

# 9 Lakes in 9 Hours

1 & 2 May 2010

Event  
Pack

**fairbridge**  
Supporting Inner City Youth

Challenge yourself to cross  
nine lakes in nine hours

Trek, bike and canoe your way  
through this exciting course



# Welcome

"Young people on the edge of society - not in education, employment and training - often get written off and forgotten.

Fairbridge gives young people the chance to feel a part of something positive, sometimes for the first time in their lives. At Fairbridge we engage young people in fun, challenging activities but also give them the individual support that is crucial for them to gain the confidence, motivation and life skills necessary to reconnect with education or employment - and turn their lives around for the better.

By taking part in 9 Lakes in 9 Hours in aid of Fairbridge you will help us to give more young people the confidence to make positive changes in their lives."

Andrew Purvis  
Fairbridge Chief Executive

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# Section 1

## About 9 Lakes in 9 Hours

If this is the year you said you wanted to try something different, or do something for charity, we suggest you try this.

Set in the beautiful Lake District, the objective of this event is to trek, bike and canoe your way across 9 lakes in 9 hours (Windermere, Loughrigg Tarn, Elterwater, Rydal Water, Grasmere, Thirlmere, Red Tarn, Ullswater and Brother's Water). No previous experience necessary.

Imagine the sense of achievement you'll feel when you're done knowing how far you have come and how much you have benefited young people all over the UK.

# Section 2

## Itinerary

### Day 1 - Saturday, 1 May 2010

You'll arrive at the YHA accommodation in Ambleside late afternoon. There will be a chance to meet the rest of the group before a briefing, a kit fitting and a hearty evening meal. You'll also get to meet some of the young people we work with and fundraise for.

### Day 2 - Sunday, 2 May 2010

The day starts with an early breakfast at the hostel where your guide will meet you to begin the challenge. You'll cycle from the hostel to the start of the trek which will take you up and over Helvellyn down to the canoe course round Ullswater.

If there are more than 40 participants, the group will be split and the second group will complete the challenge in reverse: canoe, trek, and bike. There will be a transfer for the group from the hostel to the start of the canoe course. The groups will pass each other at Helvellyn. You can check up on progress and decide to race to the finish.

Once everyone has completed the challenge, there will be a celebratory toast to your achievements. You'll also be able to shower and change before heading home.

Accommodation on Sunday night is not provided. As it's a bank holiday, you might decide to make the most of the gorgeous surroundings and spend an extra night there. You can arrange this yourself or through Fairbridge at a small additional cost, and you'll need to do this well in advance to avoid disappointment if the YHA is busy.

## Activities

### The Mountain Bike Ride

You'll set off from Ambleside YHA on a tough 3-hour mountain bike ride ending at Wythburn car park, with a refreshment stop on the way at the disused quarry at Hodge Close. The course follows some great climbs and descents off road and on tarmac. If you're confident, you can go for it. If you're not quite so confident, you can still challenge yourself knowing you are in the capable hands of our guides who will be there to help you every step of the way.

### The Trek

Bike ride over, you're on to the next stage, a 4-hour trek starting at Wythburn car park and finishing at the sailing centre of Ullswater. You'll make your way up to the summit of Helvellyn, one of the three highest peaks in England, and come back down again on the other side. There's fabulous scenery all the way, and guides will be on hand with expert advice and encouragement.



## The Canoe

To round off the challenge, you get to sit down again, in 2/3 man Canadian Canoes. You'll start at the sailing centre at the head of Ullswater, paddle to Norfolk Island then to a buoy off Aira Point, where you'll get a good view of the Aira Force waterfall, and back to the sailing centre and finish line an hour and a half later.

# Section 3

## Sign up!

To take part in this exciting challenge, you start by fundraising as much as you can for Fairbridge.

A deposit of £75 is paid on registration and the balance of £275 is due by Friday 19th February 2010.

A sponsorship benchmark of £350 - £1000 is suggested on top of your entry fee but the point is to raise as much as possible for Fairbridge so if you can exceed it, brilliant.

