



SAFARI +44 (0) 1787 888 590
CONSULTANTS
SPECIALISTS IN AFRICAN SAFARI HOLIDAYS



General Information

SAFARI CONSULTANTS

Safari Consultants has specialised in designing tailor-made holidays to East and South Africa since 1983. We are a small 'hands-on' company and pride ourselves with the quality of our knowledge, personal service and expertise in designing your perfect holiday. For further information, please see our website www.safari-consultants.co.uk

We are fully bonded for your financial protection and are members of AITO, The Association of Independent Tour Operators. Established in 1976, the AITO symbol has become the hallmark of good holidays from specialist tour operators. All AITO companies are fully bonded and governed by AITO's independent dispute settlement service, which means you are in safe hands when you book with an AITO member. The common aim of AITO members is to provide an attractive alternative to mass-market holidays, combining high standards backed up with a more knowledgeable, personal and caring service. You can view the AITO charter in the following pages.

This document contains general information and advice to help you decide what you want and explains some simple precautions to help you avoid problems while on holiday. It is however not a substitute for discussing your holiday plans with us in detail. At the end of the booklet you will find our terms and conditions, a pdf booking form which you will be asked to complete if you decide to book your holiday through us. We also have an online 'Manage My Booking' system if you would prefer to do all the documentation that way.

We trust you will find the information useful and we look forward to hearing from you.



safari-consultants.com



QUALITY CHARTER



The Association of Independent Tour Operators

AITO is the Association for independent and specialist holiday companies. Our member companies, usually owner-managed, strive to create overseas holidays with high levels of professionalism and a shared concern for quality and personal service. The Association encourages the highest standards in all aspects of tour operating.

EXCLUSIVE MEMBERSHIP

AITO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.

FINANCIAL SECURITY

An AITO member is required to protect money paid by customers to the member for any holiday sold under the AITO logo. This protection applies to customers who are in the UK at the time of booking or to overseas customers who have booked directly with the member. Members have to comply with the UK Government Regulations in this respect. Members submit details of their bonding or guarantee arrangements to the Association on a regular basis.

ACCURATE BROCHURES AND WEB SITES

All members do their utmost to ensure that all their brochures and other publications, print or electronic, clearly and accurately describe the holidays and services offered.

PROFESSIONAL SERVICE AND CONTINUAL IMPROVEMENTS

All members are committed to high standards of service and believe in regular and thorough training of employees. Members continually seek to review and improve their holidays. They listen to their customers and always welcome suggestions for improving standards.

MONITORING STANDARDS

AITO endeavours to monitor quality standards regularly. All customers should receive a post-holiday questionnaire, the results of which are scrutinised by the Association.

SUSTAINABLE TOURISM

All members acknowledge the importance of AITO's Sustainable Tourism guidelines, which recognise the social, economic and environmental responsibilities of tour operating. Those demonstrating their achievements beyond the pure acceptance of this principle are recognised by the award of 2 to 5 star status.

CUSTOMER RELATIONS

All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, AITO's low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion.

Safari Consultants Company is a member of the Association of Independent Tour Operators. To contact the Association visit www.aito.com or call 020 8744 9280.



A DAY ON SAFARI

It seemed like I had only just closed my eyes when I was coerced back to the real world by Joseph carrying my wake up cup of tea. It was still dark as he tripped over the guy, I waited for the crash that never came. Recovering, he simply said 'hodi', the polite announcement of his arrival. I dragged myself up and wondered if I could make it through another day of non-stop action. Just then a robin started singing and my thoughts drifted away from tiredness

I dressed quickly, slaked down the tea, and walked down to the roaring fire. Jake and Robson, our guides, were already there, wrapped up as though they were in the arctic and sipping steaming coffee. I wore a light sweatshirt. We watched the sky pinken and the chorus of bird calls ascended to a crescendo.

The rest of the party straggled out of their tents and wandered over to the fire. After a light breakfast of cereal and toast, we set off on our first activity of the day. Driving at this time was a little chilly, but not as bad as Jake and Robson would have you believe. Soon, however, it was warming up and as we moved through the reserve, it erupted into life.

We returned to camp around ten for a full breakfast, a complete mix of the Continental, English and American varieties. Almost too full to move, a walk was suggested after breakfast, and Jake led us out on a game trail into the wilderness. Not a route march this, as we were too busy looking for those creatures usually missed when driving – birds galore, ant lion, trapdoor spiders and dung beetles. We returned to camp, before the sun reached its zenith, to be confronted by cool drinks and a lunch platter fit for a king.

As the heat rose to a shimmering mirage, I retired to my tent, contentedly reviewing the morning's events and soon lapsed into slumber. At three I awoke, saturated and numb. I tumbled into the shower and was immediately refreshed by the coolness of the water. After dressing I returned to the fire area for afternoon tea, passing up on the freshly baked banana cake.

Later we departed on another drive, this time through the riverine forest to a tranquil spot on the river where we sipped cocktails as the sun dipped below the skyline. We returned to camp under the beam of the searchlight as we eagerly looked out for the nocturnal animals of the bush. The chance for another shower to wash the dust away before dinner, announced by the drum which echoed out across the bush. A hearty meal, wine and song rounded off another day in paradise.

HEALTH

Malaria is present in some parts of all sub-Saharan countries. Even if you are not staying in an affected area you may pass through one. We strongly advise that you take anti-malaria prophylactics. Certain types of prophylactic can have serious side effects. If you have not taken malaria tablets before it may be worth discussing this with your doctor, who may be able to prescribe alternatives. Do follow the instructions about taking them before you depart, while you are away and after you return. Insect repellent should be used in the evenings and exposed limbs covered up. We recommend that you take with you whatever works best for stomach upsets, which can be caused by sudden changes of diet and climate. Please consult your doctor about any other necessary inoculations. These vary from time to time, but, when this brochure was published, immunisation against typhoid, yellow fever, tetanus, hepatitis, and rabies was recommended by MASTA for visitors to all East and Southern African countries.

Do remember that immigration requirements in some countries may necessitate having formal vaccination or inoculation certificates, particularly for yellow fever. It is worth taking a record of any immunisation you have had in case you need medical treatment while you are on holiday. Some inoculations and vaccinations have to be given in multiple doses over a period of time so please ensure that you allow sufficient time for this before you leave. Immunisations can be obtained by contacting your local GP or at Medical Advisory Service for Travellers Abroad (MASTA) Travel Clinics. At the time of publication there were fifty one or so of these around the UK. Go to www.masta-travel-health.com to find out which is the most convenient for you. Alternatively you may prefer to contact The Fleet Street Clinic (www.fleetstreetclinic.com) Tel: 0207 353 5678.

Information is also available from the automated Travellers Healthline Advisory Service of The Hospital of Tropical Diseases 020 7950 7799 (the code required for East Africa is 55, for southern Africa 73, and for Seychelles/Indian Ocean islands 32). Their website is www.thehtd.org



Please remember that the sun is potentially very dangerous. A good sun hat (and spare), high factor skin protection cream, sunburn lotion and good quality sunglasses are important for your health as well as comfort.

Look after your binoculars well. Using binoculars which have been knocked out of alignment, even if only slightly, can cause headaches, giddiness and nausea. Please also read what is said about medical and health insurance in our Terms and Conditions.

SAFETY

It is obviously unwise to put temptation in the way of those who are amongst the world's most poverty stricken. To some locals what glistens probably is gold especially if worn by a foreigner. Our advice, for your personal safety as well as that of your belongings, is to leave valuable jewellery and watches in a safe place in your home country and not to take them on holiday. The same is true of expensive looking costume jewellery. Money and cameras need to be covered or hidden when visiting urban areas and crowded markets. Leaving unguarded cameras, binoculars and other valuables on beaches or in vehicles, open or closed, is simply inviting trouble and tends to get an unsympathetic response from insurers. Similarly your hosts at lodges, camps, hotels and guest houses etc. will thank you for not leaving temptation in the way of their staff whether in your tent or room or around the campfire. Africa has more than their share of urban deprivation and would-be urban explorers should take advice before venturing off the beaten track in many cities.

