



FURLONGS

Costa Rica Panama

A personally escorted tour with
Richard and Dawn Furlong





Costa Rica and Panama - the bridge between two continents **19-day escorted tour, 18th March to 5th April 2012**

Costa Rica and Panama are remarkably diverse in landscape, wildlife and culture - providing virtually unlimited opportunities to explore some of the best-preserved natural treasures in the world. Take your pick of tropical pleasures:- Teeming rain forest, cool cloud forest, hot volcanoes, and sugar-sand beaches. Explore the sky-high primary growth forests of central Costa Rica. Experience the live action of Volcan Poás. Voyage along the inaccessible Osa Peninsula in our expedition ship, the NATIONAL GEOGRAPHIC SEA LION, and add a uniquely crafted transit of the **Panama Canal**. Now you're beginning to get the picture of our Costa Rica and Panama tour.

Furlongs Travel knows how to connect the dots and how to do it in an interesting fashion. You'll enjoy our hand picked deluxe accommodations and appreciate your surroundings far better by staying a few days in each destination rather than the normal whistle-stop tour. For 7 of our 19 days, we'll cruise aboard the privately chartered NATIONAL GEOGRAPHIC SEA LION. This well-appointed ship is owned and operated by Lindblad Expeditions, who have been exploring Central America for many years and recently joined forces with National Geographic to collaborate in exploration, research, technology and conservation. Aboard the 62-guest SEA LION we have the freedom to travel in comfort to unusual places otherwise so removed from the beaten path that they are typically overlooked by mainstream visitors to Central America. An expedition leader and experienced naturalist guides will accompany the voyage and Furlongs Travel proprietors, Richard and Dawn Furlong, will personally escort the whole tour.

If you're inclined to explore nature, see one of man's extraordinary engineering achievements, and wish to travel in safe hands with like-minded discerning folk, don't miss this tour. It's a great opportunity to see what few have seen.

Richard Dawn

Richard and Dawn Furlong, Furlongs Travel, PO Box 44, Cranbrook, Kent, TN17 4TQ.
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For your financial security the air holidays and flights in this brochure are protected by the Civil Aviation Authority. Our ATOL number is ATOL 3710.



3710



Why travel with Furlongs?

- > Many foreign tours booked by UK travel companies are operated by local agents in the destination country. These tours often feature whistle-stop itineraries, multi language commentaries, tourist class accommodation and limited content with optional extras.
- > That's not our style. We prefer to do our own research and contract suppliers direct, so Richard Furlong visits each destination to inspect ships, hotels and transport, and to meet local guides and experts.
- > Following this first hand experience we devise interesting itineraries combining high quality and exceptional value for money.
- > With Furlongs you'll enjoy better accommodations and meals, and benefit from excursions and sightseeing included in your tour price. Entry fees, permits and tips are also covered.
- > We plan meticulously and organise discreetly, which means you enjoy your holiday free of any day-to-day niggles. Uniquely, our proprietors, Richard and Dawn Furlong, escort each tour.
- > We're ABTA members since 1982 and our ATOL licence gives you 100% financial peace of mind.
- > If you fancy travelling in safe hands and in the company of other discerning folk, choose Furlongs Travel.



Natural diversity

Costa Rica and Panama are two of the most beautiful and diverse natural regions anywhere in the world. Both countries have been internationally recognised for their enlightened conservation policies - for preserving their forests, reefs and beaches. The habitat here supports over 300 species of birds, including the brilliant toucans, scarlet macaws and over 50 varieties of hummingbirds, and wildlife includes spider and capuchin monkeys, sloths and coatimundis. During our guided excursions you'll smell the fragrance of dozens of tropical blooms, orchids in profusion, heliconias, bromeliads, and much more. You'll hear the roar of the howler monkeys, the whine of ever-present hordes of cicadas and the hoarse cries of parrots. You'll see leaf-cutter ants carrying their burdens back to their subterranean nest. You can take a refreshing dip in a waterfall pool and, if it takes your fancy, you can paddle a kayak or snorkel over a coral reef, no previous experience necessary. Our private ship will nose into out-of-the-way bays where we have direct access to beaches, and we'll visit the jewels in the crown of the national parks of both Panama and Costa Rica, such as Panama's least visited, Isla Coiba.

