



FURLONGS

Galápagos

Choice of 12-day and 20-day tours
Escorted by Richard and Dawn Furlong





No matter how many wildlife documentaries you've seen or how many books you've read, nothing can prepare you for the thrill and wonder of being in the Galápagos Islands

For those interested in being immersed in natural wonder, Galápagos is simply the most extraordinary island archipelago in the world. Nowhere else can you experience such close encounters with remarkable animals like giant tortoises, marine iguanas, waved albatross, blue-footed boobies, Galápagos penguins, and sea lions galore. Even more exceptional is the behaviour of the wildlife, which lives without fear of humans. You can let your binoculars rest at your side as the animals come to you, and you go to them.

Of course there are many alternative ways to visit Galápagos. Many visitors book standard tours via their UK travel agent or tour operator. These holidays are generally operated by an Ecuadorian agent and often feature whistle-stop itineraries, multi-language commentaries, tourist class services and limited content with lots of optional extras. Our approach is different from other companies. We undertake our own research and contract suppliers direct. Only in this way can we ensure the highest possible quality and control. From our first-hand experience we've selected a first-class expedition ship, the **MS NATIONAL GEOGRAPHIC ISLANDER**. On board you'll enjoy the best accommodation and meals, and benefit from excursions and landings included in your holiday price. We also include Galápagos National Park entry fees and permits, and ALL GRATUITIES. Uniquely, Richard and Dawn Furlong personally accompany each tour. We've been designing and running successful tours for 25 years so you are in good hands.

To learn more about Furlongs Travel take a look at the unsolicited feedback online at www.furlongs.co.uk. You'll discover an unrivalled holiday experience. For the holiday of a lifetime, why settle for anything less?

Richard and Dawn Furlong, Furlongs Travel, PO Box 44, Cranbrook, Kent, TN17 4TQ.
Telephone 01580 240240 www.furlongs.co.uk info@furlongs.co.uk

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



> Within hours of landing in Galápagos, you'll be in a Zodiac experiencing an exuberant abundance of wildlife. During your week exploring the islands, you'll see blue-footed boobies comically dance around your feet; giant tortoises in the wild, and hundreds of marine iguanas, blithely soaking up the sun.

> To make the most of your time, we offer plenty of choices. There are short and long hikes, kayak outings, explorations by Zodiac, and snorkeling for beginners and the more experienced.

> With wildlife never predictable, we insist on flexibility, and are happy to take off on unplanned Zodiac trips to get a close up view or take advantage of unusual sightings.

> To ensure you not only see, but understand and appreciate Galápagos, you'll benefit from our tools for exploration, unmatched by any other ship. For instance we have an under-water video camera, video microscope, and Plankton nets to provide an intensely up-close understanding of the ecosystem.

> We pride ourselves on our expert naturalists, excited to the core and eager to share their experience from geology to ornithology. Our team consists of three top Galápagos National Park certified guides plus an experienced Naturalist / Expedition Leader. With their passion, you'll come away having learned more, seen more and done more in Galápagos than you thought possible.



Close encounters of the wild kind

You think of wildlife as creatures you look at through binoculars. Not in Galápagos. You can walk right up to them and they couldn't care less. It's not that they are tame. It's simply that they have no fear of man and thus we are blissfully ignored. And the sheer amount of wildlife is astounding. Tortoises - the emblematic species of the Galápagos. Blue-footed and red-footed boobies. The famous finches. Beachmasters, harems and doe-eyed sea lion pups that swim with you. Skies filled with wheeling, courting, red-throated frigate birds. Lava rocks piled high with motionless marine iguanas. A mind boggling plethora of creatures, living in a paradise of azure waters, white beaches and cool mangrove stands. This natural abundance makes the Galápagos one of the most impressive places on earth.

New for 2012

From January 2012, all tourist ships in Galápagos must adopt new sailing itineraries featuring different daily visitor sites over a two week cycle. This spreads out landings and reduces potential wear and tear on individual visitor sites. Our ship, the NATIONAL GEOGRAPHIC ISLANDER, negotiated the new routes early and have an excellent itinerary. Furthermore, they commenced the new routes during 2011, so we've seen at first hand how good they are.



Also new for 2012 is an unprecedented and complimentary onboard service: a **National Geographic Photo Instructor!** There to assist all photo enthusiasts, especially beginner-to-intermediate level, the instructor will help you better understand your camera, elements of composition, and how best to take advantage of Galápagos' unique photo opportunities. You'll soon be taking your best shots ever.

