

## Designer Holiday

### *Zimbabwe Safari & Canoe Trail SA2005*

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This is the most incredible holiday allowing you to go on a top of the range safari to Zimbabwe, to pristine wilderness areas with elite guides at an amazing price. Visit a range of diverse habitats allowing you to experience many different activities from game drives, bush walks, canoeing safaris, boat cruises, fishing, and hides near waterholes. A five-star holiday at a three-star price.



**Imagine Africa**  
African Specialists  
Call: 0207 622 5114  
[info@imagineafrica.co.uk](mailto:info@imagineafrica.co.uk)

**Zimbabwe Safari & Canoe Trail**  
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## Itinerary

### Days

- 1** Check in at London Heathrow for the overnight British Airways flight departing 21h15 for Johannesburg. **Please note that international flights are not included in the price.** We can however provide a quote.
- 2** On arrival at 09h05 into Johannesburg OR Tambo International Airport, catch the connecting British Airways flight departing 11h25 for Victoria Falls. On arrival at 13h10, you will be met and transferred to the **Victoria Falls Hotel**, where you will stay for the next three nights in a deluxe room with breakfast included.

### Victoria Falls

At over a mile wide and a hundred metres high - Victoria Falls is arguably the greatest waterfall in the world. Known locally as "Mosi-o-Tunya" - the smoke that thunders - they form a spectacular curtain of falling water double the height of the Niagara Falls. The falls lie on the Zambezi River which forms a natural boundary between Zimbabwe and Zambia, and has been declared a World Heritage Site.

Victoria Falls is the adventure capital of southern Africa – and there is all sorts of exciting action and adventure to be had (micro-lighting above the falls, rafting in the gorge below them, or bungee-ing into them). However, it should also be pointed out that there are plenty of less extreme activities to be enjoyed. These include elephant walks, fishing, canoeing and sunset cruises on the calm upper reaches of the river.



## Days

- 3-4** Two full days to explore the Victoria Falls region and take part in any of the activities that they have on offer, such as walking with lions, elephant back safaris, white water rafting, flight over the Falls and much more.

### Victoria Falls Hotel

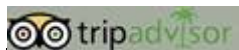
The Victoria Falls Hotel is a grand old Edwardian hotel with imperious views of the Victoria Falls Bridge and the gorge beneath. Situated in acres of well kept private gardens, the old world charm and tranquil atmosphere of the hotel has earned international acclaim. Built in 1904 to provide an upmarket getaway for early settlers, the hotel has a choice of restaurants and 180 spacious air conditioned rooms complete with all the mod cons you would expect from a five star establishment of this kind.



### What past clients say ....

*"Lovely old colonial hotel. Stunning views and helpful staff."* – Mr & Mrs Knight travelled in May 2010

*"All excellent. Upgraded to honeymoon suite! Complimentary high tea was a bonus. Staff were extremely friendly and helpful."* – Mr & Mrs Jones travelled in April 2010



**#4** of 31 hotels in Zimbabwe

- 5** After breakfast you will be collected and transferred by road (approx 2 hrs), to the Hwange National Park gate\*. Here, you will be met by your guide and transferred in an open 4-wheel drive safari vehicle to Davison's Camp. While this is not a long drive in terms of distance (approx. 70 km), you will frequently be stopping to look at all the game along the way and so it can take about 3 ½ hours– it is essentially your first game drive in the Park which should be fantastic.

*\* Please note you will need to pay US\$20 per person at the National Park gate.*

You will stay for the next three nights at **Davison's Camp** in a double tent, with all meals and game viewing activities included.



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### Hwange National Park

Hwange is Zimbabwe's largest game reserve and is one of the best areas for seeing impressive herds of buffalo and elephant as well as predators such as lion, leopard, wild dog and cheetah. Other general game is very abundant in the Park. The landscape varies from desert sand to sparse woodland as well as grasslands and granite outcrops. The area's large number of waterholes attracts game in both quantity and variety, especially in the winter months when Hwange is literally home to a Noah's Ark parade of animals as they come down to quench their thirst.