All sponsorship monies should be paid to Fairbridge no later than Friday 21st May 2010.

This is a bespoke challenge offered by Fairbridge and we regret that fundraising for other charities is not possible due to the limited number of places available.

Fee: £350 + sponsorship  
Dates: 1st - 2nd May 2010  
Location: Lake District



# Section 4

## Raising your sponsorship

The nature of the event and the cause you're supporting should encourage a good response. Fundraisers often find it easy to raise above and beyond their target and there's no reason why that shouldn't happen for you, you'll be surprised by how much you can raise for doing a challenge like this.

We've set a benchmark of £350 - £1000 and you should aim to achieve what you feel is possible for you. Don't forget we can offer help and support with your fundraising along the way. Good luck.

## Sponsorship top tips

It might seem a daunting amount to raise, but with some planning and enthusiasm, you'll be amazed at how easy it is and how fast the donations come in. It's well worth giving it a go.

Start by breaking down the figure and planning to do 10 things that raise £100.

- Ask 5 of your closest friends and family for £20 each £100
- Ask 10 of your best known colleagues to sponsor you £10 £100
- Ask 20 of your friends, family, colleagues for £5 each £100
- Pass your sponsorship form around to anyone you haven't asked £100
- Do a car boot sale of unwanted bric-a-brac and toys £100
- Place 6 "guess how many sweets" jars in local pubs at £50 per jar £300
- Write to 5 local companies and ask for a donation of £20 £100
- Ask your local supermarket to do a bag pack on a weekend £100

TOTAL £1,000

These are just some examples. You've probably got lots of ideas of your own and if you're a member of a club or organisation you'll be able to increase your fundraising potential.

**We can offer support if you need help fundraising.** Remember, you're not on your own. If you need help, get in touch.

You'll also be able use the 9 Lakes blog to swap fundraising ideas and support each other.

## Section 5

### Supporting your challenge

We'll provide lots of help like this once you've registered for the challenge:

- A Welcome Pack full of information on how to make payments, top tips to help you reach your fundraising target, and advice on training and staying safe.
- A training programme. Although no previous experience is necessary, there's plenty of time to get fit and ready for the event so you get the most out of it.
- A regular newsletter with all the latest news.
- A 9 Lakes blog for participants to share ideas and experiences.
- Guides who'll be with you every step and splash of the way. If weather or course conditions aren't right, or if it's a bit too tough on the day, they'll adapt the route so everyone can complete the challenge.

If you have any questions, feel free to contact Rachel at Fairbridge on 020 7902 1243 or email [rachel.cranham@fairbridge.org.uk](mailto:rachel.cranham@fairbridge.org.uk).



## Section 6

### Frequently asked questions

#### How fit do I need to be?

You should have a good level of fitness and be prepared to follow a training schedule in the months leading up to the challenge. Make sure you read the itinerary carefully so you know what the challenge entails. We'll provide you with a training programme we suggest you follow, it includes cycling and hiking. On the day you'll have plenty of reasons to take a break and catch your breath: drinks, lunch, great scenery, photos etc.

#### What if I am not fit enough to keep up?

We'll split everyone into smaller groups with similar fitness levels, so there will be faster and slower groups and you'll be in the right one for you. There will be qualified guides with you to encourage you to keep going and get you to the next stage.

#### What equipment will I need?

The kit list includes waterproofs (tops and bottoms), fleece, hat, broken in walking boots (and walking poles if want), cycling gear (padded shorts, gloves, trainers), water bottle (1.5 litre minimum), and a change of clothes if you get wet on the lake.

Bikes, cycling helmets and canoes will be provided. If you are a keen cyclist you can bring your own helmet, shoes and pedals to clip in.

#### What is the accommodation like?

Accommodation is provided at an YHA hostel in dormitory style rooms of 3-8 beds. If you're on your own, we'll group you with people of the same sex and a similar age. You might want to bring ear-plugs to block out the inevitable snorer.



### What are the other participants like?

All participants are united by a common cause: they are like minded people who have chosen to give up their personal time to fundraise, train and take part in a unique event to benefit others.