Panama Canal

You'll travel from ocean to ocean as we transit the legendary Panama Canal. Marvel at the genius of the engineers who, 100 years ago, were able to foresee the size and scale of the ocean-going vessels of today. Join us on deck to monitor our progress through each of the 1,000 foot lock chambers that will lift us 27 feet at a time, without the assistance of any pumps. This is strictly a gravity-fuelled procedure, simple, yet highly sophisticated.



We'll incorporate the Canal into our expedition in a most unique way. By special arrangement with the Smithsonian Tropical Research Institute, we are the only passenger ship permitted to overnight in the middle of our Canal transit to explore BARRO COLORADO NATURE MONUMENT - the most studied piece of tropical forest on Earth! Accessible only by ship, Barro Colorado Island has been managed since 1924 by the Smithsonian and is one of the premier sites for research on tropical forests and its plants and animals. We'll walk the trails with Smithsonian guides, who share the details of the continuous probing and unravelling of Nature's secrets.

Costa Rica and Panama 2012 Escorted Tour Itinerary

Sun 18 Mar 2012, UK/Costa Rica

We fly from Heathrow with connections available from other UK airports. Arriving in San Jose we take a short private transfer to the 4-star MARRIOTT COSTA RICA HOTEL for a three night stay. (L,D)

Mon 19 Mar, Poás and La Paz

Excursion included to VOLCÁN POÁS. Its main crater is one and a half kilometres wide, 300 metres deep, and full of subtle, moonscape colours. However the rest of Poás is intensely green so you'll need to keep a look out for the many hummingbirds and also the famed sacred bird of the Maya, the quetzal. A visit to LA PAZ GARDENS is also included. These are beautifully landscaped, next to a series of rushing waterfalls. (B,D)

Tue 20 Mar, Lankester Gardens

Excursion included to the Orosi Valley with entry to LANKESTER GARDENS, famous for its collection of orchids and bromeliads. The gardens are run by the biology department of the University of Costa Rica. Orchids are in bloom all year, but the best show is between February and May. (B,D)

Wed 21 Mar, San Ramon

Departing San Jose we drive to the agricultural town of San Ramón de Alajuela. Nearby, but entirely secluded, is the VILLA BLANCA CLOUD FOREST RESORT, your home for the next 3 nights. (B,D)

Thu 22 Mar, Cloud Forest

Villa Blanca is set in the middle of a 2,000 acre cloud forest sanctuary. Accommodation is in individual "casitas" or cottages, and a welcoming central lodge houses a lounge and excellent restaurant. Experienced local Naturalists lead optional day or night tours of well maintained trails. (B,D)

Fri 23 Mar, Cloud Forest

A free day, although plenty of options are available: Horse back riding, nature walks, quetzal viewing, and a cultural tour of San Ramon. Or perhaps a relaxing treatment at the hotel's Serenity Spa? (B,D)

Near Costa Rica's capital, San Jose, we'll stay at the very comfortable, 4-star **Marriott Costa Rica Hotel**. Built in the style of a 16th century colonial hacienda, this hotel is set amidst a coffee plantation. Hotel bedrooms are luxurious and public facilities include lounges and courtyards, restaurants, two swimming pools, and an outdoor jacuzzi.



Sat 24 Mar, Sea Lion

We're off to the Pacific Ocean via the CARARA NATIONAL PARK. "Carara" is derived from the Huetar Indian word for crocodile and you'll likely see some from the safety of the road bridge over the Rio Tárcoles! Then onward to Herradura to embark our privately chartered ship, the SEA LION. (B,D)

OUR VOYAGE ITINERARY IS SUBJECT TO CHANGE, BUT LIKELY TO FEATURE THE FOLLOWING HIGHLIGHTS:-

Sun 25 Mar, Manuel Antonio

The abundant wildlife in MANUEL ANTONIO NATIONAL PARK is most active in the morning, so we are likely to get an early start. We transfer ashore via rigid Zodiac boats and start exploring. Monkeys or vividly coloured birds can be easy to spot, but it often takes the expert eye of a naturalist to point out leathargic three-toed sloths. (B,L,D)

Mon 26 Mar, Osa Peninsula

Accessible only by boat or small aircraft, we visit CORCOVADO NATIONAL PARK on the Osa Peninsula, a region of immense biological diversity. Here we'll take a walk to a magnificent waterfall with an optional refreshing swim in its waters. Plus some free time to relax on the beach, swim, horse ride, snorkel, or bird watch. (B,L,D)

