

**Redfern Adventures is a trading name for Redfern Natural History Productions Limited**

## **TERMS AND CONDITIONS**

**Redfern Adventures and Redfern Natural History Productions Limited operate under the following terms and conditions:**

1. The products that we offer are expeditions, which we term 'adventures', in keeping with our brand. Our adventures vary enormously in terms of their itineraries and nature. Please review the itineraries of each adventure for details.
2. The price of each adventure includes all food, transport, accommodation and guide costs from the start point on the first day of the itinerary, to the end point on the last day of the itinerary. Unless otherwise stated, this includes all activities and logistics throughout the adventure; for example, where applicable, all internal flights, ground transportation (including 4-wheel drive vehicles), permits, hotels (on a twin share basis) and meals, as well as an expert expedition leader, local staff, guides, group porters and support equipment. The price of each adventure does not include international flights to and from the start and end points, alcoholic beverages, souvenirs, personal porters, single supplement (single room) upgrades and tips for local staff. Unless otherwise stated, all prices are in British Pounds Sterling (£).
3. If you would like to reserve a place on any of our adventures, please send an email [sales@redfernadventures.com](mailto:sales@redfernadventures.com) confirming which adventure(s) you are interested in joining. Alternatively use the forms present on each adventure page. We will confirm availability, and request a 50% deposit to secure your place. The balance of payment is due 60 days before your adventure begins. Once deposits are received, we will organise your participation by arranging all required logistics, hotels and permits, as required, for you to take part. Please do not book international flights until we send confirmation that all permits, logistics and hotels have been arranged for you.
4. Upon receiving your deposit, we will send you an Expedition Information Document, which details everything that you need to know to prepare for your adventure. We require you to complete and return several pages of this document with key information at least 60 days before the start of your adventure, and we require you to bring the completed original hardcopy (paper) version of the document with you to give to your expedition leader at the start of your adventure.
5. Most of the adventures that we organise can be completed by anyone in good physical health and with a high level of stamina. Generally, no special skills are required to complete any of our adventures, but for some of our itineraries, strenuous walking for several hours over rough or steep terrain may be required. Please contact us prior to booking to discuss the difficulty of any expeditions you are interested in joining.
6. Each adventure has a completely different itinerary, and involves different accommodation. Please review the itineraries of each adventure for details of the accommodation.
7. Unless otherwise stated, all of our adventures are organised on a twin share rooms, i.e. two people per room (in two single beds). Where requested, we can usually organise a double bed for couples. If you would prefer to have a single room throughout the itinerary, this can usually be arranged at cost price. This extra cost is the 'single supplement upgrade'.

8. Our adventures are led by knowledgeable and experienced leaders, who often are recognised authorities on the subjects or destinations of the adventures. Local support staff such as guides and porters provide additional leadership and valuable local knowledge.
9. We try hard to ensure that the timings of our adventures fit the schedules of all those wishing to take part. If the dates of a specific adventure are impossible for you, we can discuss dates with all interested participants and, if possible, adjust the timing of our adventures to best suit the needs of all those wishing to take part. Usually, our adventures fill up quickly, and there is then the possibility of organising a repeat of a specific adventure at a different time of year, or the following year. If you would like to take part in an adventure, but the dates are inconvenient for you, please contact us to discuss options.
10. To increase your enjoyment, we can usually organise local porters to carry your camping equipment so that trekking will be easier for you, enabling you to be free to take photos and better enjoy the experience of your adventure. Personal porter costs are not included in the price of your adventure. The costs for personal porters vary depending upon location, but can be estimated in advance of your arrival. Payment is made by you directly to your personal porter.
11. We require a deposit so that we can finalise group numbers, organise all permits, logistics, hotels and adventure transport. For all adventures, key logistics, permits and transport need to be organised months before the start of the adventure. Once this is achieved, we will confirm that the adventure is set up, allowing you to proceed with the purchase of flights in confidence.
12. If you need to cancel your participation in an adventure, please let us know as soon as possible. Generally, up until 60 days before the start date of your adventure, we can refund all of your deposit except non-refundable items that we have already purchased for you (such as internal flights). We generally confirm all bookings and complete all payments 60 days prior to the start of the trip, at which point your deposit becomes non-refundable. If you need to cancel your participation within 60 days prior to the start of your adventure, we may be able to find a new participant wishing to take your place, in which case, we can transfer most permits, logistics and hotel bookings from your name into the name of the new participant and issue a full or partial refund to you.
13. We aim to cater for vegetarian, pescatarian, vegan and other dietary needs if we are informed in advance; options may be limited in some regions, however, but our staff will do their best according to available resources.
14. We are unable to guarantee that you will see specific plant or animal species, but we provide clear overviews of the wildlife that is likely to be encountered during each adventure.
15. We enforce a strict policy against poaching of materials of any kind. Our adventures are observation-only. The collection of animals, plants or materials for scientific study requires the formal permission of local and national authorities. Such permission must be planned in concert with all relevant authorities well in advance. We can offer advice, if needed.
16. For adventures involving camping, we recommend that you bring a self-supporting tent (with an X-frame of poles) that requires no ground pegs to be self-standing. This type of tent enables camping in areas where there is no firm soil, and where pegs cannot be used (for example, on mountain summits). You may wish to discuss tents with your expedition leader or fellow expedition members prior to departing. You may find fellow participants willing to share a tent with you, reducing the amount of equipment that you will need to bring. Camping hammocks are a versatile, light and comfortable alternative to tents often seen especially on our strenuous adventures, but these can only be used in forested areas. In areas without trees, it may be difficult or impossible to set up a hammock. Please email us in advance for advice.

**If you have any questions, please email [sales@redfernadventures.com](mailto:sales@redfernadventures.com) prior to booking your place on one of our trips.**