Safari activities are potentially hazardous by their nature. Some, such as white water rafting and balloon safaris, may even be classified (rightly or wrongly) as "hazardous activities" by life assurance companies seeking to avoid policy liability. Other activities, such as game drives and walking safaris, are less hazardous but still not risk free. In the bush, complete risk elimination is impossible even for the best and most experienced safari operators. The level of risk with which you feel comfortable is entirely a matter for you! For some, the experience of sleeping with nothing between them and the night sky and the surrounding bush, pales into insignificance the risk of insect bites and nocturnal visits of the feline kind! On the other hand we occasionally hear operators' tales of holiday makers who love, or have been sold, the idea of a safari holiday but, who on arrival, find the proximity of wildlife and the night sounds of the bush so alarming that they ask for a night watchman in their tent or bungalow and are unable to sleep. To be candid, such holiday makers should not have been sold a safari holiday in the first place. Everyone has a different level of risk which they find acceptable or enjoyable on holiday. Whatever yours may be, it is important that we know. Constant anxiety will mar a holiday as surely as boredom. Fortunately countries and their safari industries are sufficiently varied to be able to provide the vast majority of clients with holidays at risk levels with which they individually feel entirely happy.

Your safety in the bush is partly in your own hands in any event. We select our safari operators for their skill and experience and it is important that you listen to what they say and follow their instructions. Although it may seem extremely obvious, a little caution and circumspection will go a long way to avoid injury or mishap. Misplaced bravado is often responsible for holiday accidents abroad, whether in the bush, on the beach or elsewhere.

COMFORT & STANDARDS

Safari holidays are available at all grades of comfort, from the most luxurious to the most basic. In discussion with you we will help you pick the level which suits you and your budget best. However the more remote or mobile your safari, the less luxurious it is likely to be. In any case, Western standards of reliability and efficiency are sometimes hard to achieve in Africa because of poor roads and communications, lower technological standards and the vagaries and extremes of climate, not to mention cultural differences. Spare parts and other necessities can be hard or impossible to obtain in some countries for many reasons, including hard currency shortages, although recent liberalisation of currency restrictions has eased this problem considerably. You will certainly enjoy your safari more if you can put up with the occasional punctured tyre with a sense of humour. In such circumstances you will not, except in an emergency, be asked to assist, but an offer of help if you feel able or inclined to give it, will undoubtedly improve relations with your hosts, whether it is accepted or not.

Similarly, although safari operators are generally incredibly adept at providing ice and cold drinks in the remotest places, the ability to forego such pleasures with a good grace on the rare occasions when something has gone wrong will stand you in good stead. Washing and sanitation arrangements on safari have improved significantly in recent years. Most lodges and permanent camps now feature en suite facilities and these are now common even in tented or seasonal camps. However do not expect the



standard of sophistication or comfort you would find in a European hotel. In tented camps you may well find that hot water is available on demand but not instantly out of a tap. For obvious reasons, where en suite facilities are not provided, washing facilities, showers and toilets may be shared and located a short distance from your hut or tent. Do not assume, particularly in tented accommodation, that water used for washing is fit to drink or for brushing your teeth. Shower water may well come direct and untreated from a nearby river, stream or lake. You will usually find flasks or jugs of drinking water in your accommodation. Your itinerary will describe the type of accommodation, its location, main features and degree of comfort in more detail.

COMMUNICATIONS

Telecommunications do not compare favourably to those in Europe or North America. Land-line telephones are much less reliable and direct dialling is unavailable in some parts. The use of mobile phones is increasing throughout our destinations and you may wish to check with your provider if a service is available from the country you are visiting. We would bring to your attention that the use of mobile phones may cause offence to other travellers, and if you are intending to use one, please be courteous to others. Some lodges have already banned the use of phones within their operational jurisdiction. Our advice would be that you are going on holiday so have one and keep your phone turned off when you're around other travellers!

Emergency Contacts

We suggest that you use our office as an emergency contact while you are away in Africa. In areas where there is no mobile communication, links can be poor and it will be easier for us, and less frustrating, to get messages through to you than it will be for your relatives, friends or colleagues. We can be contacted:

During office hours: 01787 888590
After office hours: 07831 556164
Email: info@safariconsultantuk.com
Facsimile: 01787 888599

Our final documentation will always give you the local contact details relating to each aspect of your safari. Remember there are time differences between the UK and our destinations.

MONEY & CURRENCY

What your holiday price includes will be specified in detail in your itinerary. How much money you take with you is obviously a matter of personal choice and will depend on the kind of holiday you book. The more remote your safari the less likely you are to be within range of a bank, bureau de change, hotel or lodge willing to accept or change travellers' cheques; although probably you will have correspondingly less need to do so. Hard currency cash, particularly US Dollars and UK Sterling, are the easiest to change and the most likely to be accepted in lieu of local currency. One obviously needs to take more care of cash than travellers' cheques. Most safari countries still have drastic shortages of hard currency at a national level and, until recently, most had draconian foreign exchange restrictions. Some countries have a very small limit on the amount of local currency one can export. This is one reason why UK banks are usually unable to supply African currencies. You may therefore find it convenient to travel with some low denomination notes to use when you arrive, before you have acquired any local currency. Hard currency usually makes a more acceptable gratuity where it is legally allowed to be held by local people. Some countries require airport departure taxes and similar levies to be paid in hard currency, usually US dollars or UK sterling, and may not offer change in those currencies. It is well worth ensuring that you have the exact denomination notes ready for this purpose. Mostly however, such taxes are now included within the price of your air ticket.

AIR TRAVEL

We do not use international charter flights. For outward and homeward travel to and from Africa we use scheduled flights on major airlines. Your itinerary will specify the kind of outbound and/or homeward flights on which you are booked. Wherever possible we try to book non-stop flights (i.e. flights on which the same aircraft carries you from departure to destination without intermediate touch-downs or changing aircraft). Whether or not we can do so depends on where you go and when you want to travel. The alternatives are direct flights with intermediate touch-downs (i.e. you travel on the same aircraft from departure to destination but will land at intermediate airports at which you may or may not be able or obliged to leave the aircraft temporarily) or indirect flights (i.e. you travel on more than one aircraft changing at one or more stopovers en route).



We have no control over the airlines whose flights we use so we cannot guarantee that your flights will proceed as booked. Airlines sometimes introduce intermediate touchdowns or even stopovers at short notice which were not advertised at the time we booked your flight. Unfortunately it is not unknown for internal flights in Africa to be prone to this and on occasions to re-routing or cancellation as well. Similarly, events such as mechanical faults, strikes, adverse weather, air traffic control delays and passengers checking in but not boarding can all delay your flight. Force majeure events of these kinds are outside our control. We do not have representatives at airports. We will obviously do what we can to help by telephone but it is in your own interests to take up difficulties and complaints with the relevant airline's airport staff yourself. However, while you are on holiday, your itinerary will most often provide for you to be met by your next hosts or their representative, on arrival on an internal flight. Similarly you will often be delivered to an airport or airfield for an onward flight by someone from the hotel, lodge or camp at which you have just been staying. Whilst they are not obliged to assist you with air travel difficulties, you will usually find them knowledgeable and helpful. Unless you are travelling on full fare first or business/club class tickets, it is usually impossible to transfer your booking to another flight without paying the additional fare unless the airline is responsible for your inability to travel on the booked flight.

