

# Ultimate Challenges

## Questions and Answers



### Who are Ultimate Challenges?

Ultimate Challenges have been running challenge events across the world for over 12 years. We have an extremely knowledgeable team and work together with all our expedition leaders and doctors to ensure that every event is a life-changing experience for all those that take part.

### Responsible tourism:

We are committed to responsible tourism and believe strongly in the phrase 'Leave only footprints, take only photos'. We work closely with the local community, employing local guides, porters and other essential support staff where possible. Our local ground handlers share our commitment to responsible tourism.

### How fit do I need to be?

All our events are designed to be challenging. It is important that you train and are fit. The fitter you are the more you will enjoy your adventure. We will send you a trek/bike training guide once you have signed up.

### What's a typical day on trek like?

While camping we will be up at about 6am. We will have an early breakfast start trekking at around 7.30-8am. We walk for approx 3-4 hours in a morning before stopping for lunch and 2-4 hours in an afternoon. In the evenings we will have a drink and rest before dinner. Each night you will receive a briefing on the day ahead.

### What's a typical day on the bike ride like?

We will be mostly staying in hotels and will be up at about 7am. We will have an early breakfast and start biking at around 8am. We bike for approx 3-4 hours in a morning (with regular water and snack stops) before stopping for lunch and 2-4 hours in an afternoon. In the evenings we will have dinner in the hotel where you will receive a briefing on the day ahead.

### What sort of back up is provided?

Each trip will have UK expedition leader (usually on groups over 15), local guides and a cook\*. All the guides are expedition First Aid trained. Your main pack will be transported each day to your next camp but you will carry a daypack with all your essentials in. Your daypack will weigh up to 5kg do please train while wearing it.

### Will I need any vaccinations?

All countries we visit have different vaccination requirements. Where you go Tetanus and Polio must be up to date. We recommend that you visit your doctor or local travel clinic to seek medical advice on any vaccinations that may be required.

### Do I need any specialist kit?

We will supply you with a full kit list once you have signed up. Apart from a good pair of hiking boots and a sleeping bag for the trek and some decent padded cycling shorts for the bike there is no specialist kit.

### Will I be insured?

No, everyone who takes part needs to take out their own comprehensive travel insurance covering health, accidents and loss before departure. We will send you further information nearer the time of exactly what is required.

### Can I extend my trip?

Yes, although places may be limited so you should contact us immediately if you plan to extend your trip. There is a set fee of £75 and any additional costs will also be passed on to you.

Ultimate Challenges, The Ultimate Travel Company, 25 - 27 Vanston Place, London SW6 1AZ  
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### **What will the food be like?**

Food will be very good and there will be plenty of it, however there may not be as much variety as in the UK. It is designed to provide you with the energy needed to complete the trip. Many participants find it is useful to also take energy bars and snacks to supplement their diet.

### **Which charity can I support?**

When you sign up to take part in an open challenge you are able to support any charity you wish. Please ensure that you contact your chosen charity and inform them about what you are planning to do.

### **How much sponsorship do I have to raise?**

The charity you have chosen to support will set you a minimum sponsorship level this is usually in the region of £3000—£3500 for a 10-day trek/bike. If you chose to pay your own costs then you may not have a specific sponsorship target, however we ask that you try to raise as much as possible.

### **How much money will I need?**

£150-200 spending money is usually sufficient for drinks and some souvenirs. Our guides and local staff work extremely hard while on the trek/bike, we therefore suggest a tip of approximately £25-£30 per person at the end of the trip.

### **What is included?**

International flights, accommodation while on trek/bike (usually twin share), all food (unless otherwise stated), drinking water, entrance fees to national parks as listed on the itinerary, internal road or air transfers, a UK leader if the group is over 15, local leader and support staff.

### **What is not included?**

Transfers to and from UK airport, visas (if applicable), vaccinations (if applicable), insurance, airport tax/fuel surcharges\*\*, overseas departure tax (if applicable) and tips for local staff.

\* Only for trekking events

\*\* The amount of airport tax varies from country to country and is indicated on the itinerary.

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# Ultimate Challenges

## Application form



**Name of Challenge:**

**Date of Challenge:**

### 1. Payment options for Open Challenges (Please tick which option box you have chosen):

#### Fundraising option

- Once you have decided and contacted the charity whom you wish to support, they will need to set you a minimum sponsorship target, typically around £3000-4000, plus £250 registration fee. This sponsorship level will need to be with the charity at least 8 weeks before departure.
- 8 weeks before the trek departs we will invoice your chosen charity for your expedition costs.
- The cost of your airport tax will need to be paid by you, so we will invoice you for this.

