

'Be The change' is a program by Eternal Knot.

TERMS AND CONDITIONS

1. Responsibilities: All delegates are responsible for their own flights and accommodation until their arrival at pre agreed meeting place. ETERNAL KNOT LTD cannot be held responsible for any flight cancellations, delay, etc... before the arrival to the "Be The Change" programme."

2. Your Contract with Eternal Knot Ltd: Deposit: 50% of the total program price. To secure a booking ETERNAL KNOT requires a non-refundable deposit priced as above, per person, per component. Full payment is required if travel is due to commence within 28 days. This payment is deemed to be confirmation that the delegate has read and accepts ETERNAL KNOT booking conditions. A booking is accepted and becomes definite only from the date when ETERNAL KNOT has confirmed acceptance by issuing an invoice. Errors or omissions on the invoice may be subsequently amended after advising the delegate in writing. It is at this point that a contract between ETERNAL KNOT and the delegate comes into existence. ETERNAL KNOT endeavors to hold all prices agreed in the contract.

3. Payment for your Frontline Entrepreneur program : The balance of all monies due, including any surcharges applicable at that time, must be paid not later than 28 days before departure. In the case of non-payment of the balance by the due date, ETERNAL KNOT will treat the booking as cancelled by the delegate and apply the appropriate cancellation charges.

4. Changes 4a Changes by you: We will do our best to assist you in altering your arrangements after booking, but cannot guarantee that this will be possible.

Written notification is essential even if verbal notification of an intention to change has been given. Charges will be applied as shown below, calculated from the day written notification is received by ETERNAL KNOT.

The date used for calculating charges:

35 days or more: 50% of total cost

34 days or less: 100% of total cost

Whilst every reasonable effort will be made to accommodate changes and additional requests their availability cannot be guaranteed.

4b Changes by us: While ETERNAL KNOT will use its best endeavours to operate all trip as advertised, by entering into this contract the delegate accepts that it may prove necessary or advisable to vary or modify a trip itinerary or its contents due to prevailing local conditions.

ETERNAL KNOT reserves the right at any time either before or during a trip to cancel or change any of the facilities, routes, services or prices (including transport, accommodation or other arrangements) and to substitute alternative arrangements of comparable monetary value without compensation and accepts no liability for loss of enjoyment as a result of these changes.

Due to the intimacy of these bespoke trips, If a major change is known to us, the client will be told at the time of booking. If a major change becomes necessary, ETERNAL KNOT will inform the delegate as soon as reasonably possible if there is time before departure. The definition of a major change will depend on the individual's trip and circumstances as is at the sole discretion of ETERNAL KNOT. When a major change is made the delegate will have the choice of accepting the change of arrangement, or within 7 days notification of the change, purchasing another available trip or cancelling the trip and obtaining a full refund, provided that the major change is not because of force majeure.

Force majeure is war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, technical or maintenance problems with local transport or ETERNAL KNOT vehicles, changes imposed by cancellation or rescheduling of flights by an airline or aircraft type, or other similar events beyond the control of ETERNAL KNOT. ETERNAL KNOT is not liable for any penalty charges associated with non-refundable airfares, in the event of a change to a trip departure time, date or airport. All costs incurred due to force majeure, such as transport, communication, accommodation, food or other similar items will be passed to the delegate by way of local surcharges.

4. Cancellation 4a. Cancellation by You: the delegate may cancel the booking at any time provided that the cancellation is communicated to ETERNAL KNOT in writing. Written notification is essential even if verbal notification of an intention to cancel has been given. Cancellation charges will be applied as shown below, calculated from the day written notification is received by ETERNAL KNOT.

The date used for calculating cancellation charges will be as follows:

35 days or more: 50% of total cost is forfeited

34 days or less: 100% of total cost is forfeited

4b Cancellation by us ETERNAL KNOT reserves the right to cancel a trip in any circumstances but, except for force majeure or the delegate's failure to pay the final balance or on the conditions detailed in Clause 5 below, will not cancel a tour less than 28 days before departure. Unless the delegate fails to pay the final balance ETERNAL KNOT will, upon cancellation, return all monies paid excluding payment for travel insurance, travel visas and administration charges or offer an alternative trip of comparable standard.

5. Our people your program mentors have been carefully chosen, and have undergone comprehensive experience and training.

6. Food Meals are included as stipulated in your ETERNAL KNOT itinerary, check your specific trip itinerary for details of which meals are included. Vegetarians or those with special dietary needs can be catered for, so please inform us at the time of booking, as well as your trip leader at the start of the tour. Non-included meals are at your own expense. This allows you the opportunity to try the local cuisine. The food is delicious and varied providing an important insight into local ways of life. You will also need to purchase drinks and snacks for long journeys as there may not be the opportunity once on board. Please be aware that in many parts of the world vegetarian meals are classified as meals without meat, and may not be what you are used to.

7. Surcharges All prices may vary from time to time due to exchange rates, operational costs or travel seasons or years. No refunds are payable if the price is subsequently reduced and all prices may be subject to surcharges as set out below.

