

## Designer Holiday

### ***Blow the Budget Tanzania Safari & Beach EA1004***

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It doesn't get much better than this! A superb safari itinerary taking in the best of northern Tanzania from Tarangire to the Ngorongoro to the Serengeti. Track the Big five in diverse habitats with amazing guides. At the end of each day relax in the luxurious surroundings of stunning hand-picked lodges. Top it all off with a week on Zanzibar's golden beaches on one of the Island's best hotels. You'll blow the budget but you'll remember this one forever.



## Itinerary

### Days

- 1 *Check in at London Heathrow Terminal 5 for your British Airways flight BA47 departing 19h20 to Dar es Salaam. **Please note that international flights are not included in the price.** We can however provide a quote.*
- 2 Arrive into Dar es Salaam at 07h00. Here you will connect to your early morning Coastal Aviation flight to Arusha departing at 09h00. On arrival into Arusha airport at 11h00, you will be met by a private driver / guide from Kearsley Safaris who will transfer you to **Tarangire Treetops**, near Tarangire National Park where you stay for two nights in a tree house including all meals, some drinks and all safari activities. In the afternoon you will go on an afternoon game drive in Tarangire National Park.

### Tarangire National Park

Tarangire is the least visited of the Northern Circuit National Parks, and its thick grasses and characteristic giant baobab trees imbue it with a wild feel. The park is most spectacular during the dry season months of July to October, when enormous herds of elephant, buffalo and zebra, as well as greater kudu, leopard, lion and giraffe are attracted to the permanent waters of the Tarangire River.



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info@imagineafrica.co.uk

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## Days

- 3** Full days game viewing in Tarangire National Park. The bush immediately surrounding Tarangire Treetops is outside the national park boundary, which allows the lodge to offer guided game walks and night-time game drives.

### Tarangire Treetops

Tarangire Treetops on the eastern border outside the national park has 12 unique tree houses built on wooden decks around the trunks of enormous baobab trees. Apart from their unique position, each tree house has everything you would expect of a luxury safari lodge – big double bed, crisp white linen, double shower and a private balcony offering superb views of Tarangire’s wild bush. The reception area and dining room are set around an inviting swimming pool, whilst the lounge and small library provide sociable areas to gather for a few drinks before dinner.



### What past clients say ....

*"Wonderful! Huge rooms, welcoming staff, excellent food. We will hopefully visit again soon."* – Mr & Mrs Tindley travelled in June 2010

*"Luxury in the heart of the bush. Every detail has been thought of and taken care of. Staff that truly cared about guests. We loved it!"* – Mr & Mrs Grant travelled in September 2009

*"Loved being in the tree house. Seeing the stars at night through the screening is breathtaking. Food was excellent and staff were equally impressive."* – Mr & Mrs Barton travelled in July 2010.



**#1** of 13 lodges in Tarangire National Park



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## Days

- 4** After breakfast and a morning game drive you will be transferred by road to Ngorongoro Crater where you will spend the following two nights at **Ngorongoro Crater Lodge** in a standard room with all meals, drinks and laundry and 1 crater visit included.

### **Ngorongoro Crater**

Popularly known as the eighth wonder of the world, the remarkable Ngorongoro Crater is the largest intact crater in the world. Measuring 16 kilometres in diameter and enclosed in walls over 600 metres high – it surrounds a spectacular wildlife hotspot of over 25,000 large mammals. Hemmed in by forested walls, the crater floor has a combination of soda lakes, acacia forests, lush marshes and dry savannah. These diverse habitats support the full cast of east Africa's brilliant animal and bird life: lions, cheetah, hippo, buffalo, leopard, ostrich and elephants to name but a few.



- 5** After breakfast you descend into the Ngorongoro Crater at first light (this is when the game viewing is at its best), and spend a half day game viewing in the crater, with a packed lunch. In the afternoon you can take part in some of the scheduled activities on offer at the lodge including guided walks along the crater rim, and visits to local Masai communities living nearby.

### **Ngorongoro Crater Lodge**

Ngorongoro Crater Lodge is one of the most unique safari lodges. Striking décor, think 'Masai meets Versailles', includes rich African ornaments, grand chandeliers, gilt mirrors and leather furniture – all surrounded by large floor to ceiling windows overlooking the crater. All the suites have breathtaking views of the crater from a private deck and each has a fireplace, en suite bathroom and exclusive butler service.





