Being familiar with medical histories.** Whilst Group Leaders are requested that they share the medical histories of the passengers with The Learning Adventure, it is ultimately the Group Leader’s responsibility to be aware of medications and health concerns
- **Assisting with rooming assignments.** If staying in multiple hotels then room allocations may vary and Group Leaders will be required to assist the Adventure Leader in allocating passengers to room slots
- **Staying behind in case of emergency.** For example, illness, accident, lost passport or anything that causes a passenger to be left behind, the Group Leader (or an adult chaperone who they have elected) must stay behind with this traveler. If the rest of the group is to continue on the tour, there must also be another responsible adult present with them.

On-Tour Health, Safety, and Conduct:

- **Medical Conditions:** Please inform The Learning Adventure (TLA) of any pre-existing medical conditions at least 16 weeks (individual bookings) or 60 days (group bookings) before your trip starts (or as soon as possible if booking under 6 months prior). You retain responsibility for your own medical needs.



- **Alcohol:** Travellers under 18 are prohibited from consuming alcohol. Those over 18 must adhere to the Group Leader's policy (often zero-tolerance for school/university groups). Excessive or underage drinking may result in immediate dismissal from the tour at the traveller's expense.
- **Medical Liability & Booking Rights:** TLA is not liable for medical situations arising from pre-existing conditions, except as required by Massachusetts, USA law. We reserve the right to decline or cancel bookings if we cannot accommodate particular needs, especially if full details were not provided at booking. Informing your party leader does not guarantee TLA receives the information, and TLA is not liable if the leader fails to pass it on.
- **Political Unrest & Unlawful Situations:** You agree not to remain in the area of, provoke, film, or participate in political protests, disturbances, or any potentially unlawful situations. Failure to comply may result in immediate termination of your trip.
- **Drugs:** TLA enforces a zero-tolerance policy on the purchase, consumption, or resale of illegal drugs. TLA staff are legally required to report offenders to the police. Drug offences in regions visited may carry severe penalties, including capital punishment.
- **Reimbursement of Costs:** You must reimburse TLA for extra charges incurred on your behalf (e.g., property damage, costs to rejoin the group if missed through your own fault, lost tickets, medical expenses paid by TLA) within 3 days of notification.
- **Behaviour:** You must conduct yourself appropriately and not disrupt others. If, in our reasonable opinion (or that of our staff/authority figures), your unfit behaviour causes (or is likely to cause) distress, danger, annoyance, damage, or delays, we reserve the right to terminate your booking immediately (treating it as cancelled by you). Unfit behaviour may include, without limitation, any behaviour that, regardless of its cause, is inappropriate or offensive, in contravention of local laws, in breach of our terms and conditions, interferes with the delivery of Tour services or may constitute a hazard or embarrassment. Our liability ceases, you must leave the service/accommodation, no refunds will be issued, and you will be liable for all resulting costs (e.g., return travel, repairs, compensation).
- **Property Damage:** You must fully reimburse the accommodation provider for any damage caused before departure (or as soon as the cost is established). You must also indemnify TLA against any claims (including legal costs) made against us due to such damage. We are not responsible for the actions of other guests unconnected to your booking.

Marketing Consent

We may use photographs or quotes provided by participants for marketing and promotional purposes. As part of our pre-departure process, we request explicit



consent regarding the use of such photographs or quotes. We will not publish any identifiable images or quotes without having obtained this prior written consent. Photographs not taken by the school staff will be shared with the school for their records. Unless otherwise instructed in writing by the school after the trip, the initial consent provided shall be deemed sufficient for ongoing use. You may withdraw your consent at any time by giving written notice.

Swimming

Some Transforma Travel Group tours will include opportunities to swim in swimming pools, rivers, the sea and lakes. Transforma Travel Group's Adventure Leaders are not trained lifeguards, so all water-related activities are undertaken at your own risk, and Transforma Travel Group cannot accept liability for any swimming accidents which may occur except where such incidents result directly from our gross negligence or wilful misconduct. Participants are responsible for assessing their own swimming ability and comfort with water-based activities, and are expected to exercise due care at all times.

Winter Sports

Certain Transforma Travel Group tours will include opportunities to ski, sled, snowboard, horse-sled and other winter sports activities. Transforma Travel Group Adventure Leaders are not trained in these sports and all activities are undertaken at your own risk. This means that said activities should be covered by your travel and medical insurance. Transforma Travel Group cannot accept liability for any winter sports related accidents that may occur. To the extent you engage with a winter sport instructor or instructors on your tour, such instructor or instructors are not Transforma Travel Group staff and Transforma Travel Group cannot accept any liability for accidents arising from, as a result of or in connection with any actions of the instructor, or failure to follow the instructors advice or any diversion from the itinerary during the course of the trip.