PERSONALLY ESCORTED TOUR



Tue 27 Mar, Golfo Dulce

A unique tropical fjord, GOLFO DULCE is surrounded by spectacular forests and dense mangroves. We'll drop anchor near the Rincon river and explore by your choice of Zodiac, kayak, or on foot, all escorted by our expert Naturalists. This afternoon, a private visit to Ron & Trudy McAllister's wonderful botanic garden, CASA ORQUÍDEAS, which overlooks the sea and boasts a huge collection of tropical plants and flowers. (B,L,D)

Wed 28 Mar, Isla Coiba

Overnight we left Costa Rica behind and sailed into the equally lovely neighbouring country of Panama. Our first port of call in Panama is ISLA COIBA. Since 1991 this island has been the centrepiece of a huge national park, most of which is oceanic. In addition to the selection of birds, reptiles and mammals in this park, there are also 69 species of fish. We'll spend a relaxing morning on an idyllic beach perfect for swimming and snorkelling. Then enjoy a sumptuous barbecue lunch. In the afternoon we head towards the BAY OF PANAMA, watching for pods of dolphins and other marine mammals as we sail. (B,L,D)

A traditional country setting near San Ramon is home to the **Villa Blanca Cloud Forest Resort**. The resort features "casita" style cottages set in the gardens. Each casita has a bedroom with traditional open-beam cane ceiling and adobe fireplace. Villa Blanca also boasts a beautiful lodge house with lounge, bar, library and restaurant, and the enticing SERENITY SPA.

Thu 29 Mar, Gulf of Panama

Dropping anchor off OTOQUE ISLAND in the Gulf of Panama we take a Zodiac ride to see close up the amazing abundance of sea birds here. Brown pelicans, magnificent frigate birds, brown boobies, blue boobies, herons, falcons and great-tailed grackles. Weighing anchor we'll head towards the modern city of Panama to await our CANAL transit. The construction of the canal, completed over 90 years ago, is a story of adventure, ordeal and accomplishment. We'll proceed through the first two sets of locks lifting us 86 feet above sea level into the large, man-made Gatun Lake, where we'll anchor overnight. (B,L,D)

Fri 30 Mar, Barro Colorado

By special arrangement we are guests of the SMITHSONIAN TROPICAL RESEARCH INSTITUTE. Famous for studies of tropical forest ecosystems since the 1920s, we visit BARRO COLORADO ISLAND, escorted by local Smithsonian guides. This afternoon we continue our transit of the canal, past the earth dam on the Chagres River, and through the three GATUN LOCKS. At the end of the transit we will be lowered into the Caribbean Sea. (B,L,D)

Sat 31 Mar, Panama

Farewell to our floating hotel and our wonderful crew as we disembark in COLON and head back to Panama City. With a mini tour en-route, our destination is a secluded spot on the Pacific coast ... the 5-star INTER-CONTINENTAL PLAYA BONITA RESORT. Utter comfort and luxury for 4 nights. (B,D)

Sun 1, Mon 2, Tue 3 Apr, Panama

Three days pure relaxation in wonderful surroundings. A beautiful resort with gardens, private beach, swimming pools, rainforest walks and everything you may need. Optional excursions will be available including a Panama City Tour. (B,D)

Wed 4 Apr, Panama

Almost a full day in paradise before our early evening transfer to the airport. (B,D)

Thu 5 Apr 2012, Arrive UK

Via Madrid, to the UK. (B)

The **Inter-Continental Playa Bonita Resort & Spa** in Panama is a perfect grand finale to a magnificent tour. This five-star hotel is set on a large secluded, private beach on the Pacific. Luxurious bedrooms each have a private balcony overlooking the ocean and there is a spa, private walking trails and gardens, three restaurants, and four swimming pools.



What's included?