#### Payment + fundraising option

- You pay for the expedition and airport taxes yourself, directly to The Ultimate Travel Company.
- We will invoice you 8 weeks before the trip departs with the final tour costs plus airport taxes.
- Simply choose a charity you wish to support and endeavour to raise as much sponsorship as possible for them.

<b>Which charity are you supporting?</b>	
<b>Registered charity number</b>	
<b>Name and contact details for charity</b>	

### 2. Personal Details (Please use name as on your passport).

<b>Title (Mr/Mrs/Ms/Miss)</b>	
<b>Surname</b>	<b>Forename</b>
<b>Address</b>	
<b>Postcode</b>	
<b>Home tel</b>	<b>Work tel</b>
<b>Mobile</b>	<b>Email</b>

### 3. Next of Kin

<b>Name</b>	<b>Relationship</b>
<b>Daytime tel</b>	<b>Evening tel</b>

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# Ultimate Challenges

## Application form



### 4. Dietary requirements

Do you require vegetarian meals?	
Other dietary requirements (e.g. food allergies)	

### 5. Passport details

Name as in passport	Nationality
Passport number	Date of birth
Date and place of issue	Date of expiry
It is essential that we have the above information. If you do not have a passport at the moment, just send in your entry form and let us have the details as soon as you can. Your passport must be valid for 6 months after the end of the event	

### 6. Room sharing

Please give the names of any friends who are taking part. Accommodation will be shared. It might be mixed sex and conditions might be basic.

Name of person you would like to share with	
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### 7. Insurance

It is your responsibility to organise your own personal travel insurance covering health, accidents and loss. Preferential Insurance or Snowcard have policies we can recommend. Please ensure you make sure you are fully covered for the trip you are undertaking e.g. a bike ride, trek at altitude etc. You will not be able to travel without adequate insurance.

### 8. Medical Information (see enclosed form)

Taking part in a trekking or biking challenge requires a reasonable level of fitness, and you should enjoy sufficient good health to participate in any challenge event.

If you are not a regular hiker you should hike two or three times a week for several weeks before departure, gradually increasing the distance you cover. Remember you could be hiking/biking up to eight hours a day over hilly/mountainous and rough/steep terrain.

Enclosed is a medical form, which you must complete and return with this application. Your GP must sign this form agreeing that you are fit enough to take part in this event. It is important that your GP fully understands the nature of the challenge you will be undertaking. Until this form is completed and approved, we can not guarantee your participation in the trek or bike.

It is essential that our medical personnel on your trip are fully briefed on every person participating, so we do need accurate and honest medical information. All medical information will be treated with confidentiality and if you have any concerns you would like to discuss with us prior to completing this form then please contact us.

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## Application form



### 9. Vaccinations

Typically, Typhoid and Hepatitis A vaccinations are advisable and we recommend that Tetanus and Polio boosters are up to date. A Yellow Fever certificate is required for Kilimanjaro and Kenya. Please consult your own GP. Anti-malaria tablets may also be recommended for Mount Kilimanjaro and Kenya. Further information will be included in your specific event pack.

### 10. Passports and Visas

All events require your passport to have at least six months to run from your return date to the UK. It is your responsibility to ensure you have all the necessary visas and documentation necessary. Further information will be included in your specific event pack.

### 11. Conditions of Entry

- For each event we require a non-refundable registration fee of £250. You will either make a commitment to raise a minimum sponsorship set by your chosen charity or pay the tour costs (plus airport taxes) direct to The Ultimate Travel Company (plus fundraise your own set target) eight weeks prior to departure.
- If you are unable to meet the tour costs sponsorship requirements or fund your own tour costs, you may forfeit your place on the event - or you may choose to make up the balance yourself.
- You must be aged between 18 and 70 before the departure date of the event.
- Countries we visit have strict entry conditions. You must not suffer from alcohol or drug dependency. You should not have any criminal convictions. Your passport must have at least six months to run from date of entry.
- All funds raised for your chosen charity through the event must be payable to them.
- You must be covered by travel insurance for health, accident and loss.
- All participants take part at their own risk.
- For health and safety reasons the tour operator, ground agents and/or medical staff reserve the right to stop any participant from trekking/biking.

### 12. Your commitment

- I apply to take part in the following challenge \_\_\_\_\_ and undertake to abide by the rules and conditions of this event.
- I undertake to raise as much sponsorship to benefit my chosen charity as is possible.
- I understand that I will need pay the airport taxes for my challenge 8 weeks prior to departure.
- I enclose a cheque for £250 deposit (payable to The Ultimate Travel Company). I understand this is non-refundable.