### Days

- 6-7** Two full days to enjoy the activities on offer in Hwange National Park. Activities include game drives, and night drives in open 4-wheel drive safari vehicles, and guided nature walks with professional safari guides.

### Davison's Camp

Davison's Camp lies in the Hwange National Park, overlooking a vibrant waterhole. The camp's nine tented chalets have en-suite facilities, as well as a veranda overlooking the waterhole. This is a classic bush camp, simple in style and perfectly located for some fantastic game viewing.



### What past clients say ....

*"So many elephants – we even had one outside our tent on one evening."* – Mr & Mrs Sommerlee travelled in July 2010

*"Excellent food and fabulous staff - one of the best guides that we have ever encountered."* – Mr & Mrs Miltown travelled in August 2010

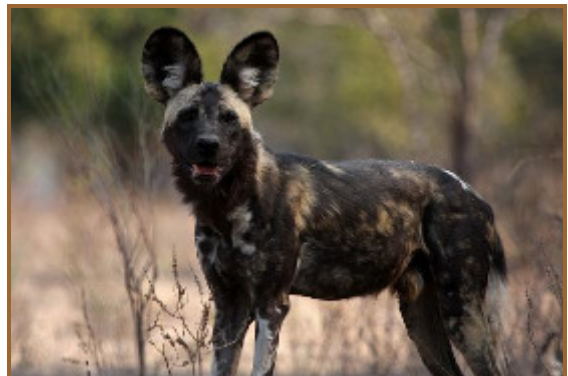
### Days

- 8** After breakfast you will be transferred to the airstrip in time to catch the light aircraft flight from Hwange to Ruckomechi (approx. 2 – 2 ½ hours). On arrival at the Ruckomechi airstrip in Mana Pools National Park\*, you will be met by your guide, and transferred to the camp (5 mins). You will stay for three nights at **Ruckomechi Camp**, in a double tent, with all meals and all game viewing activities included.

*\* Please note you will need to pay US\$15 per person at the Park gate.*

### Mana Pools National Park

Mana Pools National Park in the heart of the Zambezi Valley, is a remote, beautiful place with spectacular views of the broad flowing river, open floodplains, mopane woodland and riverine forest with the mountains of the Rift Valley escarpment forming the backdrop. The area is renowned for large numbers of elephant, buffalo, hippo and eland, especially in the winter when they congregate along the river. Predators such as lion, leopard and wild dog are all found in the area.



- 9-10** Two full days to enjoy the activities on offer on the Lower Zambezi. These include game drives, bush walks, boat cruises looking for game coming down to drink on the banks of the Zambezi, fishing for the famous tiger fish, as well as many other types of fish. Alternatively you can relax by the infinity pool.



### Ruckomechi Camp

Ruckomechi Camp lies on the banks of the Zambezi, shaded by a large grove of acacia and mahogany trees and with a superb view of the mountains of Africa's Great Rift Valley across the river in Zambia. Ruckomechi Camp accommodates guests in nine spacious en-suite tented units all of which overlook the Zambezi River. Each tent has both indoor and outdoor showers, and the camp boasts a favourite amongst guests: its outdoor 'bath-with-a-view' in a secluded, scenic spot.



*"Beautiful and in a fantastic location. Some of the best staff ever"* – Mr & Mrs Wilkinson travelled in May 2010

### Day

- 11** Today you will start your three day **Mana Canoe Safari** with Mana Canoe Trails. You will spend your days canoeing and walking, with a picnic lunch on route and the evenings your camp will be moved by the support team and set up for you each day. This will be inclusive of all meals and all activities.



### Mana Canoe Safari

The canoe safari is perfect for adventurous travellers, allowing guests the closest possible encounters with wildlife on one of the greatest rivers in Africa. This thrilling experience traverses the Mana Pools National Park, through the heart of Mana Pools and along the Zambezi's shoreline, canoeing past countless hippos on the way! Each night is spent camping on the banks of the Zambezi River, ultimately finishing 65km downstream with many adventures to recall. Encounters with animals, whether on canoe or on foot, are up close and awe-inspiring. The Trail is for reasonably fit guests and is led by an experienced guide. Support vehicles and staff assist guests and set up camp each day.