YOUR 19-DAY HOLIDAY COST INCLUDES

- < Scheduled economy class flights from Heathrow via Madrid to Costa Rica, and from Panama via Madrid to Heathrow
- < 3-nights at the Marriott Costa Rica Hotel
- < 3-nights at the Villa Blanca Cloud Forest Resort
- < 4-nights at the Inter-Continental Playa Bonita Resort
- < Breakfast and dinner daily on tour
- < Excursions to Poás Volcano, La Paz Gardens, Lankester Botanical Gardens and San Ramon
- < 7-night coastal voyage on board the SEA LION
- < National Park visits and landings accompanied by an Expedition Leader and Naturalist guides
- < Breakfasts, lunches, dinners and soft drinks on board
- < Use of kayaks and snorkelling equipment
- < Port charges
- < Transport and airport transfers
- < Current airport and prepaid air taxes
- < Tips (including ship crew)
- < Comprehensive travel tickets. < The holiday will be personally escorted by Richard and Dawn Furlong.

Flights included are scheduled services in economy class. Business Class upgrades at extra cost, please enquire. You will need to budget for the Panama Airport Passenger Service Fee which must be paid locally in cash and is currently US \$20 per person.

TOUR PRICES OVERLEAF



www.furlongs.co.uk
01580 240240



PRIVATELY CHARTERED MS NATIONAL GEOGRAPHIC SEA LION

Following our successful, on-going partnership chartering the NATIONAL GEOGRAPHIC ISLANDER in the Galápagos, we're pleased to select another National Geographic ship for our 7-night voyage along the coast of Costa Rica and Panama. We've chosen the NATIONAL GEOGRAPHIC SEA LION, which sails between Herradura in Costa Rica and Colon in Panama.

The SEA LION has 31 cabins and a maximum capacity for 62 guests. Each cabin has private facilities of shower, wash basin and WC, plus individual climate controls. All cabins face outside with windows. Public areas include a Library, a Lounge with full-service bar and facility for films and lectures, an Observation Deck and a partially covered Sun Deck. The OPEN BRIDGE policy allows you to meet the ship Officers and Captain and learn about navigation. Meals are served in single seatings with unassigned tables for an informal atmosphere and easy mingling. Breakfast and lunch are buffets and dinner is a served menu with choices (including vegetarian).

Your voyage will be escorted by an Expedition Leader plus expert Naturalists. Specialist equipment on board includes a bow camera, hydrophone, kayaks, snorkeling gear, splash-cam, underwater video camera, video microscope and rigid Zodiac landing craft. There is also a guest Internet facility and small shop. A ship's doctor, masseuse, and Video Chronicler are on board.

More detailed cabin information and deck plans are available on request and online at www.furlongs.co.uk

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At the heart of our 7-night coastal voyage is the natural history staff who will join us. Most are native Costa Rican and Panamanians who've devoted their lives to learning about their environments and who delight in sharing their knowledge with you

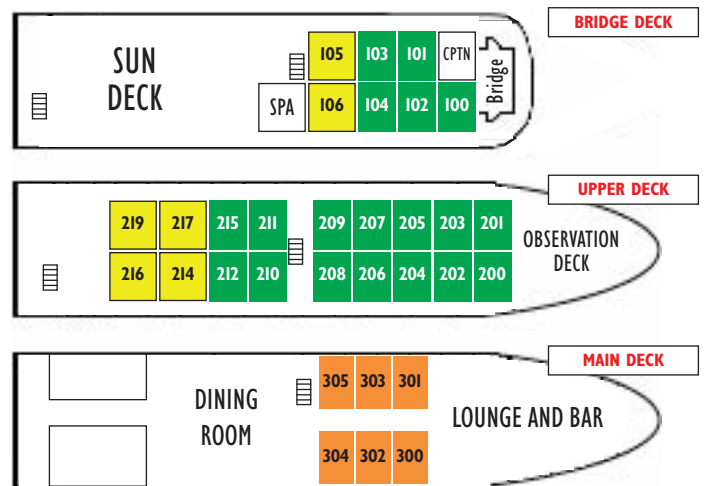
Julio Fernandez-Amon, Naturalist: "I am constantly amazed by the cloud forest, a magical place where the earth literally meets the sky. The freshness of the air, the moisture on your face and the sounds of the wind and wild creatures are something that no picture can capture".