Signed \_\_\_\_\_ Date \_\_\_\_\_

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# Ultimate Challenges

## Medical Form



**Name of Challenge:**

**Date of Challenge:**

*Please read the notes below carefully before completing the form*

All potential participants on our charity challenges are required to complete one of our medical forms.

Dedicated personnel will look at the forms, and may forward details on to our doctor for advice. All information will be treated as **strictly confidential**.

We request medical information from you in an endeavour to minimise risk to all participants, and for that reason ask that you disclose all your medical history. The Ultimate Travel Company cannot accept any responsibility in the event that you do not fully disclose all relevant details. Our policy is to encourage and support as many people as possible to take part in our challenges we nevertheless reserve the right to reject your application to participate in this event if recommended to do so by our medical advisor.

The event in which you will be participating is challenging and will require a good level of fitness, strength and endurance. You should check with your doctor to ensure that you are sufficiently fit and healthy to participate.

You should take into account that medical and other facilities at the destination are likely to be inferior to those in the UK and that some parts of the route will be away from main cities and hospitals, in remote locations.

There will be trained medical personnel on hand who will be able to provide treatment for minor injuries, and first aid support in the event of a more serious injury or medical problem. Should you require more medical attention than can safely be provided on site, the medical officer and staff team will arrange appropriate evacuation and transfer to the nearest, most appropriate, hospital or medical centre.

<b>Title</b>	<b>Date of birth</b>
<b>Surname</b>	<b>Forenames</b>
<b>Address</b>	
<b>Postcode</b>	
<b>Daytime tel</b>	<b>Evening tel</b>
<b>Mobile</b>	<b>Email</b>
<b>Height (in metres)</b>	<b>Weight (in kg)</b>

Please complete and return this form along with your application form to:  
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# Ultimate Challenges

## Medical form



Do you have a history of any of the following conditions?

<b>Raised blood pressure</b> If yes, please list the dates and values of your last three blood pressure readings:		<b>Yes/No</b>
<b>Date</b>		
<b>BP (mmHg)</b>		
<b>Heart or circulatory failure</b> Details		<b>Yes/No</b>
<b>Blood clots, in particular DVT (clot in leg) or PE (clot in lung)</b> Details		<b>Yes/No</b>
<b>Chest or lung disease</b> Details		<b>Yes/No</b>
<b>Asthma</b> If yes have you ever		<b>Yes/No</b>
a) had to be hospitalized If so, when		<b>Yes/No</b>
b) Had to take steroid tablets		<b>Yes/No</b>
<b>Epilepsy</b> Details		<b>Yes/No</b>
<b>Diabetes</b> If yes do you have type I or type II diabetes _____ Please give dates and values of your last three HbA1c readings		<b>Yes/No</b>
<b>Date</b>		
<b>HbA1c (%)</b>		
<b>Digestive of bowel disorders</b> Details		<b>Yes/No</b>
<b>Haematological or blood disorders</b> Details		<b>Yes/No</b>
<b>Cerebral disease e.g. stroke, head injury, tumour</b> Details		<b>Yes/No</b>
<b>Past injuries e.g. fractures, sprains</b> Details		<b>Yes/No</b>

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THE ULTIMATE TRAVEL COMPANY



# Ultimate Challenges

## Medical form



<b>Operations</b> Details			<b>Yes/No</b>
<b>Mental health problems</b> Details (including any admission dates, sections or diagnosis)			<b>Yes/No</b>
<b>Allergies</b> Details			<b>Yes/No</b>
<b>Heat or cold injury</b> Details			<b>Yes/No</b>
<b>Thyroid disease, or other endocrine disorder</b> If yes please give the date and values of your last thyroid function test			<b>Yes/No</b>
Date	TSH	T4	

Please list below any medications you are currently taking

If you have any other medical conditions not disclosed above, please give details here

If you are taking part in a Mount Kilimanjaro or Machu Picchu trip please read and complete this section.

*Excessive altitude and high altitude can aggravate dental problems. You must ensure you have a recent dental check (within 6 months) before the trip departs.*

**Have you any experience of trekking at altitude? If yes, please give details below including the height you trekked and any symptoms of altitude you experienced.**

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# Ultimate Challenges

## Medical form



### Part Two.

To be completed by the participants GP in the following circumstances:

You are taking part in a high altitude trek such as Mount Kilimanjaro or Machu Picchu

OR if aged over 60

OR have answered yes to any questions on the medical form.

I hereby give permission for The Ultimate Travel Company's medical advisor to discuss medical conditions relevant to this Challenge with either my GP or hospital specialist

Signed

Date

I have read this medical form, including the attached notes. The information given by the participant is correct, and no significant medical history contained in the patient's medical records has been withheld.

