



By agreeing to these terms and conditions you (the customer) are forming a contract with Blue Lizard Adventures Limited, a Company registered in England under company number 7822038, whose registered office is at 272 Nuncargate Road, Kirkby in Ashfield, Nottingham, NG17 9AD.

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Please take the time to read the terms and conditions carefully. By indicating your acceptance of these terms and conditions you agree to be bound by the points set out below. You should accept these terms and conditions only if you have carefully read and understood the contents.

General

1. When you make a booking with Blue Lizard, you are confirming that you have the necessary authority to do so and accept fully the terms and conditions set out below. For clients under the age of 18, Blue Lizard requires that these terms and conditions are accepted on your behalf by your legal guardian. There may be additional conditions that apply to a specific programme, in which case these additional conditions will be displayed on the programme pages of the website www.blulizardadventures.com or in the programme information sent out to you at the time of booking.
2. All information supplied by Blue Lizard on its website, in any publication or in any communication is believed to be correct and is given in good faith but without any responsibility on the part of Blue Lizard. We cannot accept any liability for changes that occur, or errors that become apparent, after the production of these materials. Every effort is made to ensure the information is accurate. Unfortunately, due to the nature of the projects and travel, the experiences we organise are liable to change at short notice. Every effort will be made to communicate significant changes to you prior to your departure provided we are notified of these changes in sufficient time to do so. Prices, details of products and services and any offers posted on our website, advertised at shows or on marketing literature are subject to change without notice and all products, services and offers are subject to availability.
3. Certain projects require the customer to complete further paperwork to make them eligible to take part in the programme. If you fail to supply us with the necessary information within the required timeframe, we reserve the right to postpone your programme. On particular projects customers will be asked to provide a character reference from an employer, lecturer or professional who has known the client for more than three years. You may also be asked for a copy of your passport and proof of address. Blue Lizard reserves the right to contact your referees directly should this become necessary.
4. Blue Lizard retains the right to refuse any application that we, or our partner organisations, consider unacceptable for any reason.
5. On receipt of your booking and all necessary payments, Blue Lizard, subject to availability, confirm your arrangements by issuing a booking confirmation, and/or invoice. Please check the details of your confirmed booking carefully. If any information which appears on the confirmation, or any other document is incorrect, or incomplete, please contact Blue Lizard as

soon as possible as it may not be possible to make changes later. Where Blue Lizard act only as an agent we will have no responsibility for any errors in any documentation except where those errors were made by ourselves.

Payment

1. Each booking is subject to a £10 booking fee per person.
2. A non-refundable deposit of £150 per activity per person is payable to secure your booking. Your booking begins to be processed the moment that we receive your application form, hence the deposit is non-refundable. Cancellation charges apply from the time the booking is made regardless of receipt of your deposit.
3. Upon receipt of your deposit Blue Lizard will send you confirmation of your booking, the terms and conditions of your booking and details of the due dates of further payments. Your pre-departure details will follow shortly afterwards. The balance of your booking must be paid no later than 8 weeks prior to your departure date, or on booking if this date is within 8 weeks of departure. If Blue Lizard do not receive all payments due in full and on time we reserve the right to treat your booking as cancelled by you and retain all monies paid, or due at that time. If you have not completed the payment schedule for a booking under these circumstances you will be invoiced for any outstanding amounts.

Pricing

1. Whilst Blue Lizard reserves the right to change its prices at any time before you book, the amount payable on your booking invoice will not be increased or decreased except in the following circumstances: a surcharge will be payable, where transportation costs (such as fuel prices) and/or any taxes, or fees payable for services such as embarkation/disembarkation fees at ports, changes imposed by local governments and exchange rates that may increase. Even in such cases, we will absorb increased costs up to a total amount equivalent to two percent of the cost of your confirmed programme (excluding insurance premiums, any amendment charges). If the increased costs exceed this two percent we may levy a surcharge. In the unlikely event that any surcharge is greater than ten percent of the cost of your programme (excluding insurance premiums, any amendment charge), you will be entitled to cancel your booking and receive a full refund of all monies paid to us (except for any amendment charges and flights where applicable), or you can book an alternative trip if available, with the appropriate price adjustment.
2. For supplementary services which do not form part of our packages, Blue Lizard reserves the right to pass on any cost increases to you in full.