Wherever possible we use special fare prices to hold down the cost of your holiday and this imposes extra limitations on your ability to change your itinerary once you have booked. Due to the inability of airlines to run seating requests properly, we do not book or guarantee any seat numbers (British Airways offer their customers the chance to pay for advance seating - see their website for details). In our experience seat reservation is unreliable; depending as it does on the airline using the expected type or configuration of aircraft and adhering to the request. Seat reservation is more reliable on outward flights than it is on homeward flights. You are more likely to get the seat you reserved if you check in well in advance. An early check-in will give everyone more time to sort out a problem if there is one and will help you avoid flight overbooking problems which can occur even with reputable airlines. All airlines now operate flights on which no smoking is permitted at all.

We do use light aircraft charter flights in some itineraries. In some places they are the only feasible way of getting to certain destinations without unduly protracted and uncomfortable ground transport over very poor roads. These can provide remarkable game viewing opportunities and a genuinely bird's eye view of the terrain. If you have not flown in a light aircraft before you should be ready for a journey which is both more noisy and turbulent than scheduled air travel, particularly if you are flying in the middle of the day or early afternoon in the local hot season. Please note that light aircraft (used as scheduled flights or as charters/air transfers) do not have toilet facilities. Baggage allowances are specified in our general country information but you should be aware that internal domestic flights and light aircraft charter flights will have lower baggage allowances than those applicable to your international flights, typically only 10-15kgs. On light aircraft charters, where both weight and space are at a premium, you may well not have the option to take excess baggage on payment of an extra charge. You may also be required to declare your personal weight.

Our country guides and itineraries give as much information about airport departure taxes as we reasonably can. However these are subject to change from time to time, often without notice. As mentioned previously, we mostly include international airport departure taxes in the price of our holidays, although Malawi still requires these to be paid in cash on departure.

GROUND TRAVEL

Your ground travel arrangements will be specified in your itinerary. It is not always possible for us to identify in advance exactly what kind of vehicle will be used. In general the vehicles used by ground transfer operators in relatively developed areas (e.g. from airport to hotel) will be VW Caravelle minibuses or similar vehicles. In remoter areas, particularly where you are being met by a safari operator, you are more likely to travel in a Landrover or Toyota Landcruiser. Game drives will almost invariably be by 4x4 Landrover or Landcruiser. In East Africa, park regulations require vehicles operating in parks and reserves to be closed (i.e. to have sides and a roof), although increasingly these are beginning to 'open up' more. 'Closed' vehicles usually have roof hatches. In southern Africa the regulations are different and your game vehicle is more likely to be open sided and to have a canvass awning to provide shade. We are not aware of any evidence to show that open game vehicles are less safe than closed vehicles. Travel in open vehicles may on occasions be more windy and dusty, but, in our experience, they offer better viewing opportunities.

In general game vehicles do not offer the levels of luxury and comfort of modern motor cars, but, given the terrain in which they have to operate, this is not to be expected. Where river or lake transport or game



viewing is part of your safari or available, our itineraries describe the kind of boats used or available but for operational reasons availability and type of boat may change. Canoes and mekoro (dugouts) and white-water rafts are described in more detail in relevant itineraries. Where rail transport is involved the type of accommodation and degree of comfort are specified in the itinerary.

IMMIGRATION FORMALITIES, PASSPORTS ETC.

You will need a valid full passport to visit all of the countries in which we operate. Most countries require visitors to have passports expiring at least six months after your expected return date. Even if they do not you are advised to ensure that your passport expires well after you expect to return to allow for unforeseen delays. We advise you to take a photocopy of the relevant pages of your passports to ease the difficulties caused when they are lost or stolen. Depending on your nationality you may also need entry visas for some countries. Under our booking conditions it is your responsibility to see that you have all the necessary immigration documentation as well as any necessary immunisation certificates. Information regarding visa requirements is covered in our specific country information which you will receive when you book. All children of UK Citizenship require their own passport to travel abroad (if they are already on an adult passport this does not apply until that passport is amended or expires). Please allow enough time for renewal of passports or obtaining visas before you are due to depart. Especially in (northern) summer months the UK passport office is under considerable pressure and you should make allowances for this. Embassies and consulates may well take a week and sometimes a lot longer to issue visas and will usually require your passport for the purpose.

FOREIGN OFFICE ADVICE

The Foreign and Commonwealth Office issues travel advice notices periodically. For up-to-date information from the FCO, register on their website for the service which updates you by email whenever a change is made to the advice on the country you're visiting. Website: <https://www.gov.uk/foreign-travel-advice>

UK DEPARTURE INFORMATION

London Heathrow/Gatwick Airports

Most airlines we use offer an 'online check-in service' for their long-haul flights to Africa, usually up to 24 hours in advance of travel. However, you will still need to check-in your bags at the airport and in light of the current British Government's airport and airline security arrangements, we recommend that passengers should be at the airport to effect this process (or check-in if you do not do it online) approximately three hours prior to the departure of the flight (for flights going through Europe, 90 minutes should be sufficient).

Please note that there are strict regulations regarding the carriage of sharp objects and liquids in hand baggage. Our final documentation will give you the most up-to-date information. Try to avoid carrying electrical items, such as razors, hairdryers, travelling irons, etc.

Long-term Parking

The following companies offer long term parking facilities (both covered and uncovered) at Heathrow and Gatwick. Some companies offer to take your car from you on your arrival at your departure terminal and return it when you arrive back from holiday; a terminal to terminal service. Bookings can be made through our office or direct with the companies concerned. Please contact us for further information.

Heathrow/Manchester:

Purple Parking - (020 8813 8130 or www.purpleparking.com): Prices from around £5.50 per day (maximum payment 15 days, but starts again after 23 days)

Meteor Meet & Greet - (01293 590693 or www.meteormeetandgreet.com): Check prices direct with them.

BCP - (0800 3160169 or www.parkbcp.co.uk): Check prices direct with them.

Gatwick/Stansted:

Meteor Meet & Greet - (01293 590693 or www.meteormeetandgreet.com): Check prices direct with them.

BCP - (0800 3160169 or www.parkbcp.co.uk): Check prices direct with them. Long-stay car parks can also be used; shuttle buses service the terminals.

Heathrow-Gatwick Coach Links:

National Express offer a 24 hour a day, seven day a week service between all terminals at both airports. Frequency is every ten to fifteen minutes. National Express also operate a service between Heathrow,



Gatwick and Stansted (Gatwick to Stansted is via Heathrow), and to other airports around the UK. For further information, telephone 08717 818 178 or visit their website: www.nationalexpress.com

INSURANCE

It is part of our booking conditions that you take out a comprehensive travel insurance to cover all eventualities on your holiday. Few travel insurance policies, however, have high cover on personal baggage, cameras, watches, binoculars, etc. You should ensure that any such items are comprehensively covered by your own general household insurance policy. Please see our booking conditions for further information.

EXPENSIVE PERSONAL ITEMS

Jewellery is not a necessary item for a safari and we would strongly suggest you do not take expensive jewellery with you. Travel insurance seldom covers individual items for their specific value and jewellery can easily be mislaid, lost, stolen or damaged. We strongly recommend that if you do not wish to leave jewellery at home while you are away, you store all items in a safety deposit box.

CRIME

Crime occurs throughout the world, and Africa is no exception. Most large cities and towns have a high crime rate, the result of high unemployment. Media hype can suggest that the situation is out of hand, but this is often exaggerated. We do suggest that you use your common sense when travelling in any country, just as you would elsewhere in the world. Violent crime is not generally targeted towards tourists, but petty crime is, so be very careful of pick-pockets etc. who are particularly active in large towns and cities. When walking through town centres and shopping malls, beware if a local approaches you as a 'friend' for a 'hand shake' - he is usually accompanied by another who will approach you from behind for a bag snatch or pick pocket. We advise you to use the hotel safe where possible, and only carry with you small amounts of money and credit cards (which can be stopped) when in public places, preferably using a money belt. Avoid flashy jewellery, cameras, and other items which may bring attention to yourself.

