Zebra Adventures

Booking Conditions – Chamonix, France

3 - 11 September 2027

Your contract is with ZEBRA ADVENTURES Limited ("ZEBRA ADVENTURES", "we", "us" or "our"). These Booking Conditions set out the terms on which you book a holiday with us. You should read these Booking Conditions together with the relevant holiday information, as they define our obligations to you and your obligations to us. If any provision of these Booking Conditions is found by a court or other competent authority to be invalid, unlawful, or unenforceable, that provision shall be deemed severed from these Booking Conditions and the remaining provisions shall continue in full force and effect. References to "Client", "you", "your", "guest" or "passenger" mean any person named on the booking and/or travelling on a holiday arranged by ZEBRA ADVENTURES.

For the purposes of these Booking Conditions, references to a "tour" include any package holiday, group tour, or other travel arrangement organised and operated by ZEBRA ADVENTURES to which these Booking Conditions apply.

SUMMARY

- Tour Date: 3 – 11 September 2027
- Tour Price: £4,550 (GBP) per person, solo occupancy
- Minimum participants required: 5 and maximum participants: 5
- £850 non-refundable deposit required per person at booking
- Full payment due: 3 April 2027
- If a participant who has paid in full cancels before 3 April 2027, the non-refundable deposit of £850 will be retained by Zebra Adventures. The remaining balance will be refunded, less a 3.7% payment processing deduction to reflect non-recoverable payment processing and transaction fees.
- Cancellation on or after 3 April 2027: no refund payable
- Travel Insurance is mandatory and due before 3 June 2027
- Flight Details, Medical Form, Travel Insurance Details and all required Client Details due before 3 June 2027

1. Your Holiday Contract

ZEBRA ADVENTURES is a boutique travel company specialising in small-group tours for women who wish to explore new destinations with a blend of comfort, attention to detail, and adventure.

1.1 Travelling with Children and Young Adults: Participation in Zebra Adventures' women's tours is generally intended for women aged 30 and above. Women aged 21 years and over may participate if accompanied by a parent, legal guardian, or other responsible adult aged 35 years or over who is legally authorised to act on their behalf. All enquiries relating to travellers under the age of 30 are subject to review

and approval by Zebra Adventures, which reserves the right, at its sole discretion, to limit the number of such travellers on any tour.

Where Zebra Adventures has arranged a tour exclusively for a family, corporate group, or other private or bespoke travel arrangement, children and minors may be permitted to participate, subject to the prior written approval of Zebra Adventures.

Any minor participating in a tour must be accompanied by a parent or legal guardian, who shall be solely responsible for the minor's supervision, welfare, conduct, and safety throughout the tour. Zebra Adventures does not provide childcare or supervision services.

1.2 Authority: By making a booking, the person making the booking confirms that they have the authority to accept, and do accept, these Booking Conditions on behalf of all persons named on the booking. A binding contract between you and Zebra Adventures will come into existence when we issue our booking confirmation invoice.

1.3 Transparency: Zebra Adventures' female tours are designed to provide a comfortable, enjoyable, and enriching travel experience for women. Our itineraries are planned with a pace and activity level intended to suit most travellers up to the age of 75.

To help ensure that a tour is the right fit, guests aged between 70 and 75 are encouraged to contact Zebra Adventures prior to booking to discuss the itinerary, fitness requirements, and overall suitability of the tour.

This pre-booking discussion is intended to assist prospective guests in making an informed decision and does not constitute a guarantee of suitability or participation.

Note: Due to the nature of our itineraries, all Zebra Adventures tours require a moderate level of fitness and good mobility. Tour activities may involve walking between attractions, negotiating steps and uneven surfaces, standing for extended periods, and getting on and off vehicles within scheduled timeframes.

Zebra Adventures aims to provide a comfortable and enjoyable experience for all guests.

All accommodation on the Chamonix Alpine Adventure Tour is provided on a solo occupancy basis, with each guest allocated their own bedroom and private bathroom.

Guests who use a CPAP machine for sleep apnoea should notify Zebra Adventures at the time of booking or as soon as reasonably practicable thereafter to ensure that suitable accommodation and power requirements can be accommodated.

Failure to disclose the use of a CPAP machine, or any medical condition or circumstance that may reasonably affect accommodation requirements, at the time

of booking or before the commencement of the tour may affect Zebra Adventures' ability to make appropriate arrangements.

1.4 Accuracy of Details: You are responsible for providing accurate and complete information at the time of booking and for ensuring that all information supplied to Zebra Adventures remains up to date. All passenger details must match the relevant passport exactly.

Upon receiving your booking confirmation and invoice, you must check that all passenger and holiday details are correct and that all services booked through Zebra Adventures, including accommodation and other arrangements, are accurately listed. Any errors, omissions or discrepancies must be reported to Zebra Adventures immediately so that they can be reviewed and, where necessary, corrected.

If any information previously provided is incorrect, incomplete or changes after booking, including your flight details, passport number, travel insurance details, or any other information relevant to your tour, you are responsible for notifying Zebra Adventures promptly and providing the correct or updated information.

All updates must be provided before the start of the tour to allow us to update our records and make any necessary arrangements.

1.5 Effects of Incorrect Details: Any additional costs, charges, losses, delays, denied services, or other consequences arising from incorrect, incomplete, inaccurate, or outdated information provided by you will be your responsibility.

Any additional charges incurred as a result will be payable by you.

Zebra Adventures reserves the right to refuse, cancel, or decline to proceed with a booking where incorrect or incomplete information materially affects the booking, travel arrangements, or the safe operation of the tour.

