



Namibia 2012

A personally escorted tour with
Richard and Dawn Furlong



Namibia

Land of Contrasts



© NWR

A country of spectacular and varied scenery, friendly people, an appealing climate and stunning wildlife, **Namibia** is situated in south-western Africa, bordering Angola and Zambia to the north, South Africa to the south and Botswana to the east. It is nearly 4 times the size of Great Britain but has a population of only 2.2 million! There's no pollution and no significant crime, so it's a relaxed and comfortable place to visit.

Famed for its beautiful and ever-changing landscape, Namibia boasts two major deserts, the **Namib** which runs the entire coastline of the country, and the **Kalahari Desert** to the east. In between lies the central plateau with dry riverbeds, canyons, rocky outcrops and vast open vistas. Almost 15% of Namibia's land is protected in reserves and national parks, designated to conserve plants and animals. **Etosha National Park** is undoubtedly the most famous. A mecca for wildlife, the park offers some of Africa's best game viewing including Lion, Leopard and Cheetah, Jackal and Hyena, Rhino, Elephant, Zebra, Giraffe, Wildebeest, Eland, Springbok and Impala. Over 500 species of birds also breed in Namibia's diverse conditions including the Ostrich and the endangered Damara Tern. Plant life is varied too with 200 endemic plant species including one of the world's botanical curiosities, the *Welwitschia mirabilis*, a two-leaf plant that on average is 500-600 years old.

Namibians' lives are nearly as varied as the flora and fauna. Some are traditional hunter gatherers, some are herdsman or farmers, some are city-dwellers. While English is the official language, nearly 30 other languages are spoken here. You may encounter **Herero** women wearing their distinctive, colourful Victorian-style dresses; **Himba** with their ochre coloured skin; and the **Damara** with the lilting clicks of their language. A diversity of people offering you a warm welcome.

Namibia is an all-year-round destination but you may find certain months more comfortable than others. Most tourists visit from July through October but during this period accommodations can be over-stretched and wildlife viewing congested. The unbiased advice from local guides is to visit between April and June. By this time the rains have normally finished and daytime temperatures average a pleasant 25°C. Humidity is generally low. The landscape colours are particularly attractive at this time, there's plenty of opportunity to view big game, and there's fewer tourists about.

After first-hand research we've devised a spectacular itinerary featuring many of Namibia's highlights. As with all Furlongs tours, we've selected the best accommodations and services, and our prices cover just about everything you need, including park fees, excursions and gratuities. Uniquely, the proprietors escort every tour. You're in good hands when you travel with Furlongs.

Following sold-out tours in 2010 and 2011 we're delighted to offer the choice of two dates for 2012, but please note we have limited capacity for both holidays. We look forward to welcoming you.

Richard Dawn

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

For your financial security the air holidays and flights in this brochure are protected by the Civil Aviation Authority. ATOL number is ATOL 3710.



ABTA No V0086

3710

Why travel to Namibia with Furlongs?

> Many visitors to Namibia join a standard tour booked by their local travel agent but actually run by a Namibian company. These tours often feature whistle-stop itineraries, tourist class lodges and limited content with lots of optional extras.

> That's not our style. We prefer to do our own research and contract suppliers direct, so Richard visited Namibia to inspect accommodations and meet local guides and experts.

> Following this first hand experience we've designed a quality itinerary staying two or more nights in all but one location.

> With Furlongs you'll enjoy better accommodations and meals, and benefit from excursions and sightseeing included in your tour price. Park entry fees and gratuities are also covered.

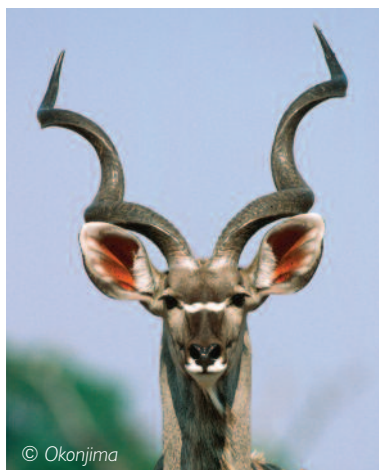
> We plan meticulously and organise discreetly, which means you enjoy your holiday free of any day-to-day niggles. Uniquely, our proprietors, Richard and Dawn Furlong escort each tour.