You'll have the 9 Lakes blog available to get to know each other in advance and swap training and fundraising tips.

### Can you cater for disabilities?

If you have a note from your doctor that states you are fit and able to do this event, then you are welcome to join in.

### Who will be looking after me on the event?

The 9 Lakes in 9 Hours challenge is facilitated by Tall Stories on behalf of Fairbridge.

Tall Stories always operate a policy of one guide per maximum ten participants of similar standard to ensure the safety levels you deserve. The guides on the event all have extensive experience.

There will be at least one first aid qualified Tall Stories organiser and all Tall Stories events are accompanied by a medic.

### What are your top tips for this trip?

There's no replacement for training and spending time in the saddle and in your hiking boots. The more you train the more you will enjoy the trip.

### What is included in the price?

- 1 x Night accommodation in YHA on the Saturday night
- 1 x Dinner on the Saturday
- 1 x Breakfast on the Sunday
- 1 x Packed lunch on the Sunday
- Snacks during the event
- Bike and canoe hire
- Support vehicle for bike maintenance, first aid, snacks, water, etc
- Guides at a ratio of 10:1 for biking and trekking
- Tall Stories staff – trip co-ordinators
- Medic
- Celebration toast/drinks at the end of the challenge

### What is not included?

- Drinks with your meals and meals other than those specified
- Accommodation on Sunday night if you decide to stay



# Section 7

## All fired up and ready to go?

Then all you need to do is complete the attached Registration Form and return it, together with your deposit of £75, a recent passport sized photograph of yourself and the signed Terms and Conditions, to the address below.

On receipt of your Registration Form and deposit, we'll book your place. We'll notify you as soon as your place is confirmed and send you your Welcome Pack.

In the meantime, if you have any queries or want to know more, please contact our events team:

**T: 020 7902 1243**

**E: [rachel.cranham@fairbridge.org.uk](mailto:rachel.cranham@fairbridge.org.uk)**

**Rachel Cranham  
9 Lakes in 9 Hours  
Fairbridge  
FREEPOST SE6800  
London SE1 8BR**





# Registration Form

## Registration, payment and medical forms

This is the Registration Form you need to complete if you would like to participate in the Fairbridge 9 Lakes in 9 Hours challenge event. On receipt of the completed Registration Form and deposit we will send you confirmation of you being accepted on the event. If the event is full then we will either return your cheque or not debit your card. Please complete one form per participant.

**EVENT: 9 Lakes in 9 Hours**

**DATE: 1 & 2 May 2010**

Title			
First name(s)			
Surname			
Known as (if different)			
Home address			
Home address			
Postcode			
Home phone no			
Work phone no			
Mobile phone no			
Email address			
Date of birth		Age	
Sex (please tick)	Male <input type="checkbox"/>	Female <input type="checkbox"/>	
Height (for bike size)		Will you bring your own spd pedals?	

## NEXT OF KIN

Person to contact in emergency	
Relation to you	
Work phone	
Evening phone	
Mobile phone	

## OTHER

Dietary requirements/allergies	
Please give us names of anyone you are travelling with	
If travelling with others, who would you like to share a room with?	

# Medical Declaration

Please complete the following by circling the appropriate answer. If you answer "Yes" to any of the following we may require a note from your doctor stating you are fit to go on the trip:

Heart trouble and/or blood pressure problems?	Yes / No	Fracture / tendon / ligament / cartilage injury?	Yes / No
Back problems?	Yes / No	Physical or other disability?	Yes / No
Diabetes?	Yes / No	Mental or Psychiatric illness	Yes / No
Epilepsy or fainting?	Yes / No	Hospitalisation in last 2 years?	Yes / No
Migraine?	Yes/No	Are you suffering from/carrying any contagious diseases?	Yes / No
Severe head injury?	Yes / No	Allergies?	Yes / No
Cancer?	Yes / No	Registered as disabled?	Yes / No
Asthma / bronchitis / shortness of breath?	Yes / No	Are you affected by any other serious illness?	Yes / No
Are you on any medication? If so what is it for and what is it?	Yes / No	Are you pregnant or trying to get pregnant?	Yes / No

