

Zebra Adventures



Booking Conditions Private Tour – Chamonix, France

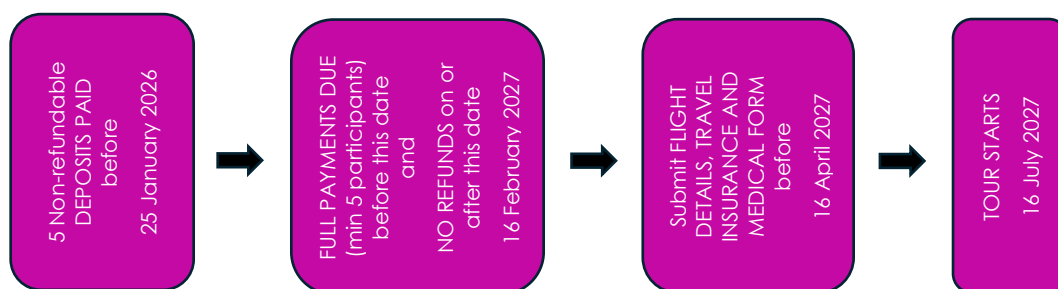
Lisa Franchina's group: 16 – 24 July 2027

Your contract is with ZEBRA ADVENTURES Limited. This document outlines the terms and conditions that apply when you book a holiday with us. You must read these conditions together with the holiday information provided because they define our obligations to you and also impose some important commitments on you. If any part of these booking conditions is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity will not affect the other provisions which shall remain in full force and effect.

As Tour Operator, ZEBRA ADVENTURES is responsible for curating an unforgettable and insured tour, bringing experience, expertise, knowledge of the cultural aspects of Chamonix, France and its people, a phenomenal itinerary, Financial Failure Insurance (FFI), and we guarantee a personal service to every client that books with us to create a trip of a lifetime. ZEBRA ADVENTURES utilises a secure online booking system for all bookings, payments, and refunds. All fees payable in Pound Sterling (£) only.

SUMMARY

- To secure this private tour, a minimum of five (5) and a maximum of seven (7) participants are required.
- A non-refundable deposit of £1,200 (GBP) per person must be paid by five (5) participants before 25 January 2026.
- Full payment of £4,200 (GBP) per participant (minimum 5, maximum 7) is due before 16 February 2027. Cancellations on or after this date are non-refundable.
- If a participant who has paid in full cancels before 16 February 2027, the non-refundable deposit of £1,200 will be retained as a cancellation penalty. The remaining balance will be refunded, minus a 3.7% administrative fee.
- If a cancellation occurs after 25 January 2026, the responsibility rests with Lisa Franchina's group to secure a replacement for any cancelled spaces before 16 February 2027, in order to maintain the minimum of five (5) participants required for the tour to proceed, or the per-person cost for the remaining participants will increase to compensate for the cancelled space(s).
- If the group does not meet the minimum requirement of five (5) participants, ZEBRA ADVENTURES will cancel the tour on 16 February 2027. In this case, the non-refundable deposit of £1,200 (GBP) per person will be retained by ZEBRA ADVENTURES as a cancellation penalty.
- If five bookings have already been paid in full, there is no obligation to fill a fully paid booking that is cancelled after 16 February 2027.
- If there are more than five participants, Lisa and her group will determine among themselves who will share accommodations and who will have single occupancy.



1. **Tour Date**
16 – 24 July 2027

2. **Tour Asking Price**
£4,200 (GBP) per person (no single supplements)

3. **Deposit**
A non-refundable deposit of £1,200 (GBP) per person is required from a minimum of five (5) participants by 25 January 2026. A non-refundable deposit can be carried over to another person by notifying ZEBRA ADVENTURES in writing and accepted once confirmed by ZEBRA ADVENTURES.

4. **Full Payment**
Full payment of £4,200 (GBP) from all participants, minimum of five (5), maximum of eight (8), before 16 February 2027.

