Website Terms of Use

Merchant Traveller Ltd

Last updated: 20 October 2026

1. Introduction

Welcome to the Merchant Traveller website.

This website is operated by Merchant Traveller Ltd ("Merchant Traveller", "we", "us" or "our"), a company registered in England and Wales.

These Website Terms of Use ("Website Terms") govern access to and use of this website, including its information, images, content and enquiry facilities.

By accessing or using this website, you agree to comply with these Website Terms.

Important distinction between website use and bookings

These Website Terms apply only to the use of our website. They do not constitute the terms and conditions for purchasing or participating in any expedition, adventure travel experience, training programme or other service.

All bookings are subject to separate, specific Booking Terms and Conditions, which will be provided to customers during the booking process, before they enter into a binding booking agreement.

2. Company Information

Merchant Traveller Ltd

Company registration number: 15935792

Registered in England and Wales.

Registered office: 4A Park Street, Towcester, NN12 6DQ

Email: team@merchanttraveller.com

Website: www.merchanttraveller.co.uk

3. Our Services

Merchant Traveller is a specialist adventure travel and expedition company offering access to extraordinary destinations and authentic travel experiences.

Our activities may include:

- Adventure travel and guided expeditions.
- Specialist journeys into remote environments.
- Professional jungle training through the Darién Academy.
- Expedition-related educational and professional services.

We work with experienced local operators, professional guides and destination management companies to support the delivery of our activities.

Information about these services is provided on our website for general information and promotional purposes.

The precise services, arrangements, inclusions and contractual obligations applicable to any particular booking will be detailed in the relevant booking documentation.

4. Website Information

We make reasonable efforts to ensure that information presented on our website is accurate, relevant and up to date. However, information about destinations, itineraries, activities, prices, availability and other arrangements may change.

Photographs, descriptions and other content may be illustrative and do not necessarily represent every aspect of an individual expedition or travel experience.

We reserve the right to amend, update or remove website content without prior notice.

Information published on this website does not, by itself, constitute a contractual offer or guarantee of availability.

Where a booking has been confirmed, the applicable booking agreement and relevant statutory protections will govern any changes to the contracted services.

5. Enquiries and Bookings

Website Enquiries

Submitting an enquiry through this website does not constitute a confirmed booking or create a contract for travel services.

Enquiries are subject to availability and subsequent confirmation by Merchant Traveller.

Specific Booking Terms and Conditions

Each expedition, adventure travel experience or training programme is subject to its own specific Booking Terms and Conditions.

Booking Confirmation

A booking becomes contractually binding only in accordance with the acceptance and confirmation procedures specified in the applicable Booking Terms and Conditions.

Relationship Between Website Terms and Booking Terms

These Website Terms govern the use of this website only.

The specific Booking Terms and Conditions govern the purchase, provision and participation in the relevant travel experience, expedition or training programme.

Package Travel Regulations

Where a booking constitutes a package under the Package Travel and Linked Travel Arrangements Regulations 2018, the applicable statutory rights and protections will apply.

6. Adventure Travel and Remote Environments

Merchant Traveller specialises in activities that may take place in remote, unfamiliar or challenging environments. Such activities can involve inherent risks, including difficult terrain, adverse weather, wildlife, limited infrastructure and restricted access to medical facilities. Visitors considering an expedition or training programme should review the relevant activity information carefully.

Specific requirements concerning health, fitness, equipment, insurance, safety and participation will be explained in the applicable booking documentation.

Merchant Traveller seeks to manage operational risks through appropriate preparation, professional expertise and cooperation with experienced local providers.

The allocation of contractual responsibilities, applicable liability provisions and participant obligations will be set out in the relevant Booking Terms and Conditions, subject to applicable law.

7. Intellectual Property

Unless otherwise stated, the content of this website, including text, photographs, graphics, logos, branding, designs and other materials, belongs to Merchant Traveller or is used with the permission of the relevant rights holders.

This content is protected by applicable intellectual property laws.

Visitors may view and download website material for personal, non-commercial purposes.

You may not reproduce, distribute, commercially exploit, modify or republish website content without prior written permission from Merchant Traveller or the relevant rights holder, except where permitted by law.

The Merchant Traveller name, branding and associated marks may not be used in a manner that suggests endorsement or affiliation without our permission.

8. Acceptable Website Use

Visitors agree to use this website lawfully and responsibly.

You must not:

- Use the website for unlawful or fraudulent purposes.
- Attempt to gain unauthorised access to website systems.
- Introduce malicious software or harmful code.
- Interfere with the website's security or operation.
- Misuse contact forms or submit deliberately false information.
- Copy or commercially exploit website content without appropriate authorisation.

We may restrict access where reasonably necessary to protect the security or operation of the website.

9. Third-Party Websites and Partners

Our website may contain links to third-party websites, including expedition partners, local operators, accommodation providers and other travel-related organisations.

These links are provided for information and convenience.

Merchant Traveller does not control third-party websites and is not responsible for their content, availability or privacy practices.

The inclusion of a link does not necessarily constitute an endorsement.

10. Website Availability

We aim to maintain a reliable and accessible website but cannot guarantee uninterrupted or error-free availability.

We may temporarily suspend or restrict access for maintenance, updates, security or technical reasons.

We will take reasonable steps to address issues within our control.

11. Limitation of Liability Relating to Website Use

This section relates specifically to use of the website and does not govern liability arising from participation in a booked expedition, travel experience or training programme.

Merchant Traveller is not responsible for losses arising solely from a visitor's misuse of the website or from events outside our reasonable control, except where we are legally responsible.

Liability relating to booked services is governed by the applicable Booking Terms and Conditions and relevant law, not by this section of the Website Terms.

12. Privacy and Cookies

We respect the privacy of visitors to our website.

Personal information collected through enquiries, communications or other website interactions will be processed in accordance with our Privacy Policy.

Our website may use cookies and similar technologies in accordance with applicable law.

Further information is available in our Privacy Policy and Cookie Policy, or cookie preferences notice.

13. Changes to These Website Terms

We may update these Website Terms periodically to reflect changes in our website, business activities or legal requirements.

The current version will be published on our website with its date of revision.

Changes will apply to subsequent website use and will not retrospectively alter existing booking contracts.

14. Governing Law

These Website Terms are governed by the laws of England and Wales.

Subject to applicable consumer rights, disputes relating to these Website Terms will be subject to the jurisdiction of the courts of England and Wales.

15. Contact Us

If you have questions about these Website Terms or the use of our website, please contact:

Merchant Traveller Ltd

Email: team@merchanttraveller.com

Registered office: 4A Park Street, Towcester, NN12 6DQ

Website: www.merchanttraveller.co.uk