



TERMS AND CONDITIONS

The High Arctic, North Pole, Antarctica and South Pole (High Polar Regions) are extreme environments, subject to severe weather conditions and ice fluctuation. As such travellers to these regions must be aware that there is an element of risk associated with the environment and any activity within it, including air and surface travel. Extreme Outdoor Adventures ('E.O.A') and all service providers are experienced operators in such an environment will do everything in our power to minimize the risk. However this environment will always remain unpredictable and as such we cannot mitigate 100% of the risk.

Short delays in the scheduling are possible and we **strongly suggest that an open-dated or flexible air ticket be held for your flight home.** This will provide rescheduling flexibility.

Flights from the gateway towns of Longyearbyen or Punta Arenas aboard the Antonov-74 or Ilyushin-76 aircraft are between 2.5 and 5 hours in duration. Pilots are in constant contact with both the departure airport and destination bases of Barneo or Patriot Hills. The flights to the ice will only be called with suitable landing weather at the destination however the aircraft can take-off from Barneo or Patriot Hills and land in the gateway town in most weather conditions. The condition of the Barneo ice runway can be compromised if fracturing occurs. In this event a new runway must be built before flights can resume. All facilities for runway building and maintenance are based at Barneo.

Once at Barneo or Patriot Hills and beyond all visitors and programs are at the mercy of the weather and/or the condition of the Arctic Ocean ice. Flights may be delayed and there is also a minimal risk that Barneo requires relocation in the event of ice fracturing. Patriot Hills is built on continental ice and is therefore relatively stable.

On board all flights, clients are under the command of the pilot and must comply with his instructions. At Barneo and Patriot Hills the station directors are given authority and responsibility for the safety and comfort of all clients and staff. In the field your guide will be responsible for the conduct of the expedition and as such you must comply with his/her recommendations and decisions.

CANCELLATION AND CHANGES TO ITINERARY

Extreme Outdoor Adventures and its service providers plan programs well in advance. As such we need to make payments well in advance to airline companies and other providers, which are non-strictly adhere to our refund policy for all clients. Extreme Outdoor Adventures advises all clients to purchase trip cancellation/ interruption insurance as protection against unforeseen emergencies that may require you to cancel or depart before or during the program.

1. To make a reservation you must complete, sign and return by mail a Registration Form, together with a deposit of 5000 Euro, depending on which trip you are electing. The deposit must be Bank transferred to the Extreme Outdoor Adventures account included on the invoice. A transfer fee of 30 Euro will be added to each transaction. Clients wishing to pay in by cheque may do so but a 30 Euro charge still applies.

2. A Waiver/Release and Medical Form must be completed, signed and mailed to the Extreme Outdoor Adventure office for your registration to be accepted. They are mandatory and no alterations to the forms will be accepted. If you need to cancel your registration, your deposit is non refundable. Please read the cancellation penalties listed below. We strongly urge you to purchase cancellation insurance.

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3. You are responsible for all costs associated with evacuation or repatriation as a result of a medical condition. All participants must purchase and provide proof of adequate evacuation and medical insurance as indicated by the expedition outline. You will be billed for any costs associated with an evacuation.

4. Extreme Outdoor Adventures reserves the right to cancel a program for any reason it sees fit, including a lack of clients, logistical problems caused by industrial action, terrorism, wars, acts of God, or any other circumstances beyond Extreme Outdoor Adventures control which may make operation of the trip inadvisable.

The decision to cancel an expedition or program is within the sole and absolute discretion of Extreme Outdoor Adventures.

In the event of a cancellation by E.O.A. all money received by E.O.A. from the client or the client's booking agent for that expedition or program will be promptly refunded. Less 1000 euro fee This refund will be the limit of E.O.A. liability and E.O.A. shall not be liable for any special or consequential damages, whether known or unknown, under any circumstances whatsoever. E.O.A. is not responsible for any expenses incurred by the client or client's booking agents in preparing for the trip, including non-refundable or penalty-carrying airline tickets, special clothing, visa or passport fees or other trip related expenses.

5. E.O.A. makes every effort to adhere to planned schedules and itineraries, however the nature of High Polar travel is inherently unpredictable and changes to these schedules and itineraries may occur for which E.O.A. accepts no responsibility, irrespective of the reason for change. Such rescheduling does not constitute cancellation by E.O.A. Changes to schedules and itineraries can be the direct result of decisions made by other service providers, such as airline companies and station operators, over which E.O.A. has no control. E.O.A. will make every effort to resume normal operations and to re-align schedules where possible, but this is not always achievable.

E.O.A. also reserves the right to omit, include or otherwise amend programs with no obligation other than to notify clients as soon as possible. E.O.A. will make every reasonable effort to ensure trips are run as smoothly as possible and that every client has their objectives met.

6. If a client is required to cancel or is unable to accept any schedule changes, E.O.A. must receive written notification of cancellation. At the time we receive your written cancellation, the following penalties will apply:

North Pole expeditions:

Cancellation prior to January 30: 50% of monies received shall be retained by Extreme Outdoor Adventures, the balance refunded.

Cancellation on or after January 30: No refund is due, Extreme Outdoor Adventures will retain 100% of monies received.

All requests for cancellation must be received in writing.

If payments are not received by the dates specified in the 'Payment Schedule', Extreme Outdoor Adventures reserves the right to cancel your booking and withhold return of all payments received unless a change in your payment schedule has been agreed in writing by Extreme Outdoor Adventures.

7. Extreme Outdoor Adventures will refund all payments, less 1000USD/Euro processing fee, should E.O.A. find, in its sole and absolute discretion, that a client's application be justifiably declined prior to departure. This will be the limit of E.O.A. liability and E.O.A. shall not be liable for any special or consequential damages, whether known or unknown, under any circumstances whatsoever. E.O.A. will not be held liable for any expenses incurred by the client or booking agent, before or after the cancellation, as a result of preparation for the trip, including airline expenses, insurance, purchase of equipment or training.

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