Gaston Trujillo, Naturalist: "At Corcovado National Park the scarlet macaws circled the sky in an almost arrogant display of colour and beauty. They were hosts introducing us to the green temple of wildlife. Mantled howler monkeys appeared at the end of our walk, as if they had been waiting for us"

Cindy Manning, Expedition Leader: "The excitement level mounted with every mile that brought us closer to the Panama Canal. Clanking electric mules fired up at our approach, and the rowboat and line handlers prepared their throws, for our admission to this most famous of canals"

National Geographic Sea Lion Deck Plans



- Category 1, 94 square feet, MAIN DECK
- Category 2, 90 square feet, UPPER & BRIDGE DECKS
- Category 3, 116 square feet, UPPER & BRIDGE DECKS



Costa Rica & Panama 2012 Tour Prices

A personally escorted 19-day tour, from Sunday 18th March to Thursday 5th April 2012

**Book by 30-Sep-2011
Save £500 per couple**



Prices per person
in twin or single

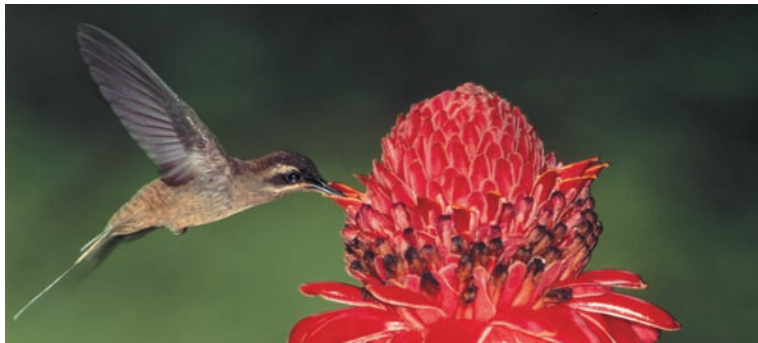
		Brochure Prices		SPECIAL OFFER PRICES	
Cabin	Deck	Twin	Single	Twin	Single
CATEGORY 1	MAIN	£5,495	£7,445	£5,245	£7,195
CATEGORY 2	UPPER	£5,995	£7,945	£5,745	£7,695
CATEGORY 2	BRIDGE	£5,995	£7,945	£5,745	£7,695
CATEGORY 3	UPPER	£6,495	N/A	£6,245	N/A
CATEGORY 3	BRIDGE	£6,495	N/A	£6,245	N/A

Book by 30-Sep-2011 and SAVE £500 per couple
(or £250 if travelling alone)

Inclusive prices

Excursions, options and hidden extras can add hundreds of pounds to your holiday costs so do be careful when you review travel offers.

Furlongs' **inclusive pricing** covers just about everything you need including flights, transportation, deluxe accommodations and meals, sightseeing and excursions. All gratuities including ship crew tips are covered and, uniquely, every Furlongs holiday is accompanied throughout by the proprietors, Richard and Dawn Furlong. You can therefore rest assured you're not only choosing an exceptionally well organised tour, but also one that is great value-for-money too.



What our guests say

We had an amazing holiday in Costa Rica and Panama. A unique experience with so many different aspects that even on their own could have made the holiday exceptional. We loved the Cloud Forest and the voyage was spectacular. We really appreciated the naturalist guides and their love of their country. The final few days in Panama were quite unlike our usual holidays but lying in the hammocks was nearly paradise. It was brilliant! Mr & Mrs B from Leighton Buzzard (2009 Guests).

Thank you both so much for all your care, attention and good humour which made Costa Rica and Panama such a splendid holiday. It really was all so enjoyable and the Panama Canal was every bit the most memorable experience I had hoped, thoughts of which will stay with me always. Mrs F from Perth (2009 Guest).

What a pleasure it is to travel with you. Your attention to detail is fantastic and you make sure we are so well looked after. We both had a wonderful time, the places we stayed at and the excursions we took were great. Mr & Mrs N from Hunstanton (2009 Guests).

Many more testimonials online at www.furlongs.co.uk.

Proprietors Richard and Dawn Furlong have travelled extensively in Costa Rica and Panama and will be pleased to answer questions and provide any further information you require. Don't hesitate to contact us for any help you may need. Further information is also available online at www.furlongs.co.uk.

Flights/Airport Service - The tour includes economy class flights with Iberia. Business class upgrades may be available. We offer discounted airport parking and hotels, and complimentary transfers (with free car parking) from our office in Kent.

Singles - Rooms and cabins for sole occupancy are subject to availability and the applicable supplement.

