



Terms and Conditions

Whilst at Aubrey's hair Adventures (Hereafter referred to as AHA) we are committed to each fellow Adventurer enjoying the fullest possibilities on our various trips, we know and understand that life sometimes brings unexpected changes to our circumstances. AHA will always strive to go above and beyond to assist with a solution in these circumstances and we have set out some policies below which have been devised to protect both parties in such instances.

Please read the following booking conditions carefully, as they set out the terms and conditions of the agreement between you and Aubrey's Hair Adventures (AHA). Please take note that we create Adventures using various suppliers of the component parts of the trip which we organise, and as such, bookings for their services will incur costs between AHA and the relevant supplier and will be subject to that respective supplier's standard terms and conditions.

Adventures that are cancelled prior to the start date, or the first day of the Tour, will be subject to a cancellation charge. The amount of the cancellation charge will be determined as shown in the table below and will vary depending on how far in advance of the tour date (or first day of the tour) AHA receives notice of cancellation.

Deposits

Each Adventure will require a deposit which will be advertised across our various marketing channels. The deposit amount may vary depending on the specific trip requirements. Deposits must be paid by the specified date for each Adventure to secure your place. Deposits are received on a first-come-first-served basis. All deposits include a non-refundable fee of US\$300.

CANCELLATION DATE	CANCELLATION CHARGE	AIRLINE TICKETS
90 days or more prior to the first day of the Adventure	Option 1: AHA will retain your full deposit for a future Adventure, less a \$100 administration fee	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
90 days or more prior to the first day of the Adventure	Option 2: AHA will refund your deposit within 30 days, less a non-refundable \$300 administration fee.	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
89 to 60 days	25% of total price	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
59 to 30 days	50% of total price	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
30 to 15 days	75% of total price	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
15 days or less	100% of total price (No refund)	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
No show on day of departure	100% of total price (No refund)	\$75 Administration fee for any pre-booked flights as well as all associated airline fees

Cancel during Adventure	100% of total price (No refund)	\$75 Administration fee for any pre-booked flights as well as all associated airline fees
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Cancellation notices are effective when received in writing by the AHA admin.

Cancellation by a client after the Adventure has begun, for any reason, including pursuant to any provision of this Agreement, or “no-shows” shall be without refund, compensation, or liability on the part of AHA whatsoever.

If AHA received payment via credit card, the refund will be made to that credit card. If payment was received by cash or transfer, the refund will be provided in a manner to be determined by both parties.

Should you choose to change your original Adventure for another, please contact Craig, our Tour Manager for assistance in making the desired change. (craig@aubreyshairadventures.travel)

Departure Date: The onus is on traveller to be in the specified city at the specified date for the start of the Adventure. Any travel delays will be accommodated at the cost of the traveller. (Please see section below regarding travel insurance.)

Security

Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the “Travel Advisories” put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation.

AHA is committed to maintaining the safety and comfort of all of our Adventurers on all of our trips, however, it is incumbent on every person to understand that there is always a risk involved in travel to any country in the world and AHA is not liable for any unforeseen event or security situation that might arise in any country.

Travel Insurance

Travel insurance is highly recommended for all guests covering all applicable dates of travel with AHA. This insurance should cover: trip interruption, personal injury, medical expenses, evacuation and repatriation cover including during pandemic events. The choice of insurer is yours, however we have partnered with [Pender Associates](#) who offer a broad range of travel insurance offerings at a really competitive rate. The availability of travel insurance and extent of cover is constantly changing, please refer to our website for these options.

AHA cannot be held responsible for your failure to obtain insurance which is appropriate, and we recommend you purchase your insurance at or soon after booking your trip. AHA will not be held liable for any costs incurred by the guest resulting from their failure to obtain adequate travel insurance. Proof of adequate travel insurance will be required for each guest before departing for any Adventure.

Force Majeure

Force Majeure Event means any event or circumstance beyond the control of AHA, including but not limited to: (a) an act of god (such as earthquake, flood, fire, explosion, landslide, lightning, action of the elements, force of nature, washout, typhoon, hurricane, cyclone, tsunami, storm or storm warning

or natural disaster); (b) industrial disputes, work ban or other labour dispute or difficulty; (c) acts of terrorism, political unrest, war or threat of war, riots or civil strife; (d) failure or delays to scheduled transportation and the closure of airports or ports; (e) pandemic, epidemic or health risk; (f) governmental and administrative actions (including closure of borders and travel warnings and restrictions).

CANCELLATION AND REFUNDS

Cancellation by Traveller

Travel arrangements for any Adventurer may be cancelled at any time by written notice by the person who made the booking. If notice of cancellation is received by AHA before final payment is due (see Table), the deposit amount stipulated will be retained. If cancellation is made after final payment is due cancellation fees will apply (see Table above).

Please also refer to Air Changes or Cancellation Section where applicable. Notice of cancellation must be made in writing directly to Craig, the AHA Tour Manager. If a person in a party cancels and there is a room change caused by this cancellation (such as a twin share to single, or triple to twin share), charges for the new room type will be the responsibility of the remaining party.

