



FURLONGS

# In search of the Northern Lights

A personally escorted tour with  
Richard and Dawn Furlong



# In Search of the **NORTHERN LIGHTS**

North Cape © Hady Khandani

## Welcome to the magical coast of winter Norway, land of the enchanted polar night and mystical Northern Lights.

Since humankind first experienced the natural phenomenon of the Aurora Borealis, we have been spellbound by its extraordinary beauty as it shimmers against a starry night sky. These celestial displays of greens, yellows and reds that dance like a sheet blowing in the wind have, over time, inspired artists and poets and aroused many myths and legends.

There is no better way to experience the Northern Lights than by sailing through the sheltered coastal waters of Arctic Norway, on board a ship from the Hurtigruten fleet with the Aurora Borealis set against a dark sky, free from artificial light. We've selected our favourite coastal voyage ship, the MS MIDNATSOL, and we'll sail from Bergen to the North Cape and back to the Arctic capital of Tromsø. We've deliberately chosen February, the month that historically has the best aurora viewings, and we've devised an extended 9-day itinerary to coincide with the eagerly anticipated peak aurora cycle.

Apart from *hunting the light* you'll have some wonderful opportunities to see wildlife along Norwegian shores and there is also an exciting range of winter activities available. For instance you may try your hand at Husky dog sledding, take a snowmobile adventure, and experience a midnight concert in an Arctic Cathedral. From our first-hand experience we'll help you choose the best excursions. We've also included complimentary town walks in Ålesund and Tromsø, and a private onboard reception with the ship's officers.

There's no doubt that wintertime in Norway is stunning. The mountains are blanketed in snow. Frozen waterfalls plunge into pristine fjords. The air is so fresh you can taste it and through the polar night the refraction of light on the countless islands adds a veil of mystery. With the Northern Lights predicted to give a particularly good show in 2012 this tour should not be missed, however we have limited availability so please contact us as soon as possible to avoid disappointment.

Richard Dawn

Richard and Dawn Furlong, Furlongs Travel, PO Box 44, Cranbrook, Kent, TN17 4TQ.  
Telephone 01580 240240  
[www.furlongs.co.uk](http://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.



## Why search for the lights with Furlongs?

- > **Richard and Dawn Furlong have escorted a number of Northern Lights voyages, travelled on most of the Hurtigruten fleet, and visited all 34 Norwegian coastal voyage ports - on numerous occasions!**
- > **This first-hand experience helps us devise the best itineraries, and select the best ships and hotels.**
- > **We make sure you get the most out of your tour, and give you insider tips about the best shore visits and excursions.**
- > **With Furlongs you'll also benefit from a number of optional extras at no extra cost, including guided walks, presentations, and a reception with the ship's officers.**
- > **Richard and Dawn will also be delighted to accompany you on some of Hurtigruten's optional activities ... the Dog Sledding in Kirkenes and the Midnight Concert in Tromso are among our favourites!**
- > **Like all our tours, this one includes everything you need and more. Flights, accommodations, meals, transfers, port visits AND gratuities. Richard and Dawn will escort the tour. They plan meticulously and organise discreetly, which means you enjoy your holiday free of day-to-day niggles.**
- > **Our ATOL tour operating licence gives you 100% peace of mind at all times.**

## Nature's very own light show at its peak in 2012!

The Aurora Borealis occurs when highly charged electrons from solar winds interact with elements in the earth's atmosphere. The colours vary according to the height above the earth's surface where the interaction takes place. Greens occur when the electrons strike atoms of oxygen up to 150 miles in altitude, and reds occur above 150 miles. When the interaction is with atoms of nitrogen, blue colours occur up to 60 miles in altitude and purples and violets above 60 miles. These reactions are constantly changing which explains the shifts and flows often described as the aurora "dancing".

The solar winds are attracted to the magnetic poles and the northern auroral zone roughly corresponds with the Arctic circle. There are times, though, when the lights stretch farther south, usually when there are a lot of sunspots. Sunspot activity follows an 11-year cycle and 2012 is widely considered to be a peak year. Additionally the month of February is usually the best for dark, starry night skies, so the opportunities to see Northern Lights should be good!