1.6 Governing Law: This contract and any dispute, claim, or matter arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales and shall be subject to the jurisdiction of the courts of England and Wales, except where applicable consumer protection laws provide otherwise. Complaints may be referred to arbitration in accordance with the arbitration provisions set out below.

2. Financial Failure Insurance and Insolvency Protection

ZEBRA ADVENTURES LTD is committed to customer satisfaction and consumer financial protection. To help protect travellers, ZEBRA ADVENTURES LTD provides Financial Failure Insurance ("FFI") for all applicable package holidays sold by it. This protection is provided at no additional cost to the traveller and is intended to protect monies paid and, where applicable, provide repatriation in the event of the insolvency of ZEBRA ADVENTURES LTD, subject to the policy terms and conditions.

AVS (Atlas Voyage Secure) arranges for this policy to be issued by YELDEN INSURANCE COMPANY GUERNSEY LIMITED, which is a licensed insurer situated in Guernsey, Channel Islands, and was established in 2024 (Company number: 74611). YELDEN INSURANCE COMPANY GUERNSEY LIMITED is regulated by the Guernsey Financial Services Commission (reference number: 3080351).
In the unlikely event of the insolvency of ZEBRA ADVENTURES LTD, beneficiaries wishing to make a claim must follow the claims procedure set out in the policy Terms and Conditions and the instructions available at www.yeldeninsurance.gg.
The insurer can be contacted as follows:
Email: claims@yeldeninsurance.gg
Post: Yelden Insurance Company Guernsey Limited, Suites 1 & 2, Block A, Hirzel Court, St. Peter Port, GY1 2NN
Telephone: +44 (0) 1481 816 466

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: ZEBRA ADVENTURES LTD
Company Registration number: 12924640
Insurer: YELDEN INSURANCE COMPANY GUERNSEY LIMITED
Insurer's address: Yelden Insurance Company Guernsey Limited, c/o Suites 1 & 2, Block A, Hirzel Court, St Peter Port, Guernsey, GY1 2NN.
Certificate Number: YEFII0526/0050 - 4366 – DIR

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

3. Your Holiday Price

Price: Zebra Adventures reserves the right to amend the price of any holiday, introduce supplements, withdraw offers, or correct pricing errors at any time before your booking is confirmed. The current holiday price will be confirmed at the time of booking.

Price Changes After Booking: Once your booking has been confirmed, we may only increase the price of your holiday where such increases are a direct consequence of changes in:

- the price of the carriage of passengers resulting from the cost of fuel or other power sources;
- the level of taxes or fees imposed by third parties not directly involved in the performance of the holiday, including tourist taxes, landing taxes, embarkation or disembarkation fees at ports and airports; or
- exchange rates relevant to the holiday.

We will absorb, and you will not be charged for, any increase equivalent to up to 2% of the total holiday price (excluding insurance premiums and amendment charges).

You will be charged for any amount exceeding that threshold, together with any reasonable administrative costs incurred.

If any increase exceeds 8% of the total holiday price, you will be entitled to:

- accept the proposed change;
- accept an alternative holiday if one is available; or
- cancel your booking and receive a full refund of all monies paid, excluding any amendment charges.

You must notify us of your decision within the time period specified by us.

No price increase will be made within 20 days of the commencement of your holiday, unless the increase arises directly from changes requested by you.

Price Reductions: If the price of your holiday decreases due to the cost changes referred to above, any applicable refund will be paid to you. We reserve the right to deduct our actual administrative expenses incurred in processing the refund.

Please note that travel arrangements are not always purchased in local currency and some apparent exchange rate changes may have no impact on the price of your holiday.

Incorrect Pricing: Whilst Zebra Adventures endeavours to ensure that all prices are accurate, errors may occasionally occur. Zebra Adventures reserves the right to correct any pricing error at any time prior to confirmation of your booking. We shall not be legally bound by any obvious pricing error and notification of such an error does not constitute acceptance of it.

Optional Ad Hoc Services: Zebra Adventures may, on request, arrange additional services that fall outside our standard tour package, including extensions, additional accommodation, room upgrades, transfers, or other bespoke arrangements ("Ad Hoc Services"). The cost of such services may vary depending on availability and the date of booking. Ad Hoc Services may be subject to separate supplier terms and additional non-refundable charges. Any applicable costs, including any increased or non-refundable deposit requirements, will be advised prior to booking and must be accepted before the service is confirmed.

Currency: All Zebra Adventures holidays are priced and sold in Great British Pounds Sterling (GBP).

4. Group Sizes

Zebra Adventures' Chamonix Alpine Adventure Tour operates subject to a minimum of five (5) participants and a maximum of seven (7) participants. If Zebra Adventures cancels a tour because the minimum number of participants has not been reached, we will notify you as soon as reasonably practicable and, in any event, before your final payment due date. In such circumstances, you will have the option to:

a) transfer to an alternative Zebra Adventures tour or alternative departure date, subject to availability (any difference in price may be payable or refundable, as applicable); or

b) receive a full refund of all monies paid to Zebra Adventures in respect of the cancelled booking.

Any cancellation for reasons other than failure to meet the minimum participant requirement shall be dealt with in accordance with the cancellation provisions contained within these Booking Conditions.

5. Paying for Your Holiday

5.1 Deposits

A non-refundable deposit of £850 (GBP) per person is required at the time of booking. The £850 deposit is non-refundable and has no cash value. It may not be exchanged for cash. The deposit forms part of the overall tour price and secures the guest's place on the tour. The deposit contributes towards securing and reserving accommodation and other tour arrangements, including the reservation of accommodation and other tour-related services where applicable, together with costs and commitments incurred by Zebra Adventures from the date the booking is confirmed. These costs and commitments may include, but are not limited to, tour planning and development, supplier negotiations and reservations, operational preparation, itinerary management, administration, booking management, financial processing, customer support, and other services undertaken in connection with the organisation and delivery of the tour. For this reason, the deposit is non-refundable.