Cancellations: by you (the customer)

1. You may cancel your arrangements at any time. To do this you must immediately advise us in writing: we advise you to send this notification by registered post. Notice of cancellation will only be effective when it is received, in writing, by Blue Lizard .
2. If you cancel your programme within 90 days of your departure date the following cancellation charges will be incurred. Please note the separate cancellation charges below for luxury lodge bookings. If your booking consists of multiple activities/projects, the initial departure date applies to any cancellation made by you and not the start dates of the individual activities.

General cancellation charges:

- 90+ days before departure: full refund less deposit
 - 61 - 90 days before departure: full refund less 50% of total programme fee
 - 31 - 60 days before departure: full refund less 75% of total programme fee
 - Less than 30 days before departure: No refund
3. Blue Lizard would strongly recommend that you take out full insurance at the time of booking, which should then, in most cases, include cover, under certain circumstances specified in your insurance policy, against loss of deposit, or cancellation fees.
 4. Once on the programme, in the event you decide to discontinue the programme before it is due to end, for any reason, there will be no refund.

Change of Booking: by you (the customer)

1. If you wish to make any changes to a confirmed booking, a £25 administration charge per change will apply, in addition to any change in programme cost and any charges incurred or imposed by any of our suppliers. Please note that changes less than 91 days prior to your departure date are considered as cancellations as described in point 14. If your booking consists of more than one activity or element booked with Blue Lizard, your initial departure date applies to any requests to change your arrangements and not the start date of individual activities or elements.
2. In the event that a programme cannot accept postponements due to the seasonal nature of the placement, changes to your departure date will be treated as a cancellation and cancellation terms will apply.

Cancellation/Change of your booking: by Blue Lizard Adventures.

1. It is unlikely that Blue Lizard Adventures will have to make any changes to your trip. As the arrangements for your programme are made many months in advance and therefore occasionally we may have to make changes, we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest opportunity. A minor change is any change which, taking account of the information you have given us at the time of booking, or which we can reasonably be expected to know as a travel operator, we could not reasonably expect to have a significant effect on your confirmed trip.
2. The nature of the style of travel offered by Blue Lizard is one which allows some alternatives and a degree of flexibility. The outlined itineraries given for each programme must therefore be taken as an indication of what you may accomplish, and not as a contractual obligation on our part. When necessary, we reserve the right to make alterations to a trip without notice, including to the itinerary, excursions, activities, accommodation, and amenities. These alterations may be made if, in our reasonable opinion, it be regarded as essential to provide due care, or to ensure the satisfactory progress of the programme, but are not limited to these reasons. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, road conditions, weather, border restrictions, sickness and other unforeseeable circumstances. No refunds will be given for services not utilised. It is a fundamental condition of joining any of the programmes described on our website, or in any marketing material, that you accept this flexibility, and acknowledge that delays and alterations and their results, such as inconvenience, discomfort, or disappointment are possible. If you are unable, or do not choose, to complete an itinerary outlined for a programme, Blue Lizard is not liable to supply alternative itineraries, excursions, accommodations, services, or staff for the period when you are not present with the group.
3. Blue Lizard will endeavour to let you know, as soon as we can if, through no fault of your own, we are forced to significantly alter your programme or itinerary. Should your programme be interrupted by events that could not reasonably have been anticipated and the event significantly affects or alters your programme, we will endeavor to find an alternative programme as soon as is reasonably possible. You have the right to accept, or decline the alternative. Under these circumstances, refunds will not be made and any travel costs incurred will be your responsibility. We cannot accept liability for any programme changes, or cancellations, as a result of "Force Majeure", for example war or threat thereof, terrorism, fire, sickness, bad weather, acts of government or local authority, acts of God (see Force Majeure below). Except in the case of extraordinary circumstances beyond our control we will not cancel a programme less than 8 weeks prior to departure.
4. If Blue Lizard has to make a significant change or cancel (except in the case of "Force Majeure"), we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of the following options:-
 - o for significant changes, accepting the changed arrangements; or
 - o purchasing alternative arrangements from Blue Lizard, of a similar standard to those originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference); or
 - o cancelling the booking and obtaining a prompt refund of the money paid (not including visa fees) - as long as written notification of cancellation has been given within 7 days of the date on which you were notified of the alterations.