### What past clients say ....

*"What can I say? Best view on earth perhaps. Loved my bath with rose petals all around it!"* – Mr & Mrs Hemming travelled in June 2010

*"Shinning star of the entire trip!! Butler was fantastic, as all the staff, food excellent, views were out of this world!!!!"* – Mr & Mrs Hiam travelled in August 2010

*"Excellent all round"* – Mr & Mrs Buglass travelled in October 2009

### Day 6

This morning you will be transferred to the Manyara airstrip in time for your flight to the northern Serengeti National Park departing at 13h05. Upon arrival at 14h50 into Lobo airstrip you will be met by a guide from **Migration Camp** who will transfer you to the camp where you stay for the following two nights including all meals, drinking water, bar drinks, selected wines, laundry and two game drives per day or full day game drive with resident camp guides.

### Serengeti National Park

A vast expanse of flat savannah grasses stretching from horizon to horizon - broken only by an occasional gnarled acacia and rocky kopje - the Serengeti has some of the highest wildlife concentrations in the whole of Africa. Year round it is one of the best places to see the "big five"; elephant, rhino, lion, leopard and buffalo. And during the great migration it is also home to over a million migrating wildebeest and zebra - one of the most scintillating wildlife spectacles on the planet.



## Days

- 7 Full day on safari in northern Serengeti.

### Migration Camp

Migration Camp is located in the 'northern corridor' of the Serengeti - on the main wildebeest migration route between the Serengeti and the Masai Mara. The camp consists of 20 extremely luxurious tented rooms located amongst the granite outcrops that surround the lodge. Each has a 45 sq. metre polished timber floor and is furnished with huge beds, leather armchairs, tasteful decor and an en-suite bathroom. The main lodge, which is impressively positioned on the side of a rocky kopje (hill), has sweeping views of the undulating Serengeti hills. There is also a freshwater swimming pool. Wildlife movement around Migration Camp is at its greatest between July and November when the herds of wildebeest pass through the area - bringing with them all the big predators, especially lion, leopard and cheetah.



### What past clients say ....

*"The best of all - what a beautiful camp, wonderful service, breathtaking views and fantastic game viewing in a very diverse setting. Simply fantastic."* – Mr & Mrs Cannon travelled in December 2009

*"Amazing and wonderful place. All staff really make you feel welcome."* – Mr & Mrs Pollard travelled in March 2010

*"Friendly staff. Brenda and Viktor went out of their way to make guests feel welcome and comfortable."* – Mr & Mrs Wenzel travelled in July 2010.

- 8 After breakfast you will be transferred to the Lobo airstrip for the Coastal Aviation flight to Zanzibar departing at 10h35. Arrive into Zanzibar at 13h45 where you will be met by our representative who will transfer you to **The Palms** where you will stay for six nights in a villa including all meals, soft drinks, mineral water, beer, house wines and a selection of in house spirits.



### Zanzibar Coast

Zanzibar's immaculate beaches are one of the island's principal attractions. Perfect for an idyllic romantic retreat or a relaxing family holiday.



### Days

**9-13** Full days relaxing at The Palms. Relax by the swimming pool or with a massage at the spa. If you fancy being a little more active, the Palms can arrange for you to visit nearby facilities including a fitness centre, floodlit tennis court, marine activities centre with windsurfing and snorkelling as well as a scuba diving centre.

### The Palms

The Palms offers perhaps the most luxurious accommodation on the island. Consisting of just six private villas it fuses the facilities and luxury of a five star hotel with the personal service you would expect from a small boutique beach lodge. Each villa includes a spacious veranda, a plunge pool and a private beach hut metres from the ocean.



### What past clients say ....

*"Wonderful stay with friendly staff. We loved our beach banda and it was super relaxing."* – Mr & Mrs Powell travelled in January 2010

*"Wonderful. Food excellent and all staff great."* – Mr & Mrs Wasdell travelled in April 2010

*"By far and away the most relaxing and romantic experience."* – Mr & Mrs Bell travelled in June 2010.



## Days

- 14** After a relaxing morning you are transferred to Stone Town where you will stay the following night at the Zanzibar Serena Inn in a standard room including breakfast.

### Stone Town

Stone Town is the capital of Zanzibar and has been attracting travellers for centuries, the first over a thousand years ago. Successive settlement by the Persians, Portuguese, the Sultan of Oman and the British have all left their mark on the character of the town and its people.

### Zanzibar Serena Inn

This is the only five star hotel in Stone Town and occupies prime sea-front location. The 52 air-conditioned rooms have sea views and all mod cons, whilst maintaining a distinct Zanzibari character. Excellent facilities include a good sized swimming pool.



