

Designer Holiday

Classic Namibia Self-drive SA2007

Contents:

[Itinerary](#)

[Accommodation Summary](#)

[Prices & dates](#)

[How to book](#)

[Booking form](#)



A fantastic self-drive Namibia holiday at a great price. Great as an adventure for two or a family road trip this holiday allows you to really appreciate the variety of landscapes, the culture and the wildlife that Namibia is famous for.



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Ref: SA2007

Page 1 of 15

Itinerary

Days

- 1 *Check in at London Heathrow for the British Airways flight to Johannesburg BA57 departing 21h15 and landing 09h05. Connect on to the British Airways flight BA6275 departing Johannesburg at 12h00. Arrive into Windhoek 13h00. **Please note that international flights are not included in the price.** We can however provide a quote*
- 2 On arrival at Windhoek International airport you will be met and escorted to **Rivendell Guest House** in the city centre for a briefing on your self-drive holiday. You will stay here for one night wit breakfast included.

Rivendell Guest House

Rivendell Guest House is located in a quiet suburb close to the city centre and has just ten guest rooms. Relax around the swimming pool or take the afternoon to explore the shops and restaurants of the city.



 **#2** of 28 B&Bs in Windhoek

- 3 Set off this morning for your drive south towards Sossusvlei and Sesriem Canyon which should take around 5 hours. In the Tsaris Mountains, look for signs for **Zebra River Lodge** where you will stay for two nights all meals included.



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Ref: SA2007

Page 2 of 15

Days

- 4 Full day exploring the Tsaris Mountains. There is much to do and see from the Lodge. There are a number of marked walking trails in the mountains surrounding the lodge, varying in length from one hour to all day. Maps and lunch packs are provided and guided walks are available. There are also several natural springs within easy reach of the lodge, ideal for a days walking and bird watching.

Zebra River Lodge

Set in it's own canyon, with 13,000 hectares to explore, Zebra River Lodge has been described by many as an 'oasis amidst the canyons.' The lodge, sheltered amongst the rugged mountain landscape, offers a very warm and personal service from hosts Rob and Marianne. Accommodation is in nine lovingly decorated rooms all with en-suite bathrooms and a veranda close to the main house. Meals are enjoyed around a central table where guests can enjoy chatting about the days events.



"Wonderful setting in the Tsaris Mountains, extremely friendly hosts Rob and Marianne, beautiful and spacious rooms and delicious food."

- 5 Today you will travel 90km (approx 1.5 hours) north towards the shifting desert landscape of Sossusvlei to spend two nights at the **Desert Homestead** with dinner and breakfast included.

Desert Homestead

In an exquisite position, Desert Homestead offers simple but stylish accommodation in thatched chalets which were designed with the fragile beauty of the remarkable environment in mind. There are 20 thatched, en-suite chalets, all luxuriously decorated in pale linens and dark wood furniture each with its own veranda with views extending to the Rotterkaum Mountains... with its swimming pool it is the ideal retreat after a busy day in the dunes.





"This was one of our favourites. Fantastic location, beautiful place, went on sunset horse ride which was fantastic."

Day

- 6** Today we highly recommend taking a guided tour of Sossusvlei. The entrance opens at sunrise and this is the best time of day to see the dunes. Enjoy the amazing scenery of the desert, and maybe take a short walk to Deadvlei, a bizarre collection of ancient camelthorn trees, or climb the nearby dunes. If you get a chance before the sun becomes too hot, take a look at Sesriem Canyon before returning to the lodge.

Sossusvlei & Sesriem Canyon

The sand dunes of Sossusvlei in the Namib Desert are often referred to as the highest dunes in the world and are one of the most spectacular sights in Namibia. The best time to view Sossusvlei is close to sunrise; the colours are strong and constantly changing, allowing for wonderful photos. Nearby, Sesriem Canyon derives its name from the fact that early Afrikaner trekkers had to use six ('ses') leather thongs (a thong is a 'riem') so that their buckets could reach the water far below. The canyon begins as a deep cleft in level, stony ground, and then widens until it finally flattens out onto the plain. Because it is so deep and sheltered, it often holds water well into the dry season.



