



January 2021

## Custom Travel to the UK & Ireland - Partner Booking Terms

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### Small Group Adventures - commission bookings

For all bookings made onto our small group adventure group trips, our [standard terms and conditions](#) apply. Regarding commission payments:

- If payment is received from the agent, any commission will simply be applied as a discount on the final balance payment
- If payment is made using a client's credit card, the commission is paid after travel, on receipt of an invoice from the agent

### Private Travel

The terms of this document represent exceptions to our [standard terms and conditions](#). Any items not specifically mentioned in this document are deemed to be covered by our standard terms and conditions.

### Pricing Structure

Unless agreed at the time of the initial enquiry, Wilderness Scotland & Wilderness England will quote all proposals as NET rates in GBP. Wilderness Ireland will quote all proposals as NET rates in EUR. These rates are not commissionable and it is the agent's responsibility to mark-up any pricing with their own margin as required. All payments must be made directly by the agent using this pricing structure.

If any payment is to be made using the client's credit card, this must be stated at the initial enquiry. We will then agree on the sell price which includes an agreed commission level for the agent. In this instance, the commission is paid after travel, on receipt of an invoice from the agent.

### Payment terms

Unless previously agreed in writing, the following payment terms apply:

- In order to confirm a booking of a private trip, we require a deposit of 15%. Payment by credit card is generally preferred so that we can confirm the trip as soon as possible. Note that on some itineraries, a higher deposit may be required due to supplier requirements - we will advise this during the itinerary creation process.
- Balance payments are due 60 days prior to the trip start date. Payment by bank transfer is preferred.

All payments must be made in the currency they are quoted in, which is generally GBP for quotes by Wilderness Scotland and Wilderness England; or EUR for Wilderness Ireland.

### Traveller information

All requested traveller information, rooming allocations and arrival / departure information must be provided to us at least 8 weeks prior to the trip start date. We understand that travel plans may not be confirmed or may change and will work with you when this happens. However, if we do not receive the information in a timely manner, this can have a detrimental impact on the service we provide to your clients.

### Trip documentation

Final trip documentation will only be sent to the Partner once the final balance payment has been received and we have received all requested traveller information, including rooming allocation, and arrival & departure details.

### Date Changes:

The following terms will apply if clients wish to change the dates of their trip after booking:

- If, after a booking is confirmed, a client wants to change the dates of their trip, the Partner must inform us of this request more than 76 days prior to the trip start date. A date change fee of £200/€250 will be charged. In addition, if there are any irrecoverable costs, the Partner will bear the cost of these.
- Alternative dates for travel should be provided as soon as possible. Note that alternative dates are subject to availability.
- Pricing may vary for alternative dates.
- Requests to change dates less than 76 days before travel may be treated as a cancellation of the trip.

### Cancellation fees

Unless previously agreed in writing, the following terms apply if a trip is cancelled by the Partner:

1. If the trip is cancelled more than 76 days prior to the start of the trip, a cancellation fee of £250 (or €300 for trips booked with Wilderness Ireland) will be charged in all cases. The remainder of the deposit is refundable, minus any irrecoverable costs.
2. Between 76 and 61 days, the Partner will be charged an amount equal to the deposit paid
3. Between 60 and 51 days, the Partner will be charged 25% of the holiday cost
4. Between 50 and 31 days, the Partner will be charged 50% of the holiday cost
5. Between 30 and 15 days, the Partner will be charged 80% of the holiday cost
6. 14 days or less before the trip start date, the Partner will be charged 100% of the holiday cost

Note that deposit and balance terms may vary in some situations based on supplier terms. We will advise on any significant changes during the enquiry process.

If a trip is cancelled by us, a full refund will be provided. See terms below relating to Covid.

### Trip Postponement or Cancellation due to Significant Covid Restrictions

If clients want to postpone a trip due to Covid, it is treated as a date change if the decision is taken more than 76 days prior to travel, due to the fast-changing nature of restrictions (see terms above).

If, because of significant Covid restrictions affecting travel in their home location or in the UK and Ireland, a client wants to make a change less than 76 days before travel, the following terms will apply:

- An admin fee of £100 / €150 will be charged. The Partner will also be liable for any irrecoverable costs related to the change of travel dates. Note that irrecoverable costs are likely to be higher the closer it is to travel date. We will work with our suppliers to keep irrecoverable costs as low as possible.
- If there are significant Covid restrictions in place at the trip location at the time of the request to postpone the trip and these are planned to extend to the travel dates, the admin fees will be waived but irrecoverable costs may still apply.
- Clients must select new travel dates which are within 24 months of the original travel date. We recommend providing new travel dates at the time of requesting trip postponement as this is likely to keep any irrecoverable costs to a minimum.
- Note that the final trip price may vary for the new departure dates due to changes in supplier costs and other factors.
- If we decide that it will not be possible to operate the trip due to significant restrictions in the trip location, we will allow the clients to postpone the trip to a future date of their choice with no penalties.

If clients decide to cancel their trip due to concerns about Covid, our normal cancellation terms will apply unless there are significant restrictions in place at the trip location, making it impossible to operate the trip. In that situation, we will cancel the trip and can offer a free postponement or a full refund. We would not cancel a trip more than 3 weeks prior to the trip start date unless significant restrictions were in place at the trip location and these were planned to continue until the trip start date. We are not responsible for any ancillary costs related to trip cancellation.