- 15** Early this morning you will be transferred to Zanzibar airport where you will check in for your scheduled flight to Dar es Salaam. *On arrival at Dar es Salaam you board the British Airways morning flight departing to London Heathrow at 08h45. Arrive 16h40 into London Heathrow. **Please note that these flights are not included in the price.** We can however provide a quote.*



## Summary of accommodation information:

Days	Property & Location	Board basis
1	***Travel day***	
2	Tarangire Treetops, Tarangire National Park	FB + all drinks + GVA + PF
3	Tarangire Treetops, Tarangire National Park	FB + all drinks + GVA + PF
4	Ngorongoro Crater Lodge	FB + all drinks + GVA + PF
5	Ngorongoro Crater Lodge	FB + all drinks + GVA + PF
6	Migration Camp, Serengeti	FB + all drinks + GVA + PF
7	Migration Camp, Serengeti	FB + all drinks + GVA + PF
8	The Palms, Zanzibar Beach	FB + all drinks
9	The Palms, Zanzibar Beach	FB + all drinks
10	The Palms, Zanzibar Beach	FB + all drinks
11	The Palms, Zanzibar Beach	FB + all drinks
12	The Palms, Zanzibar Beach	FB + all drinks
13	The Palms, Zanzibar Beach	FB + all drinks
14	Zanzibar Serena Inn, Stone Town	BB
15	***Travel day***	

Key: BB = Bed & Breakfast, HB = Half Board, FB = Full Board, GVA = Game Viewing Activities, PF = Park Fees



### ***"Specialist knowledge at no more than the cost of booking direct"***

- Tap into 55 years of African expertise at no extra cost
- Take advantage of reduced rates passed on from our overseas partners.
- We will match a like for like quote



Should you choose to book with us, your financial security is assured through our Air Travel Organisers Licence, (ATOL 6607). This licence is issued by the Civil Aviation Authority. You can check our ATOL number at the following website; [www.atol.org.uk](http://www.atol.org.uk)



Imagine Africa is a member of ATTA, the African Travel and Tourism Association. As well as ensuring good business practices, we get regular updates on travel advice for visitors to all our countries. [www.atta.co.uk](http://www.atta.co.uk)



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## Prices & dates

**Prices** include all domestic flights, pre-paid air taxes, accommodation, transfers by road and light aircraft, meals and activities as per above itinerary and are based on two people sharing.

Departing on any day between	Land only (pp)	Approx flight (pp)*	Total (pp)*
1 to 30 Sep 2010	£7,213	£686	£7,899
1 to 31 Oct 2010	£6,726	£686	£7,412
1 to 10 Nov 2010	£6,008	£686	£6,694
11 Nov to 16 Dec 2010	£5,683	£686	£6,369
17 to 24 Dec 2010	£7,675	£1,054	£8,729
25 Dec to 7 Jan 2011	£7,675	£686	£8,361
8 Jan to 28 Feb 2011	£7,213	£686	£7,899
1 to 15 Mar 2011	£6,212	£686	£6,898
16 to 31 Mar 2011	£5,722	£686	£6,408
1 Apr to 31 May 2011	£5,426	£686	£6,112
1 to 15 June 2011	£6,325	£686	£7,011
16 to 30 June 2011	£6,525	£686	£7,211
1 July to 31 Aug 2011	£7,407	£686	£8,093

Please contact us on 020 7622 5114 for prices after 31 Aug 2011

*All prices based on current availability and exchange rates (August 2010). If your travel dates are across two time bands. Please contact us for a price. \* The prices here for economy class international flights will change depending on how far in advance you book. When you book, please let us know if you would like an up to date quote for your flights. You can choose to book your flights with an alternative provider if you prefer.*

### Not included in the "Land only" price

- International flights\* (see above)
- Meals not mentioned in the itinerary
- Travel Insurance
- Local Airport departure taxes payable locally
- Visas
- Tips for guides and camp staff
- Items of a personal nature
- Activities not mentioned in the itinerary
- Drinks not mentioned in the itinerary

### Travel Insurance

We do not sell travel insurance directly to our clients, but have designed a travel insurance policy with our travel insurance partner Travel and General [www.travel-general.com](http://www.travel-general.com) specifically to cover all aspects of a holiday booked through us. If you do require travel insurance let us know and Travel and General will contact you directly regarding your travel insurance requirements.

### Visa requirements

Country	Visa required by	Average Cost	Notes
Tanzania	British / USA passport holders	US \$50 single entry	Must be paid in USD cash.