If a participant cancels their booking, they may, at their sole discretion, transfer their nonrefundable deposit to a replacement traveller who is a friend or family member of their choice. To do so, the participant must notify ZEBRA ADVENTURES in writing of the cancellation and provide the replacement traveller's full name and contact details, together with a request for the deposit to be transferred. The decision whether to transfer the deposit, and the choice of replacement traveller, rests solely with the participant cancelling the booking. Any transfer of a deposit to a replacement traveller shall be subject to the booking transfer provisions set out in Section 6.2. Any such transfer is subject to the prior written approval of Zebra Adventures and shall only be effective once confirmed in writing by Zebra Adventures.

6. Amendments to Your Booking

6.1 Ad Hoc Changes

Where Zebra Adventures has arranged additional services outside the standard tour package, including but not limited to pre-tour accommodation, post-tour accommodation, transfers, upgrades, or other bespoke arrangements ("Ad Hoc Services"), any request to amend or cancel such services must be received in writing no later than 60 days before the commencement of the tour.

Requests received after this date may not be accepted, as supplier arrangements, reservations, and associated services may already have been confirmed, committed to, or paid for.

Any additional costs, charges, or losses incurred by Zebra Adventures as a result of a requested amendment or cancellation shall be payable by the Client.

Unless otherwise stated in the quotation, invoice, confirmation, or other booking documentation, Ad Hoc Services cancelled more than 60 days before the commencement of the tour will be eligible for a refund less a £50 administration fee per person.

No refund, credit, amendment, or transfer will be available for Ad Hoc Services cancelled within 60 days of the commencement of the tour.

Where specific cancellation, amendment, or refund terms are stated in the quotation, invoice, confirmation, or other booking documentation, those terms shall prevail to the extent of any inconsistency with this clause.

6.2 Transferring Your Booking

If a participant cancels their booking, they may, at their sole discretion, transfer their booking to a replacement traveller who is a friend or family member of their choice.

The participant cancelling their booking must notify Zebra Adventures in writing of the cancellation and provide the replacement traveller's full name and contact details, together with a request for the booking to be transferred.

The decision whether to transfer the booking, and the choice of replacement traveller, rests solely with the participant cancelling the booking. No other guest, travelling companion, family member, group organiser, or third party may exercise this right on their behalf.

Any transfer remains subject to the prior written approval of Zebra Adventures and shall not take effect unless and until confirmed in writing by Zebra Adventures.

Both the original traveller and the replacement traveller shall be jointly and severally liable for any reasonable costs, charges, fees, or expenses incurred by Zebra Adventures as a result of the transfer.

7. Cancellation of Booking

7.1 If You Cancel Your Booking

You may cancel your booking at any time by notifying Zebra Adventures in writing. Any cancellation shall take effect on the date written notice is received by Zebra Adventures.

If a participant who has paid in full cancels before 3 April 2027, the £850 non-refundable deposit will be retained. The remaining balance will be refunded less a 3.7% payment processing deduction to reflect non-recoverable payment processing and transaction fees incurred by Zebra Adventures in receiving and refunding payments. This deduction is intended solely to recover costs incurred and does not constitute a cancellation charge or administration fee.

For cancellations on or after 3 April 2027, no refund shall be payable. Guests are strongly encouraged to ensure that their travel insurance policy provides adequate cancellation cover.

If you cancel your booking before 3 April 2027, you may, instead of cancelling, request to transfer to another Zebra Adventures tour, subject to availability and Zebra Adventures' approval, in accordance with Section 5.1 and these Booking Conditions.

Any cancellation, amendment, refund, credit, or transfer relating to Ad Hoc Services, including but not limited to pre-tour accommodation, post-tour accommodation, transfers, upgrades, or other bespoke arrangements, shall be subject to the provisions set out in Section 6.1 and any specific terms stated in the applicable quotation, invoice, confirmation, or other booking documentation.

Cancellation Summary (For Ease of Reference Only)
The table below is provided as a summary of the cancellation provisions contained within these Booking Conditions. Any cancellation must be notified to Zebra Adventures in writing and will take effect on the date written notice is received by Zebra Adventures. In the event of any inconsistency between this summary and these Booking Conditions, the Booking Conditions shall prevail.

Date of Cancellation	Refund
Before 3 April 2027	£850 non-refundable deposit retained. Remaining balance refunded less a 3.7% payment processing deduction.
On or After 3 April 2027	No refund payable.

7.2 Unavoidable and Extraordinary Circumstances (Force Majeure)
For the purposes of these Booking Conditions, "Unavoidable and Extraordinary Circumstances" means a situation beyond the reasonable control of Zebra Adventures, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Examples may include, but are not limited to, natural disasters such as floods, earthquakes, hurricanes, volcanic eruptions, extreme weather conditions, acts of God, war, threat of war, terrorism, civil unrest, government action, travel restrictions, border closures, regulatory measures, pandemics, epidemics, serious disease outbreaks, airport closures, airspace restrictions, strikes, industrial disputes affecting travel services, infrastructure failures, or any other event beyond the reasonable control of Zebra Adventures.

Where Unavoidable and Extraordinary Circumstances significantly affect, or are likely to significantly affect, the performance of the tour, the safe operation of the tour, or the ability of guests to travel safely, Zebra Adventures reserves the right to make reasonable changes to the itinerary, postpone a departure, suspend a scheduled tour, or cancel a tour where reasonably necessary.

