

GROUP TOUR OPERATOR BOOKING TERMS & CONDITIONS

PLEASE READ CAREFULLY:

Epic Journeys Travel LLC (‘the Company’, ‘we’, ‘us’ and ‘our’) accepts bookings subject to the following conditions. Except where expressly stated, these conditions only apply to tour arrangements booked by the client with the Company and which the Company agrees to make, provide or perform (as applicable) as part of their contract with the client. All references in these conditions to ‘tour’, ‘booking’, ‘contract’ or ‘arrangements’ mean such tour arrangements unless otherwise stated. Please note, the information appearing in the section headed ‘Trip Notes’ in our brochure or in these or any comparable sections and any other relevant information on our website also form part of your contract with the Company. References in these conditions to such sections include the comparable sections or information on our website.

1. YOUR TOUR CONTRACT

The contract is between the Company and the client (‘the client’ and ‘you’ in these conditions), being any person traveling or intending to travel on a tour operated by the Company including any person who is added or substituted after booking. We both agree that South Carolina State law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). The Company and client also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of South Carolina State only. No employee of the Company other than a director has authority to vary or omit any of these terms. No promise of a discount or refund will be binding on us unless confirmed by us in writing.

2. TO SECURE YOUR BOOKING

(Please refer to Clause 22 ‘Late Bookings’)

To secure a booking, the Company or their authorised tour booker, must receive payment of the minimum deposit of \$400 of the total tour price, per person, (or full payment if booking within 90 days of the start of your tour or at an earlier stage for some tours). A higher deposit will be payable if any supplier(s) requires additional payment at the time of booking / prior to balance due date. On occasions, full payment for a service such as your flights may be required at the time of booking. The applicable deposit will be confirmed at the time of booking. See also ‘How to Book Group Adventures’ located in the Important FAQ’s section. All clients (including anyone who is added or substituted at a later date), whether booking in person, by telephone, via our website, by e-mail or facsimile or by any other means, will be deemed to have agreed to the following four conditions:

- a) they have read and accepted our booking terms & conditions, Liability Waiver and general information pages (including the sections headed "Trip Notes" and "Travel Essentials"), contained in our brochure and/or on our website.
- b) they appreciate and accept the risks involved in adventure travel.
- c) they do not suffer from any pre-existing medical condition or disability which may prevent them from actively participating in the tour – if any person suffers from any medical condition or disability which will or may affect their tour arrangements, please contact us before making your booking as referred to in clause 9 below so that we can advise.
- d) the person making the booking warrants that he/she is at least 18 years old and has full authority to enter into a contract on the basis of these conditions on behalf of all persons named on the booking and confirms that all such persons are fully aware of and accept these conditions.

A booking is accepted and becomes definite only from the date when the Company issues a confirmation invoice to the client who makes the booking or their authorized travel booker. It is at this point that a contract between the Company and the client comes into existence.

For bookings made via our website, any acknowledgement of your booking request we send to you in the meantime is not a confirmation of your booking. Before your booking is confirmed and a contract comes into force, the Company reserves the right to increase or decrease vacation prices. Where our allocation of air seats or accommodations has been fully utilized or where it is not possible to offer an air seat from an allocation, we reserve the right to pass on any extra costs incurred. Please see "Tour Prices" located in the 'Important FAQ's section. The Company or their agents reserve the right to decline any booking at their discretion.

If you book via our website, we will communicate with you by e-mail. You must accordingly check your e-mails on a regular basis. We may also contact you by telephone and/or post if we cannot, for whatever reason, contact you by e-mail. Certain documents may need to be sent by post. References in these conditions to "send" and "in writing" or similar include communication by e-mail. You should contact us by e-mail if you need to do so for any of the reasons mentioned in these booking conditions (for example, to request an amendment). All e-mails should be sent to info@depicjourneystavel.com

3. PAYMENT FOR YOUR TOUR

A deposit, or full balance if required, must be paid at the time of booking before a confirmation Invoice is issued. Any confirmation invoice received without prior payment is rendered invalid. The full balance of all monies due, including any surcharges applicable at that time, must be received by the Company or their authorized travel agent not later than 90 days before the start of your tour. For certain tours, full payment must be received at an earlier stage before the start of your tour. You will be advised at the time of booking when this is the case. In the case of non-payment of the balance by the due date, the Company reserves the right to treat your booking as canceled and cancellation charges will apply. You can pay the deposit and full amount by check, credit or debit card. We accept Visa, Mastercard, Maestro/Solo, Discover. Credit card fees do not apply for any of these payments. A small percentage merchant fee may be applied for American Express Credit Card payment.

