There are the terms and conditions which will apply to our ATOL-bonded air inclusive holidays. Please read them carefully as you will be bound to them.

1. When you make your booking you must complete a booking form accepting on behalf of all your party the terms of these booking conditions and pay a deposit of 10% per person (unless otherwise stated). A contract will exist when on receipt of your deposit we issue a confirmation invoice. (We reserve the right to decline any booking)

All payments must be made in pounds sterling and all cheques must be drawn on a UK clearing bank. All other forms of payment including Euro cheques and foreign currency will incur additional bank charges. These additional charges will be added to your account. Foreign currency payments will be converted to sterling on the day that we receive payment and any shortfall or gain will be notified to you in writing.

All passengers must be fit to travel at the time of booking and serious medical conditions and any medical history should be disclosed to us when you are booking, also bearing in mind their ongoing health and age. All participants should also ensure they have valid travel documents such as a passport and any visas that may be required for the booked trip.

2. WildWings/WildInsights/WildOceans reserve the right to cancel a tour up to fifty six days prior to departure (up to 30 days prior to departure WildWings/WildInsights/WildOceans only). The balance of the price of your holiday must be paid by twelve weeks before departure. If the minimum number on a tour is not attained (up to 30 days prior to departure WildWings/WildInsights/WildOceans only) we will withdraw the UK leader and run the trip with the overseas leader rather than cancel your holiday.

3. The price quoted are based on known costs and exchange rates (U S Dollar 1.55 Euro 1.15). These prices may, however, be subject to surcharges as a result of increases in costs caused by government actions (e.g. increased fuel costs, exchange rates, overflying charges, airport charges and increases in scheduled air fares. In the event of an increase in the cost of your holiday WildWings/WildInsights/WildOceans will absorb an amount equivalent to 2% of the holiday price, excluding insurance. If the increase in the cost of your holiday exceeds 10% of the holiday price, the client may elect to cancel the holiday and receive a full refund of all monies paid. The client must exercise his right to cancel for this reason within 14 days from receiving written notification of the surcharge from us, otherwise the surcharge will be deemed to have been accepted by the client. The client shall be notified in writing of any such surcharge payable 30 days before departure. Airline surcharges can only be passed on as fuel surcharges may be applicable at any time.

4. It is unlikely we will have to make any changes to your holiday, but we do plan the arrangements many months in advance. Occasionally, changes may be made which will not affect the standard of the holiday. Most of these changes are minor and we will advise you (or your agent if applicable) at the earliest possible date. Flight timings and carriers are subject to changes as a result of airline procedures. If a major change becomes necessary, we will inform you as soon as reasonably possible, if there is time before departure. Should your tour have to be cancelled within 8 weeks of your departure date for reasons of ‘force majeure’ (circumstances such as, but not limited to, war, riot, civil strife, industrial dispute, terrorist activity natural or nuclear disaster, disruption of supply of any service to be provided under contract) you will be offered a full and prompt refund (excluding insurance) of all monies paid by you. A 5% deposit shall apply which is accepted as a full refund.

5. You, or any member or your party, may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form and is confirmed in writing to us. As this incurs administrative costs, we will retain your deposit in addition and may apply cancellation charges up to the maximum shown below. The cancellation charge is calculated as a percentage of the holiday price dependent upon the period before departure when written cancellation is received

<table>
<thead>
<tr>
<th>Period before departure</th>
<th>Percentage of total price to be refunded</th>
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</thead>
<tbody>
<tr>
<td>0 - 28 days before departure</td>
<td>75% of total price</td>
</tr>
<tr>
<td>29 - 56 days before departure</td>
<td>50% of total price</td>
</tr>
<tr>
<td>57 - 70 days before departure</td>
<td>25% of total price</td>
</tr>
<tr>
<td>More than 84 days before departure</td>
<td>0% of total price</td>
</tr>
</tbody>
</table>

Any money outstanding to be paid by you under your contract to that alternative ATOL holder.

However, you also agree that in some cases it will not be possible to provide an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL confirmation form, go into liquidation or become insolvent (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvent liquidation, you would be entitled to make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for supplying the above information to us you authorize us to disclose that information to those Trustees any claims you may have or may arise out of or relating to the non-provision of the travel arrangements, your ATOL operator and your travel agent (or your credit card issuer where applicable). You also agree that any such claims may be rectified by the payment of the sum of money that that other body has paid sums you have claimed under the ATOL scheme.

We are also bonded members of ABTA. Voyage customers will travel under their respective ship operators’ terms and conditions, copies can be supplied on request.

13. This contract is made on the terms of these booking conditions which are governed by English Law and is subject to the non-exclusive jurisdiction of the English Courts.

Important Notes:

1. None of the trips means we will be travelling in sometimes remote and sometimes ‘third world’ conditions, with local bureaucracy, unpredictable weather and sometimes rough accommodation. WILDWINGS/WILDINSIGHTS/WILD OCEANS voyages are the proposed only one and we reserve the right to change the itinerary subject to local conditions and weather on the day. Customers should also bear in mind ‘health and safety’ standards abroad generally do not match those in the UK and EU.

2. Birds, cetaceans and other wildlife are free and unpredictable. You might not see a whale on any trip of any species but of course our tours are all timed to maximise the chances of seeing the majority of target species. Previous trip reports are available.

3. All wildlife should be respected and participants should be aware of potentially aggressive species and keep a safe distance from them. WILDWINGS should not be disturbed by participants and should not use in the applicable breeding season.

4. Customers travelling with a number of the above programmes may be asked to sign an agreement that they will travel under those operators booking conditions which will be supplied upon request. These terms and conditions are available. For example: WILDWINGS/WILDWHALE and Dolphin Company, Quark Expeditions, Heritage Expeditions, N2, Adventure Travel, Tiger Mountain, WildWings/ WildWings/WildInsights/WILD OCEANS, WILDWINGS/WILDWHALE, WildWings/WildOceans, WildWings/WildInsights, WildWings/WildInsights/WILD OCEANS, WILDWINGS/WILDWHALE and Dolphin Company, Quark Expeditions, Heritage Expeditions, N2, Adventure Travel, Tiger Mountain, WildWings/ WildWings/WildInsights/WILD OCEANS, WILDWINGS/WILDWHALE, WildWings/WildOceans, WildWings/WildInsights, WildWings/WildInsights/WILD OCEANS.

Data Protection Statement

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to process the information you provide (such as name, address, age, passport details and any special requests). We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to our relevant suppliers (including the ATOL holder) which may also include public authorities (eg customs/immigration). If your destination is outside the EEA, controls on data protection may not be as strong as in the UK. If we cannot pass this information on to the relevant parties we cannot provide your booking. In signing these booking conditions you consent to the relevant personal information being passed on to the relevant parties.

We will send you future mailings of our programme list which may also include our customer information to any other third parties. Please contact us if you wish to remove from our mailing lists at any time.

Effective 29/08/2013