ETERNAL KNOT reserves the right to increase the trip price or local payments / funds to take into account the following items: entrance charges, government action, currency and transportation costs. If the surcharge results in an increase of more than 10% of the tour price the client may cancel the booking within 7 days of notification of the surcharge and obtain a full refund.

10. Travel Insurance Travel insurance is mandatory for all clients whilst on a trip organised by ETERNAL KNOT. Delegates together with their personal property including baggage are at all times solely at their own risk. Delegates are wholly responsible for arranging their own insurance. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the Frontline Entrepreneur trip and loss of monies through cancellation or curtailment of the trip or other insurable reasons. Delegates should ensure that there are no exclusion clauses limiting protection for the type of activities in their trip. Proof of adequate insurance will be requested at the start of your trip, failure to provide this will result in the delegate being prevented from joining the trip. ETERNAL KNOT is able to assist delegate in obtaining a suitable insurance policy. Delegates should satisfy themselves that any travel insurance arranged through ETERNAL KNOT is what they require and should arrange supplementary insurance if need be. The travel insurance cover automatically provided with credit card purchases does not provide adequate cover as standard.

11. Passports, Visas and Vaccinations It is the responsibility of the delegate to be in possession of a valid passport, visa permits, vaccination and preventative medicines as may be required for the duration of the trip. Information about these matters or related items is given in good faith but without responsibility on the part of ETERNAL KNOT.

12. Age, Fitness and Participation All delegates are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen trip as described in the itinerary

Delegates are also expected to accept that the components described constitute "Adventure Travel" and that travel to and facilities in developing countries will not be to similar standards which they may be accustomed to at home. Persons over 65 years of age may be asked to provide medical evidence of fitness to travel on certain itineraries. Minors (those under 18 years of age) are accepted on some group trips operated by ETERNAL KNOT at our discretion provided they are accompanied by a parent or guardian who accepts full responsibility for them. Unaccompanied minors will not be accepted. ETERNAL KNOT reserves the absolute right to decline a booking at their discretion.

Delegates agree to accept the authority and decision of ETERNAL KNOT employees, program mentors /leaders, whilst on trip with ETERNAL KNOT. If in the opinion of such person that the health or conduct of a delegate before or after departure appears likely to endanger the safe, comfortable or happy progress of a trip, the delegate may be excluded from all or part of the trip, without any refunds. In the case of ill health ETERNAL KNOT may make such arrangements as it sees fit and recover the costs from the delegate.

If a delegate is excluded from the trip as above or chooses to leave the trip of their own free will or leaves the trip due to ill health or any other reason there will be no refund of the trip price, extra services, surcharges, local payments/funds or any local surcharges. All services forming part of the whole package booked will be forfeited though may be recovered through travel insurance in some circumstances.

13. Local Laws All participants in trips operated by ETERNAL KNOT are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve ETERNAL KNOT of any obligation that they may otherwise have under these booking conditions.

14. Illness or Disability Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision

of any medication or other treatment which may be required during the trip. Failure to make such disclosure will constitute breach of these booking conditions and result in such persons being excluded from the trip in which case all monies paid will be forfeit.

15. Complaints If the delegate has a complaint about any of the trip arrangements the delegate must bring it to the attention of the trip leader or other representative of ETERNAL KNOT at the time so that they may use their best endeavours to rectify the situation. It is only if ETERNAL KNOT is made aware of any problems that there will be the opportunity to put things right. Failure to complain on the spot will result in the delegate's ability to claim compensation from ETERNAL KNOT be extinguished or at least reduced. Should the problem remain unsolved a complaint must be made in writing to ETERNAL KNOT within 7 days of the completion of the tour or all claims for compensation will be forfeited.

16. Our Responsibilities The components operated or supplied by ETERNAL KNOT have been designed to provide participants with an exposure to the true nature of the environment visited and therefore involve an element of personal risk and exposure to potential hazards over and above those associated with normal "package travel". All bookings are accepted with the understanding all risks and hazards are appreciated by the delegate and they undertake all trips, excursions and activities on own volition.

17. Privacy Policy In order to process bookings ETERNAL KNOT is required to collect certain personal details from you. These details will usually include the names and addresses of party members, credit / debit or other payment details and special requirements such as those relating to any disability or medical condition that may affect the holiday arrangements. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass some information on to the relevant suppliers of your travel arrangements (hotels, transport companies etc.). Such suppliers may be outside continental Europe or involve suppliers outside these countries. The information may also be provided to security or credit checking companies, public authorities such as customs / immigration if required by them, or as required by law. Except where expressly permitted by the Data Protection Act 1998, ETERNAL KNOT will only deal with the personal details you give to on the go as set out above unless you agree otherwise. We may make contact with you or members of your holiday party by post, e-mail, or telephone for the purposes set out. We will also use your information to inform you of Frontline Entrepreneur programs in the future If you do not wish to receive such approaches in the future then please let us know as soon as possible. If we do contact you by e-mail about our new Frontline Entrepreneur programs, you will also be able to unsubscribe yourself from our database at this time. ETERNAL KNOT will assume that you do not object to being communicated with unless you have previously opted out or contacted us.