I confirm that to my knowledge, the participant has no physical or mental health problems that should preclude them from undertaking the challenge.

GP signature

Date

GP stamp

Tel no

Fax no

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# Ultimate Challenges Terms and Conditions



## TOUR OPERATOR BOOKING CONDITIONS AND OPEN CHALLENGE AGREEMENT Ultimate Travel Company (UTC) of 27 Vanston Place, London, SW6 1AZ ATOL: 5111

UTC Ultimate Challenges facilitate the raising of funds for charities by providing expedition trips. Set out below are the terms and conditions to form the basis of your relationship with the Tour Operator ('UTC') of 27 Vanston Place, London SW6 1AZ, registered company number 3528325, and the charity for whom you have decided to raise funds 'the charity'.

### Making your booking

Please complete the specific application and medical form for the expedition you wish to join, and forward them to UTC with your non-refundable\* deposit of £250 per person (made payable to The Ultimate Travel

Company Ltd). On occasions, some expeditions require a higher deposit, but you will be advised of this at the time of booking. If you are booking less than 8 weeks prior to departure, the full cost of the expedition will be payable. On receipt of your application/medical form and deposit, we will confirm your place on the expedition in writing and send you further fundraising and expedition advice.

Applicants whose forms are not accepted (e.g. medical conditions not suitable for the expedition) will have their deposits of £250 refunded.

### Payment methods for joining an Open Challenge

There are two payment options:

#### Fundraising option

Once you have paid the non-refundable deposit of £250 and we have confirmed your place on the expedition, you should contact the charity for whom you wish to fundraise. The charity will set you a minimum sponsorship target that will need to be paid in full to the charity at least eight weeks prior to departure. We will then invoice the charity for your expedition costs less the airport taxes which we will invoice you for directly.

#### OR

#### Payment + fundraising option

Once you have paid the non-refundable deposit of £250 and we have confirmed your place on the expedition, we will invoice you directly for your expedition costs and airport taxes, to be paid at least eight weeks prior to departure. You should contact the charities you wish to raise money for directly.

### Credit card payments

We do have the facility to accept payments by credit card but will levy a service charge of 2% of the value of the relevant payment to cover costs incurred. This does not apply to debit cards.

### Failure to pay all monies on time

If we or your chosen charity (as applicable) do not receive all payments (including any surcharges) and minimum sponsorship requirements on time, we are entitled to treat the booking as cancelled and to apply cancellation charges as set out below.

### Alterations by the Ultimate Travel Company

We plan expeditions many months in advance. Occasionally, we have to make changes to the published itinerary and to amend or cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we reserve the right to modify or cancel any tour, flight schedule and accommodation arrangement should unforeseen circumstances amounting to 'force majeure' arise. We will notify you of any such changes as soon as possible. If the changes are significant enough to alter the nature of the expedition, you will be given the choice of an alternative expedition or a full refund of all monies paid.

We reserve the right to increase the price of your travel arrangements to allow for variations in transportation costs (including the cost of fuel), taxes and the exchange rate applicable to your travel arrangements. No price increase will be made within 30 days of your departure date and, in any event, we will absorb any increase up to 2% of the cost of your travel arrangements.

### Minimum numbers

Each expedition will only operate with a minimum number of participants. Likewise, the provision of a UTC leader and/or doctor is subject to minimum number of participants. Expedition costs will also vary depending on the total number of participants. **Please check your information pack for specific details.**

### Alterations made by you

We will do our best to make any alterations you may require after confirmation has been issued subject to availability and the payment of any increased costs relevant to the changes. If alterations are made less than 8 weeks prior to departure, an additional £50 charge will be levied together with any other costs incurred.

### Cancellations by you

All cancellations must be received in writing. Cancellation is taken from the date such notice is received and charges will be applied as follows:

More than 42 days prior to departure	deposit
More than 30 days	50% of expedition costs
More than 15 days	75% of expedition costs
Less than 14 days	100% of expedition costs

**If you have paid us for your expedition costs**, any refunds due will be paid directly to you.

**If your chosen charity paid us for the expedition costs**, any refunds due will be paid directly to the charity. The charity shall be entitled to keep any such monies and shall not be obliged to refund you. If cancellation occurs in circumstances where recovery of cancellation charges is indemnified under your travel insurance, you hereby agree that you will co-operate in the recovery of these charges from the insurers and that any sums recovered will be paid to the charity.

Monies paid to the charity over and above the expedition costs will not be refunded in the event of cancellation, as these monies were raised for charitable purposes.