Galápagos/Ecuador 20 day tour

Thu 15th Nov to Tue 4th Dec 2012.

A spectacular week sailing the Galápagos Islands with a team of expert Naturalists, with a pre-voyage tour of Ecuador visiting Quito, Cuenca, and Guayaquil.

Day 1 - Thu, UK/Ecuador

Flight via Madrid to Quito in Ecuador. We fly from Heathrow and connections from other UK airports can be arranged. We arrive in Quito late-afternoon and transfer to the Patio Andaluz Hotel for a four-night stay. (L*,D)

Day 2 - Fri, Quito

A leisurely day in Quito's old town, the first World Heritage City declared by UNESCO. Included is a half-day WALKING TOUR visiting Plaza de la Independencia with its Cathedral, Presidential Palace, and City Hall. Dinner at the highly renowned Theatrum Restaurant. (B,D)

Day 3 - Sat, Equator

Excursion included to the EQUATOR MONUMENT at La Mitad del Mundo, situated around 20kms north of Quito. Lunch at EL CRATER RESTAURANT, strategically built on the edge of the Pululahua Volcano. (B,L,D)

Day 4 - Sun, Cotopaxi

Excursion included to COTOPAXI NATIONAL PARK, a protected area containing one of the world's highest active volcanoes. If we're lucky we'll spot Condors and the snowy peak of Cotopaxi. We'll lunch at LA CIENEGA, one of the oldest and most splendid colonial style haciendas in Ecuador. (B,L,D)

Day 5 - Mon, Quito to Cuenca

Some free time in Quito before an early afternoon flight (duration 45 minutes) to the beautiful city of CUENCA for a 4-night stay at the 4-star El Dorado Hotel. (B,D)

Day 6 - Tue, Cuenca

CUENCA CITY TOUR visiting the Panama Hat Company, central market, modern art museum, and Turi Hill viewpoint. Dinner included at the magnificent MANSION ALCAZAR. (B,D)

Day 7 - Wed, Ingapirca

Excursion to INGAPIRCA, Ecuador's most important Inca-Cañari archaeological site. Originally built in the 15th century, the site is located on the royal highway between Quito and Cuzco. The high quality stonework indicates its importance. (B,L,D)



PERSONALLY ESCORTED TOUR

Day 8 - Thu, Artisans & Markets

Excursion included to the GUALACEO region, famous for IKAT textiles, hat and basket weavers, potters, embroiderers and jewellery. A leisurely lunch is included at the stunning HOSTERIA UZHUPUD. (B,L,D)

Day 9 - Fri, Cuenca to Guayaquil

A spectacular drive through cloud and rain forest down to the agricultural plains. On route we stop in EL CAJAS NATIONAL PARK, famous for hundreds of clear, cold lakes, for herds of llamas and alpacas, and for its wonderful birds. We stay in Guayaquil for two nights at the luxurious Hilton Colón Hotel and here we'll meet guests arriving on the 12-day itinerary. (B,S,D)

Days 10 - 20, As per the Galápagos 12-day itinerary (days 2 to 12) shown on the next page.



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Galápagos and Guayaquil - 12 day tour

Fri 23rd Nov to Tue 4th Dec 2012.

Spend a week sailing the Galápagos Islands much as Charles Darwin did ... leaving your floating base camp daily to explore different islands. You'll travel on board the luxurious NATIONAL GEOGRAPHIC ISLANDER together with a team of expert Naturalists.

Day 1 - Fri, UK to Guayaquil

Fly from Heathrow via Madrid to Ecuador. Connections from other UK airports can be arranged. Arriving in the coastal city of Guayaquil, we transfer to the luxurious Hilton Colón Hotel for a 2 night stay. (L*,D)

Day 2 - Sat, Guayaquil

Buffet breakfast before our GUAYAQUIL CITY TOUR featuring visits to the impressive Malecón Riverfront, the Rotunda Monument, the Cathedral and Las Peñas, Guayaquil's oldest neighbourhood. Free afternoon and dinner at the hotel. (B,D)

Day 3 - Sun, Galápagos/San Cristobal

A 90-minute flight to San Cristóbal in the Galápagos to embark the NATIONAL GEOGRAPHIC ISLANDER. Lunch on board as we sail to CERRO BRUJO for our first landing, a beautiful white sandy beach, home to sea lions, blue-footed boobies, waders and marine iguanas. (B,L,D)