> 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, do join us.

www.furlongs.co.uk

Reservations 01580 240240



Namibia's National Parks

Etosha National Park is one of southern Africa's most spectacular wildlife reserves. Opened in 1907, its size, conservation history and uniqueness justifies its title as the country's flagship national park. The massive mineral pan, covering an area approximately 4,500 square kilometres (around 25% of the park surface) gave rise to the name ETOSHA, which means "Great White Place". The pan was originally a lake fed by the Kunene River, but with the change in the river course over thousands of years, the lake dried up and is now a large dusty depression that only temporarily fills or partially fills with water during the rainy season.

One of the largest savannah conservation areas in Africa, Etosha National Park is world renowned for its spectacular wildlife viewing. Visitors can expect to see elephant, black and white rhinoceros, lion, leopard, cheetah, large herds of springbok, zebra, wildebeest, giraffe and a multitude of other fascinating species, big and small, in their natural environment.

The **Namib Naukluft Park** is the fourth largest park in Africa and is situated on the south-western coast of Namibia, containing the Naukluft Mountains and the southern Namib Desert. This arid region offers poignant and breathtaking landscapes. Within the confines of wind driven and star-shaped red dunes some 325 metres high in places, lies a 'vlei' (a clay pan) called **Sossusvlei**.

This area has over the years become a top destination for visitors and the monumental dunes are a sought after topic for artists and photographers. Formed by strong multi-directional winds, the dunes are at their highest and most spectacular where the west-flowing Tsauchab River empties itself into the vlei. The warm tints of the sand, ranging from apricot to orange, red and maroon, contrast vividly with the dazzling white surfaces of the large clay pans at their bases.

One of these, referred to as **Dead Vlei**, is a large ghostly expanse of dried white clay, punctuated by skeletons of ancient camel-thorn trees, carbon-dated as being between 500 and 600 years old. The Namib is one of the least populated areas in the country, where the visitor can experience an intense feeling of vastness and isolation. Here the magical and awe inspiring beauty of the night skies can be enjoyed like few places on earth.

Namibia 2012 Holiday Itinerary

17-day personally escorted tour,
Tour 1: Wed 25th Apr to Fri 11th May.
Tour 2: Wed 16th May to Fri 1st June.

Day 1, Depart UK

We fly with South African Airways, departing London Heathrow early evening. Flight connections from regional UK airports to Heathrow are available. (D*)

Day 2, Arrive Namibia

We land in Johannesburg and transit to our Namibia flight. Our main luggage is checked through so we don't need to clear customs or immigration. The onward flight to Namibia's capital, Windhoek, takes around two hours, and on arrival we're met by our local guide and transfer by private coach to our deluxe accommodation at the WINDHOEK COUNTRY CLUB RESORT. This full service hotel is located on the outskirts of town and boasts well appointed bedrooms, a restaurant, bar, gardens and swimming pools. (B*,D)

Day 3, Windhoek to Sossusvlei

We head south-west through an upland region of rolling hills dissected by deep river valleys. We pass the table-top Gamsberg Mountains as we traverse from the interior to the NAMIB DESERT. On route we'll spot for wildebeest, kudu, gemsbok and impala. It's a great drive and a perfect introduction to Namibia's stunning scenery. Close to the Namib Naukluft Park we stay two nights at SOSSUSVLEI LODGE. (B,D)

Day 4, Namib Naukluft Park

We take advantage of our prime location and enter the park at sunrise. The sand dunes are breathtaking and the colours in the early morning are amazing. You may walk across the dunes and visit a dry pan area known as DEADVLEI. Later, we visit SESRIEM, a 30 metre deep canyon carved by the Tsauchab River. This afternoon, some free time before a delicious BBQ dinner. (B,D)



Day 5, Namib-Naukluft Desert

Following the Namib Desert north we reach the Atlantic coast at WALVIS BAY. Half an hour further we arrive in SWAKOPMUND, a town characterised by a wealth of well-preserved German colonial buildings. German is still widely spoken here and typical German cakes and confectionery can be enjoyed in the town's cafes. The town's well-known historic buildings include the old Railway Station and Magistrate's Court. We stay here for two nights at the HANSA HOTEL. (B,D)