If a guest fails to join the Adventure on the day of departure, cancellation fees will be 100% (unless the guest notifies us of the delay and joins the trip later at their own expense). Cancellation fees as per the Table apply to additional accommodation and/or chargeable transfers prior to and after the trip, itinerary extensions or tours and activities reserved through AHA.

Cancellation fees and charges will include any amounts that we have paid or have contractually committed to pay to third parties to deliver your travel arrangements which we cannot reasonably recover (for example payments made or due to airlines and hotels). Any payments we have made to third parties will only be refunded to you once we have deducted the above cancellation fees and charges and once we have actually recovered the amounts from the third parties. All cancellation fees as per the Table are additional to any cancellation fees or other charges that may be levied by the service providers.

If the reason for your cancellation is covered under your insurance, you may be able to reclaim these charges from your insurer. You are responsible to make the claim to your insurer.

Cancellation by AHA

AHA reserves the right, to modify or cancel any trip, accommodation, in-destination activity or arrangement, (definite or not), at any time.

Cancellation due to Failure to Pay

If full payment is not received by the due date (see Table), AHA reserves the right to cancel your reservation and the non-refundable deposit amount will be retained. AHA cannot be responsible for lost reservations.

Cancellation due to Force Majeure Events

If AHA cancels an Adventure as a result of a Force Majeure Event, a future travel credit (FTC) to the value of funds paid to date less any third-party costs incurred will be provided. All FTCs will be valid for 24 months from date of issue. Where an Adventure is terminated mid-trip due to a Force Majeure event, if we provide you with any alternative services or assistance (such as hotels or travel) then you agree to pay for these costs.

Cancellation due to Events other than Force Majeure Events

If the cancellation by AHA is not as a result of a Force Majeure Event, AHA will provide an alternative comparable Adventure (if available). If an alternative is not available then a refund will be made. AHA is not liable for any cancellation or change cost or penalties incurred on other travel arrangements, including air travel that may be affected thereby. AHA is not responsible for other travel arrangements that you or your party have made outside of AHA and which are affected by our cancellations.

Early Return, Illness or Absence

Early return expenses are the guest's responsibility. There is no refund for absence or early departure from a trip, including but not limited to missed hotels, transfers, meals or sightseeing cruises or optional extensions. AHA urges you to purchase travel insurance which covers such circumstances. AHA makes no representation or guarantees concerning reimbursement, scope of coverage, or other aspects of any travel insurance policy or claim.

FLIGHT RESERVATIONS, DEPOSITS AND CANCELLATIONS

Reservations/Ticketing Air-inclusive bookings and some intra-trip flights require an additional non-refundable deposit at time of booking which may be up to 100% of the flight cost. If an air reservation is made by AHA, full payment may be required for your airfare at the time of booking. This will be regardless of future price fluctuations up or down. When booking a trip including flights, you will be required, at the time of booking, to provide us the full name as detailed on the passport, passport number, nationality, date and place of issue for each guest. AHA does not hold an allocation of air seats and all flight reservations are made on request and are subject to the terms and conditions of the airline. Changes to flight itineraries and name changes and/or corrections may either not be allowed or may result in penalties charged by the airline. These are the guest's responsibility along with the fees charged as described above. Airlines (and other travel providers including AHA) change prices and routes from time to time. All air routings are in the sole control of the airline and are subject to change at any time.

Air Changes or Cancellation

After deposit has been received, any changes may incur a service fee, plus any airline penalties. Airline imposed penalties may be up to 100% of the air ticket price. Published Fares, Priced Match Fares, Promo Fares and some other airfares booked are non-refundable.

WHAT'S INCLUDED IN THE ADVENTURE PRICE

Guided tours, transfers by motor coaches, minibus or 4x4 vehicles, trains, cruises, ferries and intra-trip flights (including light aircraft) as described in the respective trip itinerary.

All meals, group activities and experiences as in specific itinerary, education with renowned educators, professional photo shoot with portfolio of images for each Adventurer.

Tour Manager

Adventures are conducted in English by Aubrey Loots and our Tour Manager, Craig.

WHAT'S NOT INCLUDED IN THE TRIP PRICE

General

Any items and matters not referred to above, including, airfares to and from your destination, air-related taxes and fees (except where specified); additional fees charged by airlines such as checked and/or excess baggage, seat selections and any other services; passport and visa fees; insurances of all kinds; tips to staff and service providers; laundry; phone calls; minibar; beverages and meals not detailed in the itinerary; and all items of a personal nature. Additional taxes and surcharges may be collected by foreign governmental and non-governmental entities.

Leaving the Adventure early

The price does not cover costs and expenses, including your return home, if you leave the Adventure whether of your own volition, or our decision based on your behaviour that disrupts the trip, or due to illness, or action by any government or other reason.

