



HOW TO BOOK

Please make contact with Griffon Expeditions by email, to check that the trip you have selected is running and confirm dates & cost, etc. Please read the Booking Information listed below carefully.

There are two forms to fill out but these are now online and very easy to do.

When you are ready to book:

- Make your deposit of \$US 500 per person using the banking details below.
- If it is already within 40 days of trip departure, please pay the full trip cost.
- Fill out and send us the booking form (online at www.griffonexpeditions.com).
- Include the bank transaction reference of money you have paid.
- You will receive (by email) a receipt and invoice for any outstanding balance.
- Pay the balance in the same way at least 40 days prior to departure.
- Email us the date and transaction details.
- Also email us a photocopy of your passport (and Chinese visa if travelling to Tibet)
- You will receive (by email) a receipt for this payment, plus a copy of the detailed itinerary notes for the trek you have selected

Payment Methods

Before paying, please read the terms and conditions outlined below. We ask that you follow the payment schedule outlined below unless prior arrangement has been made with us. When making payment, please make sure you include your trip code in the transaction details. Please notify us by email that you have made your payment. We will confirm your payment has been received as soon as possible. If you require alternative payment methods please contact us for options.

Please make payment to:

Griffon Expeditions Limited

Account No. 809 505-696-838

Swift Code: HSBCHKHCHK

Branch Address: HSBC Causeway Bay Branch
1/F, Causeway Bay Plaza II
463-483 Lockhart Road,
Causeway Bay
Hong Kong



Booking Terms and Conditions

Griffon Expeditions Limited has promulgated its terms and conditions for all its trips - trekking, mountaineering, hiking, rafting, wildlife safaris, mountain biking - and any other services operated by the company.

Before completing the registration form and signing the Waiver & Acceptance of Risk form we ask you to please read these terms & conditions carefully. They set out your agreement and understanding with Griffon Expeditions and contain important information.

- At the time of booking and completing your form a non-refundable deposit of US\$500 per person is payable. The balance of the trip is to be paid in full at least 40 days prior to departure. At least 2 weeks prior to departure, we require the booking form and a photocopy of your passport, so we can start processing all the necessary permits and logistics.
- Reservations can be accepted as late as 2 weeks (may be earlier if special permits are required) before departure but full payment must accompany the booking form. Early bookings are strongly advised.

YOUR EXPECTATIONS

Griffon Expeditions operates trips in regions where standards of accommodation, transport, safety, hygiene, food, medical facilities and other infrastructure may be lower than those you normally expect. Please keep in mind that most of our destinations are in developing countries or remote wilderness. We ask you to do some background reading on your destination (beginning on our website) and country, and bear the above in mind when making your booking.

Travelling with Griffon Expeditions requires a certain degree of flexibility, good humour, and an understanding that the itinerary, accommodation and modes of transport may be changed without notice, due to circumstances beyond Griffon Expeditions' control. By signing the Booking Form you agree to Griffon Expeditions making such necessary changes without liability.



TRIP COST & INCLUSIONS

As Griffon Expeditions provides a wide range of tailor-made and customized travel services we ask that you carefully read your quote and inclusions to ensure you are clear on what is included in the quoted price. Unless otherwise noted, all rates for trips are quoted for a single person on a double occupancy basis. The rates quoted on our website are based on costs and exchange rates at the time of last site update. While we do our best to avoid price changes, Griffon Expeditions reserves the right to adjust prices at any time due to fluctuations in exchange rates and economy. To guarantee the price will not change after a booking is made, early payment is a good option.

LIABILITY & GRIFFON EXPEDITIONS' RESPONSIBILITIES

Griffon Expeditions, while undertaking tours, transportation, accommodation and other services only acts as an agent on the clear understanding that it shall not be, in any way, responsible or liable for any accident, damages, loss, delay, international flight cancellation/delays, or inconvenience caused in connection with the travel facilities arranged by the company its employees or agents. All bookings are accepted and executed with utmost care, yet no responsibility is undertaken for any change or deviation on account of factors beyond our control. Griffon Expeditions cannot be held responsible for any loss, damage or expense (including loss of money paid in advance) which you may incur as a consequence of the acts and omissions of others. Griffon Expeditions reserves the right to modify any arrangements required by and made on behalf of clients and to cancel the same without prior notice due to unforeseen circumstances.

Griffon Expeditions Limited will not accept responsibility or liability for any passenger who contravenes any law or regulation of any country visited within the confines of the trip. Any independent arrangements that you make are entirely at your own risk.