Force Majeure

1. Blue Lizard will not accept liability, or pay any compensation where the performance or prompt performance of its contractual obligations is prevented, or affected, or you otherwise suffer any loss, or damage, due to circumstances that come under the definition of 'Force Majeure'. In these booking conditions 'Force Majeure' means any event that we, or the supplier of the services in question, could not foresee, or avoid, even with all due care. Such events include, but are not limited to war, the threat of war, insurrection, riots, strikes, civil action, decisions by governments or governing authorities, natural disaster, bad weather, technical or maintenance problems with the transport, criminal and terrorist acts or similar circumstances beyond our control.

Problems or Complaints

1. Blue Lizard works with receiving partners in each of the destinations in which we offer programmes. These partners are responsible for representing us and offering you support while you are on your programme. There will be a programme representative in the country to which you are travelling. Full contact details for the representative will be given to you prior to departure. In country representatives are responsible for your orientation and organising your placement at the programme. They are there for any support you may need regarding local advice, emergency issues and to resolve any issues you may have regarding your placement.
2. If the customer remains unsatisfied following attempts to resolve an issue locally then the UK Blue Lizard team should be notified by telephone, facsimile, email or in writing so that we can take any reasonable action to help resolve the issue.
3. If you feel that you have reason for complaint during your programme it is your responsibility to ensure, at the earliest possible opportunity, that any perceived failure in the performance, or improper performance, of the contract, whether by the company, or its suppliers, is communicated to the programme representative or supplier, and simultaneously to inform Blue Lizard by telephone, facsimile, email or in writing so that the concerns can be addressed. You must communicate any complaint to Blue Lizard, the supplier of services and the programme representative at the earliest possible opportunity and whilst you are still on the programme. Failure to do so will affect our ability to investigate the complaint and your rights under the contract. Until we know about a problem or complaint, we, or the supplier, cannot begin to resolve it. If your complaint or problem is not resolved to your satisfaction you must write to us within 28 days of the programme completion date. If this procedure is not followed the complaint will not be considered.

Our Liability

1. Blue Lizard will only pay compensation if, after departure, your programmes, or travel arrangements, booked through us, are not provided as described in your programme information, due to the fault of our employees, agents or suppliers, and if this has significantly affected your experience and your enjoyment of it. Subject to the bullet points below, we will accept liability in accordance with package travel regulations. These conditions will be governed by English Law. We both (customer and Blue Lizard) agree that the Courts of England and Wales will deal with any claim you wish to bring against Blue Lizard directly. When signing these terms and conditions, both parties recognise that you are not an employee of Blue Lizard.
 - o Nothing in these conditions is intended to exclude, or limit, our liability to you if death or personal injury is caused by our negligence, or that of our employees (providing they were at the time acting within the course of their employment). Please note however that we will not be liable for any injury, illness or death or consequent losses suffered by you or any member of your party where such injury, illness or death was not caused by lack of reasonable care/skill on our part, or that of our suppliers in performing our obligations under the contract.
 - o We will not be responsible for any claim arising as a result of any, or all, of the following:-
 - 1) the fault of the person(s) affected or any member(s) of their party; or
 - 2) the fault of a third party not connected with the provision of your programme which we could not have predicted, or prevented; or
 - 3) the fault of anyone who is not carrying out work for us (generally or in particular) at