Transportation

It is common and an acceptable practice for some transport methods employed on our trips to run with delays, or to run below operational standards that would be regarded as standard in Western Europe or North America. We cannot accept any claim of any nature which relates to any failure of transport operators to conform either to timetables supplied by us or to their own timetables or arises from issues with operational standards by transport operators whose services form part of our itineraries (whether original or amended).

Promotions and Offers



Transforma Travel Group reserves the right to alter or discontinue any promotions or special offers at any point up until the deposit for a trip has been received in accordance with Transforma Travel Group's policies and as set forth in written communications to you. Any promotional offers only apply to new bookings. A booking is deemed to be a new booking only if we or a third-party travel agent have not already received a deposit for such booking.

If You Have a Complaint

If you have a problem during your tour, please inform the Adventure Leader and/or the customer service representative immediately. If your complaint is not resolved locally, please follow this up within twenty (20) days after your tour end date by writing an email to info@thelearningadventure.com with your booking reference number, name, and the specifics of your complaint. If you fail to follow this procedure, we will have been deprived of the opportunity to investigate and rectify your complaint and this may affect your rights under this contract.

Our Liability to You

If the contract we have with you is not performed or is improperly performed by us or our suppliers, we will pay you appropriate compensation as determined in our sole discretion. We will not be liable where any failure in the performance of the contract arises as a result of or in connection with actions or a failure to act by (i) you or (ii) a third party unconnected with the provision of the travel arrangements, or where the failure is (i) unforeseeable or unavoidable; (ii) unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or (iii) an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of the lesser of (i) two (2) times the cost of your travel arrangements arranged by The Learning Adventure and (ii) such amount determined in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements. We shall not be liable for (a) indirect or consequential loss or damage, including but not limited to loss of enjoyment, loss of reputation, or loss of opportunity, or (b) any loss resulting from your failure to obtain appropriate insurance cover.

These terms are incorporated into any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.



These terms and conditions set out your complete and sole right to a refund and/or compensation from us.

Force Majeure

Except where otherwise stated in these terms and conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage, loss or expense of any nature whatsoever as a result of, 'force majeure'.

In these terms and conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include but are not limited to war or threat of war, pandemic, 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. In the event of extra costs incurred from 'force majeure', We will be responsible for expenses equal in value to the original costs outlined in the itinerary. We are not liable for paying any additional costs as a result of 'force majeure'.

In the event of additional costs as a result of 'force majeure', we advise you to seek reimbursement from your travel insurance provider. Additional costs may include, but are not limited to, booking new transportation and accommodation.

Tours by Air

Provision of Flight Details and Carrier Information

At the time of booking, we will provide you with the proposed carrier(s) and provisional flight details based on the information available to us. Confirmed details, including the name(s) of the operating carrier(s), will be communicated to you as soon as they are finalised. However, please note that all flight-related details — including, but not limited to, the departure airport, arrival airport, carrier name, flight times, and aircraft type — are subject to change, even after confirmation or inclusion in your Pre-Departure Summary. These details should be considered indicative only and not guaranteed.

Changes to Flight Details and Associated Transportation

In the event of a change to the original departure airport after booking confirmation, we will arrange suitable transportation from your initial agreed departure point to the revised airport of departure. Any such changes, as well as alterations to the arrival airport, flight timings, or airline, will be communicated to you promptly. It is your responsibility to thoroughly review your tickets upon receipt and ensure all details (route, carrier, timing) are correct. Changes to any of



the aforementioned flight details may occur even after ticket issuance and we accept no liability for any inconvenience caused, provided reasonable notice has been given.

Impact of Flight Changes on Other Arrangements

Modifications to flight schedules or operational carriers — including changes to flight timings, airport terminals, or aircraft — shall not, in and of themselves, constitute material changes to your booking entitling you to cancel or amend other elements of your travel arrangements without incurring standard cancellation or amendment charges, unless explicitly permitted under these Booking Conditions. If your flight is cancelled, delayed, downgraded, or you are denied boarding by the airline in circumstances that give rise to a right of compensation under applicable air passenger rights legislation, you must direct any claims for compensation, refunds, or alternative arrangements directly to the airline. We are not responsible for any disappointment, emotional distress, inconvenience, or downstream disruption to your itinerary resulting from flight irregularities.