Nairobi, Mombasa, Dar es Salaam, Johannesburg, Cape Town, Harare, and Lusaka city centres should be avoided if at all possible, and never visited after dark. If staying in, or visiting, Zanzibar Stone Town, be extra vigilant as the maze of narrow roads and alleyways do provide local gangs with ample escape opportunities. Recently, there have been a few instances of violent crime in the rural safari areas of Kenya. These incidental cases, whilst making headline news, are very rare. Try not to 'stick out' as a tourist and never resist an attack as this could result in more severe violence.

SAFARI CLOTHING

Extremes of temperature are sometimes encountered in Africa and it is wise to bear this in mind when packing. However, most people tend to take more clothes than they will ever use; laundry service is available, so leave behind those unnecessary extra clothes. Tough, lightweight, loose-fitting cotton clothing is best (preferably with a small amount of polyester, as 100% cotton garments tend to shrink when they are not washed according to label instructions). Shirts and jackets with plenty of pockets are very practical. For religious reasons, many lodge and camp staff will not wash ladies' underclothes so you may wish to take a small packet of hand-washing detergent. Preferred colours for approaching game (especially when walking) are green, grey, brown or khaki - no brightly coloured clothes, hats or headbands please! If you are solely undertaking a vehicle-based safari, correctly coloured clothing is not as important. Please note that camouflage clothing is not recommended and is illegal in many African countries. With proper safari clothing often difficult to find in Britain, we suggest you look in government surplus clothing stores. Mail order clothing (more fashionable than practical) and other travel accessories are also available from SafariGear, Tel: 02921 252 922 or www.safarigear.biz and from the Nomad Travel Store (see page 9 under General Health and Accessories). In the USA, try L.L. Bean (www.llbean.com).

If you are going to the coast after your safari, it is a good idea to pack your safari and beach clothes in separate bags; city hotels or our representatives will usually look after your main luggage while you are off on safari. Some hotels and restaurants require formal dress, or at least a jacket and tie, in the evening. The following clothing list is intended as a guide only and it really represents the absolute maximum of clothes that you would want to take. Please remember that you may be travelling on light aircraft with severe weight restrictions - most safari lodges will offer a laundry service. Bags should be of the soft 'hold-all' variety - not hard suitcases.



Gentlemen

1 sun hat with brim
 1 pair sunglasses
 1 pair swimming trunks
 2 pairs short trousers
 1 or 2 pairs long trousers
 2 T-shirts/sweatshirts
 3 bush shirts (1 long-sleeved)
 1 woollen pullover/sweatshirt
 underwear and socks
 1 wind and rain proof jacket
 1 pair strong walking shoes
 1 pair 'flip flops'/shower clogs or
 1 pair tennis shoes/trainers/sandals

Optional

1 lightweight city/safari suit or jacket, tie and
 slacks
 1 bathrobe/dressing gown

Ladies

1 sun hat with brim/headscarf
 1 pair sunglasses
 1 swimming costume
 2 pairs short trousers/culottes
 1 or 2 pairs long trousers
 2 T-shirts/sweatshirts
 3 bush shirts (1 long-sleeved)
 1 woollen pullover/sweatshirt
 underwear and socks
 1 wind and rain proof jacket
 1 pair strong walking shoes
 1 pair 'flip flops'/shower clogs or
 1 pair tennis shoes/trainers/sandals

Optional

1 or 2 dresses/skirts for the city
 1 bathrobe/dressing gown

Other articles

Cotton gloves (to protect sunburnt hands); wrap-around cotton sarong or kikoi; folding plastic 'Pacamac'-type raincoat; flashlight/torch (fluorescent-tube flashlights are excellent, as is a head-torch); personal toilet articles (wet shaving kit is preferable); any special medications; suntan oil/cream and sunblock; lip balm; hand/body cream (low humidity and dust can really dry out your skin); antimalarial tablets; insect repellent and antihistamine; Q-tips/cotton buds; spare sunglasses; eye drops; surgical-type mask (if you are allergic to dust); spare shoelaces; a couple of reading books; small, soft holdall for safari clothes; plastic bags (to protect cameras from dust or to keep wet clothes in). Further advice is available on request.

ADVICE ON VIEWING WILDLIFE AND PHOTOGRAPHY

Binoculars are one of the most important aspects of going on safari, and we suggest that all members of your party carry their own pair. We recommend 7x50, 8x30/40 or, for the steady hand, 10x42/50. When purchasing a pair of binoculars, be sure to handle them and see if they fit your hands comfortably, and are easy to focus. It is a good idea to ask the shop assistant if you can try the pair outside to make a better judgement on the power and quality of light. Our advice would be to spend as much as you possibly can on any purchase - you really do get what you pay for! Cameras are also part of the holiday and the following tips might be useful. Some people buy a new camera to take on safari: if you do so, give yourself some time to learn how it works before you leave as you could make some serious mistakes if you're learning how the camera works only when you get there.

Unless you have photographed animals and birds in Africa before, it is worth doing a few rehearsals before you arrive in the bush. Go back to basics and try to duplicate safari conditions. Shoot a few pictures out of a car window in the early mornings and evenings, especially when the vehicle is 'rocking'. Practice panoramic shots and locations with light reflecting from a body of water. Look at the results closely, and remember that the 'excitement' factor is not present. Use the early mornings and late afternoons for the most effective lighting; the best time for seeing wildlife. You need quick reactions and must be prepared to compose and shoot upon presentation of the subject, since few animals stand still for long. After taking 10 shots of animals walking/running away, stop! Wait for the right moment, but not too long. As a basic rule, when your vehicle is approaching an animal you may wish to photograph, prepare your camera and be ready to shoot before you arrive at the spot. In general, you will need to take the picture within a count of three, before the animal moves off.

If you are purchasing brand new equipment to take with you, please ensure you carry the proper receipts as they may be asked for by Customs (some people have even been asked by Customs for deposit payments, refunded when you leave the country with the equipment). Motion-picture equipment requires full documentation.

When it comes to equipment, if you take your photography seriously, have two camera bodies with different lenses attached. It also means that if one of your camera bodies fails for any reason you will



have a back-up (it is not unknown for digital cameras to seize up suddenly for no apparent reason - switching it off and taking out the battery often solves the problem, but animals seldom stay on one place long enough to give you time to do this while you are sitting in a vehicle).

Telephoto lenses are vital for good wildlife photos. For serious photographers and bird photography, your telephoto lens should be at least 400mm, though 300mm is usually good enough for more general shots. It is possible to attach a two-times convertor to a 200 or 300mm lens but these tend to reduce the speed of the lens by at least 2 stops which can make shooting in low light very difficult. Using a long telephoto lens often means that you will need to support it as it is difficult to hold one steady. Bean bags to rest on the side of a vehicle can sometimes be provided in camp, but can also be bought very cheaply (or you can make one yourself even more cheaply with some strong material and polystyrene balls). A monopod (which can be packed inside your baggage) with a detachable head can be really useful and flexible and well worth the investment (tripods tend to be bulky to carry and can be awkward to setup or move around inside a vehicle). A standard 50mm lens and a wide-angle (e.g. 28mm) are ideal for in camp shots and panoramas. Use 1A skylight filters to protect your lenses.