Health - This tour is a relatively active holiday that calls for good health. Some excursions will involve walking on trails and uneven and slippery terrain. However, it's up to you how much you do, and we'll always try to offer options such as a choice of easy or more strenuous walks.

Terms and Conditions - Reservations are subject to our standard terms and conditions shown on the separate page and available to view at www.furlongs.co.uk

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COSTA RICA / PANAMA 2012 BOOKING FORM

TERMS & CONDITIONS Bookings are subject to our standard terms and conditions shown on the separate leaflet and available to view at www.furlongs.co.uk
PAYMENT TERMS Deposit £500 per person upon booking. Additional £500 per person deposit due 1st August 2011. Balance due 90 days prior to departure.
TRAVEL INSURANCE All guests must have their own adequate travel insurance for this trip. Please ask for guidance.

CABIN TYPE PREFERRED AND/OR CABIN NUMBER _____

HOTEL ROOM TYPE PREFERRED (Please delete as applicable): _____ TWIN / DOUBLE / SINGLE / TWIN-SHARE

BUSINESS CLASS FLIGHT UPGRADE? (Please delete as applicable) (We will confirm upgrade price before you commit): _____ YES QUOTE PLEASE / NO THANK YOU

SPECIAL REQUESTS (We try our best, but these are not guaranteed): _____

ADDRESS and TELEPHONE NUMBER OF LEADNAME SHOWN BELOW: _____

 _____ POSTCODE: _____ TELEPHONE: _____

EMAIL ADDRESS: _____

Mr/Mrs Miss/Ms	CHRISTIAN NAME(S) EXACTLY AS PASSPORT	SURNAME EXACTLY AS PASSPORT	DATE OF BIRTH

BOOKING AND PAYMENT AUTHORITY:

I have read, understand and accept for myself and all others named, the terms and conditions of this booking. I enclose a cheque (payable to Furlongs Travel) or confirm my credit or debit card details.

SIGNED _____

DATE _____

Credit and Debit Card Payments

We welcome payment by MasterCard, Visa, Visa Debit, Solo and Maestro, and do not make a service charge for card payments. If you wish to pay using a debit or credit card please confirm the card details to us by telephoning 01580 240240 or submit your card details via our secure payment server at www.furlongs.co.uk

PAYMENT NOW £

FURLONGS TRAVEL, PO BOX 44, CRANBROOK, KENT, TN17 4TQ.

Telephone 01580 240240 www.furlongs.co.uk info@furlongs.co.uk



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BOOKING TERMS AND CONDITIONS 2011/2012

YOUR CONTRACT is with R T Furlong & D Furlong, a partnership trading as Furlongs Travel, a member of ABTA.

1. Your Holiday Contract - When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Island if you wish to do so. If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us within 10 days of our confirmation date. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 10 weeks of travel.

2. Your Financial Protection - When you buy an ATOL protected air holiday package from us you will receive a Confirmation Invoice confirming your arrangements and your protection under our Air Travel Organiser's Licence number 3710. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk. The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. For holiday packages not including flights we provide financial security by way of a bond held by ABTA, The Travel Association, under our ABTA membership, number V0086. For further information visit www.abta.com.

3. ABTA - We are a member of ABTA, membership number V0086. 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 this contract. Further information on the Code and arbitration can be found at www.abta.com. The arbitration scheme is arranged by ABTA and administered independently by the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA / Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. For more details visit www.abta.com.

4. Your Holiday Price: (a) We reserve the right to alter the prices of any of the holidays shown in our brochures. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed. (b) When you make your booking you must pay the deposits shown in the applicable brochure. The balance of the price of your travel arrangements must be paid at least 90 days before your departure date. If the deposits and/or balance are not paid in time, we may cancel your travel arrangements. If the balance is not paid in time we shall retain your deposits. The price of your travel arrangements was calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" on 26th January 2011 in relation to the Euro, USA dollar, Namibian dollar, and Norwegian Kroner. (c) Changes in exchange rates, the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure. We will also absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges.

Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

5. If You Change Your Booking - If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. You will be asked to pay any further cost we incur in making this alteration and should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

6. If You Cancel Your Holiday - You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 7. Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

7. If We Change or Cancel Your Holiday - It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 10 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause. In accordance with EU regulations we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used as follows: Galapagos/Costa Rica & Panama: Iberia, Aerogal, Tame. Namibia: South African Airways. Northern Lights and Spitsbergen: SAS. China: British Airways. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

IF WE MAKE A MAJOR CHANGE: Amount of compensation paid to you depends on how far in advance of departure we notify you:-

More than 90 days:	No compensation.
90 to 61 days:	£10.00.
60 to 31 days:	£20.00.
30 to 0 days:	£40.00.