Liability and Rights Assignment

We do not accept liability to compensate you in respect of any issues governed by the Denied Boarding Regulations or similar statutory compensation regimes. Your contractual relationship for air travel is with the airline, and the airline is responsible for compensating you for any disruption falling within those regulations. If you choose not to pursue compensation from the airline and instead seek recovery from us, you agree to assign to us all rights and remedies you may have against the airline in respect of such claims at the point of receiving any compensation or payment from us. Where you have booked your own flights independently of your tour package with us, we disclaim all responsibility for cancellations, delays, or schedule changes, and our standard Booking Conditions shall continue to apply to the non-flight elements of your travel.

Delays at Port, Rail Terminal or Airport

In the event of delays or cancellation at your outward or homeward point of departure, it is not Transforma Travel Group's responsibility to organize alternative accommodation or travel plans. For any flight, train or ferry delays, it will be the airline's, trainline or ports responsibility. However, you may request that we offer assistance and it is likely we will accept such requests, and charge a fee for such services. Under EU law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from Airlines. However, reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your tour cost from us.



Prompt Assistance Whilst Travelling

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers (with the exception of transport operators), even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

Excursions

Excursions or other activities that you may choose to book, pay for whilst you are in destination do not form part of your contracted arrangement with us. Your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator. We or our insurance will not cover any activities outside of the itinerary. Anyone leaving the tour, even temporarily, is no longer insured or considered as part of the group booking for the period in question.

From time to time, your Adventure Leader may offer an optional excursion that is not included in the original pre-planned itinerary. These excursions are not arranged by Transforma Travel Group and are undertaken at the discretion of the Group Leader and Adventure Leader. As such, the arrangement for these activities constitutes a separate agreement between the Adventure Leader and the Group Leader. These optional excursions may not be covered by the company's insurance policy, and participation is entirely voluntary. We recommend that Group Leaders verify the safety, suitability, and insurance coverage of such activities before proceeding.

Insurance

We consider adequate travel insurance to be essential. You must ensure you take out a policy which includes appropriate cover for medical expenses and for your repatriation to your home country in the event of medical need and for loss or damage of belongings. Please read your policy details carefully and take them with you on trip. It is your responsibility to ensure that the insurance coverage you purchase is suitable and adequate for your particular needs.

Transforma Travel Group may occasionally recommend an insurance provider to you. Please note, in agreeing to purchase insurance from this provider, you enter into an agreement with the insurance provider directly, and Transforma Travel Group is not liable for any issues, failed claims or financial loss which may arise in the event of unforeseen events. All insurance claims must be settled with your insurance provider directly.

In the Event you have Opted in to the Insurance Cover offered by Transforma Travel Group, please note even though Transforma Travel Group may offer Travel Insurance Coverage, all



insurance claims must be settled with the insurance provider directly. Our insurance cover is specifically in force during a Covered Trip you undertake outside your Home Country, within your individual coverage period. Events or expenses incurred while in your Home Country are generally not covered.

Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates before booking. Please check your visa requirements on: <https://visaindex.com/>. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Transforma Travel Group may occasionally recommend a visa agent to assist with visa applications. Please note, in agreeing to employ the services of such an agent, you enter into an agreement with the visa agent directly, and Transforma Travel Group is not liable for any issues or financial loss which may arise from the negligence of any visa agent, even if it affects your ability to join a tour organized by Transforma Travel Group, and our usual cancelation and refund policy will apply.

Transforma Travel Group and its affiliate companies cannot be held liable for any losses or costs incurred due to failures to obtain visas. We suggest you apply for your visas well in advance, to allow time to make other arrangements in case any visa is rejected.

Most countries now require passports to have valid for at least 6 months after your return date. If your passport is in its final year from the date of issue, you should check with the embassy of the country you are visiting.

Immunizations and Health Precautions Prior to Travel

Transforma Travel Group is not medically licensed to advise on required vaccinations and other medical issues on your trip with us, and recommend you to seek this advice from a travel health expert. Further information can be found at <https://www.cdc.gov/travel>, www.dh.gov.uk/travellers or from www.fitfortravel.scot.nhs.uk.

Privacy and Data Protection

Transforma Travel Group shall process all personal data in accordance with applicable data protection laws, including the UK GDPR and Data Protection Act 2018. The parties acknowledge that The Learning Adventure acts as Data Controller in relation to such processing. By signing this contract, the School confirms that it has obtained all necessary consents from individuals whose data is provided to Transforma Travel Group. Our full privacy policy can be accessed at www.transformatravelgroup.com/privacy-policy/.