*Please note that if you want to pay your remaining balance using a different card to the deposit payment you can do this but you will need to pay through the invoice we send you – not through the website.

4. IF YOU CHANGE YOUR BOOKING

a) An administration fee of \$80.00 per booking plus any additional costs or charges incurred by us or incurred or imposed by any of our suppliers will be charged if a confirmed booking is changed or transferred to a different departure date or tour, up to 90 days prior to departure. Thereafter all changes will be treated as cancellations and subject to the charges below. Changes are subject to availability and reconfirmation. For an administration fee of \$80.00 per booking, you can request a credit voucher for the amount paid in respect of any canceled booking. This must be redeemed within 3 months of issue against a new booking. The voucher is not transferable, can only be redeemed against one booking and cannot be exchanged for cash. No refund or further credit voucher will be provided if the cost of the new booking is less than the value of the credit voucher.

b) If a client is unable to travel, in circumstances which the Company considers reasonable, the booking or that client's place on the booking may be transferred to another suitable person (introduced by you). However, the tour arrangements must remain the same as originally booked. If a transfer can be made, an administration charge of \$80.00 per person transferring his/her place if the Company is advised up to your balance due date. After your balance due date it is not possible to transfer a client's place to another suitable person. For flight inclusive bookings, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight / an alternative flight.

5. IF YOU CANCEL YOUR BOOKING

All cancellations by the client must be made in writing. Should the client wish to cancel, cancellation charges will be imposed. These are calculated from the day written notification is received by the Company or their authorised travel booker as a percentage of the total tour price per person cancelling, excluding any amendment charges and insurance premiums. The cancellation charges shown below are those which will apply to most tours. However, some suppliers have conditions which require the payment of higher or different charges (including the imposition of 100% cancellation charges well in advance of the normal balance due date) which you will have to pay in the event of cancellation. You will be advised at the time of booking if this is the case for your tour.

- a) 90 and more days before tour start date – retention of deposit
- b) 45-89 days before tour start date – 50% of balance or retention of deposit if higher
- c) 30-45 days before tour start date – 75%
- d) 29-0 days before tour start date – 100%

Amendment charges and insurance premiums are not refundable in the event of cancellation. It is strongly recommended that comprehensive travel insurance is taken out which includes cover against cancellation charges. Depending on the reason for the cancellation, you may be

able to reclaim the cancellation charges (less any applicable excess) under the terms of the insurance policy. All claims must be made direct to the insurance company. In the event of the cancellation of a booking where the client is liable to pay to the Company cancellation charges in excess of the amount already paid to the Company at the time of cancellation, the client cannot transfer or add these charges to another booking or use any amounts paid to us in relation to the canceled booking by way of part payment for another booking. Part cancellation of a booking may result in additional costs being payable by the remaining clients. Please also see clause 4b. To clarify, all additional extras, single supplements, pre and post tour nights, and experiences will incur 100% cancellation charges up to 90 days before the tour start date.

6. IF YOU HAVE A COMPLAINT

Should the client have a complaint about any of their tour arrangements, the client must tell both the relevant supplier and the Company's representative at the time. It is only if the Company and the relevant supplier know about problems that there will be the opportunity to put things right. Failure to complain on the spot may result in the client's ability to claim compensation, if applicable, from the Company being extinguished or at least reduced. If the client's complaint cannot be resolved with reasonable action on tour they should notify the Company in writing within 28 days of their return from tour.

7. PASSPORTS, VISAS AND VACCINATIONS

Clients are responsible for arranging, and must be in possession of, a valid, acceptable passport and any visas and vaccination certificates required for the whole of their journey and tour. Information about these matters or related items (climate, clothing, baggage, personal gear etc) is given in good faith but without responsibility on the part of the Company. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

8. TRAVEL AND CANCELLATION INSURANCE

Travel Insurance is mandatory for all clients whilst on a tour organized by the Company. Clients together with their personal property including baggage are at all times solely at their own risk. Clients are wholly responsible for arranging their own insurance. Clients are responsible for ensuring that they have alternative personal travel insurance with protection for the full duration of the tour in respect of at least medical expenses, injury, death, repatriation, with a minimum of \$200,000 for each category of cover. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects. Clients should satisfy themselves that all travel insurance purchased meets their particular requirements and should arrange supplementary insurance if need be. Clients making their own arrangements should ensure that there are no exclusion clauses limiting or excluding protection for the type of activities

included in their tour. You must provide your travel insurance policy number and the insurance company's 24 hour emergency contact number prior to the commencement of your trip; you will not be able to join the trip without these details and the Company reserves the right to cancel your booking with applicable cancellation charges. If you have travel insurance connected to your credit card or bank account please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you rather than the bank's name and credit card details.