Day 4 - Mon, Española

A leisurely morning on GARDNER BEACH to swim, walk or simply relax. Snorkelling and kayak opportunities too. This afternoon, we land at PUNTA SUAREZ, one of the richest wildlife locations in Galápagos. Blue-footed boobies, sea lions galore, Española marine iguanas which develop particularly vivid colouration and, hopefully, the waved albatross, exclusive to this island. (B,L,D)

Day 5 - Tue, Floreana

We visit CHAMPION ISLAND to search for the Floreana mocking bird and land at PUNTA CORMORANT to search for flamingos, pintail ducks and various shorebirds. We walk to a lovely white sand beach, a favourite nesting site for sea turtles. This afternoon we visit POST OFFICE BAY, first mentioned in 1793 by British Captain James Colnett. (B,L,D)

Day 6 - Wed, Santa Cruz

Visit included to the CHARLES DARWIN RESEARCH CENTRE and hopefully we'll see "Lonesome George", before travelling up the highlands to search for Giant Tortoises in the wild, plus an opportunity to walk through a LAVA TUNNEL. (B,L,D)

NB: Our Galápagos itinerary and landings are subject to change at the request of the National Park Service or due to local conditions.

PRIVATE CHARTER

Day 7 - Thu, South Plaza / Santa Fe

SOUTH PLAZA boasts a healthy population of endemic Galapagos Land Iguanas, plus a wonderful selection of seabirds including swallow-tailed gulls, red-billed tropicbirds and frigates. This afternoon we drop anchor at SANTA FE for walking, snorkelling, and kayaking opportunities. (B,L,D)

Day 8 - Fri, Santiago

We visit SOMBRERO CHINO this morning, a small volcanic cinder cone islet with a crown like a Chinese hat. Our visit provides an excellent opportunity to interpret geological features such as lava tubes and lava flows, and we also hope to see marine iguanas, sea lions, sally lightfoot crabs, and penguins. Our afternoon landing at SULLIVAN BAY, is also of great geological interest. The area is covered by undulating Pahoehoe lava flows, formed by the movement of fluid lava under a congealing surface crust. (B,L,D)

Day 9 - Sat, Genovesa

GENOVESA ISLAND is one of the most spectacular in the Galápagos Archipelago. This morning we land at DARWIN BAY and along our trail we hope to see yellow-crowned night herons, pintail ducks, swallow-tailed and lava gulls, great frigate birds, and red-footed and Nazca boobies. This afternoon we take a zodiac ride to spot for elusive fur seals and then land at PRINCE PHILIP'S STEPS for an inland trail through a *palo santo* forest to see red-footed and Nazca boobies, storm petrels and, hopefully, the short-eared owl. (B,L,D)

Day 10 - Sun, Galápagos/Guayaquil

Sunrise will find us at anchor off BALTRA where we disembark and fly back to Guayaquil. After a free afternoon at the Hilton, we invite you to a special farewell dinner. (B,D)

Day 11 - Mon, Depart Guayaquil

A free day in Guayaquil before our late evening flight departure. (B,S,D*)

Day 12 - Tue, Arrive UK

Via Madrid and home to the UK. (B*)



What's included?

12-day tour includes ...

- > International flights
- > Galápagos flights
- > 3-nights Guayaquil hotel
- > Breakfasts and dinners in Ecuador
- > Guayaquil City Tour
- > 7-night Galápagos Voyage
- > Full board on ship
- > Landings with qualified guides
- > Kayaking and snorkelling
- > Galápagos National Park fees
- > Galápagos transit fees / port charges
- > Transfers
- > Airport and prepaid air taxes
- > Gratuities (including ship crew)
- > Personally escorted from the UK

20-day tour includes ...

- > International flights
- > Galápagos flights
- > 4-nights Quito hotel
- > 4-nights Cuenca hotel
- > 3-nights Guayaquil hotel
- > Breakfasts and dinners in Ecuador
- > 5 lunches in Ecuador
- > Quito, Cuenca, Guayaquil City Tours
- > 4 additional Excursions
- > 7-night Galápagos Voyage
- > Full board on ship
- > Landings with qualified guides
- > Kayaking and snorkelling
- > Galápagos National Park fees
- > Galápagos transit fees / port charges
- > Transfers
- > Airport and prepaid air taxes
- > Gratuities (including ship crew)
- > Personally escorted from the UK

Flights included are scheduled services in economy class. Business Class upgrades are normally available, please enquire.