Take a flash unit, battery charger, lead and spare batteries (at least three in total, one in the camera, one spare in the field, and one charging back in camp!). Lodges are helpful in charging batteries but this can often only be done during the day when the camp generator is switched on. This is when you will be out on game drives so to be safe you need three batteries to make sure you're never without power.

It's also worth remembering to take the camera manual with you. You're likely to be using your camera a lot more intensively than usual or find that you need to use some different settings you don't often use at home and we can seldom remember how to change some settings we use infrequently without the manual.

Bring sufficient memory cards with you to take hundreds of shots. When you consider the cost of your safari, memory cards are cheap (and continue to get cheaper) so it pays to take plenty with you. They are light and take up very little space. You can take a laptop with you to download your photos as you go along but memory cards are so cheap it really isn't worthwhile carrying an expensive (and often heavy) laptop with you. If you carry your memory cards in a case (which is a good idea and you can get cases for 4 cards very cheaply) one helpful tip is to place the used cards the other way up in the case when you take them out of the camera. If you do this you will know which cards you have used and you're never in danger of writing over shots you have already taken. Many photographers prefer to take cards no larger than 2 or 4GB rather than some of the bigger ones now available just in case a card fails so too many shots aren't lost.

Dust is the enemy of the photographer and safaris are often dusty. Make sure you take a lens-cleaning cloth with you and a blower (remember that compressed air cylinders may not be allowed on aircraft) so you can clean your camera and lenses every day (a useful task for the period between the morning and afternoon games drives). Unless it's absolutely essential never change your lens when you're on a vehicle as you're in danger of dust getting into the camera and/or the vehicle may move suddenly when you're hands are full and you're least able to take care of your equipment. When you're travelling along dust often blows up from the tracks into the vehicle: try using a pillowcase (of a suitable colour – not white) to protect your camera and lens as you go along because a pillowcase can be removed quickly and silently unlike the bespoke camera and lens covers which often have Velcro fastenings which disturb the animals when released.

Make full use of the ISO settings which most cameras let you change. When the light is less harsh in the early mornings and late afternoons (which is often great for photography) there often isn't enough light to shoot at the usual 100 or 200 ISO - but most modern digital cameras will let you shoot at remarkably high ISOs without much digital "noise". Remember to keep an eye on the settings you're using: if you were shooting at a very high ISO in very low light at the end of an evening game drive you certainly won't want to be using the same settings when you start off the next morning. Somehow when you get back to camp on an evening after an exciting drive it's not the first thing on your mind. A famous photographer always gives the advice to "check the zeros" (i.e. make sure everything is reset to your normal settings) every morning. It's also important to keep an eye on your settings as you go along: cameras now have a whole host of dials and switches which can inadvertently be moved as you bounce along in the back of a vehicle and you can find a number of your settings have accidentally changed. When it's a particularly exciting or unexpected sighting and you're concentrating on focus and composition, you can sometimes forget aperture and shutter speed.



Most safari photographers tend to shoot using the aperture-priority mode on their camera so that they can control the depth of field. If this is your choice and you're using a telephoto lens the golden rule is to try and ensure that the shutter speed never falls too low for the aperture you are using. For a hand-held shot if you're using a lens at a focal length of 200mm the shutter speed ideally shouldn't fall below 1/200; for 500mm it shouldn't fall below 1/500 etc. If you have a lens with Image Stabilisation (Canon) or Vibration Reduction (Nikon) you have more flexibility. In low light if your lens isn't particularly fast and you can't reduce the aperture further to keep an appropriate shutter speed don't forget you can increase the ISO and continue shooting.

The two key points for success in taking pictures on safari is to take lots and to focus on the eyes of the animal or bird. For this reason it's often best to set your camera to a particular focus point or a limited number of points rather than using a fully automatic focus setting. Animals are often in the bush and unless you're careful you will find that the camera often automatically focuses on a branch or on some grass rather than the animal itself. You need to be ready at all times to be quick and take a shot without much preparation as animals seldom stand still to wait until you have taken a photo. You never know what might be behind the next corner or tree so be ready. The best shots are usually of animals looking at you (focus on the eyes!) or coming towards you: once an animal moves away it's usually best to stop shooting, although one of the back end of an elephant can make an amusing shot. If your camera lets you, always shoot RAW. The files are bigger but memory is cheap and you have much more flexibility in dealing with your photos when you get home: many mistakes can be rectified and adjustments made from a RAW file which can't from a JPEG. When photographing dark-skinned Africans, compensate for the meter reading by opening 1 F stop (e.g. from f5.6 to f8), or use strong front lighting or fill-in flash.

When photographing locals be discreet. Ask permission (but you may then have to pay) or ensure you are not seen. Don't take photos of police, soldiers, officials, military establishments, airports or the national flag, without first finding out if this is acceptable.

When photographing standing up from the height of a four-wheel drive vehicle, some pictures have a 'looked down upon' quality, a frequent fault in game photography. Shooting at window level will give a more realistic eye-level perspective.

If you are serious about your photography, you should be escorted by a professional safari guide who is also a photographer, or a safari guide who at the very least understands the requirements of wildlife photography. The trading of ideas and the guide's sensitivity to setting up shots will be of immeasurable help in getting the best possible photographs.

GUIDE BOOKS

Although most good safari companies will have guide books available in vehicles, they are generally used by everyone. It is therefore worthwhile to consider taking your own guide books, particularly if you have special interests in animals, birds, Lepidoptera, botany, etc. We do stock a small selection of guide books for East and Southern Africa and would be pleased to offer advice on what is best for your holiday. Please call us on 01787 888590.

GENERAL HEALTH AND ACCESSORIES

For general accessories and health tips, try contacting the Nomad Traveller's Store & Medical Centre for their latest catalogue containing a good selection of medical kits, insect repellents etc. They also have an immunisation clinic and offer a free and comprehensive advice service for anyone calling at their store. Within the catalogue you will find a medical questionnaire form, on receipt of which they will be pleased to send you the latest suggested requirements for the areas you are visiting.

The Nomad Traveller's Store and Medical Centre:

3 - 4 Wellington Terrace,
Turnpike Lane, LONDON N8 0PX
Tel: 020 8889 7014
E-mail: sales@nomadtravel.co.uk
Website: www.nomadtravel.co.uk



Terms & Conditions

Booking & Acceptance

To make a booking: Please complete the required sections of either our online Manage My Booking section or a paper version of our booking form and sign it. The signatory (including that online) must be from a party member and he or she will be deemed to be the authorised agent of the other party members and agrees to the booking conditions on behalf of all party members. If you are using the paper version, each member of the party should also complete a passenger information form (copies are available from us) detailing all special requirements and any pre-existing health conditions. Send the completed booking form and information forms by post or fax. We receive the online MMB records automatically. The deposit is also due at this time and can be made by debit/credit card, cheque, or directly into our account.

Please note that the conditions vary slightly dependent on whether you book a '*package*' or '*other holiday arrangements*'. A package is a combination of transport and accommodation booked at the same time and for which full payment is made to us. Anything else, including accommodation and transport booked at separate times and not at an inclusive price, constitutes '*other holiday arrangements*' which we make for you as a booking agent for the supplier of accommodation or transport in question. Your contract in these circumstances will be with the relevant supplier.

If we cannot accept your booking we will notify you and return your deposit to you. Your booking becomes definite and a binding contract will come into existence when we issue a written confirmation. These booking conditions together with either the itinerary prepared for you or the literature description of the holiday and the information contained on our website and in our brochure form the terms of that contract. It will be governed by English law and English courts are to have exclusive jurisdiction.

If the special requirements section of the booking form is not completed we shall assume that the relevant party members have no special requirements. Compliance with special requirements will not form part of the contract unless we accept responsibility in writing. If we do not, we will still do our best to notify the relevant airlines, lodges, safari operators etc. of any special requirements included but cannot guarantee that they will be catered for.