- the time; or
- 4) an event or circumstance that we or the supplier(s) of the service in question could not have predicted or prevented. This may include (but is not limited to) an occurrence of Force Majeure, as described in these booking conditions.
- In respect of travel by sea, rail and air, and the provision of accommodation, our liability will be governed by and limited in accordance with the relevant international conventions. The provisions of these conventions and any other convention in force at the time of your trip are incorporated into these booking conditions and form part of your contract.
 - In respect of claims for death and personal injury we will not be liable for any loss of profit, or loss of business, or any form of consequential loss or damage, whether or not arising as a result of physical damage to property and regardless of the actual cause of such loss or damage
2. The services and facilities included in your package will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards and customs.
 3. Blue Lizard makes every effort to protect the welfare and safety of volunteers working on projects abroad. However, recognizing that participation is voluntary and that there are certain inherent risks, which the participant must assume, the participant understands that neither Blue Lizard, nor its partner organisations, assumes any responsibility for damage to or loss of property, personal illness or injury, nor death while a volunteer is participating in their project for its duration.

Supplier Conditions of Carriage

1. Locally arranged transport is used at times during the programme. You also agree to abide by the terms and conditions of all such carriers related to the trip.
2. Where public transport is used we cannot be held responsible for its standards, or liable for any damages, loss, or injury, incurred during its use.

Marketing Materials

1. Any likeness, or image of you, secured, or taken, on any of our programmes, may be used by Blue Lizard without charge in all media for bona fide promotional, or marketing purposes, such as in brochures, slides, video shows and the internet. By participating in our programmes you are agreeing to waive any rights to these images, or comments made, and agree that they may be used by Blue Lizard in future promotions.
2. Any images supplied by you to Blue Lizard as part of project feedback or as project reviews, may also be used by Blue Lizard without charge in all media for bona fide promotional, or marketing purposes, such as in brochures, slides, video shows and the internet.

Data Protection

1. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as your name and address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as hotels, transport companies and so on. The information may also be provided to security or credit checking companies, public authorities such as customs and immigration if required by them, or as required by law. As your trip is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. If, however, we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot accept your booking. In making a booking, you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to see this please contact the Company during normal working hours. (We make a small charge for providing this to you).

Passport and Visa Requirements

1. It is your responsibility to be in possession of a valid passport with sufficient period of validity and number of blank pages and any necessary visas, or health documents, as required, for the entire duration of your programme, and to ensure that you meet the entry requirements of the countries to which you are travelling. Requirements may change and you must check the up to date position in good time prior to departure. The name in the passport must match the name on your ticket where provided. We cannot accept liability, or consider refunds if you cannot travel, because of incomplete, or incorrect documentation.
2. In most cases you will need a visa to enter the country. It is your responsibility to organise any visas necessary for the trip. Many countries do not issue visas tailored to volunteering. As the activities you are involved in do not constitute work in most countries, and you are not in paid employment, but are a paying visitor, Blue Lizard recommends that you apply for a tourist visa where necessary. At the time of writing, none of our volunteers, to our knowledge, has encountered any problems with immigration authorities at port of entry on this point. If your placement has been cancelled due to the immigration authorities not accepting your visa, in this case we will offer you a suitable alternative placement in another country without extra charge. In such cases, you will be responsible for any additional travel costs. We will have no additional or other liability to you. If you break the conditions of your visa whilst you are on your programme, for example undertaking any work for which you are paid without an appropriate visa, and as a result you are asked to leave the country, you will not be entitled to any refund, or alternative placement.

Behaviour

1. A booking is accepted on the strict understanding that you undertake to comply with the laws, customs, foreign exchange, drug and all other regulations of any countries visited during the programme, as well as all hygiene, safety and security rules. In addition, many of our programmes have their own rules and behaviour guidelines, which are intended to ensure your safety and enjoyment of the programme. You will be advised of any specific programme rules either in your pre-departure information, or during your orientation. Do be aware that in the event that you are found violating such rules, or laws and regulations, or otherwise prejudicing the safety, or well being of a group, or progress of the programme, we may terminate your trip with us without any liability on our part.