**Important note:** Imagine Africa is proud to provide a comprehensive and transparent travel service to all our clients. [We ensure the prices quoted here are no more than if you chose to book directly with any of the lodges or suppliers themselves.](#) Our consultants have exceptional knowledge and first hand experience travelling throughout Africa. This means you get impartial advice from someone who has actually been there and done it – all at no extra cost to yourself AND your monies are protected by our ATOL bond.



## How to book

Once you have looked over the details outlined above and would like to proceed, there is an easy booking process. It is important to note that bookings are subject to availability at time of confirmation.

### **Step One – complete the booking form either online, by email or post**

Once you complete your booking form, we will immediately proceed with securing accommodation and travel arrangements. Should accommodation or services no longer be available, we will always do our best to find a suitable alternative and advise you of any savings or additional costs that will be incurred before proceeding.

### **Step Two – pay a deposit**

A deposit of £350 per person is required to confirm your booking. This can be paid by debit or credit card with no additional service charge incurred. If your holiday is booked within 10 weeks, full payment is required at the time of booking.

### **Step Three – finalisation of itinerary**

Once your consultant has confirmed all arrangements regarding your itinerary, a copy of your invoice will be emailed to you.

### **Step Four – balance payment**

The balance of your holiday payment is required 10 weeks prior to departure. This can be paid by debit card or by credit card (note that credit cards attract a 1% surcharge, and American Express – a 2.5% charge). Cheques or electronic bank transfers are also accepted, we can email you our bank details on request.

### **Step Five – travel pack**

Two to three weeks prior to departure, you will receive a comprehensive travel pack containing your detailed itinerary, tickets and vouchers for services.



## BOOKING FORM

(return your completed form to [info@imagineafrica.co.uk](mailto:info@imagineafrica.co.uk)  
or Imagine Africa, 16 Bromells Road, London SW4 0BG)

### TRIP DETAILS

**TRIP NAME & REFERENCE\*** - see the pdf or web pages relating to your trip

**DATE OF TRIP\***

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**PASSENGER DETAILS** (NB: This must be as per passport at time of travel)

**Full name** - full first names and surname

**Date of Birth**

Lead passenger\*

2

3

4

5

6

**OTHER REQUIREMENTS** - please use this space to let us know about any dietary, medical or other requirements for your trip including room preferences (eg twin or double)

**FLIGHTS** - as flight prices constantly change, none of our prices include flights. However we are able to book these for you. If you would like us to provide a quote, please let us know here. You are more than welcome to book flights with a different provider if you prefer.

UK Airport

Class

### LEAD PASSENGER DETAILS

#### ADDRESS

Address

City/Town

Postcode

Country

**DAYTIME NO.\***

**MOBILE NO.**

**EMAIL \***

### PAYMENT

To confirm your booking, we will take a non-refundable deposit of £350pp. Your final invoice is payable 10 weeks before departure. If departure is less than 10 weeks away then full payment will be required at time of booking. Payment can be made by cheque, bank transfer, debit or credit card. We will contact you on the number provided to confirm your booking and take the deposit.

**Please tick here to confirm you have read and understood our booking conditions\***



## Booking Conditions

The holidays featured on this website are operated by Imagine Africa Ltd (the Company) which is registered in England under company number 05215195. Imagine Africa has a number of subsidiary brands including Ride Africa and Imagine Latin America. The following conditions, together with our general information and the relevant details set out on this website and in our brochure, will form part of your contract with the Company.

A. If you book any of our arrangements in conjunction with other services (e.g. flights) which are arranged or provided by a travel agent with whom you book (and not us), your contract for your entire holiday will be with your travel agent and not with us.  
 B. If you book only one component of a holiday with us (e.g. accommodation), then we act only as a booking agent for the supplier concerned. Your contract for that component is with the supplier. The terms set out below will not apply.  
 C. For all other bookings your contract will be with Imagine Africa. The conditions set out below apply to that contract. We both agree that the contract and any matters arising from it are governed by the laws of England, Wales, Northern Ireland and Scotland and are subject to the jurisdiction of the courts in these regions. These booking conditions were published in January 2010. The holidays featured are operated by Imagine Africa Ltd (the Company) which is registered in England under company number 05215195. The following conditions, together with the relevant information set out in this brochure and on our website will form part of your contract with the Company.