Where a tour is affected by Unavoidable and Extraordinary Circumstances:

- Zebra Adventures reserves the right to amend, postpone, suspend, or cancel the tour where reasonably necessary.
- Zebra Adventures shall not be responsible for losses, costs, expenses, fees, or charges relating to travel arrangements or services independently arranged by guests that do not form part of the package holiday.
- Guests are strongly encouraged to obtain comprehensive travel insurance covering cancellation, curtailment, travel disruption, medical expenses, emergency medical evacuation, repatriation, accommodation costs, personal liability, loss of luggage, personal effects, and other unforeseen circumstances.

Nothing in these Booking Conditions excludes or limits any rights or remedies that cannot be excluded or limited under applicable law.

7.3 Guests are strongly encouraged to ensure that their travel insurance policy provides adequate cancellation cover. Please refer to Section 18 (Travel Insurance).

8. If We Change Your Tour

Zebra Adventures plans its tours many months in advance and, although changes are unlikely, we reserve the right to make changes to any aspect of a tour before or during its operation where reasonably necessary.

Where a change is considered minor or insignificant, Zebra Adventures will endeavour to notify you as soon as reasonably practicable.

Minor changes may include, but are not limited to, changes to accommodation of a similar or higher standard, changes to the order of activities or sightseeing, alterations to itineraries, changes to included or optional excursions, changes to advertised amenities, temporary closure of facilities, building or maintenance works, or other operational adjustments that do not materially affect the overall enjoyment or value of the tour.

No compensation, refund, or alternative arrangements will be offered in respect of minor changes.

If Zebra Adventures is required to make a significant change to one or more of the main characteristics of your tour, we will notify you as soon as reasonably practicable and provide you with the options available to you. Such notification will be provided in writing by email or other durable medium.

8.1 Significant Changes

Where a significant change is made before the commencement of your tour, you will have the option to:

a) accept the proposed change;

b) accept an alternative tour offered by Zebra Adventures, where available. If the alternative tour is of a lower value, the difference in price will be refunded. If the

alternative tour is of a higher value, you will be required to pay the difference in price; or

c) cancel your booking and receive a refund of all monies paid for the tour.

Examples of significant changes may include, but are not limited to:

a) a significant change to the destination or location of the tour;

b) a material reduction in the duration of the tour;

c) a change to accommodation resulting in a substantially lower standard for a significant proportion of the tour; or

d) the removal of a significant part of the advertised itinerary.

You must notify Zebra Adventures of your decision within the timeframe specified in our notification. If you fail to respond within the stated timeframe, Zebra Adventures reserves the right to treat the booking as cancelled. Zebra Adventures shall not be responsible for any consequential losses, costs, expenses, or arrangements made independently by you with third parties, including but not limited to flights, insurance, accommodation, transfers, visas, or other travel-related services not booked directly through Zebra Adventures.

9. If We Cancel Your Booking

Zebra Adventures reserves the right to cancel your booking at any time before the commencement of your package holiday (tour). We will not cancel your booking after the final payment due date except where cancellation is necessary as a result of Unavoidable and Extraordinary Circumstances (Force Majeure), as set out in Section 7.2, or where you have failed to comply with these Booking Conditions, including but not limited to failure to make payment when due.

If Zebra Adventures cancels your booking for any reason other than your failure to comply with these Booking Conditions, you will be entitled to either:

1) Accept an alternative package holiday (tour) offered by Zebra Adventures, where available; or
2) Receive a refund of all monies paid to Zebra Adventures in respect of the cancelled booking.

Where applicable under the Package Travel and Linked Travel Arrangements Regulations 2018, Zebra Adventures will provide any refund without undue delay and, in any event, within 14 days of cancellation.

If the alternative package holiday (tour) is of a lower value than the original booking, Zebra Adventures will refund the difference in price. If the alternative package holiday (tour) is of a higher value, you may choose to pay the additional amount and accept the alternative arrangement. Where the cancellation arises as a result of Unavoidable and Extraordinary Circumstances (Force Majeure), the rights and obligations of both Zebra Adventures and the guest shall be subject to the provisions of Section 7.2 and any rights available under applicable law. Except where required by applicable law, Zebra Adventures accepts no responsibility or liability for any indirect, consequential, or additional loss, expense, or cost incurred by you as a result of the cancellation of your

booking, including but not limited to independently arranged flights, accommodation, visas, insurance, transfers, or any other arrangements made with third parties.

10. If You Have a Complaint, Query, Dispute or Claim

If you have a complaint, query, dispute, request for reimbursement, challenge to a fee or charge, or any other claim relating to any aspect of your package holiday (tour), you must notify Zebra Adventures as soon as reasonably practicable during the tour so that we have the opportunity to investigate and, where possible, resolve the matter at the time.

If the matter is not resolved during the tour, full details must be submitted in writing to Zebra Adventures within 28 days of the conclusion of your tour, together with any supporting information and evidence upon which you intend to rely. Failure to notify Zebra Adventures during the tour, or failure to submit the matter in writing within 28 days of the conclusion of the tour, may affect our ability to investigate and resolve the matter and may reduce or extinguish any entitlement to compensation, refund, reimbursement, credit, or any other remedy, where permitted by applicable law.

11. Additional Assistance

If you experience difficulties during your tour and request assistance, Zebra Adventures will provide reasonable and appropriate assistance, including, where appropriate, providing information on local health services, local authorities, consular services, alternative travel arrangements, and facilitating necessary communications.

Where a guest experiences a medical issue, injury, illness, mobility limitation, or other circumstance affecting their ability to participate in the tour, Zebra Adventures will endeavour to provide reasonable assistance where practicable. However, any assistance provided must not materially alter the itinerary, delay the tour, compromise the safety or enjoyment of other guests, or prevent Zebra Adventures from fulfilling its obligations to the wider group.