# Northern Lights 2012

## Tour Itinerary

A personally escorted tour,  
Saturday 11th to Sunday 19th February 2012.

### Saturday 11th February 2012

#### UK to Norway

We travel on scheduled flights with Scandinavian Airlines, departing from London Heathrow mid-afternoon, flying via Copenhagen to Bergen. Flights from regional UK airports connecting to Heathrow or via Copenhagen may be available, please enquire. On arrival in Bergen we transfer to the MS MIDNATSOL and sail north! (D)

### Sunday 12th February 2012

#### Torvik / Ålesund / Molde

Today we include a guided walking tour of ÅLESUND, a colourful and picturesque coastal town renowned for its Art Nouveau architecture. (B,L,D)

### Monday 13th February 2012

#### Trondheim

This morning we dock in the medieval city of TRONDHEIM which was founded by the Viking King, Olav Trygvasson in 997. Take a walk into town or join an optional tour including entry to the Nidaros Cathedral. (B,L,D)

### Tuesday 14th February 2012

#### Crossing the Arctic Circle

We cross the Arctic Circle and visit BØDO, capital of the Norland region, before sailing to the LOFOTEN ISLANDS. Here you have the opportunity of joining a typical VIKING FEAST. (B,L,D)



© Goran Freiholtz



### Friday 17th February 2012

#### The border with Russia

Our last port of call on the Voyage North is the town of KIRKENES. At longitude 30° east, you are actually further east than Istanbul and St. Petersburg! The well-policed Russian border is close by and the terrain, culture and geography of Kirkenes offer the opportunity to take part in some fabulous Arctic excursions. Husky dog sledding is very popular! (B,L,D)

### Saturday 18th February 2012

#### Hammerfest / Tromsø

Now heading south, the northbound ports visited by night are now seen by day. HAVØYSUND is an early morning stop, followed by HAMMERFEST, OKSEFJORD and SKJERVOY. We arrive back in TROMSØ for our late evening disembarkation. Despite the late hour we strongly recommend you join us at the MIDNIGHT CONCERT in Tromsø's ARCTIC CATHEDRAL, always a wonderful occasion. After this we head to our deluxe hotel, the RADISSON BLU TROMSØ for a well-earned rest. (B,L,D)

### Sunday 19th February 2012

#### Tromsø / UK

Enjoy some free time in Tromsø (which is great for shopping!) before we head to the airport for our early afternoon flight via Oslo back to London Heathrow. Once again, flight connections to regional UK airports may be available, please ask. (B)

### Wednesday 15th February 2012

#### Harstad / Tromsø

A relaxing morning on board precedes our arrival in TROMSØ, Norway's Arctic capital. The city has strong connections with polar expedition history as you'll hear during our included city walk. (B,L,D)

### Thursday 16th February 2012

#### Honningsvåg / North Cape

The town of HONNINGSVÅG is our gateway to the wonders of the NORTH CAPE which rises 300m from the ocean, and at over 71° north it puts you a mere 2,000 kilometres from the Geographical North Pole. Standing atop the North Cape plateau you'll get the eerie feeling of being at the end of the world. This evening, as we approach KJØLLEFJORD we pass a rock formation that is sacred to the SAMI people and now the site of a light show called FINNKJERKA. (B,L,D)



Ålesund © Leslie A. Kelly

TOUR MEALS:- BREAKFAST, LUNCH, DINNER

\* DENOTES THE MEAL IS SERVED IN FLIGHT.

## Optional Excursions

Complement your voyage with one or more options from a wide selection of excursions, activities and Arctic experiences. Details of some of the most popular trips are shown below. Further information is available on request and will be circulated to guests in due course. Most excursions are bookable in advance.