Day 6, Walvis Bay / Swakopmund

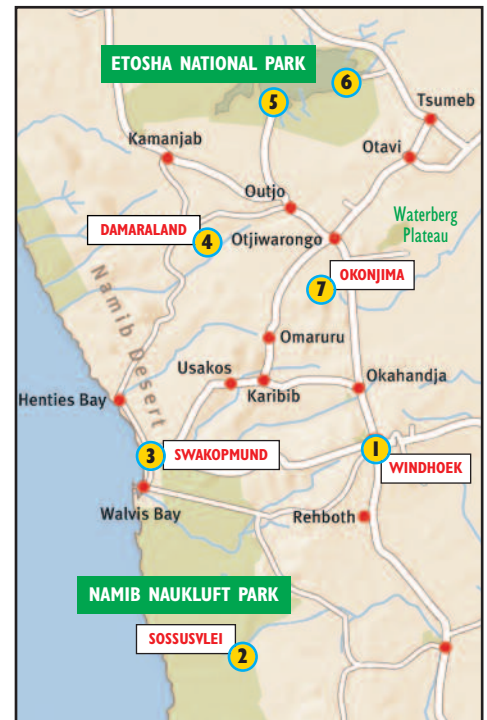
Walvis Bay is the centre of Namibia's fishing industry and its major port. The nearby wetlands are internationally renowned for large concentrations of waders, flamingos and shore birds, and the large natural harbour welcomes dolphins, seals, pelicans, turtles and sun fish. Included this morning is a GUIDED HARBOUR WILDLIFE CRUISE aboard a privately chartered catamaran. This afternoon, free time in Swakopmund. Time to shop?! (B,D)

Day 7, Swakopmund to Damaraland

Heading north we pass the dramatic Erongo Mountains and head for DAMARALAND. This region is named for the Damara herders who inhabit the area. Here we stay two-nights at VINGERKLIP LODGE. (B,D)

Day 8, Vingerklip

The Damaraland region is famous for its magnificent scenery and our lodge is named after one of Namibia's most dramatic rock formations, a 35m high pillar of rock called VINGERKLIP or 'FINGER OF STONE'. Join our escorted walk to the base of Vingerklip this morning. There are also self-guided trails and bird watching opportunities. Plus wonderful gardens and enticing swimming pools! (B,D)





© Okonjima

Day 9, Damaraland to Etosha

North to ETOSHA NATIONAL PARK, we enter via the Anderson Gate for a two-night stay at OKAUKUEJO RESORT. Staying INSIDE the park brings great benefits, not least your opportunity to view wildlife at the resort waterhole long after the park gates are closed to day visitors. (B,D)

Day 10, Okaukuejo, Etosha

An included game drive with our private coach and guide, plus options to join alternative or additional game drives if you wish. (B,D)

Day 11, Etosha National Park

Departing Okaukuejo we drive east alongside the usually dry ETOSHA PAN. We'll be watching for game en-route, and the potential is good, with big cats, rhino, elephant, giraffe, zebra, eland, kudu, and wildebeest all possible. We'll stop at HALALI RESORT for a lunch break and then continue to NAMUTONI RESORT for our two-night stay. (B,D)

Day 12, Namutoni, Etosha

Namutoni is situated inside the park at the east end, near FISCHER'S PAN which often holds water for much of the year. Enjoy our included game drive with our private coach and guide, plus options to join alternative or additional game drives if you wish. (B,D)

Day 13, Central Highlands

Leaving Etosha from the Von Lindequist Gate we drive south via Tsumeb and Otavi, passing the Central Namibian Mountains and WATERBERG PLATEAU. About an hour south of Otjiwarongo we find OKONJIMA, our home for the next three nights. (B,D)

Day 14, Okonjima

Okonjima is privately owned by the Hanssen family and home to AFRICAT, a non-profit organisation set up to conserve and protect threatened cheetah, leopard and other wild cats. Today we'll observe some of the programme at work and learn more about these beautiful animals. (B,L,D)

Day 15, AfriCat

Okonjima activities during our stay include game-viewing via radio-tracking, cheetah or hyena tracking on foot, a bushmen trail and viewing from a nocturnal hide. There are also bird watching and nature trails. (B,L,D)

Day 16, Departing Okonjima

Some free time at Okonjima before we drive south to Windhoek for our mid-afternoon flight via Johannesburg and onward to the UK. (B,D*)

Day 17, Arrive UK

Flying overnight, we arrive in Heathrow early this morning. (B*)



© NWR

TOUR MEALS:- BREAKFAST, LNCH, DINNER
* DENOTES THE MEAL IS SERVED IN FLIGHT.

www.furlongs.co.uk
Reservations 01580 240240

Tour accommodations

Our hand-picked, tried and tested lodges and resorts ...

The **Windhoek Country Club Resort** is a luxury, full service hotel on the outskirts of Windhoek. Bedrooms are spacious and well appointed, and public space includes a restaurant, gardens and swimming pool.