You acknowledge that Zebra Adventures' primary responsibility is the safe and orderly operation of the tour for all participants. While reasonable assistance will be provided where possible, Zebra Adventures is not required to modify the itinerary, activities, accommodation arrangements, transport arrangements, or tour schedule to accommodate individual circumstances.

You shall be responsible for any costs, expenses, fees, or charges incurred as a result of your circumstances where the difficulty arises from your acts, omissions, medical condition, failure to comply with these Booking Conditions, or any matter attributable to you.

12. Our Liability to You

Zebra Adventures is responsible for the proper performance of the travel services included in your package holiday (tour) in accordance with these Booking Conditions. You must notify Zebra Adventures without undue delay of any failure to perform, or improper performance of, any travel service included in your package holiday (tour). If any of the travel services included in your package holiday (tour) are not performed in accordance with these Booking Conditions, or are improperly performed, and this has affected the enjoyment of your package holiday (tour), you may be entitled to an appropriate price reduction, compensation, or both, unless the failure is attributable to:

a) you or any member of your party;
b) a third party unconnected with the provision of the travel services included in your package holiday (tour), where the failure is unforeseeable or unavoidable; or
c) Unavoidable and Extraordinary Circumstances (Force Majeure).

Except in cases involving death, personal injury, or illness arising from acts or omissions of Zebra Adventures or its suppliers, Zebra Adventures' total liability shall, where permitted by applicable law, be limited to a maximum of three times the total price paid for your package holiday (tour).

Nothing in these Booking Conditions limits or excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability which cannot lawfully be excluded or limited under applicable law.

Our liability will also be limited in accordance with, and/or benefit from, any applicable international conventions, regulations, and the contractual terms of the suppliers providing the travel services included in your package holiday (tour), including any limitations on the amount of compensation payable. These may include, where applicable, the Montreal Convention (travel by air), the Athens Convention (travel by sea), and the Berne Convention (travel by rail). Copies of such terms or conventions will be made available upon request.

Any entitlement to compensation, price reduction, or other remedy from Zebra Adventures shall be reduced by any amount received from a travel service provider, insurer, or other third party in respect of the same loss, complaint, or claim.

To the extent that Zebra Adventures incurs liability to you arising from the acts or omissions of a third party, you agree, where reasonably required, to co-operate with Zebra Adventures and its insurers in pursuing recovery from that third party and to provide all reasonable assistance and relevant documentation.

Except where prohibited by applicable law, Zebra Adventures accepts no liability for any indirect, consequential, or unforeseeable loss, expense, damage, or cost suffered by you.

13. Your Responsibilities

It is your responsibility to ensure that you comply with all passport, visa, health, customs, immigration, entry, exit, and other travel requirements applicable to your journey and destination. You should check the latest requirements with the relevant embassy, consulate, government authority, or other official source before travel.

Zebra Adventures accepts no responsibility or liability if you are refused entry, denied boarding, prevented from travelling, or otherwise incur loss, delay, or expense as a result of failing to comply with such requirements.

You are responsible for providing all required Client Details, documentation, declarations, forms, information, and payments by the deadlines specified in these Booking Conditions and any tour-specific documentation. This includes, but is not limited to, passport information, medical forms, flight information, emergency contact details, Fit-to-Fly documentation (where applicable), final payment and, where applicable, travel insurance details.

Failure to provide the required information, documentation, or payment by the specified deadlines may result in administration fees, cancellation charges, cancellation of your booking, refusal of participation, or the loss of tour arrangements, in accordance with these Booking Conditions.

You are responsible for your own conduct and the conduct of any person included in your booking.

Zebra Adventures reserves the right to refuse a booking, refuse participation, remove a participant from a tour, or terminate a participant's involvement in a tour where, in the reasonable opinion of Zebra Adventures, that person's conduct is disruptive, abusive, threatening, unsafe, unlawful, antisocial, or likely to adversely affect the safety, wellbeing, comfort, enjoyment, or experience of other guests, suppliers, or Zebra Adventures personnel. In such circumstances, no refund, compensation, credit, or reimbursement shall be payable, and you shall be responsible for any resulting costs, losses, damages, charges, or expenses incurred.

You are responsible for the care, security, and transportation of your luggage and personal belongings throughout your package holiday (tour). Zebra Adventures accepts no responsibility or liability for the loss, theft, damage, delay, or misdirection of luggage, personal belongings, money, travel documents, or valuables, except where such liability cannot be excluded by applicable law.

You must comply with all applicable laws, regulations, instructions, health and safety requirements, the Fitness & Mobility requirements set out in these Booking Conditions, and the terms and conditions of any third-party supplier whose services form part of your package holiday (tour). Failure to do so may result in denied access to services, exclusion from activities, cancellation of arrangements, refusal of participation, removal from all or part of the tour, or additional costs being incurred. Any such consequences and associated costs shall be your responsibility.

Any failure by you to comply with supplier requirements or these Booking Conditions may affect any entitlement you may otherwise have to compensation, reimbursement, credit, refund, or any other remedy.

14. Health, Mobility, Accessibility, Activities & Participation

14.1 Fitness and Mobility Requirements: The Chamonix Alpine Adventure Tour is one of Zebra Adventures' more active tours and requires a good level of mobility and a moderate to above-average level of fitness. To help ensure a comfortable and enjoyable experience, guests should familiarise themselves with the physical requirements of the tour before booking.