10. TOUR PARTICIPATION AND CLIENT RESPONSIBILITY

Clients must provide any information we ask for in good time and are responsible for providing accurate information to the Company. This includes the customer information form that all clients are asked to complete prior to their adventure. Epic Journeys Travel LLC will not accept responsibility for any problems or additional costs that arise from inaccurate information provided by the Client. Clients agree to accept the authority and decisions of the Company's employees, tour leaders, fixers, agents and guides whilst on tour with the Company. If in the opinion of any such person(s) or any other person in a position of authority (such as, for example, the tour leader, guide, an airline pilot or hotel manager), the health, level of fitness or conduct of a client at any time before or during a tour is endangering or appears likely to endanger the health or wellbeing of the client or any third party (including any other clients of the Company) or the safe, comfortable or happy progress of the tour, the client may be excluded from all or part of the tour without refund or recompense. Where a client is excluded, the Company will have no further responsibility towards them (including any return travel arrangements) and we will not meet any expenses or costs incurred as a result of the exclusion. In the case of ill health, the Company may make such arrangements as it sees fit and recover the costs thereof from the client. If a client commits an illegal act (including, for example, causing any damage) the client may be excluded from the tour and the Company shall cease to have responsibility to/for them as above. No refund will be given for any unused services. When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made direct to the accommodation owner or manager or other supplier or to us as soon as possible. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises. Any clients who have taken part in racist / offensive / abusive or any other form of discriminatory behaviour to clients, guides, or any other people associated with a Epic Journeys Travel LLC tour will be excluded from the tour and will receive a zero refund for any missed services or accommodation.

If you have any medical condition or disability which may affect your active participation in your tour or the tour arrangements of any other person or have any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the proposed tour and/or making the booking. In any event, you must give us full

details at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your active participation in your tour or the tour arrangements of any other person develops after your booking has been confirmed.

If a client deviates from the itinerary confirmed by Epic Journeys Travel LLC, the company will hold no responsibility either financial nor moral for that client. The client will not receive a refund on any missed services or accommodation during the remainder of the tour.

11. IF WE CHANGE YOUR TOUR

While the Company will do its best to operate all tours as advertised, it reserves the right to change the trip itinerary at any time. Occasionally, we have to make a significant change. If a significant change has to be made, the Company will inform the client as soon as reasonably possible, if there is time before departure. For "Guaranteed Departures", we **do not** promise not to make any significant changes to the "land only" itinerary unless we are forced to do so by force majeure (see clause 14). This guarantee does not, however, apply to any international or domestic flights which may be subject to change or cancellation in accordance with these conditions. A significant change is a change made before departure which we can reasonably expect to have a major effect on your tour. Significant changes are likely to include the following changes when made before departure; a change of the outward or return international flight departure time to/from the US (where we have booked your international flight) or of the duration of your tour (excluding international flights) of 12 or more hours, a change of US departure airport (except between any New York to one which is more inconvenient for you (where we have booked your international flight) and, a major itinerary re-routing. Please note, a change of airline, any advertised mode of transport, named accommodation, flight time(s) for any flight other than any international flight to / from the US or of the flight time(s) for the international flight to / from the US we have booked this for you of less than 12 hours are not significant changes unless otherwise expressly stated. If advised of a significant change before departure the client will have the choice of accepting the changed arrangements (at additional cost if applicable), purchasing another available tour from the Company (paying or receiving a refund in respect of any difference in price) or cancelling the tour with a full refund of all monies paid to us. If we have to make a significant change before departure compensation will not be payable and no liability can be accepted where we are forced to make a change as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. Such circumstances are likely to include those listed in clause 14 "Force Majeure". No compensation will be payable and the above options will not be available where a change is a minor one. We regret we cannot meet any visa, vaccination or similar costs in the event of any change or cancellation by us. Similarly, as you are advised only to book fully flexible connecting transport and other arrangements (such as pre or post tour accommodation) which can be canceled or changed without charge, we cannot pay any cancellation, amendment or other charges you may incur in relation to any arrangements which you have to change or cancel as a result of any change or cancellation to your tour. Very rarely, we may be forced by "force majeure" (see clause 14) to change or terminate your tour after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result. After the tour has commenced we reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by you. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.