### 1. BOOKING YOUR HOLIDAY

When you make a booking and pay a deposit, or pay in full (if you are booking within 10 weeks of departure), a contract will exist as soon as we issue you with a confirmation invoice. It is your responsibility to check this confirmation invoice, and to advise us if there are any errors or omissions. The Company will try and arrange for special requests to be met but these cannot be guaranteed. The Company will not be liable if any special request is not met. If you arrange your holiday direct with the Company all correspondence will be forwarded to the lead passenger on the confirmation invoice unless otherwise stipulated. If your booking is made through a travel agent all communications by the Company will be made to that address.

### 2. PAYMENTS

A deposit of £350.00 per person is payable at time of booking. Upon receipt of this the Company will forward a confirmation invoice. Payment of the balance is due no later than 10 weeks before departure. Please note that your accommodation, flights etc. will only be requested once your deposit has been received. Your confirmation invoice will indicate the cost of your requested package and you will be advised if any elements are on request and unconfirmed at the time the invoice is issued. If the booking is made within 10 weeks of departure, full payment is required at the time of booking. If the holiday is made through a travel agent, all monies paid by the client to the travel agent, under or in contemplation of a contract with Imagine Africa Ltd are held by the travel agent as an agent of Imagine Africa Ltd. If payment is not received on the due date the holiday or travel arrangements will be liable to cancellation which will lead to loss of deposit. Tickets and other documents will normally be forwarded 14 - 21 days before date of departure.

### 3. PRICE POLICY

Prices in this brochure were calculated on the basis of known costs at the time of writing in January 2010. Individual accommodation and service prices have calculated using the following exchange rates for £1; 1.6 US Dollars, 12 South African Rand, 1.10 Euros, 50 Mauritius Rupees. The price of unsold holidays may be increased or decreased at any time. The price of your holiday will be confirmed on booking. When you have booked your holiday and paid your deposit, the price of your holiday as shown on your confirmation invoice is guaranteed and will not be subject to any changes or surcharges unless you elect to change the confirmed booking (see Clause 5). At no time is the

Company liable to give a breakdown of costs due to the nature of the holiday bought by the client. Due to the financial commitments the Company is not able to make reductions in holiday prices should the £ strengthen.

### 4. CANCELLATION BY YOU

Any cancellation by the client must be advised in writing to the Company by the lead passenger. Cancellation will only come into effect on the day written advice is received by the Company. Recorded or Special Delivery is strongly recommended. Upon receipt the following charges (excluding insurance premiums and amendment charges paid) will be payable by the client, depending upon the number of days prior to departure

Days prior to departure date when written advice of cancellation received	% of holiday payable
Up to 70 Days prior	deposit forfeit
70-44 Days prior	30%
43-32 Days prior	60%
31-22 Days prior	75%
21- 0 Days prior	100%

We would strongly recommend that you take out full insurance at the time of booking which will in most cases cover against loss of deposit or cancellation charges.

### 5. CHANGES MADE TO A CONFIRMED BOOKING

Where changes are possible, an administration fee of £30.00 (plus any communication charges) per alteration is applicable. Alteration of a booking within 10 weeks of departure date may incur additional costs. PLEASE NOTE: Most flight tickets cannot be changed without payment of cancellation charges and/or the cost of a replacement ticket. It is important that correct names are provided at the time of booking and it is your responsibility to check names on first receipt of your confirmation invoice.

### 6. ALTERATION TO A CONFIRMED BOOKING WHILST ABROAD

We regret that no credit or refund is possible for any unused services provided in the cost of your holiday. If you decide to alter your travel arrangements whilst abroad this is your own responsibility and Imagine Africa Ltd or the Company's Agents are not responsible for any extras or difficulties that may arise with onward travel as a result of such alterations. No credit or refund is possible for any lost, mislaid, stolen or destroyed documents which could be the subject of a claim on your own insurance.

### 7. CANCELLATION OR ALTERATION BY US

We reserve the right to cancel your holiday at any time. In the event of the Company having to alter, amend or cancel the holiday on or before the date when the balance of payment becomes due, you will be offered a choice of an alternative holiday of at least comparable standard if available and if this is not acceptable, a full refund of all monies received by the Company will be due. In the unlikely event that we have to cancel or materially alter a holiday after the balance due date (always providing that the balance has been paid) but more than 14 days before the intended date of departure, compensation of £10 per person per affected day will be paid to the client or £20 per person per affected day in the event of cancellation or material alteration within 14 days of the intended departure date.