N-grade outside cabin, MS Midnatsol © Hurtigruten



Midnatsol Restaurant © Backpack Foto

**Trondheim: City Tour with visit to Nidaros Cathedral.** This sightseeing tour of the former capital and Norway's third largest city includes a visit to the famous Nidaros Cathedral. 2.5 hrs. £38.

**Lofoten Islands: Viking Feast.** At the Lofotr Viking Museum a Viking Chieftain and his wife invite you to participate in a traditional Feast. Experience the magic as they make sacrifices to the gods, in a bid to make the sun return! 3 hrs. £82.



**Honningsvåg: The North Cape.** Enjoy the magnificent sub-Arctic landscape as you cross the 71st parallel on your journey towards the North Cape, the northernmost point of the continent. Visit the North Cape Hall where you can see an impressive 180° panoramic film about the Finnmark region and the North Cape. 3.5 hrs. £82.



**Kjøllefjord, Kirkenes or Mehamn: Snowmobile Safaris.** Join an unforgettable snowmobile trip through snow-clad valleys and across ice-covered fjords. Three options to choose from, including a drive through the polar night! Approximately 2.25 hrs. From £124.



**Kirkenes: Snow Hotel.** A short drive through Kirkenes brings you to the Gabba Reindeer Park where the Snow Hotel is situated. A guided tour of the beautifully decorated snow suites is followed by a drink in Norway's largest ice bar and a visit to the reindeer. 2.5 hrs. £50.

**Kirkenes: Husky Adventure.** Experience the real feeling of wilderness during this adrenalin-fuelled ride! You can have a go at driving the sledge yourself, or simply sit back and enjoy the trip. You also have the option to visit the Snow Hotel or the reindeer enclosure. 2.5 hrs. £108.

**Tromsø: Midnight Concert.** There is no more beautiful way to experience the Arctic Cathedral than by attending a midnight concert. Enjoy an incredible musical experience and a perfect way to end the day. 1.25 hrs. £41.



FURLONGS

[www.furlongs.co.uk](http://www.furlongs.co.uk)