12. FLEXIBILITY:

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each trip is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

13. IF WE CANCEL YOUR TOUR

The Company reserves the right to cancel a tour in any circumstances. We endeavour to run complete tours but we may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary including force majeure (see clause 14), or the client's failure to make all payments (including the final balance and any surcharge) when due. Please note, except for "Guaranteed Departures", our tours require a minimum number of participants to enable us to operate them. If any tour does not have the minimum number of participants required to make it commercially viable, we are entitled to cancel it. We will notify you or your travel booker of cancellation for this reason not less than 4 weeks before the start of your tour. For "Guaranteed Departures", there is no minimum group size and we will not cancel the "land only" itinerary unless forced to do so by force majeure (see clause 14).

If we have to cancel, we will tell you as soon as possible. If there is time to do so before departure and the cancellation does not result from your failure to pay, we will offer you the choice of purchasing an alternative tour offered as a result of consolidation or another available tour from the Company (in either case, paying or receiving a refund in respect of any difference in price) or receiving a full refund of all monies paid to us excluding Annual Insurance premiums if applicable. We regret we cannot meet any visa, vaccination or similar costs in the event of any change or cancellation by us. Similarly, as you are advised only to book fully flexible transport and other arrangements which can be canceled or changed without charge, we cannot pay any cancellation, amendment or other charges you may incur in relation to any transport or other arrangements which you have to change or cancel as a result of the cancellation of your tour.

Compensation will not be payable and no liability can be accepted where (1) we are forced to cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care (such circumstances are likely to include those listed in clause 14 "Force Majeure") or (2) we have to cancel because the minimum number of participants necessary for us to operate your tour has not been reached (see above). No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time).

14. FORCE MAJEURE (ACT'S OF GOD)

Except where otherwise expressly stated in these conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any

injury, damage, loss or expense of any nature as a result of "force majeure". In these conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include whether actual or threatened war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, disease, fire and all similar events outside our control.

15. AUTHORITY ON TOUR

Our group trips are run by a guide/ group leader. The decision of the group leader is final on all matters likely to affect the safety or well-being of any traveler or staff member participating in the trip. If you fail to comply with a decision made by a guide/ group leader, or interfere with the well-being or mobility of the group, the guide/ group leader may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

16. ACCEPTANCE OF RISK:

You acknowledge that the nature of the trip is adventurous and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate. However it is also your own responsibility to acquaint yourself with all relevant travel information and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risks attendant upon such travel.

17. LIMITATION OF LIABILITY

We contract with a network of companies, government agencies and individuals to assist in the running of our trips as agent for these third parties. We are not responsible for the acts and omissions of these third parties.

To the fullest extent permitted by law:

- any liability for any loss, death, injury or damage which you may suffer (directly or indirectly) in connection with or arising out of your participation in a trip, or any breach of the Booking Conditions, is excluded;
- you release us and our officers, employees, agents and representatives from any liability and expressly waive any claims you may have against us arising out of or in connection with your participation in a trip; and
- any condition or warranty which would otherwise be implied by law into these Booking Conditions (Implied Warranty), is excluded.

To the extent an Implied Warranty cannot be excluded, our liability in respect of the Implied Warranty is limited to (in our absolute discretion): (i) the provision of a similar trip to an equivalent value; or (ii) a refund of the total amount received by us from you in connection with your booking.

Any claim by you is excluded to the extent that it is for indirect or consequential loss, loss of profits or economic loss, however it arises, or for indirect, special, punitive or exemplary damages.

18. INCLUSIONS

All ground arrangements include accommodation, transport and sightseeing as listed in the Trip Notes as well as the services of a guide/group leader as described.

19. EXCLUSIONS

Ground arrangements for your tour do not include International or internal flights unless Specified, any airport transfers, taxes, excess baggage, airline or airport charges unless specified, meals outside those specified in the Trip Notes, Visa and passport fees, Travel Insurance, Vaccinations or and personal or optional expenses.

20. OPTIONAL EXCURSIONS AND ACTIVITIES

We and our tour leaders and fixers may provide you with information (before departure and/or when you are on holiday) about optional activities and excursions which do not form part of your pre-booked holiday arrangements and which are available in the area you are visiting. We have no involvement in any such activities or excursions which are not run, supervised or controlled in any way by us. They are provided by local operators or other providers who are entirely independent of us and they may or may not have their own public liability insurance. They do not form any part of your contract with us even where we suggest particular operators / providers and / or assist you in booking such activities or excursions in any way. Where a tour leader collects payment for or otherwise assists in booking any such activity or excursion for you, we and the tour leader act solely as booking agent for the local operator / provider of the activity or excursion with whom you will have a contract. The local operator / provider's terms and conditions will apply. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 17 of our booking conditions will not apply to them. We do not, however, exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We do not guarantee that any optional activity or excursion mentioned in our brochure, on our website or elsewhere will be available to book during your vacation and / or will operate as advertised as these services do not form part of our contract and are not under our control. They may not be available for various reasons. Any prices given in advance are indicative only. We will not be liable if you cannot, for whatever reason, book any such activity or excursion or if the activity or excursion does not operate as advertised.

