

Booking process

Contact us by email, 'phone or come in to the office; we are open Monday – Saturday. One of our specialist consultants will discuss your requirements – itinerary, timings, ship, cabin. At the time of going to press, a dozen of our staff have actually travelled to Antarctica on various vessels.

1. Availability and booking deposits

We can usually check availability within a few hours, and give you a provisional confirmation. If you'd like us to hold a provisional reservation, we ask for a deposit in £ sterling – this deposit varies according to vessel and itinerary (see schedule in para.18).

2. Booking conditions

Your contract is with the Antarctic cruise operator whose booking conditions you have accepted either by signing the booking form (where applicable), or by following the required procedure where an electronic booking system is maintained.

Separate booking conditions apply to each vessel, and we will send you those specific to your choice. Please read the conditions carefully, complete the booking form (where applicable) and return it to Journey Latin America.

If after reading the booking conditions, you decide to change your mind, we will return your provisional deposit so long as you advise us within seven days of paying the deposit.

If you also wish to make other arrangements (tailor-made or escorted groups) within Latin America, we ask you also to complete the booking form in the respective brochure. A deposit, separate from those shown below, is also required for any additional arrangements.

3. The nature of the voyages

Itineraries are all ship-based and should be considered as Expedition Voyages, rather than as traditional cruises. These are expeditions in a part of the globe to which relatively few travellers travel – weather and ice conditions can be challenging – and flexibility is the key to success. Itineraries should be read as a guide only – the actual routing and programme will vary according to local conditions, wildlife opportunities and permissions, and of course safety considerations. Once the ships reach the lee of the sub-Antarctic Islands, the waters are millpond flat; however, the seas in the Southern Ocean can sometimes be rough.

In the case of the *Fly-cruise to Antarctica* programme flights between Punta Arenas and King George Island are dependent on suitable weather conditions and subject to delay or, on rare occasions, cancellation.

A few specialist voyages involve some hiking, for which you will need to be fit. Ships have medical facilities, but passengers must accept that the remoteness of the location will mean that specialist medical aid will not be immediately available.

Clients booking Antarctic trips implicitly accept the above. Journey Latin America accepts no liability for the results of delays, or any loss, consequential loss or contingent liability arising therefrom. Clients, their baggage and property travel entirely at their own risk, acknowledging that in participating in the voyage, certain risks may occur.

4. Cruise prices

Prices do not include transatlantic or connecting flights, unless stated otherwise. Cruise prices are based on exchange rates applicable at the time of publication. Please note that most ship operators reserve the right to surcharge at any time before departure of the vessel.

5. Fuel supplements

Most Antarctic cruise operators publish their tariffs up to 18 months prior to the start of the season. However, cruise operators reserve the right to impose additional supplements associated with the rising cost of fuel at any time before departure. We shall, in turn, pass these on to clients. If, however, we are advised of these surcharges within the operator's full payment deadline, and you have already paid in full, we GUARANTEE not to pass on an operator's surcharge. Full payment deadlines are specified in paragraph 18.

6. Flights

Most voyages start from ports in Argentina. All flights from UK to these Latin American ports require at least one intermediate change of plane.

We insist (if you are booking flights through Journey Latin America) or recommend (if you are not) that you allow at least three 'buffer' days in Latin America before the scheduled

embarkation date of the voyage. If you are not on board when the ship sails, you forfeit your trip, with no recourse to refund.

Journey Latin America accepts no liability for the consequences of flights missed owing to the passenger's failure to reconfirm both the reservations and timings.

7. Longhaul (usually transatlantic) airline tickets

These are priced separately from the cruise cost. We will not issue airline tickets until we have received full payment for them. Many of the airfares we apply are negotiated as special arrangements with the airline concerned, and attract higher than normal cancellation penalties. Certain published airfares are only guaranteed at the time of issue. As a general rule there is no penalty if an airline ticket is cancelled before it is issued. Once the ticket is issued the cancellation penalty may be as much as 100%. As implied above in this paragraph the fare that appears on the ticket may be substantially higher than the actual fare paid, and clients should not take this ticketed fare into consideration when attempting to assess potential refunds on unused tickets.

8. Child reductions

Children who have not yet reached their 12th birthday on the date of departure from UK are entitled to a reduction on some scheduled flights costs. Please enquire for details of child reductions available on some voyage tariffs.

9. Preparing for your trip

Once we have confirmed your booking, you will receive our pre-departure Briefing Dossier to help you prepare for your trip to Latin America: advice on security, insurance, currency, baggage and suggested reading. This is not specific to Antarctica. Each vessel also publishes pre-departure advice according to itinerary.

After you have paid in full, you will receive (usually a month before departure) your transatlantic airline tickets and any domestic flight tickets that are to be issued by us at this end. In addition you will receive vouchers for the voyage.

10. Final payments

The total cost of any booking shall be paid so as to be received as cleared funds by Journey Latin America not later than (see the schedule in para. 18) before the date of departure from UK. In all cases, if clearance of full payment is not received in line with the schedule, before departure, we may choose to treat the trip as cancelled.

11. Cancellations by you

Please see the schedule in paragraph 18. Any client who wishes to cancel must do so in writing or by fax or email and the fees or percentages in paragraph 18 will be charged **per person** based on the date of receipt by Journey Latin America of notification of cancellation.

12. Variation of conditions

No employee, servant, agent or associate of Journey Latin America may vary the above guidelines without the written consent of a Director of Journey Latin America.