At approximately 2 pm, after meeting the guide and going through a thorough safety briefing, canoeists start paddling downstream in sturdy Canadian canoes to the mobile camp in the Mana Pools National Park. The camp will have already been set up in advance; the first afternoon of paddling covers about 11 kilometres. This is a relatively easy distance to cover in the time available and gives canoeists a chance to familiarise themselves with the canoes and the various paddle strokes required.

**12-13** Typically, canoeists are awakened before dawn with tea/coffee and biscuits and you will try to get onto the water just before sunrise. This is a magical time on the river as the water is usually calm and the peace and tranquillity is amazing. After paddling for usually about two hours, you will beach the canoes on the bank of the Zambezi River and set out for a game walk. The guide chooses a suitable area, based on his knowledge of the area and game movements and you will take a few hours to explore on foot, and unravel some of the intricacies of the bush.



After returning to the canoes, and a light snack, you will continue canoeing to a suitable lunch spot, arriving around midday. Lunch is carried in the canoes and usually consists of salad and cold meats.

You will normally rest up in the shade for a while or take another short walk before moving on, and arriving at the next camp at dusk. The camp, and all the luggage, will have been moved by the camp staff and all that is required to be done by participants is to enjoy a hot shower under the stars, and a cold drink, followed by dinner. The daily distances covered from one camp to the next are around 20 to 25 kilometres and the daily routine will vary according to wildlife movements.

- 14** After breakfast by the river, you will be transferred by road back through Mana Pools National Park (game drive approx. 3 hrs) to Ruckomechi. From here you will be transferred by boat upstream (approx 2 ½ hrs), to Chirundu, where you will clear customs and immigration, and get a road transfer (approx. 1 ½ hrs) up the Zambezi escarpment to Lusaka.

On arrival into Lusaka you will be transferred to the **Pioneer Camp**, where you will stay for one night, in a luxury en-suite cottage with dinner and breakfast included.



- 15** After an early breakfast, you will be transferred by road to Lusaka Airport. *On arrival at Lusaka you will check in for the British Airways flight BA254 departing 08h45 for London\*. Arrive into London Heathrow at 18h00 (same day). **Please note that these flights are not included in the price.** We can however provide a quote.*

*\* please note direct flight with BA Lusaka to London are on a Mon, Thur and Saturday.*



## Summary of accommodation information:

Days	Property & Location	Board basis
1	***Travel day***	
2	Victoria Falls Hotel, Zimbabwe	BB
3	Victoria Falls Hotel, Zimbabwe	BB
4	Victoria Falls Hotel, Zimbabwe	BB
5	Davison's Camp, Hwange National Park	FB + GVA
6	Davison's Camp, Hwange National Park	FB + GVA
7	Davison's Camp, Hwange National Park	FB + GVA
8	Ruckomechi Camp, Mana Pools	FB + GVA
9	Ruckomechi Camp, Mana Pools	FB + GVA
10	Ruckomechi Camp, Mana Pools	FB + GVA
11	Mana Canoe Trail	FB + GVA
12	Mana Canoe Trail	FB + GVA
13	Mana Canoe Trail	FB + GVA
14	Pioneer Camp	HB
15	***Travel day***	

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



***"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)



## Prices & dates (May to November only)

**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 Sep to 30 Nov 2010	£1,996	£935	£2,935
1 May to 15 Nov 2011	£2,272	£1,000	£3,272

Please contact us on 020 7622 5114 for prices after 15 November 2011, ie 2012

*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
Zambia	British / USA passport holders	US \$ 50 single entry	On arrival, in cash
Zimbabwe	British / USA passport holders	US \$ 55 single entry	On arrival, in 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\***

SA2005 – Zimbabwe Safari & Canoe Trail

**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\*



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## 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).

