

**Price** The price of your holiday includes all services as specified in your itinerary. Unless specified, it does not include: certain departure taxes, visa fees, the costs of meals and services not specified in the itinerary, expenses of a personal nature and travel insurance.

**Surcharges and exchange rates** Until full and final payment is made, the price of your holiday is subject to change due to unfavourable price changes in fuel, government or airline imposed charges or fluctuation in currency exchange rates. When your booking is confirmed we will advise you of the rate of exchange used to calculate your holiday cost. 56 days before departure we will contact you to advise you of the final balance based on the exchange rate at that time. The exchange rate can be secured at any time by making full payment. Exchange rates are calculated at a level that is 2.5% below the market rates shown on [www.xe.com](http://www.xe.com).

**Deposit and final payment** To confirm and secure your booking, we will ask that you send a deposit amounting to, at most, 30% of the total holiday cost with the booking form. The balance of the total holiday cost is due 42 days (6 weeks) before departure.

Airline booking and ticketing conditions may require that the flight component of your holiday is payable soon after or at the time of booking. This may be in addition to the deposit previously mentioned. Airline conditions often do not permit refunds or changes to bookings once tickets have been issued. In such cases, the respective airline terms and conditions will take effect over our own booking terms and conditions in respect of the flight component.

Payment can be made by cheque, bank transfer, debit card or credit card. Payment by Visa, MasterCard and American Express will incur a 1% surcharge. There is no surcharge for debit card payments.

**Cancellation by you** Cancellations must be advised in writing and the cancellation will take effect from the date we receive this written confirmation. The following cancellation charges will apply:

Prior to 56 days - loss of deposit	55-42 days - 50% of total holiday cost	41-28 days - 75% of total holiday cost
27-7 days - 90% of total holiday cost	Less than 7 days - 100% of total holiday cost	

**Your Financial Protection** All the flights and flight-inclusive holidays on this website are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: [www.atol.org.uk/ATOLCertificate](http://www.atol.org.uk/ATOLCertificate).

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

**Changes made by us** We reserve the right to alter arrangements and itineraries due to factors beyond our control or when we consider it to be in the best interest of our clients. You will be informed of any changes as soon as possible.

**Changes made by you before travel** Please advise us of any special requests at the time of booking. These may include dietary or medical requests, airline seat requests or preferred bedding configuration at your accommodation. Changes to your arrangements after booking are sometimes possible and we will endeavour to assist you with making such changes. In some cases these changes may incur additional expense. Changes to your flight arrangements will be subject to the terms and conditions of the respective airlines and in many cases, changes will not be possible or will incur additional expense.

**Changes made by you after travel** The cost of your holiday includes flights, accommodation and services as specified. Refunds cannot be given by us for any arrangements that are not used. Where appropriate we will attempt to obtain refunds from the relevant service provider.

**Travel insurance** It is a condition of booking that you take out adequate travel insurance. If you are not arranging insurance through us please provide details of your insurance provider on your booking form.

**Risk and liability** It should be understood that some tours and wilderness safaris and activities may be potentially hazardous and involve a degree of risk or discomfort. We do not accept any liability for loss, damage, injury, expense, delay or inconvenience howsoever caused. We also do not accept any liability for factors which may adversely affect your holiday which are beyond our control. This may include but not be limited to adverse weather, natural disaster, civil unrest or the service provided by and actions of airlines and land based service providers including accommodation, car hire, coach, train, ferry and sightseeing tour operators.