

## **Build an Experience LTD/ Birmingham Travel Community Terms and Conditions**

### **Bookings**

- All bookings are subject to availability.
- Full payment is required at the time of booking unless otherwise specified.
- Payment can be made via credit/debit card, bank transfer, or other accepted payment methods.
- Prices are subject to change without prior notice until the booking is confirmed.
- It is the responsibility of the participant to ensure that they are in good health and physically capable of participating in the activities included in the trip. Any medical conditions or dietary requirements must be disclosed at the time of booking.
- It is the responsibility of the participant to ensure that they possess valid passports, visas, and any other necessary documentation required for travel. We cannot be held responsible for any costs or consequences resulting from inadequate documentation.
- You and participants must be over 18 if you are booking with us

### **Cancellations and Refunds:**

- We offer no refunds no matter the circumstances on your cancellations when the booking is processed.
- We can only try to “resell” your space however we cannot guarantee this will happen.
- If we do resell your place, this may be subject to admin fees.
- If any accommodation, transportation, or activities are cancelled and this is not your fault, we can offer a replacement or a full refund.
- It is the responsibility of the traveller to purchase travel insurance using a 3<sup>rd</sup> party company if they would like to.

### **Changes and Amendments:**

- We reserve the right to make changes to itineraries, accommodations, and other trip details due to unforeseen circumstances or events beyond our control. Any changes will be communicated to the traveller as soon as possible.

### **Health and Safety:**

- Participants are required to comply with all local laws, regulations, and customs of the countries or regions visited during the trip.
- All participants of trips organised by Build an Experience are responsible for their own health and safety throughout the duration of the trip.
- Participants acknowledge that travel inherently involves certain risks, including but not limited to accidents, illness, injury, and unforeseen events. By participating in the

trip, participants accept these risks and agree to release Build an Experience / Birmingham Travel Community from any liability arising from such risks.

- Participants are expected to always conduct themselves in a respectful and responsible manner during the trip, treating fellow participants, staff, and residents with courtesy and consideration.
- No illegal substances are tolerated on any of our trips. If you are found to have any then you will be permanently banned from any of our trips for life.

### **Property Damage**

- Participants agree to assume responsibility for any property they bring on the trip, including luggage, personal belongings, and equipment.
- Participants are liable for the damage they cause to property, accommodations and transport (Minibuses, Trains). If charges occur from these companies for doing so you will be made to pay the damage fees.
- Participants must report any property damage incidents promptly to Build an Experience LTD/ Birmingham Travel Community or its representatives. Failure to report damages in a timely manner may impact the eligibility for compensation.
- Property damage may result to you being banned from future trips for the misuse of property.
- Smoking/ Vaping is not permitted inside of a property accommodation, failure to meet this could result to higher cleaning fees charged by the property. For this you will be made responsible to pay the amount.
- Deposits may be asked for some properties, this is a charge asked for by the property suppliers and therefore we act as the middleman. If the property supplier finds damage within a property, you may receive charges from the deposit. We will refund any deposits if there are no damages found and this is done once we receive it back from any property suppliers.

### **Liability**

- We are not liable for any loss, injury, or damage incurred during the trip, such as accidents, illnesses, or theft.
- Travelers participate in activities at their own risk and are responsible for their personal belongings.
- Build an Experience shall not be liable for any loss, injury, or damage, from participation of the trip, including personal injury or death, property damage or loss, delays / cancellations, or changes to the trip itinerary and unforeseen circumstances.
- Participants waive all claims, demands, and causes of action against Build an Experience from or in connection with participation in the trip.
- When not under supervision from a member of Build an Experience, customers will be solely liable for any injuries that occur towards them or others. Build an Experience will not take responsibility for anyone else's actions, that were not part of the planned trip.

## **Complaints**

- Participants must submit complaints within a reasonable timeframe following the occurrence of the issue. Failure to do so may impact the company's ability to address the complaint effectively.
- Build an Experience will acknowledge receipt of the complaint within a specified timeframe and initiate an investigation into the matter. We will make reasonable efforts to resolve the complaint in a fair and timely manner.
- Build an Experience reserves the right to refuse or reject complaints that are frivolous, unfounded, or beyond the company's control. Complaints related to factors outside the company's scope, such as weather conditions or third-party services, may be addressed to the extent possible.

## **Marketing**

- Authorised representatives of Build an Experience may use images or videos for promotional purposes in marketing materials such as websites, social media, advertisements, brochures, and presentations.
- By participating in activities or events captured in the images/ videos, individuals grant permission for their pictures to be used for promotional purposes.
- If you would not like your image or videos used for promotional/ marketing purposes, please inform one of Build an Experience team leaders before signing this agreement to let us know. After signing this you cannot go back.
- Personal information provided may be used for promotional purposes, such as contacting you regarding bookings or trip feedback.
- You also agree that we can use images/ videos which you share on your personal social media to be shared on our social media.
- Any images/ videos you take on the trip which you share with us, we are able to use for social media, marketing/ promotion and website purposes.

## **Private Policy**

### **We may collect:**

- Feedback and Reviews
- Demographic information
- Communication Preferences
- Payment Information
- Contact information (name, email, and phone number)

**We use personal information for the following purposes:**

- Conducting market research and analysis to improve our services and customer experiences.
- Communicating with customers about their travel plans, updates, and promotions
- Processing travel bookings, reservations, and transactions
- Providing customer support and assistance
- We may disclose personal information to third-party service providers, travel suppliers, and partners as necessary to facilitate travel bookings, reservations, and transactions.

**By booking a trip with Build an Experience LTD, you agree to abide by these terms and conditions.**

**Please sign here:**