WAIVERS/ACCEPTANCE OF RISK

Adventure travel does have inherent risk. It is the client's responsibility to ensure you understand the risks that are present on the trip that you choose. All clients are asked to read, understand and sign a waiver and acceptance of risk form. If you have questions about the activities on the trip that you are booking please email us for clarification. Please go online at www.griffonexpeditions.com and read the waiver/acceptance of risk form. Note: you cannot submit your booking form until you have read and understood the waiver/acceptance of risk form. You will be asked to sign a hardcopy on arrival at your destination. (or you can bring your hard copy with you)



FORCE MAJEURE

'Force Majeure' means any event which Griffon Expeditions could not, even with all due care, foresee or avoid. Force Majeure covers events such as war or the threat of war, riot, civil strife, terrorist activity, industrial disputes, disease, industrial or nuclear disaster, adverse weather conditions, fire and any other similar events which are beyond our control. In the case of Force Majeure, Griffon Expeditions will not accept liability, and reserves the right to change and cancel trips at our discretion.

CANCELLATION COSTS INCURRED BY CLIENT

Cancellation by the participant:

More than 40 days before departure Full refund less deposit

25-40 days before departure Refund of 50% of total trip cost

15-24 days before departure Refund of 25% of total trip cost

Within 14 days of departure No refund

Note: Airfare cancellations fees are decided by the airline and Griffon Expeditions will also charge a service fee.

- No refunds will be made for any unused services, accommodation etc once the trip has started.
- If a client decides to leave a trip before its completion, no refund will be given for the unused portion of the trip.
- If a client wishes to extend the duration of a trip after the trip has started, this may be possible but payment will need to be made prior to this taking place.
- If a client prefers to stay in alternative accommodation to that listed in the itinerary, this could be possible but it would have to be negotiated when the booking and final payment is made.
- During the trip clients are required to stay at the hotel or lodge (or camping accommodation) chosen by Griffon Expeditions or their agent. If a client wishes to stay elsewhere, they will have to bear the cost of accommodation and food in the alternative lodge/hotel themselves.

ITINERARY ALTERATION AND TRIP CANCELLATION

On occasion, unforeseen circumstances may cause Griffon Expeditions to alter trip itineraries or even cancel a trip. Weather, road conditions, and other unexpected events often change our itineraries. In the event of Griffon Expeditions cancelling a trip as a result of a Force Majeure, or any other reason, clients will be offered alternative arrangements. If you agree to the alternative, and the price of the alternative booking is less than the original booking, we will refund the difference. If you do not accept alternative arrangements, we will refund all payments (less transaction fees, service fees and any cancellation fees dictated by airlines or other service providers). However Griffon Expeditions will not be liable for any additional costs incurred by you.



TRAVEL INSURANCE

Insurance is compulsory on all Griffon Expeditions trips. It is your responsibility to make sure you purchase adequate coverage for your planned destination and activities planned during your trip. Your policy must cover accidents, medical expenses, and emergency evacuation including helicopter rescue (where available), air ambulance, and personal liability. Griffon Expeditions also recommends your insurance policy covers cancellation, curtailment and loss of luggage and personal effects. You are required to carry proof of insurance with you, and to produce it if requested by Griffon Expeditions' employees or agents acting on Griffon's behalf. For our climbing and mountaineering trips, you must be covered for mountaineering activities (use of ropes and ice axe, etc). For our whitewater rafting and/or kayaking trips you must also be covered for these activities. Please note that most standard travel insurance policies DO NOT cover you for mountaineering activities. Griffon Expeditions reserves the right to refuse participation in a trip if you cannot provide proof of insurance (even if you are already in the country).

HEALTH & MEDICAL CONDITIONS

Anyone who is in good health and mentally prepared can take part in most of our treks and expeditions. However, some treks and expeditions are more strenuous and entail many days at higher altitude or undertaking strenuous activities. Please read the trip notes carefully and pay heed to the trip gradings. If you are not sure of your ability or suitability for any trip, please contact us by email and we will help you to assess your suitability for the trip you wish to undertake.

It is your responsibility to advise Griffon Expeditions of any pre-existing medical conditions and health concerns that may increase the risk of you requiring medical attention whilst on your trip. Space is provided on the booking form to do this. In some cases, Griffon Expeditions may request you provide medical clearance from your doctor before accepting your booking. You are also advised to visit your Doctor (and Dentist) before travelling and to adhere to current vaccination recommendations for the destinations you will be visiting.

COMPLAINTS

For all our destinations and locations we provide emergency contact phone numbers. If you have any problems during your trip or enroute to your destination we expect you to bring the problem to the attention of your trip leader, guide or emergency contact immediately. If you have any problems that cannot be dealt with immediately with your tour leader, guide or emergency contact, or you are not satisfied with the response, please notify us by email as soon as practicably possible or within 10 days of the completion of your trip. We will do our absolute best to resolve the problem.