21. FLIGHTS/TRANSPORT/DELAYS

The timings of air, sea, road or rail departures are estimates only. Subject to clause 11 "If we Change your Tour", we cannot accept any liability for any change, cancellation or delay in your transportation from or to the US or during your tour whether any change, cancellation or delay is caused by adverse weather conditions, rescheduling by a transport supplier, airline or airport authority, action by air traffic controllers, mechanical breakdown, industrial action or any other event or circumstance outside our control. Where long flight delays result in lost tour time, no refunds are given by hotels or suppliers. Similarly, except where the Denied Boarding Regulations apply, airlines do not offer compensation for flight delays. If you incur payments for any services in the event of a delay, the Company will not accept responsibility for payment. Any delays suffered by a client's resulting in missed services or accommodation provided on the tour will not receive a refund from Epic Journeys Travel LLC. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations.

22. LATE BOOKINGS

We emphasise the importance of making a booking at the earliest opportunity, because of the small group nature of our tours.

For bookings received within 6 weeks of the start of your tour (or at an earlier stage for certain tours), we reserve the right to pass on any extra costs incurred.

For bookings received within 6 weeks of your tour (or at an earlier stage for certain tours), the contract between the Company and the client comes into existence as soon as full payment has been received by the Company or our authorised travel agent or by Epic Journeys Travel LLC. Late bookings or last space bookings are required to wait till they get written confirmation of the tour being available before booking flights and other additional costs that the client may wish to pay for in order to partake in the tour in case there is an error on our website. There will be no compensation paid for any flights or additional extras paid if booked on a tour which is unavailable if booked before receiving written confirmation from Epic Journeys Travel LLC.

23. SEVEREBILITY

In the event that any term or condition contained in these Booking Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason then such term or condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

24. PHOTOS AND MARKETING

You consent to us using images of you taken during the trip for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.

25. BROCHURE/WEBSITE/ADVERTISING MATERIAL ACCURACY

The information contained in our brochure, on our website and in our other advertising material is believed correct to the best of our knowledge at the time of printing or publication. However, errors may occasionally occur, especially with regards to exchange rates and information may subsequently change. You must therefore ensure you check all details of your chosen tour (including the price) with us or your travel booker at the time of booking. Prior to booking confirmation all itineraries are indicative only.

Issue date: November 2018.

Epic Journeys Experiences LLC
27 Cypress Street
Charleston, SC
29403
USA

Data protection and privacy statement

For the purposes of the Data Protection Act 1998, we, Epic Journeys Travel LLC, are a data controller. In order to process your booking and brochure requests, provide your tour and to help us give you a more personal service, we need to collect certain personal details from you. These details will include, where applicable, the names and contact details of party members, credit or debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen tour arrangements and any dietary restrictions which may disclose your religious beliefs. If we need any other personal details, we will tell you before we obtain them from you. We need to pass on your personal details to the companies and organisations who need to know them so that your tour can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). Such companies and organisations may be outside the European Union, Norway, Iceland or Liechtenstein if your tour is to take place (or involves suppliers) outside these countries. We would also like to store and use your personal details for future marketing purposes (for example, sending you a brochure or details of new features, tours or special offers which we think may be of interest to you, including by email). All details you give us in connection with your booking (including those relating to any disability or medical condition or your religious beliefs) will be kept but we will use only names and contact details for marketing purposes (unless you have indicated that you do not wish us to do so. We respect your privacy and do not sell, rent, trade or give away any of your personal information for any purpose. Occasionally we hire other companies to provide services on our behalf, for example to mail information to you. We only provide those companies with the personal details relating to you which they require in order to deliver the service we ask them to deliver. They are prohibited from using that information for any other purpose. We will ensure that anyone to whom we pass your

details for this reason agrees to treat it with the same level of protection we are obliged to provide. If you do not want us to do any or all of these things, please let us know as soon as possible. Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above unless you agree otherwise. We have appropriate security measures in place to protect this information. You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request. If you believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately. As our privacy statement may change due to developments in the law, we would encourage you to reread our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information. Please note calls may be recorded for training and monitoring purposes.