If you have answered "Yes" to any of the above, please give further details below. We will pass this information on to our trip medic who may require you to get a note from your doctor before you are able to participate in the event. *(Please continue on an additional page if necessary)*

## Registration Payment

Please read and sign the Registration Declaration below and send us this completed form and the (non-refundable) deposit of £75 by Monday 30 November 2009, per person to secure your place on the event. The balance of £275 is payable by 5 February 2010. Cheques should be made payable to 'Fairbridge' and sent to: 9 Lakes in 9 Hours, Fairbridge, FREEPOST SE6800, London SE1 8BR.

If you wish to pay your deposit by credit card please complete the information below:

Name on the card \_\_\_\_\_ Type of card \_\_\_\_\_ *(We cannot accept Switch)*

Credit card number \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ 3 digit security code \_\_\_\_\_

Expiry Date \_\_\_\_\_ Issue number or start date \_\_\_\_\_ Amount to be taken: £75

Please give the address the card is registered to if different from the above \_\_\_\_\_

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

## Registration Declaration

- I agree to abide by the booking terms and conditions as attached
- I will be 18 years of age or over on the date of departure
- I agree the info provided is a true and accurate description of my current health and medical state
- I understand this event involves strenuous activity, requiring a certain minimum level of fitness. I agree to train to the required level to be able to achieve that fitness level. I agree to immediately contact Fairbridge in the event of any change to the above information
- I agree to pay £350 entry fee (including £75 deposit) by 5 February 2010 and raise the recommended sponsorship of £350+ for Fairbridge.
- I understand that wearing a cycle helmet whilst on the bike is compulsory and I will not be permitted to cycle without one.

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

# Fairbridge Terms & Conditions

The following terms and conditions form the basis of the agreement between us Fairbridge and you the participant in the 9 Lakes in 9 Hours challenge event scheduled to be held on 12th and 13th September 2009 ("the Event"). You agree that this is a complete statement of the position and that you have no other understandings.

The Event in which you have agreed to participate is organised by Tall Stories and we have a contract with them to provide places for participators who are kindly raising sponsorship money for Fairbridge. As part of the overall arrangements you have to agree to their terms and conditions which are set out overleaf and to which you must signify your consent by signing where indicated. Without this consent we cannot enter you for the Event. Please read carefully their terms and conditions and the remainder of our terms and conditions which are to be governed by English law and which are as follows.

**1. You have to pay us the full balance by 5 February 2010.**

2. The minimum amount of sponsorship money you as an individual should raise is £700 inclusive of the initial £350. The direct deposit that Fairbridge has to pay to Tall Stories for each charity place is £75 and there is a balance payable of £274 to Tall Stories for each place on the challenge. Any monies raised above £350 will go to Fairbridge as a donation. The amount we receive will of course include any payment for you from [www.justgiving.com/fairbridge](http://www.justgiving.com/fairbridge).

3. If you cannot take your place on the Event due to unforeseen circumstances, you must inform us immediately. Tall Stories make a cancellation charge which would apply to you. Details of the charge are set out at paragraph 10 of their Terms & Conditions overleaf. **Further you accept that you will not have a direct claim against Tall Stories for any refund of monies paid. All communications about funds should be made with us.**

**4. You accept that taking part in the Event cannot be risk free and do so at your own risk. Unless we Fairbridge are negligent or reckless we cannot be held responsible for any accident or injuries during the Event. You should see a doctor for health/medical advice etc and you should not participate against advice or if you are not fully fit and healthy. You are fully responsible for your own fitness and health and for ensuring that you are capable of completing the Event.**

5. If you are over 70 years of age or if you have a medical condition, please obtain a medical certificate from your doctor to say that you are fit & healthy enough to participate in the Event.