IF WE CANCEL YOUR HOLIDAY: Amount of compensation paid to you depends on how far in advance of departure we notify you:-

More than 90 days:	Amount you have paid.
90 to 61 days:	Amount you have paid + £10.00.
60 to 31 days:	Amount you have paid + £20.00.
30 to 0 days:	Amount you have paid + £40.00.

IF YOU CANCEL YOUR HOLIDAY

The amount of cancellation charge depends on how far in advance of departure you notify us:-

More than 90 days:	Deposit only.
90 to 61 days:	50% of the holiday costs.
60 to 31 days:	75% of the holiday costs.
30 to 0 days:	100% of the holiday costs.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so. Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity

and consequences, natural/nuclear disaster, fire, adverse weather conditions. NB: Please note, in the event our tour is cancelled, curtailed or amended, whatever the cause, we are regretfully not able to compensate you for any expenses that you have incurred independently in addition to our invoiced tour cost, for instance travel insurance premiums, additional accommodations, connecting flights, and other travel costs.

8. If You Have A Complaint - If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to Richard Furlong at Furlongs Travel, PO Box 44, Cranbrook, Kent, TN17 4TQ, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

9. Our Liability to You - If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to; you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of two times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to (a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and (b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the transport companies' contractual terms, or the international conventions, from our office. Under EU law you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 6 and 7. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk

10. Personal Injury Unconnected With Your Booked Travel Arrangements - If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you or any member of your party to £5,000.

11. Passport, Visa and Immigration Requirements - Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

12. We reserve the right at our absolute discretion to terminate without notice the holiday arrangements of any customer whose behaviour is such that it does or is likely, in our opinion, or the opinion of any airline pilot, accommodation owner or manager, their servants or agents or any other person in authority, to cause distress, damage, danger or annoyance to any of our other customers, employees or to any other person or to cause damage to property. In these circumstances, all our obligations to you under this contract cease forthwith, full cancellation charges apply and we shall not be liable for any refund, compensation or costs incurred by you whatsoever. These rules also apply if you are prevented from travelling because in the opinion of any person in authority you appear to be unfit for travel or likely to cause discomfort or disturbance to other passengers.



ABTA

Furlongs Travel is a member of ABTA with membership number V0086. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 68-71 Newman Street, London W1T 3AH. Tel 020 7637 2444 or www.abta.com.

FOREIGN & COMMONWEALTH OFFICE TRAVEL ADVICE

The Foreign & Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit www.fco.gov.uk/knowbeforeyougo or telephone 0870 606 0290.

HEALTH

For information on vaccination requirements, health outbreaks and general disease protection and prevention you should visit the websites of the NaTHNaC at <http://www.nathnac.org/travel/index.htm> and NHS Scotland's Fit for Travel at <http://www.fitfortravel.scot.nhs.uk/home.aspx>.

You may also care to visit The Foreign and Commonwealth Office website <http://www.fco.gov.uk/knowbeforeyougo> which publishes essential travel tips and up-to-date information about travelling abroad. You may also ring them on 0870 6060290.

TRAVEL INSURANCE

It is strongly recommended you have insurance for your holiday bookings to ensure you are covered for the costs and expenses of unexpected cancellation, illness and losses. To book any of our holidays outside the UK it is a condition of booking that you have adequate travel insurance including medical cover and repatriation. We recommend Holiday Extras Insurance which is underwritten by Mapfre. To arrange Holiday Extras Insurance please ring Holiday Extras direct on 0800 171 000 and quote WZ679 or book online at <http://www.furlongs.co.uk>.

As an alternative you are welcome to arrange your own insurance so long as it offers adequate cover for the holiday you have chosen.

Prior to the holiday departure please ensure the details of your Holiday Extras insurance or your alternative policy are confirmed to Furlongs Travel. The details we need are the certificate number and 24-hour medical help-line telephone number. These details may enable us to help you while on holiday.