This is not a hiking tour, and no planned mountain hikes, trekking activities, or long-distance alpine walks form part of the itinerary. However, the tour is based in an alpine environment and includes sightseeing, excursions, village exploration, cable-car journeys, mountain railway experiences, and other activities that require a reasonable level of mobility. Guests should be comfortable walking several kilometres each day, often between attractions and within pedestrian-only villages where vehicle access is restricted. Certain attractions, excursions, walking routes, viewing areas, and other components of the tour may involve uneven mountain terrain, cobbled pathways, inclines and declines, steps, stairways, railway platforms, cable-car access points, extended periods of standing, and varying mountain weather conditions.

Certain excursions may also involve travel to high-altitude mountain environments. Guests should be aware that altitude may affect individuals differently and may result in symptoms such as shortness of breath, dizziness, headaches, fatigue, nausea, or general discomfort. Guests with respiratory, cardiac, circulatory, neurological, or other relevant medical conditions, or those with concerns regarding the effects of altitude, should seek medical advice before booking and before travelling.

Guests must be capable of independently walking on varying terrain, safely negotiating steps and gradients without assistance, getting on and off vehicles independently, and participating in full days of sightseeing and activities within the scheduled itinerary.
It is your responsibility to ensure that you are able to meet the fitness and mobility requirements of your chosen tour before booking and throughout the duration of the tour. Guests who are uncertain whether this tour is suitable for their fitness level, mobility, accessibility requirements, or personal circumstances should contact Zebra Adventures prior to booking to discuss the itinerary and its physical requirements.

14.2 Accessibility and Tour Suitability: Zebra Adventures tours are carefully designed and operated in accordance with the published itinerary. Whilst every effort will be made to provide a supportive and enjoyable experience for all guests, itineraries, activities, transport arrangements, accommodation arrangements, and tour

schedules cannot be modified to accommodate individual fitness, mobility, accessibility, personal care, supervision, or assistance requirements.

Due to the physical nature of the itinerary, the tour is not suitable for travellers whose mobility, fitness, balance, or medical condition prevents them from independently meeting the published fitness and mobility requirements of the tour.

Zebra Adventures reserves the right to refuse, restrict, postpone, or discontinue participation where it reasonably determines that a guest is unable to safely meet the fitness and mobility requirements of the tour, or where continued participation may adversely affect the safety, wellbeing, comfort, or enjoyment of the guest or other participants.

Where a guest's individual requirements cannot reasonably be accommodated within a Zebra Adventures tour, Zebra Adventures may, at its sole discretion, offer a separate private or bespoke tour. Any such tour will be individually assessed, quoted, and agreed, taking into account the guest's requirements, supplier availability, and the suitability of the proposed arrangements. Separate terms and conditions may apply.

Guests must be capable of independently meeting the fitness, mobility, and participation requirements of the tour. Zebra Adventures tours operate on a fixed group itinerary and cannot be modified to accommodate individual fitness, mobility, accessibility, personal care, supervision, or assistance requirements. Guests who require personal care, mobility assistance, supervision, or ongoing one-to-one support in order to participate safely and comfortably in the tour will generally be more suited to a private or bespoke tour arrangement. Whilst Zebra Adventures provides a personalised and supportive travel experience, it does not provide personal care, physical assistance, mobility assistance, supervision, medical assistance, or caregiving services.

14.3 Activities and Participation: Participation in individual activities, excursions, walks, cable-car journeys, mountain railway excursions, boat trips, and other components of the tour is voluntary. Guests are responsible for assessing their own fitness, health, mobility, abilities, and personal comfort levels before participating in any activity. Guests must comply with all instructions, safety requirements, and directions provided by Zebra Adventures, tour leaders, guides, activity operators, accommodation providers, transport operators, mountain authorities, and other suppliers.

Zebra Adventures reserves the right to prevent, restrict, or discontinue a guest's participation in any activity where, in its reasonable opinion, participation may present a risk to the health, safety, wellbeing, or comfort of the guest or other participants, or may adversely affect the safe operation of the activity. No refund, compensation, credit, or reimbursement shall be payable where a guest chooses not to participate in an activity, is unable to participate due to their personal circumstances, fitness, mobility, health condition, failure to comply with safety

requirements, or is reasonably excluded from participation for safety reasons, except where required by applicable law.

14.4 Material Condition of Booking: The fitness and mobility requirements set out in this section are a material condition of booking and participation in this tour.

14.5 Mountain Environments: Guests acknowledge that this tour operates in an alpine environment where weather conditions, visibility, temperatures, mountain access restrictions, maintenance works, safety requirements and operating decisions made by mountain authorities, cable-car operators, railway operators or local authorities may affect the availability of certain excursions or attractions. Zebra Adventures reserves the right to substitute alternative activities or revise the itinerary where reasonably necessary.

15. Holiday Information

15.1 Delays

Zebra Adventures is not responsible for delays caused by airlines, airports, transport providers, weather conditions, government actions, or other circumstances beyond its reasonable control. Where a delay affects your ability to join the tour, Zebra Adventures will use reasonable endeavours to provide information and assistance where practicable.

Any costs arising from such delays, including accommodation, meals, transport, or other expenses, shall be your responsibility unless otherwise recoverable from a third party, travel insurer, or applicable passenger rights scheme.

15.2 Optional Activities and Services

Any activities, excursions, entertainment, experiences, meals, transport services, amenities, or other items purchased, arranged, or booked by you independently during your tour ("Optional Activities") are not part of your tour package unless expressly stated otherwise in your booking confirmation or tour documentation.

For any Optional Activity, your contract will be with the relevant supplier or operator and not with Zebra Adventures. Zebra Adventures accepts no responsibility or liability for the provision, performance, safety, suitability, cancellation, or operation of any Optional Activity, nor for any loss, injury, damage, expense, disappointment, or inconvenience arising from it.