All written correspondence and other communications will be sent to whoever signed the booking form at their address given in it unless he or she instructs us to send it somewhere else. If you book through a travel agent we will communicate with that agent instead.

Deposits & Other Payments

If you book more than eight weeks before your departure date the deposit, which must accompany your completed booking form, is 40% of the full holiday price unless the next paragraph applies. If you book less than eight weeks before your departure date payment of the full holiday price is required when you book. If you book more than eight weeks before the departure date the balance of the full holiday price is due eight weeks before departure. If some members of your party depart on different dates the relevant date, for all purposes connected with these booking conditions, is the earliest departure date.

It is sometimes necessary to make different arrangements about deposits and balance payments. For example, if your flight requires immediate payment of the full flight cost. If this is so we will say so in writing and agree these with you before accepting your booking.

We will issue a confirmation on receipt of the money.

If you do not pay the balance of the holiday price in full when due we reserve the right to treat this as a cancellation by you and the Cancellation By You clause will apply if we do so. However we will not exercise this right without telling you before we do so.



On certain rare occasions it is necessary for us to quote prices of all or part of some holidays in US dollars or other non-sterling currencies. Payment must be made in the currency or currencies stipulated in your itinerary.

Payments may be made by bank transfer, cheque or by debit/credit card. A non-refundable surcharge of 2.5% is payable on all balance payments made by credit card. There is no surcharge applicable to deposit payments or any type of payment made by bank transfer, cheque or debit card.

Insurance

As a condition of booking your travel arrangements with us, you are required to purchase comprehensive travel insurance at the time the deposit is paid. This policy must cover as a minimum pre and post departure cancellation and delay, including for force majeure reasons (as defined in the Force Majeure clause below) and cover for the entire duration of your trip including 24 hour emergency medical cover with a repatriation service. If you intend to undertake activities or excursions during your holiday and these are not covered by your standard policy, please ensure that you purchase additional cover for these.

Please disclose any relevant information including pre-existing injury or condition to the insurer at the time of purchase of your policy. We cannot be held responsible or liable in any way for customers who fail to take out comprehensive travel insurance. Please note that insurance provided by credit card companies and banks often has limited cover. Please check at the time of booking that the cover provided by such a policy complies with this condition.

Brochure and Website Accuracy

We make every effort to ensure that the information contained in our brochure and on our website is as accurate as possible, and whilst correct at the time of publication, it may be subject to alteration. If we receive prior notification of alterations to any accommodation, services or facilities we will inform you as soon as reasonably possible. It should be noted that destination information is for guidance purposes only and that the photographs printed in the brochure and on the website are used to give an impression of the accommodation and services offered.

We reserve the right to change any of the prices, services or other particulars contained in our brochure and on our website at any time before we enter into a contract with you. If there is any change, we will notify you before we enter into a contract with you. Should any of these details change after making your booking you will be advised of the changes. Should you decide to subsequently cancel the booking, you may do so in accordance with the Cancellation By You clause below.

Alterations By You

If you wish to change the arrangements after you have booked we will do our best to assist you if you let us know in writing at least 42 days before the departure date. However we cannot guarantee that we will be able to make satisfactory alternative arrangements. We reserve the right to charge an alteration fee of £40 per party member in addition to any other costs and expenses incurred by us in making or trying to make alternative arrangements. Airlines may treat a change to a booking as a cancellation and charge a 100% cancellation fee (e.g. a flight booked with an incorrect passport name). If a new flight is required, this may be at a higher cost to the original flight. These fees, costs and expenses will be payable whether or not we succeed in making suitable alternative arrangements. If we do succeed we will send you a revised itinerary and booking confirmation, which will replace all previous itineraries and confirmations.

Cancellation By You

Cancellations by you must be in writing. We advise you to make them by Recorded Delivery but we will accept fax cancellations if they are received by us, signed by whoever signed the booking form and clearly and unambiguously indicate what is being cancelled. They will be effective on the day we get them.



Except where your holiday arrangements include exclusive use of facilities the following cancellation charges will apply:

Date notice received	Cancellation charge	
	(% of full price)	
75 or more days before departure	40	%
51 to 74 days before departure	80	%
50 or less days before departure	100	%

These cancellation charges are applicable to cancellation by each individual party member but we reserve the right to treat cancellation by one or more but not all party members as an alteration by the remaining party members. The remaining party members will be jointly and severally liable for any additional single supplements or other similar charges as a result of cancellation by some but not all party members.

If your arrangements include exclusive use of a camp, lodge or safari operation then the above cancellation charges only apply if all party members cancel. The price per person for exclusive arrangements is calculated by reference to the number of people in your party and so different cancellation charges may apply if some but not all members wish to cancel exclusive arrangements. In these circumstances we will tell you in writing what cancellation charges will apply to cancellation by some but not all party members before accepting your booking and agree these with you.

If you are prevented from taking your holiday for reasons outside your control (e.g. illness, death of a close relative, jury service or employer's requirements) you may transfer your booking to someone else but only if you give us reasonable prior notice. The transferee must be a suitable person to participate in the booked arrangements. We reserve the right to charge you any additional costs and expenses incurred by us in effecting such a transfer together with an administration charge of £40 per party member transferred. Both the transferor and the transferee will be jointly and severally liable for all outstanding payments due under the contract including payments due under this condition.

Please note that if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to claim these charges from your insurer.

Alterations By Us

"Packages"

We take great care over the descriptions, information and prices given on our website, brochures and tailor-made itineraries. Where changes (including price alterations) occur, we reserve the right to alter your holiday but will do our best to tell you before you send us a completed booking form. We will tell you if we become aware of any reason why a change has to be made before accepting your booking and issuing a booking confirmation.

We make every effort to ensure that, once your booking has been accepted, your holiday proceeds as booked. However if we cannot avoid changing the booked arrangements we reserve the right to do so. .

Any change we make to your holiday will be either major or minor. A major change includes a change of UK departure airport (not including between airports in London), a change of flight time by more than 12 hours, or a change to a lower category of accommodation. Any other change, for example a change in airline or car rental company, will be classed as a minor change. If there is a minor change, we will do our best to notify you of this, but we are not under any obligation to do so or to pay you compensation. If there is a major change, we will advise you as soon as is reasonably possible. You will then have the choice of accepting the change, taking an alternative holiday (and where this is of a lower price, we will refund the difference, but where it is of a higher price, you must pay the difference), or withdrawing from the contract and accepting a full refund of all monies paid, excluding any amendment charges. In addition, in appropriate cases (on the assumption that the full balance has been paid) we will pay you compensation which is reasonable given the circumstances in question. Compensation will not be considered appropriate, for example, in cases where a major change has to be made as a result of force majeure as



defined in the Force Majeure clause below or underbooking (if the minimum number of bookings required to run a holiday or part of a holiday is not met.)

"Other holiday arrangements"

In the unlikely event that the relevant supplier has to make any change to other holiday arrangements, we will try to tell you before you go, although the relevant supplier is not obliged to do so, nor are we obliged to compensate you.

Cancellation By Us

"Packages"

Naturally we will do our best to ensure that we are not obliged to cancel the arrangements after we have issued a booking confirmation. However we reserve the right to do so. If we are, we will use every effort to offer you other arrangements which match the previously booked ones as closely as possible. You may choose to accept or reject them. You must inform us of your decision as soon as possible.

If you decide to accept the substitute arrangements then any increased price due from you will be payable as specified in the Deposits and Other Payments clause. If the price of the substitute arrangements is less than that of the previous arrangements we will make the appropriate refund as soon as possible or take account of the reduction in calculating any outstanding balance still due.