**6. You accept that if you injure someone else during the Event as a result of your negligence or recklessness and if a claim is brought against Fairbridge as a result then you will indemnify Fairbridge from the consequence of that claim. You may wish to consider obtaining public liability insurance if you do not already have it.**

7. You are responsible for staying within the law for public collections and fundraising. For example some activities which you may wish to organise could require a special licence or insurance e.g. collecting monies in a public place. You may need to contact your local Council for advice and permission.

8. All monies raised are the property of Fairbridge and must be forwarded as soon as they are received – payable to 'Fairbridge'.

9. It is a condition of participating that you agree to obey all lawful instructions, guidance and advice of Tall Stories during the Event, in particular but not limited to health and safety matters.

10. You agree that we can use make use of photos/digital recordings of you at the Event for our publicity purposes.

11. It is your responsibility to obtain appropriate and adequate insurance including but not limited to insurance covering your personal belongings. You must if we require provide reasonable evidence of that insurance and if you are unable to do this we may withdraw you from the Event without notice.

**Declaration: this requires your signature**

I have read and accept the terms and conditions of both Fairbridge and Tall Stories (please see overleaf)

Signature ,..... Print name ..... Date.....

## Terms & Conditions, Cancellation Charges and Privacy Policy

We are a trading division of Sportsworld Group Limited and these terms and conditions apply when you use our services. By asking us to provide the services, you are accepting that the terms of this agreement (and the conditions of any contract made with suppliers) applies to your booking and your travel arrangements.

You also consent to our processing personal information about you and other members of your party (see our Privacy Policy) below. If you booked your participation in any jurisdiction other than in Scotland or Northern Ireland (including any booking via the Internet), this Agreement, and any claim or dispute arising from or related to this Agreement, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it. If you booked your participation in Scotland, this Agreement, and any claim or dispute arising from or related to this Agreement, will be governed by Scottish law and the courts of Scotland shall have exclusive jurisdiction over any claim arising out of it. If you booked your participation in Northern Ireland, this Agreement, and any claim or dispute arising from or related to this Agreement, will be governed by Northern Irish law and the courts of Northern Ireland shall have exclusive jurisdiction over any claim arising out of it

We are a member of ABTA, membership number F637X . We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with your booking. Further information on the Code and arbitration can be found at <http://www.abta.com>.

### 1. Your Booking

You must be 18 years old to book with us unless we have given specific consent. Whether you book alone or as a group, we will only deal with the lead booking name in all correspondence, including payments, changes, amendments and cancellations. As you have booked through a charity or are part of a corporate group then we will treat that entity as the lead name and all payment requests will come from them to you and they will pay on your behalf subject to any arrangements they have with you.

### 2. If we cancel your booking

We aim to provide your trip as booked. But if, for example, there are not enough people booked on your trip or you do not pay the balance of the trip price on time, we may cancel it. We reserve the right to cancel your trip in any circumstances but if we cancel your trip you can either have a refund of the price of your trip or accept a replacement trip from us of equivalent or closely similar standard and price (if one is available). In either case, we will pay you compensation (unless we cancel your trip because you do not pay us the balance of the trip price or because of one of the events listed in the 'Important note – events beyond our control') and we will always refund the difference in price if the replacement trip is of a lower standard and price. We will not cancel your trip less than eight weeks before you go, or such other number of weeks as agreed between us, unless this is the result of non-payment of the balance of the trip price by you or one of the events in the 'Important note – events beyond our control'.

### 3. If we change your booking details

We hope that we will not have to make any change to your trip but, because our trips are planned many months in advance, we sometimes do need to make changes. We reserve the right to do this at any time. We will let you know about any important changes when you book. If you have already booked, we will let you know as soon as we can, if there is time before your departure.

### 4. Major changes to your trip

Occasionally, we have to make major changes to the services making up your trip. If we tell you about any of these changes after we have confirmed your trip booking, you may accept the new arrangements offered by us; or accept a replacement trip from us of equivalent or closely similar standard and price, if one is available; or cancel your trip with us and receive a full refund of all monies paid to us. Either way, we will pay you compensation, unless the change is because there are not enough people booked or for reasons beyond our control (see the 'Important Note - events beyond our control') and we will always refund the difference in price if the replacement trip is of a lower standard and price.