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# Ultimate Challenges

## Terms and Conditions



### Airlines and other suppliers

UTC will provide travel, accommodation and other services as specified in the expedition itinerary. Flights and accommodation are fully protected under the company's ATOL Licence Number arranged with the Civil Aviation Authority (CAA).

Most flights are arranged with scheduled airlines that will usually provide refreshments, meals and accommodation in the event of any substantial flight delay. If these facilities are not provided by the airline in the event of any such delay at the outward or home-ward points of departure, UTC will not be responsible for arranging them.

### Extending our stay after the expedition

Should you wish to extend your stay, we can amend your flight reservation but will charge you for any increase in the airfare plus an administration fee of £75.

### Health, safety & fitness

The expedition in which you will be participating is challenging and will require a good level of fitness, strength and endurance. It is your responsibility to ensure that you are fit to participate. You will be asked to fill out a detailed medical form, which you should complete accurately and truthfully. Your place on the expedition will only be confirmed once your medical form has been assessed. If you have any doubts about your health, you should check with your doctor to ensure that you are sufficiently fit, healthy and mobile to participate in the event. You should take into account that local medical facilities, particularly for those with any illness or infirmity, are likely to be inferior to those in the United Kingdom.

Your personal safety during the expedition is of fundamental importance to us. While we do carefully monitor the safety of every expedition destination, the Foreign and Commonwealth Office do offer a travellers' advice line on 0207 008 0232 or [www.fco.gov.uk](http://www.fco.gov.uk). Please ensure that you are kept informed of the latest FCO advice.

### Travel insurance

It is imperative that you take out travel insurance to cover any health or injury problems that may arise and, if necessary, repatriation to the United Kingdom. You should also advise your insurer of any pre-existing medical conditions before travel. Failure to do so may invalidate the cover. UTC requires a copy of your insurance policy details at least 8 weeks prior to departure. We reserve the right to cancel your booking if you fail to obtain adequate cover.

### Standard and quality of facilities

You should not have unreasonable expectations of the facilities that will be provided which may be below what you might expect at home. The itinerary and literature you receive from us will accurately describe the standard and quality of the travel arrangements.

### Liability

We accept responsibility for ensuring that your travel arrangements are as described in literature produced by us or on our behalf, and that the services we are contractually obliged to provide are to a reasonable standard. If, in the reasonable opinion of the charity, any part of your travel arrangements is not provided as promised, and if this has affected the quality and structure of the expedition, we will pay appropriate compensation.

We accept responsibility for caused by negligent acts and/or omissions of us, our employees, agents and suppliers whilst acting within the scope of, or in the course of, their employment in the provision of any part of your travel arrangements that we are contractually obliged to provide. We will, accordingly, pay to any affected participant such damages as might have been awarded in such circumstances under English law.

However, damages are not payable where any failure to fulfil the contract is not due to any fault of ours or the supplier of any part of your travel arrangements, and where any failure to fulfil the contract is attributable to you, unforeseen and unavoidable actions of a third party unconnected with the provision of your travel arrangements, unusual and unforeseeable circumstances beyond our control or any event which could not have been foreseen even if all due care had been exercised.

In respect of carriage by air, sea and rail and the provision of accommodation, the amount of compensation we may be obliged to pay will be limited in accordance with relevant international law conventions. Carriage by air is subject to the relevant carriers' conditions. In particular, drunkenness or rowdy behaviour may lead to the airline refusing carriage, in which case alternative flights may have to be organised at your own cost.

### Acceptance of risk

Your booking is accepted on the understanding that:

(i) You are aware that this is an adventure trip. In addition to the usual dangers and risks, you should take into account weather extremes, remoteness from medical services and physical exertion for which you may not be prepared before committing to the expedition.

(ii) You acknowledge that the enjoyment and excitement of adventure travel is derived in part from the inherent risk incurred in taking part in activities that are beyond the levels of safety you would normally encounter at home or in the work place, You acknowledge that this is a reason for your participation.

(iii) You acknowledge that the nature of the expedition requires considerable flexibility and that you must allow for changes to routes, schedules, transport etc. The outline itinerary for the expedition is an indication of what the group may accomplish, and does not form a contractual obligation on our part. No refunds will be given for services not utilised.

(iv) The expedition leader, doctor and local management staff have the right to disqualify any participant at any time during the course of the expedition if it is deemed necessary for the safety of yourself or the other participants, or if it is deemed that your behaviour or actions are compromising the other participants' enjoyment of the expedition.

### Complaints and arbitration

We will always endeavour to resolve any complaints on the spot. However, if the matter cannot be resolved, you should inform the relevant supplier and/or expedition leader then write to us within 14 days of the end of the expedition. We will endeavour to resolve the issue as promptly as possible.

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