FORCE MAJEURE: Circumstances amounting to "force majeure" include any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid such as war or threat of war, civil strife, riot, terrorist activity, industrial dispute, natural or nuclear disaster, fire, sickness, bad weather, the acts of any Government or public authority and all similar events which are beyond our control. It is regretted that under such circumstances there will be no compensation payable. Please note, we are reliant on information provided by the Foreign Office.



## 8. OUR RESPONSIBILITIES

The Company applies all reasonable checks to ensure that those involved in the preparation and provision of your holiday maintain the appropriate standards. The descriptions, information and opinions in this brochure by the Company in respect of airlines, hotels and other suppliers whose services are used are given in good faith, based on the latest information at the time of printing. The Company accepts responsibility for acts/and or omissions of all those in our employment and all those acting as agents.

In addition the Company accepts responsibility if you suffer death or personal injury as a direct result of the holiday arrangements failing to be as described and of a reasonable standard. However the Company will not accept responsibility if there has been no fault on the part of the Company or its suppliers and the loss, death or personal injury suffered is attributable to your own acts or omissions, to the acts or omissions of a third party not involved with providing the services which make up your holiday or to the unusual or unforeseeable circumstances whose consequences could not have been avoided or anticipated. If any client suffers death, illness or injury whilst overseas arising out of activity which does not form part of the inclusive holiday arrangements or excursion arranged through us, we shall, at our discretion offer assistance, provided we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated, our authority must be obtained prior to commencement of proceedings and be subject to your undertaking to assign any costs recovered or any benefits received under an appropriate insurance policy to ourselves. All assistance is provided subject to a maximum total cost to ourselves of £5000 per booking form.

Notwithstanding any other provisions of this clause, the Company's liability and/or the amount of compensation payable by the Company is limited in accordance with relevant international conventions, as amended, namely the Warsaw Convention, the Geneva Convention, the Berne Convention, the Athens convention and the Paris Convention. Copies of all relevant conventions are available from the company on request.

## 9. RESPONSIBILITY OF THE CLIENT

Any passports, visas, health certificates, International Driving Licences and other travel documents required for the holiday must be obtained by the client, whose responsibility it remains to ensure that these are all in order and to meet any additional costs incurred (whether by the client or by the Company on the clients behalf) as a result of failure to comply with such requirements. You are responsible to arrive at stated departure times and places and any loss or damage which you suffer through failure to do so lies with you. The Company has no liability whatsoever to you through your failure to do so. The Foreign & Commonwealth Advice Unit may have issued information about your holiday destination. You are advised to check this information at [www.fco.gov.uk](http://www.fco.gov.uk) or by telephone.

## 10. FLIGHT ROUTINGS AND TIMINGS AND AIRPORT DELAYS

The flight timings given on booking and detailed on your confirmation invoice are for general guidance only and are subject to change. The latest timings will be shown on your tickets. You must accordingly check your tickets very carefully immediately on receipt. It is possible that flight times may be changed even after tickets have been dispatched – we will contact you as soon as possible if this occurs. We are not always in a position to confirm the airline, aircraft type and airport of destination which will be used in connection with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change. Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges. We are not in a position to assist in the event of a delay. The airline will be responsible for making any necessary arrangements.

If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC

Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. 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)

## 11. COMPLAINTS

Most problems can be sorted out straight away if we know about them. If you have a complaint you must report it immediately and directly to the supplier (e.g. Hotel Manager), or the emergency contact numbers provided with your travel documents. If you fail to follow this procedure, this may affect your rights under this contract, as we have been deprived of the opportunity to investigate and rectify the problem. If the problem cannot be resolved locally and you wish to complain, full details must be received in writing within 28 days of return.

## 12. SPECIAL REQUESTS

If you have any special request, you must advise us in writing at the time of booking. We regret we cannot guarantee any request will be met unless we have specifically confirmed this. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of your special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. If you or any member of your party has any medical problem or disability which may affect your holiday, please tell us before we confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking.

## 13. INSURANCE

We believe it is essential to take out travel insurance when you go on holiday. Adequate travel insurance must be taken out at the time of booking. You may choose to insure through us - Imagine Africa have negotiated a special rate arranged with Travel & General Ltd, a member of the General Insurance Standards Council. A full specimen policy can be provided by our staff and there is a 'cooling off period' after the policy has been issued. If you decide to take your own insurance, it is your responsibility to ensure the insurance you purchase is adequate for your particular needs. We will not make any payments to you or on your behalf in respect of losses or expenses you incur as a result of your failure to have purchased adequate insurance.

## 14. CONSUMER PROTECTION

The air holidays in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 6607. 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).