Sossusvlei Lodge is situated on a private 40,000 hectare reserve directly adjacent to the Namib-Naukluft National Park. Accommodation comprises individual bungalows, part brick and part luxury tent. Each has en-suite facilities and a terrace overlooking the savannah. Lodge facilities include a restaurant, bar, terrace, floodlit water-hole, small swimming pool and shop. The lodge's adventure centre offers optional nature drives, sundowners, and scenic flights.

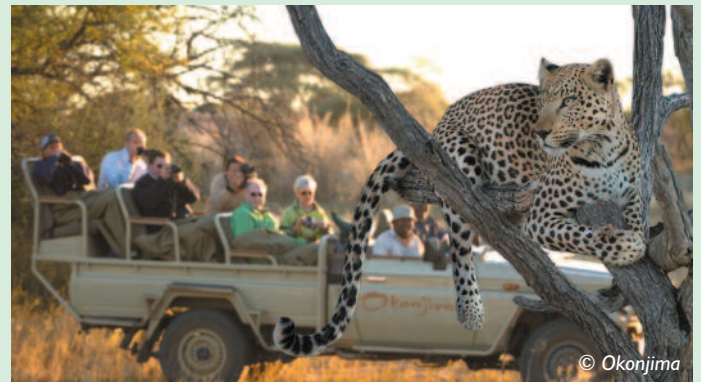


Located in the centre of Swakopmund, the **Hansa Hotel** dates back to 1905 and forms part of the rich architectural culture of the city. This 4-star full service hotel features comfortable rooms, a charming lounge, small garden, plus an excellent restaurant. Shops and attractions are nearby.

Vingerklip Lodge is situated in Namibia's central region and surrounded by amazing landscapes and rock formations. The lodge features thatched cottage-style accommodations, a central restaurant and bar, two swimming pools, beautiful gardens and wonderful views.

Okaukuejo & Namutoni Resorts, Etosha

Okaukuejo and Namutoni are located INSIDE Etosha National Park. Both resorts have a floodlit water hole for game viewing plus restaurant facilities, a shop, post office and swimming pool. Residents have exclusive access to water-hole viewing in the early morning and during the evening and night, when the park gates are closed. Accommodations are available in comfortable standard rooms all with private facilities, and upgrades to spacious Bush Chalets and Waterhole Chalets are subject to availability. Please ask for further details.



The recently refurbished Okonjima Main Camp Lodge has a lounge, reception and restaurant, and outside there's a pretty garden, an open fire-place and a swimming pool. Depending on our final numbers it's likely we'll have exclusive use of Okonjima's Main Camp. Eight original GARDEN bedrooms are situated close to the lodge and ten more spacious VIEW rooms (built in the last few years) are located a short stroll away. All rooms have ensuite facilities. The VIEW rooms overlook the bush and mountains, are considerably more spacious, and are subject to a supplement. Okonjima is home to the AfriCat Foundation, the world's leading cheetah and leopard rescue and release programme. Visitors are able to observe some of the programme at work and learn more about these amazing and beautiful animals. Leopards are frequently seen, giving you opportunity to observe these magnificent predators from a hide, or radio-tracked from purpose built game viewing vehicles. Other Okonjima activities may include cheetah or hyena tracking on foot, an informative bushman trail, bird watching and visits to a nocturnal hide.



What's included?

- < International economy class scheduled flights with South African Airways including in-flight refreshments
- < 1-night at Windhoek Country Club
- < 2-nights at Sossusvlei Lodge
- < 2-nights at Hansa Hotel Swakopmund
- < 2-nights at Vingerklip Lodge Damaraland
- < 4-nights in Etosha (Okaukuejo and Namutoni)
- < 3-nights at Okonjima Main Camp Lodge
- < Breakfasts and dinners daily
- < Full board at Okonjima
- < Local English speaking guide throughout
- < Tour transportation and sightseeing by private coach
- < Excursion to the Namib Dunes
- < Visit to Sesriem Canyon
- < Walvis Bay Harbour Wildlife Cruise
- < Damaraland Vingerklip Guided Walk
- < Etosha Game Drives from Okaukuejo and Namutoni
- < Okonjima: Introduction to the AfriCat Foundation, leopard viewing, cheetah or hyena tracking, bushman walk, nocturnal hide
- < Daily entry fees for Namib-Naukluft and Etosha parks
- < Airport transfers
- < Current airport and prepaid taxes
- < Tour gratuities
- < Comprehensive travel tickets
- < Tour personally escorted by Richard and Dawn Furlong



Richard and Dawn Furlong will be pleased to answer questions and provide any further information you need. Please don't hesitate to contact us by telephone or email.