If you decide to reject the substitute arrangements we will refund all sums paid by you up till then (excluding alteration fees and credit card surcharges) as soon as possible. We will also, if appropriate, pay you reasonable compensation, unless the cancellation is due to Force Majeure as defined in the Force Majeure clause below.

We offer some holiday arrangements the availability of which is dependent on us achieving a minimum number of participants booking in addition to you. Where applicable, this is clearly indicated on our website and in our brochures and itineraries, which state the minimum and maximum number of participants and the date by which the required number of bookings must have been made. We will notify you either as soon as the required number has been reached or, as soon as possible after the relevant date, if the required number of bookings has not been achieved. In the latter case we reserve the right to cancel your booking and will refund as soon as possible all sums paid by you up till then. No compensation is payable by us for cancellations made because a minimum number of participants is required but not achieved.

"Other holiday arrangements"

In the unlikely event that a relevant supplier cancels your holiday, we will endeavour to seek a refund from them but are under no obligation to do so nor pay you any compensation.

Post-departure Changes/Alterations

"Packages"

Naturally we do all we can to ensure that the arrangements booked proceed smoothly after departure. However if for some extraordinary reason we have to alter a significant proportion of the booked arrangements after you depart, we will do our best to make suitable alternative arrangements to enable you to continue your holiday at no extra cost to you. We will inform you of these as soon as we can. If you accept the alternative arrangements we will, if appropriate, pay you reasonable compensation for the difference (if any) between the booked arrangements and the alternative arrangements actually supplied. Compensation will not be considered appropriate, for example, in cases where a major change has to be made as a result of force majeure as defined in the Force Majeure clause below or underbooking.

If either we find ourselves unable to make such arrangements or you reject them for good reasons we will arrange for you to be transported by equivalent means back to your departure point or to some other place agreed between us and, if appropriate, pay you reasonable compensation.



"Other holiday arrangements"

In a relevant supplier significantly changes your holiday post departure, we will endeavour to ensure that the relevant supplier makes suitable alternative arrangements but are under no obligation to do so.

Prices

"Packages"

The price quoted for your holiday and/or travel arrangements on our website, our brochure or the tailor-made itinerary is fixed once we issue a booking confirmation. They will not be increased after that except to allow for increases in:

- transportation costs, including the cost of fuel,
- dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, including variations in VAT and other general taxes, or
- the exchange rates applied to the arrangements booked by you.

We will absorb any price increases attributable to the above factors up to a maximum increase equal to 2% of the total holiday price. If increases in the price of these factors increase the cost to us of your holiday by more than 2% we reserve the right to charge you the amount of such increase less that first 2%.

If we do decide we have to increase the cost of your holiday we will notify you in writing as soon as reasonably practical and identify in detail which element of your holiday price has increased, by how much and what the resulting price increase of your holiday is. We will also send you a fresh booking confirmation and a supplementary invoice.

However we will not exercise this right less than 30 days before your departure date. We will not make additional administration or other charges of our own for dealing with any increase in the price of your holiday. Further, if any price increase passed on by us to you would increase the cost of your holiday to you by more than 10%, you will have the option of accepting a change to another holiday (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 cancel your holiday with a full refund of all money paid to us except for any amendment and credit card charges. Should you decide to cancel because of this you must exercise your right to do so within 14 days of the date of the invoice. Please note that travel arrangements for your holiday are not always purchased in local currency and some apparent changes have no impact on the price of your travel. If you want to avoid the risk of price increases under this condition and you pay the full holiday price within 7 days after we send you (or your travel agent) the booking confirmation then the price of your holiday will be absolutely fixed and we will not exercise our rights under this condition.

"Other holiday arrangements"

The suppliers of other arrangements may impose surcharges and these will be passed on to you in full.

Our Liability

"Packages"

We accept liability to you, in accordance with Regulation 15 of the Package Travel, Package Holidays and Package Tours Regulations 1992, for the proper performance of our obligations under the contract. These are to provide you with the holiday you booked, in accordance with the description on our website, our brochure or tailor-made itinerary and the contract, and to do so with reasonable skill and care. Our statutory liability applies irrespective of whether such obligations are to be performed by us or by other suppliers of services. You must show that reasonable skill and care has not been used if you wish to make a claim. Standards, including hygiene and health and safety, vary according to destination and sometimes these are lower than those in the UK. The services will be deemed to be provided with reasonable skill and care if they comply with any applicable local regulations or if there are no applicable local regulation, to any applicable local standards and practices.



Our liability is subject to exceptions which are set out in the Regulations. In summary, these apply where the failure to perform the contract or improper performance is due neither to our fault nor to that of any one supplying services to us but is due or attributable to:

- a. you,
- b. unforeseeable or unavoidable failures attributable to unconnected third parties,
- c. Force Majeure, or
- d. events which neither we nor our suppliers could, even with all due care, foresee.

If you suffer any difficulties in the circumstances outlined in paragraphs c and d we will do our best to assist within reasonable limits. However in doing so we shall not be obliged to pay money to you or any third party, but we will not charge you for our assistance.

Our liability to pay you compensation for damage arising from non-performance or improper performance of the contract is limited in accordance with applicable or relevant international conventions. These include, but are not limited to, the Warsaw, Geneva, Berne, Athens and Paris Conventions.

In addition, our maximum liability to pay you compensation for damage (other than personal injury or death) is limited to:

- refund of the total holiday price (excluding alteration fees or credit card surcharges) in respect of diminution of the value of the holiday,
- £96 per day per party member (in respect of loss of enjoyment etc.), and
- any special damages (e.g. out of pocket expenses) awarded by the court or by the mediator under the AITO independent dispute settlement service.

Any sums received by you from suppliers will be deducted from any sum paid to you by way of compensation from us. Where a flight ticket is downgraded or a flight cancelled, delayed, or boarding is denied by any carrier in circumstances which would entitle you to compensation under the Denied Boarding Regulations 2004, then you are obliged to claim the appropriate sums pursuant to those Regulations from the carrier. Any sums received by you in this respect constitute the full amount of your entitlement to compensation for all matters flowing from the carrier's actions.

Other than as set out above and elsewhere in these booking conditions, we have no liability to you whatsoever for any loss, damage, personal injury or death which you suffer arising directly or indirectly from any aspect of your holiday.

"Other holiday arrangements"

Because we only act as a booking agent we have no liability whatsoever for any aspect of the arrangements and, in particular, have no liability for any death, personal injury or loss of whatever nature you may suffer.

Airlines and other suppliers

Airlines, railways, coach and shipping companies and other suppliers have their own booking conditions or conditions of carriage, and you will be bound by these as far as the relevant transport provider or supplier is concerned. Some of these conditions may limit or exclude liability on the part of the relevant transport provider or other supplier, and may also exclude our liability to you. They are often also subject to various international conventions. Where there is a conflict between our suppliers' conditions and our conditions, the suppliers' conditions will take precedence unless any clause is invalid or unenforceable in which case our conditions will take precedence. Where relevant, copies of such conditions may be available for inspection at our offices, or at the offices of the relevant supplier.



Flight delays

Inbound and outbound flight times are provided by airlines and are subject to change because of such matters as air traffic control restrictions, adverse weather conditions and technical and mechanical problems. Flight timings are therefore estimates only and cannot be guaranteed. We will not be liable if a flight is delayed. In the event of a delay, airlines generally provide such refreshments, meals and accommodation as they deem appropriate. In addition, you may be entitled to claim under your travel insurance policy.

Where a flight ticket is downgraded or a flight cancelled, delayed, or boarding is denied by any carrier in circumstances which would entitle you to compensation under the Denied Boarding Regulations 2004, then you are obliged to claim the appropriate sums pursuant to those Regulations from the carrier. Any sums received by you in this respect constitute the full amount of your entitlement to compensation for all matters flowing from the carrier's actions.