Any reference to Optional Activities in tour information, brochures, websites, social media content, or other marketing materials is provided for information purposes only and does not constitute a recommendation, endorsement, or inclusion within the tour package.

Availability of Optional Activities cannot be guaranteed and may be subject to local conditions, minimum participant numbers, supplier requirements, weather conditions, or other factors beyond Zebra Adventures' control.

Where a Zebra Adventures representative provides information or assistance regarding an Optional Activity at your request, this shall not create any contractual relationship between Zebra Adventures and the supplier, nor shall it constitute Zebra Adventures acting as an agent for the supplier.

15.3 Passports, Visas, Health Requirements and Vaccinations

You are responsible for ensuring that you hold a valid passport, obtain all required visas, permits, travel authorisations, vaccinations, medications, and health documentation required for France and any countries through which you may travel.

Zebra Adventures strongly recommends that you consult your GP, travel clinic, or other qualified medical professional at least 12 weeks before departure regarding any recommended or required vaccinations, medications, or health precautions.

15.4 Travel Advice and Entry Requirements

You are responsible for checking and complying with all applicable travel advice, entry requirements, health requirements, passport validity requirements, visa requirements, safety information, and other travel regulations relating to your destination.

Zebra Adventures recommends that you regularly review the latest travel information published by the UK Government's Foreign, Commonwealth & Development Office (FCDO) at Foreign Travel Advice before and during your travel arrangements.

15.5 Third-Party Information

Whilst Zebra Adventures takes reasonable care to ensure that information published on its website, brochures, itineraries, and other promotional materials is accurate at the time of publication, such information may change after publication. Zebra Adventures shall not be liable for inaccuracies, omissions, or changes in information supplied by third-party providers, government authorities, tourism organisations, accommodation providers, transport providers, or other suppliers.

16. Tour Itinerary

The itinerary published on the Zebra Adventures website is intended as a preliminary guide only.

Your detailed and final itinerary will be provided approximately three months before the commencement of your package holiday (tour).

Zebra Adventures is committed to delivering the experiences, activities, accommodation, and arrangements described within the itinerary. However, operational requirements, supplier availability, local conditions, health and safety considerations, adverse weather conditions, and Unavoidable and Extraordinary Circumstances (Force Majeure) may occasionally require changes to the order, timing,

location, or availability of certain activities, excursions, accommodation, or other itinerary components.

Where reasonably practicable, Zebra Adventures will endeavour to provide a suitable alternative of comparable value and experience. However, alternative arrangements cannot be guaranteed.

All excursions, activities, accommodation, transport, and other services included in the itinerary form part of the package holiday (tour) and are subject to these Booking Conditions. Except where required by applicable law or expressly provided elsewhere in these Booking Conditions, no refund, compensation, credit, or partial refund shall be payable for any component of the package holiday (tour) that is unused, missed, voluntarily declined, or affected by substitutions, postponements, rescheduling, or other changes made in accordance with these Booking Conditions.

17. Health, Medical Information, Participation Requirements

17.1 Medical Disclosure

You are required to disclose any medical condition, injury, disability, mobility limitation, or other circumstance affecting yourself or any member of your party that may affect participation in the tour, require assistance, impact accommodation arrangements or affect the safety, wellbeing, comfort, or enjoyment of any guest. This disclosure must be made prior to booking your tour.

Approximately three months before the commencement of your tour, you will receive a basic medical form to complete and return by the deadline specified in your booking information.

If you receive medical treatment, undergo a medical procedure, or sustain an injury within the six months preceding the commencement of your tour, you must notify Zebra Adventures as soon as reasonably practicable.

17.2 Fit-to-Fly Letter and Medical Form

Where Zebra Adventures reasonably considers that a medical condition, medical treatment, medical procedure, injury, disability, mobility limitation, or other relevant circumstance may affect a guest's ability to travel safely or to meet the tour's Fitness and Mobility Requirements, Zebra Adventures may require the guest to provide a valid Fit-to-Fly letter from their GP or treating medical practitioner.

The letter must specifically confirm that:

1. You are medically fit to travel and participate in the tour; and
2. You are able to meet the tour's Fitness and Mobility Requirements.

Where required, the Fit-to-Fly letter must be dated within the 14 days immediately preceding the commencement of the tour and submitted to Zebra Adventures no later than 10 days before the tour commencement date.

If you receive medical treatment, undergo a medical procedure, or sustain an injury within the 10 days immediately preceding the commencement of your tour, you must notify Zebra Adventures as soon as reasonably practicable. Zebra Adventures reserves the right to require additional medical clearance before confirming continued participation in the tour.

These requirements are necessary to protect the safety, wellbeing, and enjoyment of both the guest and the wider group.

17.3 CPAP Machines and Accommodation

Accommodation on the Chamonix Alpine Adventure Tour is provided on a solo occupancy basis, with each guest allocated their own bedroom and private bathroom. Guests who use a CPAP machine for sleep apnoea must notify Zebra Adventures at the time of booking or as soon as reasonably practicable thereafter. This allows Zebra Adventures to make appropriate accommodation arrangements and ensure that any necessary power requirements can be accommodated.

Failure to disclose the use of a CPAP machine, or any medical condition or circumstance that may reasonably affect accommodation arrangements, prior to the commencement of the tour may affect Zebra Adventures' ability to make appropriate arrangements or meet specific accommodation requirements.

17.4 Pregnancy

If you are pregnant at the time of booking, or become pregnant prior to the commencement of your tour, you must notify Zebra Adventures as soon as reasonably practicable.

Participation in a tour while pregnant is subject to your fitness to travel, the physical demands of the itinerary, and any applicable requirements or restrictions imposed by your travel insurer, accommodation providers, activity operators, or other third-party suppliers.