Tour meals:- Breakfast, Lunch, Snack Lunch, Dinner. * Meal served in flight.

HOLIDAY PRICES OVERLEAF



© Lindblad

National Geographic Islander

Chartered privately by Furlongs Travel for this tour

The ISLANDER is widely accepted as the best in its class. It offers better facilities, more staff and more living space than smaller yachts, yet it's nimble and able to access visitor sites off limits to the bigger vessels.

The ship has the atmosphere of a small and friendly country house hotel. She has just 24 outside cabins. Accommodation is spacious and cabins feature two lower single beds, most of which can convert to a double. Each cabin has private facilities and individual climate controls. Cabins feature quality fabrics and bedding, and fine furniture and fittings. Cabins 305 and 306 have a sofa bed and can accommodate three people. Cabins 401 to 408 each have a private glassed-in terrace with additional seating.

The ISLANDER is air-conditioned, has a lounge with facilities for films and lectures, bar, library, covered and outside decks, and a gift shop. Meals are served in one seating in the restaurant. The menu is international with an Ecuadorian flair. Food service and quality is excellent.

The ship's expedition team consists of three Galápagos National Park Naturalists plus an experienced Naturalist / Expedition leader. This means you go ashore in small groups of just 10-15 guests per guide. The Islander has four rigid Zodiac landing craft, kayaks and plenty of snorkelling gear.

Deck plans and detailed ship and cabin information is available on request and from our website.

www.furlongs.co.uk
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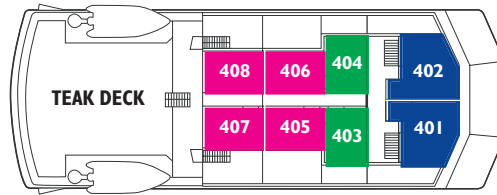
12-day tour prices for 2012

Friday 23rd November to Tuesday 4th December 2012

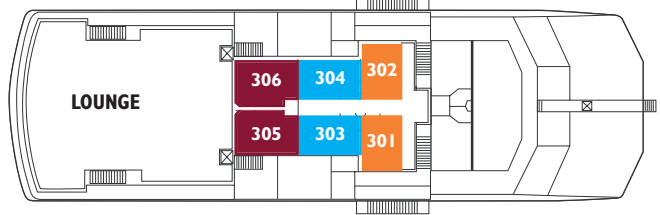
Prices per person in twin or single

Cabin	Deck	12-Day Brochure Prices		* ADVANCE SAVINGS PRICES	
		Twin	Single	Twin	Single
201-202	MAIN	£4,902	£6,538	£4,652	£6,288
203-206	MAIN	£5,216	£6,979	£4,966	£6,729
207-210	MAIN	£5,342	£7,230	£5,092	£6,980
301-302	BRIDGE	£5,594	£7,591	£5,344	£7,341
303-304	BRIDGE	£5,720	N/A	£5,470	N/A
305-306	BRIDGE	£6,035	N/A	£5,785	N/A
403-404	UPPER	£6,097	N/A	£5,847	N/A
405-408	UPPER	£6,224	N/A	£5,974	N/A
401-402	UPPER	£6,475	N/A	£6,225	N/A

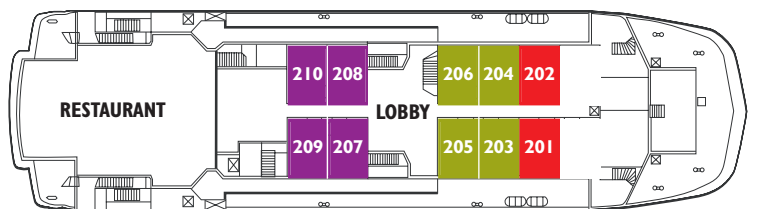
upper deck



bridge deck



main deck



Ship Lounge



Cabins are elegantly appointed



20-day tour prices for 2012

Thursday 15th November to Tuesday 4th December 2012

Prices per person in twin or single		20-Day Brochure Prices		* ADVANCE SAVINGS PRICES	
Cabin	Deck	Twin	Single	Twin	Single
201-202	MAIN	£5,720	£7,610	£5,470	£7,360
203-206	MAIN	£6,035	£8,050	£5,785	£7,800
207-210	MAIN	£6,161	£8,301	£5,911	£8,051
301-302	BRIDGE	£6,412	£8,663	£6,162	£8,413
303-304	BRIDGE	£6,538	N/A	£6,288	N/A
305-306	BRIDGE	£6,853	N/A	£6,603	N/A
403-404	UPPER	£6,916	N/A	£6,666	N/A
405-408	UPPER	£7,042	N/A	£6,792	N/A
401-402	UPPER	£7,294	N/A	£7,044	N/A

*** PLAN AHEAD - SAVE £500 per couple**
(or £250 per single booking) from the 2012 tour price.
Savings are capacity controlled and subject to change.

