

# Dash to Dubrovnik - Terms and Conditions

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## 1. Brief Overview

- If you do not pay according to the payment plan for the trip, then you will sacrifice our place with no refund.
- Deposits are financially protected under the TRIP (Travel Regulation Insolvency Protection)
- Personal and Car insurance a requirement that must be purchased outside of the cost of the trip
- The risk assessment provided for the trip will define all reasonably foreseeable occurrences for which Amaquella is responsible, however the driving aspect of the trip will be your own responsibility
- It is the requirement of the participant to ensure they purchase a car that is road legal and road worthy capable of achieving the challenge.
- Cancellation will result in the loss of deposit after 14 days of signing up, prior to that it is returned in full
- The top-up payment is non-refundable 14 days after payment

## 2. Trip Organisation

The components of the trip will be brought together by Amaquella Ltd. They will be the point of contact for any aspect of the trip organisation. The individual sections of the trip will be booked through specifically selected service providers.

### 2.1. Accommodation

The places of accommodation will be booked by Amaquella for all nights, with the exception of student trips, where one night is to be booked by the participants. There will also be means for car parking at each location, however there may be a small cost associated with this to be covered by the participant. Each accommodation has been selected for its suitability and considering the number of participants on the trip. Therefore quality may vary from night to night.

Amaquella does not act as a provider for the accommodation and should be considered as an agent only. As a business Amaquella Ltd can not be held responsible for instances occurring within the hotels or hostels.

### 2.2. Cross-Channel Ferry

This aspect of the trip will also be booked by Amaquella including the car and passengers. It is the requirement of participants to share their car registration number prior to the trip to allow for a smooth booking process.

It cannot be guaranteed that all Participants will be booked on the same ferry and booking will be done on a first come, first serve basis. Arrival at the ferry will be organised by Amaquella, although it

is the responsibility of each team to arrive in ample time. Any team missing the ferry will be expected to foot the cost for making it onto the next crossing.

### 2.3. Support

Amaquella representatives will travel with the teams throughout the trip to offer support wherever it may be required. Anything from car related issues to personal concerns should be relayed to the representatives as soon as reasonably possible and they will be able to advise accordingly. The support team is not in place to fix issues with the cars, this will be the responsibility of the participants and their breakdown cover.

A strictly defined representative to participant ratio is in place, but this will not always mean availability of a representative should there be lots of occurrences raised at the same time. However, the nominated individual will always be contactable and participants will be advised how to deal with the range of expected scenarios.

## **3. Participant Requirements**

### 3.1. Information

In order to process your booking Amaquella will require certain personal details. These will be provided to Amaquella through the sign-up process to our website. All of your details are secured within our SSL certified system. please refer to our privacy policy for further information.

It is the responsibility of the user to ensure their details are correct. If a booking is processed on information that was provided to Amaquella incorrectly, Amaquella cannot be held responsible for any failed booking or resultant change cost. This will be chargeable to the user.

As an agreement to partaking in this trip, Amaquella is permitted to pass your details on to given parties as required for booking purposes.

### 3.2. Insurance

It is a requirement of Amaquella that any participant on the trip must have personal travel insurance.

In addition to the personal insurance, car insurance must also be purchased. This insurance must cover the car and your anticipated journey, only those who are insured to drive are to drive in any case.

### 3.3. Driving Ability

There is a considerable amount of driving involved with this challenge. We anticipate between 4 to 6 hours each day and therefore suggest a minimum of 2 drivers per team. Much of the driving is straightforward, however there is some city driving as well as complex mountain roads. We advise at least one experienced driver per team and then a secondary driver as a minimum.

It is your responsibility to ensure you feel up to the challenge. It is also your responsibility to ensure you are legally allowed to drive across Europe, Amaquella accepts no responsibility on this.

## 4. Risk

Upon signing up to this trip, the participant must accept the understanding that such activities carry a small risk. Naturally driving large distances comes with spending a lot of time on the road of all different levels. It is your responsibility as a participant to ensure you feel comfortable on the roads and that your car is legal and safe to drive. Please drive within your limits.

Amaquella have an extensive risk assessment that covers varying aspects of the trip. Amaquella also have an evacuation plan and crisis management plan for duration of the trip. Whilst the risk assessment and personal insurance does cover participants under the grounds of what has been assessed and stated to the insurance under the itinerary stated, anything falling outside of these assessments will result in the participant being liable for their actions, the key items are consumption of alcohol at the end of the days, or any driving on closed circuits should you so wish.

It is therefore absolutely essential that you abide by the guidance of the leading parties on the trip, that the risk assessment is read and understood in full and you have no doubt regarding your own personal responsibilities on the trip in comparison to the areas where Amaquella is liable.

## 5. Cancellation

Cancellation can be made at any point on the trip. After you sign up via the Amaquella website or at a point of sale stand, there is a 14 day window where we shall refund 100% of your deposit.

However after this point, cancellation does mean the participant is accepting the loss of the deposit and any further payments made for extension trips. Amaquella cannot be expected to refund any costs.

## 6. Insolvency Protection

### 6.1 Introduction

As per the 1992 Travel Regulations, it is a requirement that any deposit you pay towards a trip is financially protected in the event of insolvency of the Tour Operator, in this case Amaquella. In the event of insolvency issues, each participant is to contact the policy providers as detailed below, where the deposit will be retrievable from.

### 6.2 Policy

**ARRANGED BY:** Towergate Underwriting Group Limited who are authorized and regulated by the Financial Conduct Authority registration number 4043759

**UNDERWRITTEN BY:** Zurich Insurance plc Niederlassung für Deutschland, Solmsstrasse 27-37, 60486 Frankfurt am Main, Germany, registration number HRB 88353

This policy is effected in England and is subject to the Laws of England and Wales.

Product: Commercial or Business Financial Failure Cover for Tour Operators and / or Holiday Package providers as defined in the 1992 EC Package Travel Regulation

Policy Number: RLS/ZUR/21664