Zebra Adventures reserves the right to require medical clearance from your GP, midwife, or treating medical practitioner confirming that you are fit to travel and participate in the tour.

Zebra Adventures reserves the right to decline, restrict, postpone, or cancel participation where it reasonably determines, based on medical advice, supplier requirements, or the specific demands of the itinerary, that participation may pose a risk to the health, safety, or wellbeing of the guest, unborn child, other guests, or the operation of the tour.

Any decision regarding participation, postponement, or cancellation shall be made in accordance with these Booking Conditions.

17.5 Failure to Disclose

Failure to provide a required Fit-to-Fly letter, or failure to disclose any medical condition, illness, injury, disability, mobility limitation, pregnancy, medical

treatment, medical procedure, use of a CPAP machine, or any other circumstance that may affect your ability to participate in the tour, comply with its Fitness and Mobility requirements, or impact the safety, wellbeing, comfort, or enjoyment of other guests, either before booking or prior to the commencement of the tour, may result in Zebra Adventures cancelling your booking, refusing participation in the tour, or terminating your participation after the tour has commenced.

In such circumstances, no refund, compensation, reimbursement, credit, or liability shall be payable, except where required by applicable law or expressly provided for under these Booking Conditions.

18. Travel Insurance

Travel insurance is mandatory for all participants joining the Chamonix Alpine Adventure Tour. Your Travel Insurance details must be provided to Zebra Adventures by 3 June 2027 as part of the required Client Details.

It is the sole responsibility of each traveller, or where applicable the group organiser, to ensure that appropriate insurance is in place from the date of booking until their return home and that the level of cover obtained is suitable and adequate for their individual circumstances, travel requirements, and planned activities.

Guests should ensure they are adequately insured throughout the tour to cover unexpected costs, including but not limited to medical expenses, emergency medical evacuation, and repatriation.

For peace of mind, Zebra Adventures recommends that your insurance policy includes cover for cancellation, curtailment, travel disruption, accommodation costs, personal liability, COVID-19-related illness or disruption, loss, theft, or damage to luggage and personal effects, as well as any other risks relevant to your travel arrangements. If you are unsure whether your insurance cover is appropriate, you should seek advice from your insurer prior to travel.

Travellers should ensure that their insurance policy specifically covers all activities included in the tour itinerary, as well as any optional activities they choose to undertake.

Guests must also ensure that their travel insurance provides appropriate cover for travel within alpine environments and for activities and excursions included within the itinerary, including cable-car journeys, mountain railway excursions, visits to high-altitude attractions, and other mountain-based experiences. It is the traveller's responsibility to verify that their policy does not exclude or limit cover due to altitude restrictions, mountain environments, or any activities included within the tour itinerary.

If, during the tour, you elect to participate in any activity that may be considered hazardous or higher risk, including but not limited to paragliding, mountaineering, climbing, via ferrata, mountain biking, or similar activities, it is your responsibility to ensure that such activities are covered under the terms of your insurance policy.

Zebra Adventures does not arrange or provide travel insurance. Each traveller is responsible for ensuring that any insurance cover obtained is appropriate for their individual circumstances, travel arrangements, medical requirements, and planned activities, and remains valid for the duration of their trip.

Failure to submit your appropriate travel insurance details by 3 June 2027, or failure to maintain appropriate insurance cover throughout the tour, may result in Zebra Adventures cancelling your booking, refusing participation in the tour, or terminating your participation after the tour has commenced. In such circumstances, no refund, compensation, reimbursement, credit, or liability shall be payable, except where required by applicable law or expressly provided for under these Booking Conditions.

Nothing in these Booking Conditions excludes, limits, or affects any liability of Zebra Adventures that cannot lawfully be excluded or limited under applicable law.

19. Data Protection and Privacy

Zebra Adventures will collect, process, store, and use personal information provided by you in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The personal information you provide may be used for the administration of your booking, the operation of your package holiday (tour), customer service, compliance with legal and regulatory obligations, fraud prevention, security, accounting, training, quality assurance, and other purposes reasonably connected with the services provided by Zebra Adventures.

In order to arrange and operate your package holiday (tour), Zebra Adventures may disclose relevant personal information to third-party suppliers, accommodation providers, transport providers, activity operators, insurers, payment processors, professional advisers, government bodies, customs and immigration authorities, regulators, and other organisations where necessary for the performance of your booking or where required by law.

Certain suppliers and service providers used by Zebra Adventures may be located outside the United Kingdom. By making a booking, you acknowledge and agree that your personal information may be transferred internationally where reasonably necessary for the operation of your package holiday (tour). Zebra Adventures will take appropriate steps to ensure that any such transfers are carried out in accordance with applicable data protection legislation.

Where you have provided your consent, Zebra Adventures may contact you by post, telephone, email, SMS, or other electronic means regarding future tours, offers, promotions, products, or services that may be of interest to you. You may withdraw your consent or update your marketing preferences at any time by contacting Zebra Adventures at info@zebraadventures.com.

Where you provide personal information relating to another individual, you confirm that you are authorised to provide such information to Zebra Adventures and, where required, have informed that individual of how their personal information may be used in accordance with these Booking Conditions and Zebra Adventures' Privacy Policy.

Further information regarding how Zebra Adventures collects, uses, stores, and protects personal information is available in our Privacy Policy, which forms part of these Booking Conditions and is available on our website. The Privacy Policy can be accessed at www.zebraadventures.com and may be updated from time to time.

Zebra Adventures is committed to the ongoing training and quality assurance of its staff. Telephone calls may be monitored or recorded for training, quality assurance, security, and administrative purposes.

20. Company Information

Zebra Adventures Limited (Company Registration Number 12924640) is registered in England and Wales.

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