### 5. What happens to trip complaints

We can usually sort out any complaints you may have. Disputes about your trip which we cannot settle can be referred to arbitration under a special scheme administered by IDRS part of the Chartered Institute of Arbitrators. Details and application forms are available from ABTA, 68-71 Newman Street, London, W1T 3AH, [www.abta.com](http://www.abta.com). The scheme provides for a simple and cheap method of arbitration based on documents alone. The scheme does not apply to claims over £5,000 per person or £25,000 per booking form. Where a

claim includes, in part, a claim for personal injury or illness, a limit of £1,000 per person applies to that part of the claim. The rules of the scheme state that the application for arbitration must be made within nine months of the date of your return from trip. Information regarding complaints may be shared with other tour operators. If you prefer, you can take your complaint to a suitable court.

## **6. Our responsibility for your trip**

We will arrange for you to receive the services that make up your trip that we confirm. These services will be provided either directly by us or through independent suppliers contracted by us. We are responsible for making sure that each part of the trip is provided to a reasonable standard and as was advertised by us (or as changed and accepted by you). If any part of your trip is not provided as described and this spoils your trip, we will pay you appropriate compensation (see the 'Important note – events beyond our control'). We have taken all reasonable care to make sure that all the services which make up our trips are provided by efficient and reputable businesses which should follow the local and national laws and regulations of the country where they are provided.

## **7. Personal Injury 1**

This section covers injury, illness or death while you are using the services that we have arranged for you as part of your trip. We have no direct control over the way our suppliers provide their services but everyone employed or contracted by us or by our suppliers is expected to carry out their duties properly. If they do not and that fault results in your injury, illness or death, we may make a payment to you. We will not make any payment if your injury, illness or death was caused by an event or circumstances which the person who caused it could not have predicted or avoided even if they had taken all necessary and due care or if it is due to your own fault. If we do make a payment, it will be similar to one you would receive under English law in an English court except that any payments we make may be limited in accordance with international conventions.

## **8. Personal Injury 2**

This section covers damages, injury, illness or death which is not connected with the arrangements made by us. If you or someone on your trip booking is injured, falls ill or dies while taking part in an activity which is not part of the trip, or you need to incur unpredictable extra expenses for which we are not liable (see 'Important note – events beyond our control') we will try to help if we can.

## **9. Paying for your travel arrangements**

Please note that although your payment arrangements are made through your chosen charity or your corporate organiser, if you ask us to make any other arrangements for you there may be a charge payable for some accommodation, events or insurance where it is necessary to secure specific facilities with full payment at the time of booking. Once confirmed, those additional charges paid and insurance premiums will not be refunded in the event of cancellation except in the circumstances specified in Sections 2, 3 or 4 (which means that your arrangements must form part of a trip with us) or as otherwise required by law. If payment for these arrangements is made by credit card a handling fee of 2.0% per transaction is made. No charge is made for payments made by Debit Card or cheque.

## **10. If you cancel your booking**

If you want to cancel your booking or part of it, you must advise the lead name on your booking and/or your charity organiser and (if you have booked any arrangements direct with us) us in writing at the address given in section 15 below. To cover the cost of processing your cancellation and to compensate us for the risk that we may not be able to resell your arrangements, we make a cancellation charge. The below scale of cancellation charges will apply. The size of the charge depends on when we receive the letter of cancellation but usually where arrangements have been made that required full payment in advance this is because there is a 100% cancellation fee applied by the supplier of the arrangements and therefore no refund can be made. Any refund due will be paid by us to your charity organiser who will hold the refund on trust on your behalf. Any queries or questions regarding the refund procedure should be taken up with your charity organiser.

Period before departure within which written notification received by Tall Stories. Cancellation Charge per person.