5. **Cancellations**

- 5.1 The tour is secured once all five (5) required participants have paid their deposits before 25 January 2026. If a cancellation occurs after 25 January 2026, the responsibility rests with Lisa Franchina's group to either:
 - 5.1.1 secure a replacement for any cancelled spaces before 16 February 2027, in order to maintain the minimum of five (5) participants required for the tour to proceed, or
 - 5.1.2 the per-person cost for the remaining participants will increase to compensate for the cancelled space(s).
- 5.2 In the event that the group is unable to find a replacement and the remaining participants choose not to absorb the increased per-person cost, ZEBRA ADVENTURES will cancel the tour on 16 February 2027. In such cases, the non-refundable deposit of £1,200 will be retained as a cancellation penalty for all participants.
- 5.3 If your tour is cancelled due to unforeseen circumstances by ZEBRA ADVENTURES, will refund all payments made directly to ZEBRA ADVENTURES.
- 5.4 It is not required to fill a fully paid booking cancelled after 16 February 2027 IF five (5) bookings were already paid for in full.

- 5.5 If a participant who has paid in full cancels before 16 February 2027, the £1,200 non-refundable deposit will be retained as a cancellation penalty. A refund of the remaining balance, minus a 3.7% administrative fee, will be issued. The responsibility to find a replacement for any cancelled space rests with Lisa Franchina's group.
- 5.6 For any cancellations after 16 February 2027, there will be NO REFUND.
- 5.7 Force Majeure: In the case where Zebra Adventures is unable to operate the tour due to Force Majeure; events beyond our reasonable control, where unavoidable and extraordinary circumstances significantly affect the performance of your holiday, including but not limited to natural disasters such as floods, earthquakes, hurricanes, or volcanic eruptions, acts of God or extreme weather; war, terrorism, or civil unrest; government actions, travel bans, or regulatory restrictions; pandemics or epidemics; strikes, labour disputes, or industrial action; major supply chain disruptions; and infrastructure failures, a refund will be issued only if our suppliers provide refunds. If suppliers do not refund, Zebra Adventures will issue a travel credit equal to the payments made, valid for 18 months. We strongly recommend travel insurance.

6. Bookings

ZEBRA ADVENTURES utilises a secure online booking system for all bookings, payments, and refunds. Bookings are only confirmed once payment is successfully completed. To increase the likelihood of successful bookings, clients are strongly advised to pre-arrange payment with their banks and notify them accordingly. *Please note that both US and UK banks tend to flag and block payments, particularly in the afternoon and evening, when larger amounts are involved. This precautionary measure could trigger a fraud alert, requiring you to contact your bank and confirm that the transaction is legitimate and related to travel. In such cases, you will need to call your bank, explain the nature of the payment, and request them to release the hold on your account. To minimise the risk of encountering these issues, it is advisable to make payments earlier in the day whenever feasible. Additionally, we recommend reaching out to your bank in advance to inform them about your upcoming travel-related transactions, ensuring a smoother booking process.*

7. Travel Insurance – Updated 20 April 2026

Travel insurance is mandatory for our 2027 tours, in line with the chalet rental requirements. We strongly recommend obtaining medical coverage for the duration of your stay in France. Travel insurance that includes coverage for cancellation, curtailment, personal liability, illness, loss of luggage, and personal belongings is highly advised. Please ensure that your policy covers all activities listed in the itinerary. ZEBRA ADVENTURES does not arrange travel insurance; it is the sole responsibility of each traveller to organise their own coverage. Due before 16 April 2027.

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8. Fitness

Due to the nature of our itinerary, a moderate fitness level is required. We strongly encourage every person on tour to participate in all daily activities to enhance their group travel experience.

9. Tour Details

International flight details, medical form and all other required details are due before 16 April 2027. If your flight details and your medical form are not received by ZEBRA ADVENTURES before 16 April 2027, ZEBRA ADVENTURES reserves the right to cancel your booking and the participant acknowledges that their spot on the tour will be forfeited, and full penalties will apply.

