

OUTDOORA TRAVELS TERMS & CONDITIONS

Applicable to package travel bookings | Version 27 September 2026

1. About these Terms & Conditions

These Terms & Conditions apply to package travel agreements offered and organised by Outdoora Travels ("Outdoora", "we", "us" or "our"). They form part of the agreement between Outdoora and the traveller ("you" or "the traveller").

These Terms & Conditions are intended to supplement, and not limit, any mandatory rights you have under applicable package travel legislation. Where mandatory law gives you greater rights than these Terms & Conditions, those statutory rights will prevail.

Before booking, you will receive the legally required pre-contractual information, including the applicable EU standard information form for package travel, together with the principal characteristics of the trip.

2. Booking and formation of the agreement

A booking becomes a binding agreement when you accept Outdoora's offer and the booking is confirmed by Outdoora, subject to any applicable statutory requirements.

By completing a booking, you confirm that you have read and accepted these Terms & Conditions and the information provided with the booking.

The main booker is responsible for providing correct and complete information for all travellers included in the booking.

After the agreement is concluded, Outdoora will provide a booking confirmation and/or invoice.

3. 24-hour cancellation right

For package travel bookings, the main booker may cancel the agreement free of charge within 24 hours after the agreement has been concluded, without giving a reason, unless this right has been excluded in the offer and booking confirmation by expressly stating that the booking is a "definitive booking".

This 24-hour right does not apply where the package travel agreement is concluded within 8 weeks before departure, or where another statutory exception applies.

4. Prices and payment

The total trip price, payment schedule and applicable payment deadlines are stated in the offer, booking confirmation and/or invoice.

Failure to pay an amount by the applicable deadline may have consequences under the agreement and applicable law. Outdoora will provide reasonable notice where required.

Unless expressly stated otherwise, the trip price includes only the services specifically listed as included in the trip description and booking confirmation.

5. Traveller cancellation

If you cancel for personal reasons, the following cancellation charges apply:

- 60 days or more before departure: 30% of the trip price will be charged; 70% will be refunded.
- 59 days or less before departure: 100% of the trip price will be charged; no refund will be due.

The date on which Outdoora receives your written cancellation determines the applicable cancellation charge. Cancellations must be submitted in writing, normally by email.

These cancellation charges do not affect any statutory right to cancel without cancellation charges, including rights that may arise because of unavoidable and extraordinary circumstances with a significant impact on the package.

6. Transfer of a booking to another traveller

Where permitted by applicable package travel law, you may transfer your package travel agreement to another person who satisfies all conditions applicable to the trip, provided you notify Outdoora within the applicable statutory period before departure.

Outdoora may charge the actual reasonable costs arising from the transfer, where permitted by law. The original traveller and the replacement traveller may be jointly responsible for amounts due in connection with the transfer where required by law.

7. Cancellation or changes by Outdoorora

Outdoorora may cancel or modify a trip where this is permitted or required under applicable package travel legislation.

If the number of participants is below a stated minimum group size and the applicable legal conditions for cancellation are met, Outdoorora may cancel the trip within the legally permitted timeframe. Any amounts to which you are entitled will be refunded in accordance with applicable law.

If Outdoorora makes a significant change to an essential characteristic of the package before departure, you will be informed of your rights, which may include accepting the change, accepting an alternative arrangement, or cancelling the agreement without cancellation charges, depending on the circumstances.

8. Weather, mountain conditions and itinerary changes

Outdoorora trips take place in mountainous, remote and changeable environments. Weather, trail conditions, local circumstances, safety considerations and the condition of the group may require changes to the itinerary.

For safety reasons, Outdoorora may alter, shorten, replace or cancel an individual hike, route, activity or other part of the itinerary where reasonably necessary. We will seek to provide a suitable alternative where possible.

An adjustment to an individual hike or activity does not automatically give rise to a refund. Where a change constitutes a significant change to the package or where applicable law provides a right to a price reduction, cancellation or compensation, those statutory rights will apply.

Published walking distances, elevation gain, timings and routes are indicative unless expressly stated otherwise. Mountain conditions can affect actual timings and difficulty.

9. Hiking, fitness and personal responsibility

Outdoorora trips involve physical activity and may include steep, uneven, rocky, exposed or remote terrain. The level of difficulty and expected physical requirements are described in the trip information.

You are responsible for honestly assessing whether the trip is suitable for your physical condition, experience and abilities. If you are unsure, you should seek appropriate professional medical advice before travelling.

You must follow reasonable instructions from the trip leader or local guide, particularly where these concern safety.

Outdoorora may, where reasonably necessary for safety, decide that a participant should not continue an activity or route. This will be handled with regard to the circumstances and applicable law.

Choosing an alternative arrangement for safety reasons does not automatically entitle the traveller to a refund or price reduction. Any statutory right to a price reduction, compensation or other remedy remains unaffected.

An alternative arrangement may involve additional reasonable costs where these are caused by the traveller's inability to participate in the planned activity and where charging those costs is permitted by applicable law. Outdoorora will communicate such costs as soon as reasonably possible. Nothing in this provision limits any statutory rights of the traveller.

If, during the trip, the trip leader or local guide reasonably determines that you cannot safely continue a hike or activity at the required level, Outdoorora may, for safety reasons, arrange or require an alternative arrangement, such as joining a luggage transfer or vehicle-supported section where such an arrangement is available. This does not mean that Outdoorora can guarantee such an alternative on every trip.