Should you while on holiday choose to take part in any activity (e.g. hot air ballooning, white-water rafting, etc.) which can be deemed as being of a hazardous nature, it is essential to ensure that cover is provided under the terms of your travel insurance. The organisers of some adventure activities that you may choose to take part in whilst on holiday may request you to sign a waiver of their liability for risks involved. By signing such a document you may well lose any rights to claim for damages in respect of death, injury, or loss of or damage to property even if negligence on the part of the activity organiser is proven to have occurred.

Please note, if you are travelling in Europe, the European Health Insurance Card - EHIC - will allow access to the same state-provided healthcare as a resident of the EU country you are temporarily visiting. However it is not an alternative to travel insurance. The EHIC will not cover any private medical healthcare or the cost of things such as repatriation to the UK or lost or stolen property. It is also important to note that each country's healthcare system is slightly different, so the EHIC might not cover everything that would be generally free on the NHS. It is therefore important to have both an EHIC card and private travel insurance when travelling overseas. For more details we see <https://www.ehic.org.uk>.

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 use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or

dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Your data controller is Richard Furlong. You are entitled to a copy of your information held by us. If you would like to see this please contact us. We may make a small charge for providing this to you. Marketing - We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future, please let us know.

OUR PRIVACY POLICY

Furlongs Travel is Committed to Protecting Your Privacy. We let you know what information we collect, why we collect it, and how we safeguard it. Our Privacy Policy aims to make these things clear so that you can make informed choices about how to interact with us and our website. If you have any questions about this Privacy Policy, please feel free to contact us via email info@furlongs.co.uk or write to us at Furlongs Travel, PO Box 44, Cranbrook, Kent, TN17 4TQ, United Kingdom.

Information that we collect and how we use it: We provide a lot of material that does not require you to register or provide any personal information to us. However, in order to provide our full range of services, we may collect some personal information like email address and phone number.

This Privacy Policy applies to Furlongs Travel services only. We do not exercise control over any websites linked to from within our website.

Choices for Personal Information: When you submit a form with us, we ask that you provide some personal information. If we use this information in a manner different from the purpose for which it was collected, then we will ask for your consent prior to such use. If we propose to use personal information for any purposes other than those described in this Privacy Policy and/or in the specific service privacy notices, we will offer you an effective way to opt out of the use of personal information for those other purposes. We will not collect or use sensitive information for purposes other than those described in this Privacy Policy, unless we have obtained your prior consent. Furlongs Travel processes personal information on our servers in the United Kingdom.

Information Sharing: Furlongs Travel only shares personal information with other companies or individuals outside of Furlongs Travel in the following limited circumstances: We provide such information to our subsidiaries, affiliated companies or other trusted businesses or persons for the purpose of processing personal information on our behalf. We require that these parties agree to process such information based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures. In such instances, the information may be stored outside of the European Union. We have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable Terms of Service, including investigation of potential violations thereof, (c) detect, prevent or otherwise address fraud, security or technical issues or (d) protect against imminent harm to the rights, property or safety of Furlongs Travel, its users or the public as required or permitted by law. If Furlongs Travel becomes involved in a merger, acquisition or any form of sale of some or all of its assets, personal information will be transferred and becomes subject to a different privacy policy.

Information Security: We restrict access to personal information to Furlongs Travel employees, contractors and agents who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

Data Integrity: Furlongs Travel processes personal information only for the purposes for which it was collected and in accordance with this Privacy Policy or any applicable service-specific privacy notice. We review our data collection, storage and processing practices to make sure that we only collect, store and process the personal information needed to provide or improve our services. We take reasonable steps to make sure that the personal information we process is accurate, complete and current, but we depend on our users to update or correct their personal information whenever necessary.

Changes to this Privacy Policy: Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent and we expect that most changes will be minor. Regardless, we will post any Privacy Policy changes on our website.

FURLONG TRAVEL CONTACTS

OUR FULL ADDRESS IS:

Furlongs Travel,
Lowden Barn, Lowden Farm,
Maytham Road, Rolvenden Layne,
Cranbrook, Kent, TN17 4PX, England.

OUR POSTAL ADDRESS IS:

Furlongs Travel, PO Box 44,
Cranbrook, Kent, TN17 4TQ, England.

Telephone 01580 240240

Facsimile 01580 240244

www.furlongs.co.uk

info@furlongs.co.uk