Useful holiday information

Richard and Dawn Furlong travel to Galápagos and Ecuador regularly and will be pleased to answer your questions. We have detailed ship information, reading lists, camera advice, and much more. Don't hesitate to contact us for any help you may need. Comprehensive information is available at www.furlongs.co.uk.

Airport Service - We offer discounted airport parking and hotels, and complimentary transfers (subject to availability), with free car parking, from our office near Cranbrook in Kent.

Flights - The tour includes economy class flights with Iberia Airlines. Business class upgrades are normally available.

Singles/Twin Shares - Cabins for sole occupancy are subject to limited availability. If you are travelling alone but happy to share please let us know. We often have clients seeking sharers.

Health - A trip to Galápagos is a relatively active holiday that calls for good health. Some of the shore excursions will involve walking on trails and sometimes on 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. On the mainland, our 20-day itinerary includes visits to some higher altitude destinations. Our tours are at a relaxed pace but if you feel you may be sensitive to high altitude, please ask us for further guidance. The 12-day itinerary is entirely at sea level.

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

inclusive prices

Hidden extras can add hundreds of pounds to your holiday costs so due diligence is a very good idea.

Our **inclusive pricing** covers just about everything you need plus some things you won't expect. Uniquely we include the \$100 per person Galápagos National Park fees and ALL tips (including the ship crew). There's no charge for snorkelling or kayak equipment and we INCLUDE all landings in Galápagos and a comprehensive excursion programme in Ecuador. Given our choice of superior hotels and restaurants, a privately chartered first-class ship, English commentary throughout, and our proprietors looking after you almost door-to-door, you are in very good hands.

what our guests say

We chose you on our friend's recommendation and how glad we are we took their advice. It has been a truly memorable expedition. Thanks so much.
Gordon & Liz (2011 Guests).

It will be so difficult to tell everyone at home how great this trip has been - so we will just tell them to go with you.
Brian and Di (2011 Guests).

Many thanks for making this adventure such a memorable one. I have enjoyed every moment of every day.
Jenny (2011 Guest).

The whole experience was magical and your expertise was outstanding. So many wonderful places, hotels, meals, and so many extra little details that made every day special.
John & Janice (2010 Guests).

The Galápagos is a truly magical place and being part of your incredibly professionally arranged tour was a real pleasure. We loved every second of it and will not hesitate to recommend you to others.
Melanie & James (2009 Guests).

We really had an experience of a lifetime travelling to Ecuador and the Galápagos Islands with the two of you. Thank you just doesn't seem enough for making the trip 'Faultless'. Amazing attention to detail right from the start leaving us relaxed to enjoy the entire holiday.
Ravi & Kusum (2010 Guests).

These and many more testimonials online.

www.furlongs.co.uk
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GALAPAGOS 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 £1,000 per person: Option to pay only £250 upon booking and defer £750 - ask for details.
Holiday balance due 90 days prior to departure.

TRAVEL INSURANCE All guests must have their own adequate travel insurance for this trip.

GALAPAGOS TOUR REQUIRED (Please tick) 20-DAY TOUR or 12-DAY TOUR

CABIN TYPE PREFERRED AND/OR CABIN NUMBER _____

HOTEL ROOM TYPE PREFERRED (Twin, double, single, twin-share): _____

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 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

DEPOSIT DUE NOW £

What guests say about the Furlongs Travel Galápagos experience

Thank you for such a fabulous holiday in Ecuador and Galápagos. Such a smooth passage throughout, much of that due to your superb attention to detail in the research and pre-planning which made the whole experience a pleasure. The all inclusive itinerary, accommodations, transport (especially your choice of ship and guides) were all first class, complimented by your own brand of chaperoning, always available when needed and exactly on cue. **Keith & Sylvia, Staffs**

I cannot thank you enough for the magnificent trip to the Galápagos Islands. Your expertise and organisation of the whole tour was absolutely first class and the personal help given to individuals quite outstanding. What an awe inspiring place. The diversity and interesting features of the individual islands is quite incredible. Truly a never to be forgotten trip of a lifetime. **Pat, Kent**