Reservations 01580 240240



# MS Midnatsol

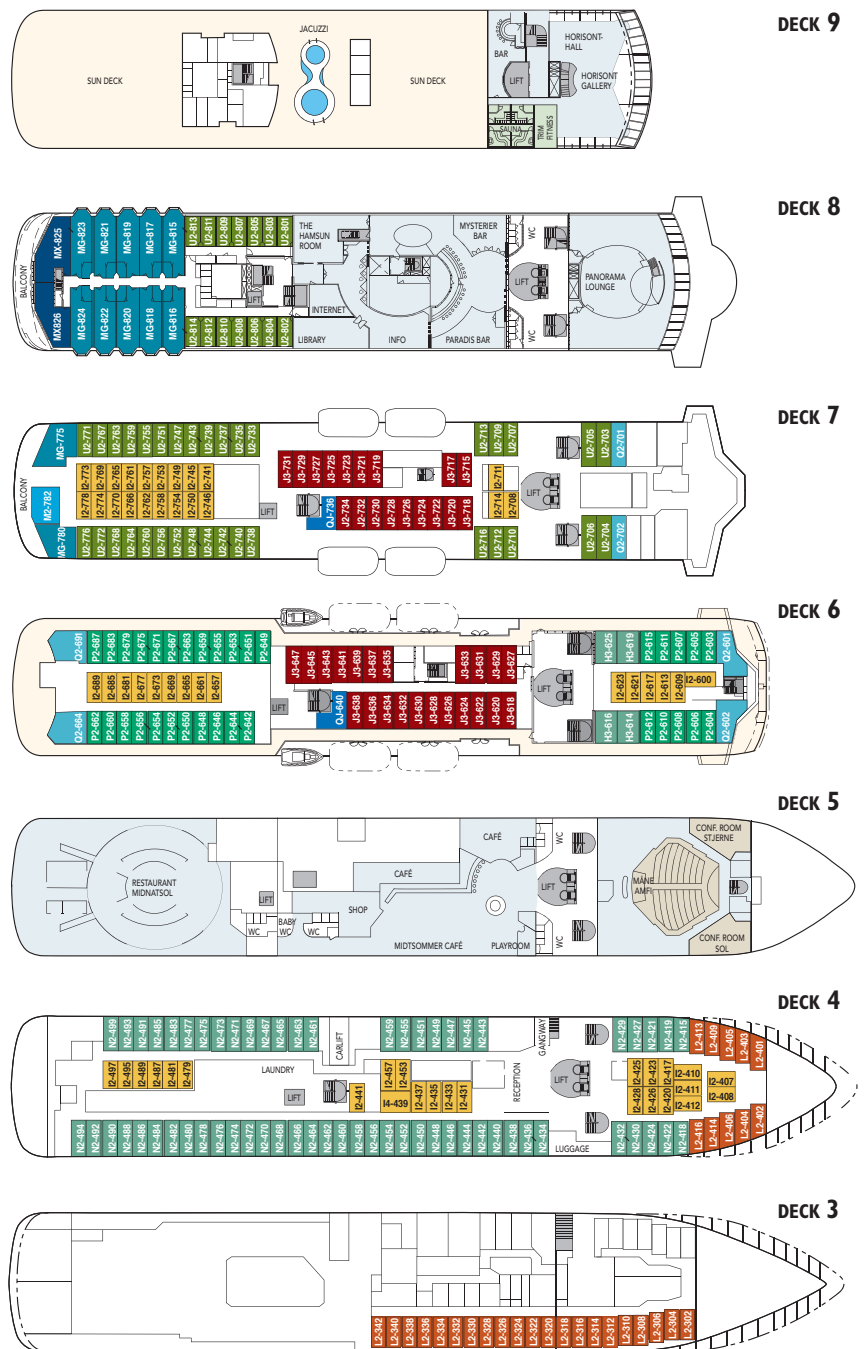
© Reto Zwick

MS MIDNATSOL is one of HURTIGRUTEN's newest ships, launched in 2003. Together with her sister ship, MS Trollfjord, the Midnatsol is among the three largest in the fleet. What characterises both ships is the spacious, two-storey panoramic lounge above the bow and the large glass expanses that allow the outside light to enter, along with extraordinary views. The ship also features a restaurant, bar, café, library, Internet lounge, lecture room, sun decks and jacuzzi.

The MIDNATSOL can comfortably accommodate nearly 650 passengers, although for Northern Lights voyages she rarely exceeds 500 guests. At over 16,000 gross tonnes the MIDNATSOL is far more stable than many smaller vessels, and yet she can sail at 15 knots and is amazingly agile which means we can call at over 30 ports, many of which are not accessible to the larger cruise ships.

Cabins all have private facilities of shower, washbasin and WC. As a general rule, outside accommodations have a picture window except L-grade cabins which have a port hole. Most cabins have twin berths, one of which can be turned into a sofa. Suites have a double bed plus a sitting area. Cabins vary in size and location, sometimes within the same grade.

Further information is available on request and online at [www.furlongs.co.uk](http://www.furlongs.co.uk).



- I** Inside, decks 4, 6, 7.
- L** Outside, decks 3, 4.
- J** Outside no view, decks 6, 7.
- N** Outside, deck 4.
- P** Outside, deck 6.
- U** Outside, decks 7, 8.
- QJ** Mini suite limited view, deck 6, 7.
- Q** Mini suite, deck 6, 7.
- M** Suite, deck 7.
- MG** Grand suite, decks 7, 8.
- MX** Owners suite, deck 8.

## What's included?

- < International economy class flight from Heathrow via Copenhagen to Bergen
- < International economy class flight from Tromsø via Oslo to Heathrow
- < 7-night coastal voyage aboard MS MIDNATSOL
- < Choice of cabin, assigned upon booking
- < Full board on ship: breakfasts, lunches and dinners
- < 1-night at the deluxe hotel RADISSON BLU, Tromsø, including buffet breakfast
- < Escorted walk in Ålesund
- < Escorted walk in Tromsø
- < Port visits as itinerary
- < Airport and ship transfers
- < Airport and prepaid air taxes
- < Port charges
- < Gratuities
- < Comprehensive tickets
- < Personally escorted from the UK



Richard and Dawn 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.

