



Gene17kayaking
20 Ivybridge
Tavistock Road
W-s-M BS22 6LP UK

Booking Conditions

- 1) All bookings are made with the company Gene17, whose office is 20 Ivybridge, Tavistock Road, Weston-super-Mare BS22 6LP, United Kingdom. The Operator is Gene17 Ltd
- 2) Book a place, complete the download Booking Form and send it to Gene17 with your deposit of 450€ per person, per trip or payment in full for day courses (2 days). Unless the trip is full, you will receive confirmation of booking and Trip dossier. All Teaching Trips, Paddling Adventures and Guided Holidays outside Europe require a higher deposit 1000€ per person on individual bookings
1500€ per coach/guide on group bookings
- 3) The final balance should reach Gene17 no later than 30 days (90 days in the case of all non European destinations) before the trip start date. If the balance is not received by the specified date, we reserve the right to cancel your booking and your deposit will be forfeited, unless a delay in your payment has been agreed by Gene17. Bookings accepted after the balance due date can be secured with the appropriate deposit and full payment must then reach us within 7 days of us confirming your booking
- 4) We accept payment by bank deposit or bank transfer, ALL PAYMENTS to Gene17.
- 5) **DO NOT ACCEPT CHEQUES** due to rising admin costs
- 6) **EURO BANK DETAILS:** HSBC Bank, 174 High Street, Worle, W-s-M, BS22 OJD, UK
BRANCH CODE: 40-05-15 Account Number: 69213949
IBAN GB59 MIDL 4005 1569 2139 49
SWIFT/BIC MIDLGB22
- 7) **STERLING BANK DETAILS:** HSBC Bank, 174 High Street, Worle, W-s-M, BS22, UK
BRANCH CODE: 40-47-18 Account Number: 21295594
IBAN GB91 MIDL 4047 1821 2955 94
SWIFT/BIC MIDLGB2162U
Notice of cancellation must be given in writing. Should you cancel, the following scale of charges will apply:
Cancellation more than 60 days before the trip starts - loss of deposit.
Between 29 and 59 before the trip starts - 30% of total trip cost.
Between 10 and 28 days before the trip starts - 60% of total trip cost.
Less than 10 days before the trip starts - 100% of total trip cost.

For non European Trips, the cancellation charges are:
More than 90 days before the trip starts - loss of deposit
Less than 90 days before the trip starts - 100% of total trip cost

Similar terms are adopted throughout the travel industry and cover the costs of advance payments made by Gene17. Cancellation charges may be covered by your travel insurance provided the reason for cancellation falls within the terms of the policy.

All deposit payments can be made via PayPal. Additional payments for the balance of the trip MUST be paid via Bank Transfer or Bank Deposit. If a PayPal payment is made, a surcharge is required at an additional 3% of the balance outstanding. If the cheque is presented, a surcharge is required, again an additional 3% of the balance outstanding needs to be added
- 8) If you wish to transfer from one trip to another, an administration charge of 100€ will be payable, up to the time that the final balance becomes due. Any transfer after this point will be treated as a cancellation. A transfer request must be notified in writing and will not be actioned on the original trip booked until the administration charge has been received. Transfers are not possible from trips which require a larger deposit than 450€.
- 9) Whilst every effort will be made to adhere to the planned itinerary, it must be realised that with this type of adventurous activity changes to the programme will occur from