13. Insurance

It is a condition of booking with JLA that you take out insurance at the time of, or prior to making your booking. We recommend that you take out insurance early (our recommended policy covers loss of deposit), so that you get full value for money for cancellation insurance. The price of policies varies according to age, pre-existing medical conditions, duration of travel and the amount for which you need to be insured. It is your responsibility to ensure you that the insurance cover you purchase is suitable and adequate to your particular needs and especially in relation to personal accident, all medical expenses and repatriation costs. You must send us details of the policy you do take including the insurers' name, policy number and 24-hour emergency telephone number. You are also required to carry proof of insurance with you and produce it if reasonably requested by our tour leaders or local suppliers. If you lose any personal items whilst on holiday you are advised to obtain a written police report and/or from a local representative to assist with any insurance claim upon your return.

The policy we recommend is Campbell Irvine Ltd, whom we have been dealing with for 30 years on our clients' behalf.

Antarctica is a remote area and recourse to emergency medical assistance is very limited. Please pay particular attention to the level of cover provided by your insurance for evacuation from Antarctica in the event of a medical emergency. Our recommended policy covers clients for emergency evacuation from land, where they can be reached by aircraft. In the case of an Antarctic cruise, this would mean a client could, in theory, be assisted at Ushuaia, the Falklands or Marsh Base (Chilean) on King George Island.

14. Single and triple cabins

Few ships have single cabins; each vessel adopts a slightly different convention for the way it calculates the rate for single occupancy of a double cabin, varying from 1.5 to 2 times the per-person rate for sharing a double. However, most ships embrace the concept of a 'willing share', and will accept your booking on the basis that you will be happy to share a double (or triple) cabin with another person of the same sex, and apply the double or triple tariff.

15. Baggage allowances

On scheduled transatlantic flights we can only give general guidance on baggage allowances (see our Briefing Dossier). Airlines frequently change their baggage allowances to passengers, and there are often inconsistencies in the way airlines handle or charge for excess weight or unusual baggage. Unusual baggage might include, but is not limited to: bicycles, surfboards, scuba equipment, golf clubs, or any bulky or unusually shaped items. Journey Latin America accepts no claims for refunds, compensation or contingent liability associated with any part of airlines' performance, delivery of service or baggage handling, or for excess baggage charges that may be applied. There are weight and dimensional restrictions as well as the number of pieces you may carry. Journey Latin

America can accept no claims for contingent liability associated with lost or delayed baggage. **Note that Aerolíneas Argentinas imposes a 15kg limit on baggage for internal flights in Argentina.**

16. Not included in the tariffs

- Visa fees, international and domestic flights and airport taxes, portage (unless stated).
- Laundry, telephone calls, items of a personal nature.
- Gratuities – the convention is a tip of between 10-20 US\$ per day, to be divided amongst the whole expedition staff. This is usually handed in an envelope to the ship's purser at the end of the voyage.

17. Consumer protection, public liability and professional indemnity

Air holidays and associated flights arranged by JLA are ATOL-protected and we pay a levy to the CAA for every licensable passenger we book, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 2828. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk Arrangements where no flights are included are protected by our ABTA bond. Our ABTA number is V2522. We also carry both public liability and professional indemnity insurance. You, the passenger, should beware of signing any documents (e.g. through any sub-organiser in Latin America) which absolves a local organiser from the results of its own negligence and reduces your own law rights, since this may invalidate your common law insurance.

Our nominated agents for the purposes of accepting proceedings in the Republic of Ireland are Beauchamps Solicitors, Doldard House, Wellington Quay, Dublin 2. Ref: MPKG/MK.

18. Schedule for deposits, full payments and cancellations by client

Vessel	Booking deposit	Full payment date	Penalty if cancelled	Days before departure cancelled
Antarctic Dream	£1150	90 days before departure	£385 100%	90 days or more 89 days or less
Polar Star	£385	60 days before departure	£385 £770 100%	60 days or more 59-46 days 45 days or less
Piancius	10%	60 days before departure	10% 30% 45% 75% 100%	60 days or more 59-30 days 29-15 days 14-06 days 05 days or less
Ioffe*	£770	90 days before departure	£580	180 days or more
Vavilov*	£770	90 days before departure	£770	179 – 90 days (For K. Khelebnikov the penalty is £1550)
Clipper Advent.*	£770	90 days before departure		89 days or less
Ocean Nova*	£770	90 days before departure		
K. Khelebnikov	£1550	90 days before departure	100%	
Ocean Nova	£1150	120 days before departure	£575 30% 60% 100%	120 days or more 119-60 days 59-30 days 29 days or less
Fly-cruise to Antarctica Programmes				
Fram	£500	56 days before departure	£500 30% 60% 90% 100%	60 days or more 59-42 days 41-28 days 27-14 days 13 days or less
Ushuaia	30%	90 days before departure	£385 100%	90 days or more 89 days or less
M/S Expedition	£400	90 days before departure	£400 50% 100%	90 days or more 89-60 days 59 days or less

*The booking deposit shown for these ships is for Classic Antarctica Itineraries.

The deposit is increased to £1150 when they follow the Antarctica and Beyond Itineraries. Full payment and cancellation conditions remain unchanged.

Please note that the Journey Latin America booking deposit is slightly higher than the \$ figure requested by cruise companies. This is to allow for currency fluctuations.

†Not applicable to *Fly-cruise to Antarctica* programmes.



QUARK EXPEDITIONS



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