Passports, Visas and other Entry/Exit Requirements

All guests must be in possession of a machine-readable passport valid for 6 months after their Adventure return date along with applicable visas (When necessary). Due to government imposed security/ immigration measures, passport and emergency contact information is required for all guests prior to the release of travel documents. It is the guest's sole responsibility to secure and/or pay for any and all visas, or Electronic Travel Authorizations (ETAs), affidavits, vaccinations, etc. that are required in order to be permitted entry into each destination. In some countries you may be subject to entry (reciprocity) fees and/or departure taxes/exit fees which will be collected at the airports upon entry/departure by local government authorities. You should check with your Travel Agent or Consular Service for information regarding necessary visa and travel documentation for your entire Adventure. Where possible we strongly recommend obtaining any required visa or documentation prior to departure. Obtaining documentation while travelling can be a time-consuming process and some countries will not issue documentation at the border. For some countries an invitation letter is required from the Ground Handler to send along with the visa application.

Please note that entry to any country may be refused even if the required information and travel documents are complete. AHA will require full passport information (full name, date of birth, passport number, Nationality, issue and expiry dates) prior to final payment.

For up-to-date detailed information on travel documents and visas, entry/exit taxes and further information on entry and exit requirements please check with your Travel Agent or local consular services. Obtaining and carrying these documents is your sole responsibility. AHA bears no responsibility for such information and will not be responsible for advising and/or obtaining required travel documentation for any guest, or for any delays, damages, and/or losses including missed portions of your Adventure related to improper documentation or government decisions about entry.

Special Requests and Requirements

Any dietary requests, special meal requirements including allergies or any other special request, must be provided at the time of booking and are received on a request basis only. Although we will endeavour to pass any reasonable requests on to the relevant supplier, this is not confirmation that the request will be met. All requests are subject to availability.

Any Physical Needs requirements should be communicated to Craig, AHA Tour Manager at the time of booking

Trip Participation

You agree to accept the authority and decisions of our AHA team whilst on trip with us. If in the opinion of any such person(s) or any other person in a position of authority (such as, for example, a local supplier or hotel manager), your health (including impact of an epidemic or pandemic), level of fitness or conduct at any time before or during a trip is endangering or appears likely to endanger your health or wellbeing or any third party (including any of our other guests) or the safe, comfortable or happy progress of the Adventure, you may be excluded from all or part of the trip without refund or recompense. Where you are excluded, we will have no further responsibility towards you (including any return travel arrangements) and we will not meet any expenses or costs incurred as a result of the exclusion.

AHA does not endorse the use of any illegal substances or illegal activities on any of our Adventures. We operate and adhere to the specific laws of each country we Adventure to. Should anyone be arrested for any illegal activity or misconduct, AHA will not assume any responsibility for your actions and your legal council and associated expenses will be your own responsibility. You will further be excluded from the trip and no refunds will be made.

In the case of ill health, we may make such arrangements we see fit and recover the costs thereof from you.

Many additional optional experiences are operated by independent third-party suppliers, not AHA. These are not part of the AHA package provided by us. Your contract will be with the operator of the experience. We are not responsible for providing the experience, or anything that happens during the experience. Some experiences involve outdoor activities and/or can be physically demanding and may require signature of a waiver. You must make your own decisions about experiences and participate only in activities that suit your physical ability: we suggest that you speak with your medical provider if you have questions about your abilities. We recommend you check whether any insurance you have also includes your participation in adventure activities you may undertake.

Disclaimer

Travel is personal and each individual's goals and experiences may differ. At Aubrey's Hair Adventures our ethos remains to share our experiences of life and learning through travel and cultural immersion. We aim to bring people from all over the USA and the world to share, connect and to leave each Adventure with a tangible sense of transformation and development.

Each Adventure will be made up of a group of individuals, each with their own experiences, background, beliefs and personalities. Should an individual on any Adventurer be deemed to be

intolerant of others, capable of causing harm or danger (physically or mentally) to others, or disruptive and disrespectful, the AHA team retains the right to immediately remove such person from the Adventure.

In the event of such an exclusion, no refunds will be made and the costs incurred by excluded participants will not be covered by AHA.

Message from Aubrey:

"I just want to be clear that our cancellation policy is not intended to be punitive or unfair in any shape, way or form. However, you can only imagine how many months of hours of research, phone calls, emails and coordination it takes to curate this Amazing experience like this for you. We have to have a cancellation policy in place to not only have a solid commitment and understanding from all of our Adventurers, We also have to have it in place to help us mitigate any costs that are not refundable to us as an organization from hotels, airlines, restaurants, excursions etc...and to also be compensated fairly for all the work done to have you participate on the Adventure.

And of course I will always be open and willing to treat any cancellation or "miss-hap" with sensitivity, grace and care on a one to one basis and figure out the best course of action that feels good and fair to you and also to me and the ethos of Aubrey's Hair Adventures, that's a given.

Thank You for understanding.

*With
Gratitude
Aubrey*