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- time to time. Gene17 accepts neither responsibility nor liability, for any ensuing costs, or the consequences of any such change, however caused
- 10) Circumstances may arise where we are forced to alter dates, trip duration, transport schedules, or hotel accommodation before an trip starts. We will try to inform you of any such changes as soon as we know of them
 - 11) On assessing the conditions expected to be encountered on rivers or the abilities of the Trip Members, our Trip Leaders may decide to alter any proposed plan, river objective, river section or activity if they believe that to continue with the published itinerary, or any latterly agreed alternative, would place anyone at undue risk
 - 12) Our Trip Leaders will do their utmost to ensure that any problems are solved for the benefit of the Team as a whole. Signing the booking form signifies your acceptance of the Trip Leader's authority to make decisions affecting the group or individuals. For instance, the Trip Leader may require an individual or individuals to leave the trip if they believe that a person or persons health is at risk, if an illegal act is committed, or behaviour may become, or has been, detrimental to the safety, enjoyment or well-being of the group
 - 13) A client leaving an trip at any stage, for whatever reason, will not be entitled to any refund unless agreed by Gene17
 - 14) I receive regular Travel Advice from the UK Foreign Office (FO). We will not knowingly operate trips in contravention of such advice if it is published before the due start date of an trip
 - 15) I will cancel an expedition if the FO Advice effectively puts the destination country or significant parts of the country out of bounds such as to make the mountain objective untenable. If the main river objective remains achievable in observance of the FO Advice, we will alter the itinerary and the expedition will not be cancelled. For example, the FO may advise that it is unsafe to travel through an area which lies on the published approach. In such circumstances, if the river can be reached by using an alternative route, we will do so and the trip will not be cancelled
 - 16) If the FO does not issue advice against travel, a disinclination to travel on the basis of a perceived threat or hazard, howsoever formed, will be interpreted as a voluntary cancellation and the charges set out in booking condition above will apply
 - 17) Non-UK Nationals should consult their own government for advice on travel to the destination country and all countries transited en route
 - 18) Trip sizes described in this online brochure are target sizes and may be changed at the discretion of Gene17. Similarly, leaders named in trip descriptions may also be changed
 - 19) Gene17 reserves the right to cancel any trip which does not receive sufficient bookings to make it financially viable
 - 20) Anyone booked onto an trip cancelled by Gene17 will be entitled to a full refund. Anyone on such an trip will be invited to transfer to another trip and no transfer fee will be payable. Should they transfer to another trip any difference in price will be invoiced or credited accordingly
 - 21) Neither Gene17 nor any of his representatives will be responsible for any illness, injury or death sustained on our kayaking trips, nor will they be liable for any uninsured loss of personal property
 - 22) Taking advantage of Gene17's offer on the use of their boats and equipment (All Teaching Trips and some of the Paddling Adventures), whether on a hire basis or part of your trip, and you cause damage to said boats and equipment, whether by your negligence or deliberate actions. By signing below you agree to pay for any damages to



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- the boats or equipment or the full price for the replacement of the boats or equipment, if lost or damaged beyond repair. Gene17 offers a 25€ insurance premium per trip for accidental damage or loss, payable upon signing the rental agreement at the beginning of each trip or adventure. Where external boat rental services are accessed, all rental informations and conditions of the contracted party will be passed on to the paddler.
- 23) Gene17 cannot be made liable for the consequences of strikes, industrial action, wars, riots, sickness, quarantine, government intervention, weather conditions, or other untoward occurrences, whatever they may be
 - 24) In the event of civil unrest in a particular region, we undertake to inform our clients of the situation as soon as we have knowledge of it
For all Trips, you are advised to have insurance that covers you for all of the activities to be undertaken, including adequate insurance for mountaineering including cover for search, helicopter rescue and medical repatriation.
 - 25) Having made every effort to ensure the correctness of this website, we cannot be held responsible for any inaccuracies
 - 26) Prices in this online brochure are based on costs and exchange rates as at 1 September 2008. Gene17 sincerely hopes that surcharges will not be necessary, but in the unlikely event that they are, you may cancel your booking without penalty if the surcharge amounts to more than 10% of the cost of the Trip
 - 27) Gene17's agents and representatives, are not entitled to promise refunds for whatever reason, and Gene17 will not be bound by any such promises
 - 28) These booking conditions may only be waived in special circumstances, and in writing, by a letter from Gene17
 - 29) The terms and conditions of all agreements made with Gene17 shall be subject to, and governed by, English law
 - 30) When making your booking it is implied and accepted that you have read and understood all these booking conditions and agree to abide by them



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Booking Form

Name

Address

Email

Phone Number

Date and title of trip/adventure/guided trip/course

Cost of trip/holiday

Trip Location

Travel arrangements

Meeting place

Time of meeting

Please mention from where or whom did you hear of us

Experience

If you paddle white water, at what grade/class

Please mention some rivers paddled

I have read and agreed to the Booking Terms and Conditions written on this form.

Signature