Health and Travel Advice

1. Any information or advice provided by the Company on matters such as visas, medications, vaccinations, climate, clothing, baggage, special equipment, permits, specific itinerary details etc, is given in good faith to the best of our knowledge at the time, but without responsibility on the part of the Company as to individual requirements for specific trips. Sometimes the advice we follow from organisations such as the World Health Organisation may differ from the local practices (for example, malaria prophylaxis) and we ask you to be aware of this.
2. In the interests of health and safety, you must comply with the following requirements. If you fail to comply with any of the following, Blue Lizard cannot be held liable:
 - You must visit your GP, or reputable travel clinic, several months prior to departure in order to find out what vaccinations you may require and to ensure these are administered within plenty of time. The UK Department of Health recommends you attend two months prior to travel.
 - You must ensure you have all necessary medication/prescriptions.
 - It is your responsibility to obtain any advice on necessary equipment, which could include such items as: first aid kits, mosquito nets, or anything else advised by Blue Lizard in the provided pre-departure information pack, on our website or in any other communication.
 - It is your responsibility to check any country-related travel advice before embarking on your trip, specifically any advice issued by the British Foreign and Commonwealth Office: www.fco.gov.uk. Should a relevant security issue arise whilst you are away, Blue Lizard or our in-country partners may contact you advising of any potential hazards. All advice will be based on the BFCO and other industry sources, no matter what your nationality.

Fitness and Special Requirements

1. Blue Lizard reserves the right at any time to require you to produce a Doctor's certificate of fitness to participate in the programme. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the programme, you must advise us of this at the time of booking. If we reasonably feel that we are unable to accommodate your needs, due to particular health requirements, we must reserve the right to decline your reservation, or if full details are not given at the time of booking, cancel when we become aware of these details and apply cancellation charges as described in the cancellations clause above. Ensuring fitness to participate in a programme is the customer's responsibility and no refund will be made should any customer be unable to complete a placement for this reason.
2. Special requests, such as dietary requirements and accommodation requests must be made at the time of booking. We will pass on your request to our appropriate partners, or service providers, but cannot guarantee that these will be accommodated.
3. Accommodation and meals will be arranged for programmes where specified within individual programme details. It is your responsibility to confirm with Blue Lizard whether or not they are included in your booking fee and to advise us of any special dietary requirements. Please be aware that accommodation, food and facilities with which you will be provided, will be of a local standard. You may be required to share a bathroom and/or bedroom and these may differ to the standard to which you are accustomed.

Insurance

1. It is a condition of booking that every customer must have travel insurance in force for the entire duration of the programme. You must ensure that the cover provided by your insurance provider is adequate and appropriate for your placements and personal needs and that it also covers the cost of repatriation, including air evacuation costs, should a situation arise that necessitates it. You must provide details of your insurance policy (policy number, insurer, dates of cover and emergency assistance telephone numbers) prior to your departure. It is your responsibility to ensure that you are adequately insured, as we will not check your policy. If you join the programme without adequate insurance you may not be allowed to continue on the programme with no right of refund. We accept no responsibility for the loss of, or damage to, personal property or valuables and therefore recommend that you take out insurance to cover the loss of baggage and valuables. Blue Lizard takes no responsibility for any loss, damage or expenses incurred if travelling uninsured or under-insured.

Governing Law

1. All matters, or disputes arising out of this contract shall be governed by and construed in accordance with the laws of England and are subject to the jurisdiction of the English courts. You may choose the law and courts of Scotland and Northern Ireland to deal with any disputes if you are resident there.

Blue Lizard reserves the right to cancel a programme allocation, and retain the deposit paid by you, should you not have confirmed acceptance of the Terms and Conditions in writing, by email, or through our website within 2 weeks of a request to do so.