10. Flights

Flights usually open 12 months before your arrival date. Once ZEBRA ADVENTURES receives your booking confirmation, you can expect to receive an email within 24 hours with airline suggestions. In the meantime, we would highly recommend you keep an eye on flight options and prices. Summer in Europe is peak season, and therefore prices will increase nearer the date, and availability may become limited. Please contact us if you need advice, we can refer you to our trusted travel agent; however, we do not get involved in the booking of flights, and ZEBRA ADVENTURES cannot be held responsible for any errors in the booking of your flights. ZEBRA ADVENTURES will not be responsible for any flight booking or cancellation of flights due to error, tour cancellation or any other event. Flight details are due before 16 April 2027.

11. Medical Form

You will receive a basic medical form to complete roughly four months before your arrival in France. If you have received any medical treatment or sustained any injuries within six months before you arrive in France, we require a 'fit to fly' letter from your GP. This is to help you while in France, as we do not want you to miss out on any of our exciting activities, and to keep up with a jam-packed itinerary. Medical form is due before 16 April 2027.

12. Vaccinations

It is essential to contact your GP a minimum of six weeks before travelling to France regarding vaccinations. The Travel Doctor is an interactive website providing specialist health information for travellers.

13. Indemnity Form

At our orientation meeting, you will be asked to sign an Indemnity Form before the tour starts. This form is an agreement that all guests have read the Travellers Code of Conduct, which will be provided. To exercise judgement and care at all times to ensure their own safety and that of their fellow travellers.

14. Terms and Conditions

By booking with ZEBRA ADVENTURES, you agree to our Terms and Conditions. Please review them at: <https://zebraadventures.com/terms-conditions/>

15. What is next?

Within 24 hours of making your booking, you will receive an email titled "What's Next?" This email serves as your comprehensive guide for the next steps to take. It covers practical details like airline suggestions for your journey to Chamonix, direct links to your account, information about pre-and post-accommodation if needed, gratuities and

a real-time cost of living in France to aid in your planning and budgeting. Additionally, a Medical Form ensures you're physically ready and able to join the group without any injuries, allowing you to keep up with the jam-packed itinerary, a Packing List to assist you in preparing for the journey, and lastly, a Questionnaire. We kindly request that everyone on the tour complete the questionnaire. The questions in the form help us get to know a bit more about the fantastic individuals joining us on this tour.

16. All our tours are protected - Financial Insolvency Insurance (FI) & peace of mind

ZEBRA ADVENTURES LTD is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with the current Package Travel Regulations, all passengers booking with ZEBRA ADVENTURES LTD are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of ZEBRA ADVENTURES LTD.

AVS (Atlas Voyage Secure) arranges for this policy to be issued by Evolution Insurance Company Limited which is registered in Gibraltar No. 88737 with a registered office at 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA. Evolution Insurance Company Limited is authorised and regulated in Gibraltar by the Gibraltar Financial Services Commission and for its activities in the United Kingdom by the Financial Conduct Authority FRN 227649.

In the unlikely event of Insolvency of ZEBRA ADVENTURES LTD, please follow the procedures below:

To make a claim, the beneficiary must follow the instructions at www.evo-insurance.com/fiiclaims and set out in the policy terms and conditions. The beneficiary may contact the insurer as follows:

Post: Evo Insurance Claims, PO Box 1124, Portsmouth, PO1 9XY, United Kingdom
 Email: fpclaims@cegagroup.com
 Telephone: +44 (0)1243 975 394

Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond (with the exception of Credit and Debit cards). This policy will also not cover any loss sustained by Passenger(s) booked on a flight-inclusive package sold and commencing within the United Kingdom.

Policy Holder: EVOLUTION INSURANCE COMPANY LIMITED

Company Registration number: 12924640

Certificate Number: EV2202UKF10155

****Policy Period covers bookings made within the dates specified regardless of the date of travel****

Updated 20 April 2026:

- Travel Insurance (nr. 7) and Medical form (nr. 11) are due before 16 April 2027.



Terms Date:

20 April 2026 (revised)

16 November 2025


Lisa Franchina

11-24-25
Signed on this day


Janette Wüchschpennig
ZEBRA ADVENTURES

11-25-25
Signed on this day



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