**Fitness** - Some of the shore excursions will involve walking on uneven and slippery terrain. However, it's up to you how much you do.

**Flights** - Flights included are scheduled services in economy class with Scandinavian Airlines. Connections from regional UK airports and business class upgrades may be available at extra cost, please enquire.

**Meals** - On board ship, breakfasts and lunches are buffet style and evening meals are generally a served menu with a choice. Vegetarian and special diet requirements can easily be accommodated - please ask.

**Not included** - Items of a personal nature, bar drinks, and some optional activities that may interest a limited number of people.

**Singles/Twin Shares** - Accommodations for sole occupancy are subject to applicable prices. If you are travelling alone but may consider sharing twin accommodations 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](http://www.furlongs.co.uk)

## Northern Lights Tour Prices

Tour dates: Saturday 11th to Sunday 19th February 2012

SHIP CABIN TYPE	TWIN Tour cost per person sharing twin cabin/room	SINGLE Tour cost per person sole occupancy
I-INSIDE	£1,395	£1,545
L-OUTSIDE	£1,475	£1,625
J-OUTSIDE	on request	on request
N-OUTSIDE	£1,495	£1,645
P-OUTSIDE	£1,575	£1,725
U-OUTSIDE	£1,645	£1,795
QJ-MINI SUITE	£2,375	on request
Q-MINI SUITE	£2,495	on request
M-SUITE	on request	on request
MG-GRAND SUITE	£3,395	on request
MX-OWNERS SUITE	£4,945	on request

## What our guests say

*Many, many thanks for a superb holiday "in search of the Northern Lights". Good food, pleasant company, wonderful scenery and, of course, superb organisation; what more could a traveller want? The sights and experiences will remain with us for many years to come. Ian and Lynda from Suffolk.*

*Thank you for a fantastic trip to Norway! It was brilliant, with great trips, good guides, wonderful scenery, and the Northern Lights too. As usual, you were always there to add the extra touches. Pat from Kent.*

*Thank you both for making my trip to the Arctic such a memorable holiday. It was the first foreign holiday I have had in four years where everything went like clockwork! Your organisation was, to say the least, first class and I hope very much to be able to join you again for another "adventure" in the not too distant future. Enjoy your next trip to the Frozen North - I wish I was coming with you again. Carol from Suffolk.*

Many more testimonials online.

[www.furlongs.co.uk](http://www.furlongs.co.uk)  
Reservations 01580 240240



## NORTHERN LIGHTS 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](http://www.furlongs.co.uk)  
**PAYMENT TERMS** Deposit £350 per person on booking. Balance due 90 days before departure.  
**TRAVEL INSURANCE** All guests must have their own adequate travel insurance for this trip - further details on request.

HOTEL ROOM TYPE PREFERRED: (Please tick)

TWIN BEDS     DOUBLE BED     SINGLE / SOLE OCCUPANCY     TWIN SHARE

SHIP CABIN TYPE PREFERRED: (Please tick)

I-INSIDE or  L-OUTSIDE or  J-OUTSIDE or  N-OUTSIDE or  P-OUTSIDE or  U-OUTSIDE  
 QJ-MINI SUITE or  Q-MINI SUITE or  M-SUITE or  MG-GRAND SUITE or  MX-OWNERS SUITE

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](http://www.furlongs.co.uk)

Deposit £350 per person

TOTAL £ \_\_\_\_\_

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

Telephone 01580 240240 [www.furlongs.co.uk](http://www.furlongs.co.uk) [info@furlongs.co.uk](mailto: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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](mailto: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](http://www.furlongs.co.uk)

[info@furlongs.co.uk](mailto:info@furlongs.co.uk)