Many thanks for making this adventure such a memorable one. I have enjoyed every moment of every day. **Jenny, London**

Thank you both for such a wonderful, stress-free holiday, such as I've not had before. The attention to detail before and during the trip was of a standard I thought had vanished in these technological, push button times. I hope to be able to join you on a future holiday and look forward to the next brochure. **Susie, Kent**

A delightful holiday, well organised with many different aspects of life in Galapagos and Ecuador. One was entertained, educated, as well as well fed and housed. The care and consideration of your clients is second to none and I would certainly travel with you again. **Pat & Ric, Kent**



This trip has been totally Galapadacious! Thank you so much for looking after us with such care and attention. **Ronnie and Rachel, London**

Thank you so much for the wonderful holiday in the Galápagos. You both looked after us so well, everything was so well organised, and the ship, crew and guides couldn't have been better. You will probably get enquiries from several of my friends who have caught my enthusiasm! **Joan, Kent**

We chose you on our friend's recommendation and how glad we are we took their advice. It has been a truly memorable expedition. Thanks so much. **Gordon & Liz, Staffs**

Thank you for all the splendid arrangements you made for our holiday to Ecuador and the Galápagos. You really do look at everything in detail to make sure that your guests have the best possible holiday. We did not really know what to expect from Ecuador and it was both interesting and different from anything we had done before. Everyone has seen TV programmes on the Galápagos but it does not come anywhere near the real thing. How do you explain getting up so close to sea lions and turtles in the sea and giant tortoise and albatross chicks inches from you on the land. Superb and all enhanced by excellent guides. **Eric & Sandra, Surrey**

www.furlongs.co.uk
T. 01580 240240



More Galápagos feedback ...



It will be so difficult to tell everyone at home how great this trip has been - so we will just tell them to go with you! **Brian and Di, Hants**

Thank you so much for a wonderful holiday to Ecuador and the Galápagos Islands. The whole experience was magical and your expertise was outstanding. So many wonderful places, hotels, meals, and so many extra little details that made every day special. The Galápagos Islands were very special, each one holds special memories and no two the same. The ship and crew were excellent, a very good choice. Thank you both for taking great care of us. We are certainly looking to book with Furlongs in the future. **John & Janice, Berks**

We really had an experience of a lifetime travelling to Ecuador and the Galápagos Islands with the two of you. Thank you just doesn't seem enough for making the trip 'faultless'. Amazing attention to detail right from the start leaving us relaxed to enjoy the entire holiday.

Ravi & Kusum, Herts

Thank you again for the best experience of our lives. The holiday could not have been better organised and it was a delight to share it with you. **John & Mary, Bucks**

Many thanks for a great time in Galápagos. It's a wonderful place and we had a wonderful time, made much more enjoyable due to your attention to detail and thoughtfulness throughout. Thanks to you both for some unforgettable memories and your company. **Alison, Nottingham**

Thank you for an exceptionally organised trip, not to mention the excellent team on the MS Islander and the superb itinerary! The Galápagos is a truly magical place and being part of your incredibly professionally arranged trip was a real pleasure. We loved every second of it and will not hesitate to recommend you to others. **Melanie and James, Middx**

Once again, an enormous THANK YOU for the holiday of a lifetime. You both work so hard to make your tours extra special, and we wanted to let you know how much we appreciate it. We have done a lot of travelling, and enjoyed many wonderful holidays in the past, but Galapagos has surpassed most of them! We'll remember it with great pleasure for the rest of our lives, and really hope that we will be able to have another Furlongs holiday soon. **Elizabeth and Geoff, Hants**

Thank you both for the Galápagos and Ecuador holiday. The whole trip far exceeded our expectations and restored our faith in travel companies. We'll have no hesitation in booking with you in future years.

Brian, Essex

A huge thank you to you both for making our dream holiday a fantastic reality. All the hard work you both put in behind the scenes to plan a stress free yet informative and exciting expedition is a credit to you. Please pass on our thanks to all the staff and crew on the MS Islander for looking after us comfortably and safely throughout our journey. **Vic & Pat, Surrey**



**BOOKINGS NOW OPEN FOR
Ecuador & Galápagos 2012**

Choice of 12 and 20 day escorted tours

T. 01580 240240

www.furlongs.co.uk



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 Markets Data on 14th December 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