Period before departure within which written notification received by Tall Stories	Cancellation charge per person
More than 56 days prior to departure	loss of Deposit (£75)
56-43 days prior to departure	loss of Deposit and 30% of Price
42-29 days prior to departure	loss of Deposit and 45% of Price
28-15 days prior to departure	loss of Deposit and 60% of Price
14-8 days prior to departure	loss of Deposit and 80% of Price
7 days or less prior to departure	loss of Deposit and 100% of Price

### 11. Conduct and Fitness Whilst on the Trip

We reserve the right to refuse to accept you as a customer or continue dealing with you if your behaviour is disruptive or affects others or is threatening or abusive towards our staff or agents. If a member of our staff believes that you could be disruptive, they can also refuse to let you proceed with your arrangements. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay.

### 12. The conditions of your ticket

When you travel by water, your journey may be subject to certain international conventions such as the Athens Convention. You agree that the transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company. You can ask us to provide you with a copy of any of the conditions applicable to your journey.

### 13. Important note – events beyond our control

Events beyond our control include, without limitation : war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, technical problems with transport including changes due to rescheduling or cancellation for reasons beyond our control or that of our suppliers; actual or potential severe weather conditions, and any other similar events.

### 14. If you need to write to us

Please address all correspondence to Tall Stories  
King's Place  
12-42 Wood Street  
Kingston-upon-Thames  
Surrey KT1 1SG

# Privacy Policy

Sportsworld Group Limited trading as Tall Stories is committed to protecting your privacy and this Privacy Policy sets out what information we collect, how we collect it, and what we do with it.

## INFORMATION ABOUT YOU

### Your Information

This refers to information such as your name, contact details, travel preferences and special needs/ disabilities/dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking relating to the same ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking with us. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us.

We will update your information whenever we get the opportunity to keep it current, accurate and complete.

### Our Use of Your Information

(1) We may disclose your information to our service providers (who could be located outside the UK/EEA) for the purpose of providing you with our services. Only information necessary for this purpose will be disclosed to them.

(2) We may collect and use your information for the purposes set out in our data protection registration with the Office of the Information Commissioner, and disclose the same to our “group companies” (i.e. our holding companies and all group companies of our holding companies, some of whom are outside the UK/EEA) for business purposes. We may also disclose your information to companies who act as “data processors” on our behalf, or to our service providers operating systems or business functions on our behalf, some of whom are outside the UK/EEA. These purposes include administration, providing services (and contacting you where necessary), customer care, improving our service, business management and operation, re-organisation/structuring/sale of our business (or our group companies), risk assessment, security and crime prevention/detection, research, dispute resolution, credit checking and debt collection. If we search against the files of credit reference agencies, they will record the search and hence the way in which you conduct your account with us may be shared with other lenders and credit agencies.

(3) Some of your information may be considered “sensitive personal data” under the Data Protection Act 1998. (For example, information relating to health or religion.) We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data from you on the condition that we have your positive consent. By booking your trip with us you also agree for your insurers, their agents and medical staff to disclose relevant information (which may contain sensitive personal data) to us in circumstances where we need to act in the interest of everyone in the group you are travelling with. For example, if your illness is infectious we may need to make special arrangements for you and also ensure that you do not return with the group immediately.

### Your Rights

(1) You have the rights to ask in writing by completing our Data Subject Access Request Form for a copy of the information we hold about you (for which we may charge a fee) and to correct any inaccuracies in your information.

(2) You have the right to ask in writing not to receive direct marketing material about our products and services.

Our registered address is at TUI Travel House, Crawley Business Quarter, Fleming Way, Crawley, RH10 9QL. Please address your correspondence to the Group Company Secretary.

## MONITORING

To ensure that we carry out your instructions accurately, to help improve our service and in the interest of security, we may monitor and/or record: (1) your telephone calls; (2) customer activities using CCTV recording equipment in and around our premises; and (3) customer activities on our website. All recordings are and shall remain our sole property.

## SECURITY STATEMENT

We have taken all reasonable steps to have in place appropriate security measures to protect your information.

## CHANGES TO THIS POLICY

Any changes to this Policy will be either posted on our website, brochure and/or made available on request. We will strive to ensure our practices comply with the most current available version of this Policy.

*This Privacy Policy was last updated: October 2008*