Airport Service - We offer discounted airport parking and hotels, and complimentary transfers from our office in Kent subject to availability. Please ask for details.

Flights - Connections from UK regional airports and business class upgrades may be available, please ask.

Health - This tour calls for relatively good health. Some of the holiday excursions may involve walking trails on uneven terrain. Naturally, it's up to you how much you do.

Meals - We are planning a variety of buffet and served meals that highlight local specialities. Vegetarian and special diet requests can easily be accommodated but please note there is an emphasis on game, meat and fish dishes.

Not included - Items of a personal nature, and activities that may interest a limited number of people, i.e. scenic flights and extra game drives. Details on request.

Singles/Twin Shares - Due to the limited capacity of some lodges, rooms for sole occupancy are strictly limited. If you are travelling alone but are happy to share (even for just a few nights on tour) please let us know.

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

Namibia 2012 Tour Prices

Tour 1: Wed 25th April to Fri 11th May 2012

Tour 2: Wed 16th May to Fri 1st June 2012

SHARING A TWIN OR DOUBLE ROOM:-

Holiday Price: £3,740 per person for advance registrants

SINGLE / SOLE OCCUPANCY:-

Holiday Price: £4,240 per person for advance registrants

OPTIONAL ROOM UPGRADES:- (ADD SUPPLEMENT TO TOUR COST)

Supplements shown are the TOTAL extra costs (not per night).

Supplement per person	Twin/Double	Single
Okaukuejo Bush Chalet (2 nights)	ADD £30	ADD £30
Okaukuejo Waterhole Chalet (2 nights)	ADD £45	ADD £45
Namutoni Bush Chalet (2 nights)	ADD £30	ADD £30
Okonjima View Room (3 nights)	ADD £90	N/A

What our guests say

Thank you so much for such a wonderful time in Namibia. The scenery was stunning, the animals and birds were amazing and it was a real pleasure to travel with such like-minded companions. Then there were the treats and surprises - a Furlongs holiday is never knowingly ordinary! Rob and Jan from Herefordshire

Thank you for a wonderful holiday. From your friendly welcome at the airport we knew we were on to a good thing. The organisation is first class - we just relaxed and enjoyed everything, with even the tiniest details sorted out. We loved your 'little surprises', they popped up so unexpectedly. Namibia really is a country of contrasts - beautiful scenery, fantastic animals and friendly people. Furlongs also has the best guide and driver in the whole of Namibia! It was a pleasure to be on holiday with you.

Colin and Beryl from Essex

Thank you for organising such a wonderful tour to Namibia, we really enjoyed it and had such a fantastic time in what is a great country. All the hotels and resorts were of a very high standard, and your chosen guide and driver were excellent as well. We enjoyed the company of the group and it was lots of fun throughout. David & Jenny from Buckinghamshire

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

www.furlongs.co.uk
Reservations 01580 240240



© Okonjima

NAMIBIA 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 1st deposit £500 per person on booking. 2nd deposit £500 per person due 14th October 2011. Balance due 90 days before departure.
TRAVEL INSURANCE All guests must have their own adequate travel insurance for this trip - further details on request.

TOUR DATE (Please tick) TOUR 1: APRIL/MAY 2012 TOUR 2: MAY/JUNE 2012

HOTEL ROOM TYPE PREFERRED (Please tick) TWIN BEDS DOUBLE BED SINGLE / SOLE OCCUPANCY TWIN SHARE

ACCOMMODATION CHOICES: ETOSHA / OKAUKUEJO OKAUKUEJO DOUBLE ROOM or OKAUKUEJO BUSH CHALET * or OKAUKUEJO WATERHOLE CHALET *
* supplement applies

ETOSHA / NAMUTONI NAMUTONI DOUBLE ROOM or NAMUTONI BUSH CHALET *

OKONJIMA OKONJIMA GARDEN ROOM or OKONJIMA VIEW ROOM *

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

ADDRESS OF LEAD NAME SHOWN BELOW: _____

_____ POSTCODE: _____

HOME TELEPHONE: _____ MOBILE 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, Maestro and Visa Debit, 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

1st deposit £500 per person	
TOTAL	£ _____

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

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