By booking, you confirm that, based on the information available to you, you are reasonably able to participate in the stated activities and that you will inform Outdoorora before departure if your physical condition or circumstances materially change.

To participate safely, you must meet the fitness level and other physical requirements stated in the specific trip information. These requirements are part of the trip description and are intended to help you assess whether the trip is suitable for you.

10. Travel documents and entry requirements

You are responsible for having valid travel documents and complying with applicable passport, visa, border, health and vaccination requirements for your nationality and circumstances.

You should check official government and travel-authority information before departure and ensure that your documents remain valid for the entire trip.

11. Travel and cancellation insurance

We strongly recommend comprehensive travel insurance, including medical expenses, emergency assistance and cover appropriate to hiking and other activities included in your trip.

We also strongly recommend cancellation insurance.

Insurance is not a substitute for the rights and obligations arising under the package travel agreement or applicable law.

12. Flights and independently arranged travel

Unless expressly included in the package, flights and other independently arranged travel are not part of the Outdoorora package.

If you arrange your own transport to the meeting point, you are responsible for allowing sufficient time and for any costs resulting from delays or missed connections in your own arrangements, except where applicable law provides otherwise.

Pick-up and drop-off times stated on the website or in travel information are indicative unless expressly confirmed.

13. Accommodation and room arrangements

Accommodation included in the package is as described in the trip information and booking confirmation.

Room types, single-room supplements and availability are subject to the terms stated for the specific trip.

Where local circumstances require a change of accommodation, Outdoorora will provide an alternative in accordance with applicable package travel law.

14. Local guides and service providers

Outdoorora may work with qualified local guides, accommodation providers, transport providers and other local service providers.

Outdoorora remains responsible for the proper performance of the package travel services in accordance with applicable package travel law, regardless of which service provider performs an individual service.

15. Assistance during the trip

If you are in difficulty during the trip, Outdoorora will provide appropriate assistance in accordance with applicable law.

You should contact Outdoorora or the designated emergency contact as soon as reasonably possible if you encounter a problem with the performance of the package.

Where the problem is attributable to your own intentional or negligent actions, reasonable costs arising from the assistance may be charged where permitted by law.

16. Complaints

If something goes wrong during the trip, please report it to the trip leader or Outdoorora as soon as reasonably possible so that we have a reasonable opportunity to resolve the issue.

If the issue is not resolved during the trip, you should submit your complaint to Outdoorora in writing as soon as reasonably possible after returning.

Complaints will be handled in accordance with applicable package travel legislation and any applicable dispute-resolution procedure.

17. Liability

Outdoorora is responsible for the proper performance of the package in accordance with the agreement and applicable law.

Outdoorora is not liable for a failure that is attributable to the traveller, a third party not connected with the provision of the package, or unavoidable and extraordinary circumstances, to the extent permitted by applicable law.

Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited by mandatory law, including liability for personal injury where applicable.

Any statutory limits on liability that apply to package travel or to specific transport services remain applicable.

18. Financial protection – VZR Garant

Outdoorora Travels participates in VZR Garant.

Payments for services covered by the VZR Garant scheme are protected against financial insolvency of Outdoorora in accordance with the applicable VZR Garant guarantee scheme.

The applicable VZR Garant protection will be stated on the booking confirmation and/or invoice. The guarantee applies only to services and bookings for which VZR Garant protection is expressly indicated and in accordance with the VZR Garant guarantee scheme.

VZR Garant protection is financial insolvency protection. It is not travel cancellation insurance and does not cover a traveller's voluntary cancellation.

19. Data protection and privacy

Personal data provided during booking and travel will be processed in accordance with Outdoorora's Privacy Policy and applicable data-protection legislation.

The Privacy Policy is available on the Outdoorora website.

Outdoorora will handle photographs and video recordings containing personal data in accordance with its Privacy Policy and applicable data-protection legislation.

Where consent has been given, Outdoorora may use the relevant photographs and/or video recordings for the purposes described above, without additional payment to the traveller. Withdrawal of consent will apply to future use; it does not require Outdoorora to recall or remove materials that have already been lawfully published or distributed before the withdrawal, to the extent permitted by law.

Outdoorora will not make the traveller's participation in the trip conditional on giving consent to the use of identifiable photographs or video for marketing purposes. Where identifiable images or recordings are intended to be used for marketing, Outdoorora will seek the traveller's consent in accordance with applicable privacy and data-protection law. Consent can be refused or withdrawn at any time without affecting participation in the trip.

During Outdoorora trips, photographs and/or video recordings may be made by or on behalf of Outdoorora for documentation and promotional purposes, including on the Outdoorora website, social media, brochures, advertisements and other marketing channels.

20. Photography, video and marketing use

21. Applicable law and mandatory consumer rights

These Terms & Conditions and the package travel agreement are governed by Dutch law, except where mandatory consumer-protection rules require otherwise.

Nothing in these Terms & Conditions affects mandatory rights that you may have under applicable European or national consumer and package travel legislation.

Any dispute will be dealt with by the competent court in accordance with applicable law.

22. Contact details

Outdoorora Travels

Legal entity: Outdoorora Travels

Address: Hofveld 46, 7331 KD Apeldoorn, The Netherlands

Chamber of Commerce (KvK): 90390865

E-mail: info@outdooratravels.com

Website: www.outdooratravels.com

Emergency contact during trips: +31 (0)6 43732772