Excursions

If you book an excursion in resort, the contract for the provision of the excursion will be between you and the supplier of the excursion and not between you and us. We have no liability whatsoever for anything which may go wrong on the excursion.

Weather

We cannot guarantee that the weather conditions will be suitable for outdoor activities or excursions and we shall not be held responsible for any loss, delay or costs whatsoever connected with adverse weather conditions.

Acceptance of risk

There may be an element of personal risk attached to the holiday and the activities that you have booked. In accepting these conditions, you consent to these risks. If you suffer from any pre-existing injuries that may affect your ability to undertake an activity, please consult your doctor and notify your insurers before you travel.

Complaints

If you are unhappy with any aspect of your holiday while you are away you must address your complaint to management of the relevant safari operator, lodge, hotel or travel operator immediately, and to us by fax, telephone or email at the earliest possible opportunity. Please insist that the relevant safari operator or other supplier communicates your complaint to us if you cannot make contact direct. If your arrangements include provision by us of an accompanying group leader or local guide please address your concerns to him or her too as soon as possible.

If you have a complaint about a scheduled airline, we will act as a liaison between you and the airline. If you wish to make a claim against the airline, you must contact the airline direct.

If the problem is not resolved to your satisfaction by the time you return please let us have full written details within 30 days after you return. Failure by you to complain promptly while on holiday and/or within the 30 day limit may prejudice your legal rights.

If you have a dispute which you are unable to resolve, you may call upon the low-cost AITO Independent Dispute Settlement Service (details on request). Claims which exceed £2,500 per person or £10,000 per booking form or claims which apply principally or exclusively in respect of (or as a consequence of) illness or physical injury are not admissible for settlement under the service.

Your Responsibilities

General information about immigration and health matters relevant to British citizens visiting the countries in which we operate is set out in our travel information which is kept up to date. Please ensure that all party members read this carefully. We will do our best to notify you of any changes of which we become aware.



However it is your responsibility to ensure that you check the requirements applicable to you before you depart, that you comply with them and to ensure that all necessary passports and visas etc. do not expire until well after you expect to return. We do not accept liability if you fail to do these things.

It is your responsibility to check in for flights at the correct time and to be in the right place at the right time for ground travel arrangements etc. We do not accept liability if you fail to do so. No credits or refunds will be given for lost or mislaid air tickets or other travel documents.

It is a condition of your contract with us that you act with reasonable prudence and circumspection whilst on holiday and that you comply with all the health and safety requirements of guides and safari operators etc.

You may be required to sign liability waivers or other documentation by some suppliers prior to undertaking their services.

Reservations

For some sought-after safari holidays it is wise to reserve places well in advance, often before we are able to quote you a firm price. This is particularly so where the reservation is made more than 12 months in advance. We will request a non - refundable reservation fee in these circumstances. Our contract with you only takes effect when the booking is confirmed in accordance with the Booking and Acceptance clause.

Bookings made through a travel agent

If you book through an agent, any money that the agent accepts from you is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times but subject to the agent's obligation to pay this to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted by the agent, will be held by the agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

Financial Protection

The air holidays and flights in our brochure and on our website are ATOL Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 3783. For further information, visit the ATOL website at www.atol.org.uk.

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.



In addition, as a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT Limited), we have provided a bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992. The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for Safari Consultants Ltd., and in the event of their insolvency, protection is provided for the following:

1. non-flight packages commencing in and returning to the UK;
2. non-flight packages commencing and returning to a country other than the UK; and
3. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK.

1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Safari Consultants Ltd.

We also have an International Air Travel Association licence (IATA).

Our bonded Air Travel Organiser's Licence and bonded membership of ABTOT provide security for your money paid to us and for your repatriation in the unlikely event of our insolvency.

Force Majeure

Force majeure is unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could foresee or avoid, even after taking all reasonable care. Examples of this include, but are not limited to, war or threat of war, riots, civil strife, terrorist activity or the threat of terrorist activity, biological warfare, industrial disputes, mechanical failure, natural or nuclear disaster, volcanic eruption, illness and disease (for example Swine Flu, Avian Flu or SARS), fire or adverse weather conditions, airport closure, level of water in rivers, changes in Foreign Office advice on suitability of travel to a destination or other similar events beyond our control. Unless where otherwise stated in these conditions, we will not pay compensation, cover any loss or accept responsibility if we have to change or cancel your booking for force majeure reasons. Please ensure that you have comprehensive travel insurance as per the Insurance clause above to cover these events.

Safari Information Form/Manage My Booking

We have a Safari Information Form which needs to be completed by every person going on safari. The form is incorporated into our Manage My Booking section so if you have completed that in full, you need not do anything further. The forms have been designed for you to provide as much information as you can about your interests, preferences, emergency contacts etc. Fully completing every part of the form will enable us to let our colleagues in Africa know something about you. This will ensure the safari is conducted with your own requirements in mind.

If you do not have access to a computer, you will be sent a hard copy in the mail to complete.

Data Protection

In order for us to process your booking, we ask for personal information about all members of your party including but not limited to your names, dates of birth, passport details, address and contact information, dietary requirements, health issues or special needs, personal travel insurance information etc. The person signing the booking form is responsible for ensuring that all members of the party are aware of our conditions and this privacy policy.

We will use the information given to effect all reservations, and we may disclose the information to our service providers to ensure that your holiday can proceed as smoothly as possible. In the case of air travel, it may be mandatory for us to disclose 'Advanced Passenger Information' for security and anti-terrorism purposes and any other purpose imposed on us by governments or airlines. The information may be disclosed to providers outside the UK/EEA, and you should be aware that controls of personal data protection may not be as strong as they are here.



Some of the information, such as medical conditions, may be classified as 'sensitive personal data' under the Data Protection Act 1998. Having this information will help us cater for your needs, and if disclosed is done so on condition that we have your positive consent. If you do not agree to our disclosing this information, we cannot take your booking.

In regard to credit card details, we will only use them to process a payment or payments authorised by you and we will then destroy all such details.

We will retain your contact details in our files so that we may send you information about our services in the future. If you do not wish to receive such information in the future, please let us know. We will not however, pass any information onto any person not responsible for part of your travel arrangements.

Parties to The Contract

In these booking conditions the words "we", "us" and "our" refer to Safari Consultants Limited which is the organiser of your holiday. Safari Consultants Limited's offices are at Africa House, 2 Cornard Mills, Mill Tye, Great Cornard, Suffolk CO10 0GW.

It is a limited company which is registered under the Companies Acts with registration number 209 4642 and its registered office address is the same as above.

Our telephone number is 01787 888590, and our fax number is 01787 888599. Similarly, the words "you" and "your" refer to the people whose names are given as party members on the completed booking form we receive including the person signing it and to anyone to whom a transfer is made.



Africa House, 2 Cornard Mills, Mill Tye, Great Cornard, Suffolk CO10 0GW
Telephone: 01787 888590 Facsimile: 01787 888599
ATOL 3783 AITO 1091 IATA

[illegible]

ADDRESS..... TEL: Home..... Business.....
EMAIL.....

DESTINATION	ACCOMMODATION REQUIRED	twin	double	single	triple
DATE OF DEPARTURE	DURATION OF HOLIDAY	HOLIDAY TITLE/NO			

DATE _____ SIGNATURE _____

I enclose payment of £ OR I hereby authorise you to debit £ from my VISA / MASTERCARD / AMEX / SWITCH
(address of credit card should be the same as given above, please advise if different)

CARD NUMBER which expires on being the deposit required for the holiday booked above security code (3 digits unless AMEX)