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Classic Namibia Self-drive
Ref: SA2007

Page 4 of 15

Days

- 7 Today you will drive 335kms (5½ hrs) towards the coast. You can stop at Walvis Bay to see the famous lagoon home to many bird species including greater flamingos before travelling on to Swakopmund to spend two nights at the **Cornerstone Guesthouse** with breakfast included.
- 8 Full day to enjoy Swakopmund and all its activities.

Swakopmund

Swakopmund is a fascinating and intriguing resort town, complete with German half wooden architecture, monuments, historic buildings, well maintained gardens and palm lined avenues, coffee bars and great seafood restaurants. Swakopmund is also the adventure centre of Southern Africa offering activities such as sand boarding, tandem parachuting, fishing & quad biking which can be arranged prior to arrival. Alternatively, a half day boat cruise from Walvis Bay may offer the opportunity to see dolphins, fur seals and many species of marine birds.



Cornerstone Guesthouse

Cornerstone Guesthouse is a small, peaceful bed and breakfast an easy walk to the sea or town centre of Swakopmund. Cornerstone Guesthouse has five spacious ensuite double or twin rooms each with a private entrance and patio looking on to the well-loved gardens. The owners live on-site and are more than happy to offer advice about your time in Swakopmund.



 **#1** of 94 B&Bs in Namibia



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Ref: SA2007

Days

- 9** Today you will drive 137km (2.5 hours) up the desolate coast road to Cape Cross, a National Park site home to one of the largest fur seal colonies in Southern Africa. Numbers can reach 100,000 during breeding season. You will stay overnight in Cape Cross Lodge in a sea view room, dinner and breakfast included.

Cape Cross Lodge

Cape Cross Lodge presents a unique and serene stop for travellers along this vast untamed, seldom explored wilderness on the Skeleton Coast. Accommodation is provided in beautifully furnished luxury sea-facing rooms.



"Fantastic location – remote and peaceful"

- 10** This morning you will drive 300kms (4 hours) towards Damaraland. The scenery changes slowly today from wide, open gravel plains to rocky mountains. Look out for the rare desert elephant along your drive. You will stay overnight in **Camp Kipwe**, dinner and breakfast included. Camp Kipwe is situated in an area renowned for its unusual rock formations, rock paintings, and rare desert-adapted flora and fauna. Guided tours of the area begin in the afternoon and include visits to the Burnt Mountain and Organ Pipes, as well as to San Bushman engravings.

Camp Kipwe

Camp Kipwe opened in August 2009 and has 8 igloo-shaped en-suite double bungalows nestled into boulders each with a private veranda facing out to the breathtaking mountain scenery. The camp has a natural organic feel. There is also a small swimming pool where many guests head after a day's activities.

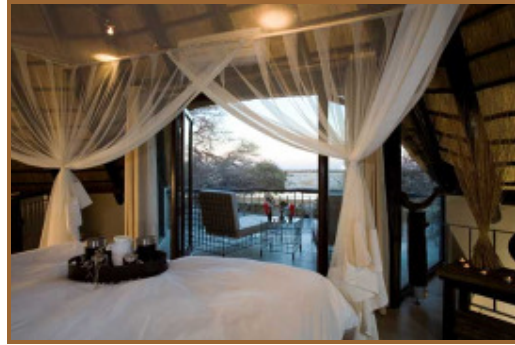




 #1 of 15 Speciality Lodgings in Damaraland

Days

- 11** Today you will drive 363kms (4½ hours) to Etosha National Park where you will stay for two nights at **Okaukuejo Rest Camp** in a Waterhole Chalet with breakfast included.



Okaukuejo Rest Camp

Okaukuejo Rest Camp is a recently renovated government-run camp. All of the old rooms now sport beautiful new interiors and many have been completely re-built. Each room contains an en-suite bathroom, small bar fridge and tea & coffee station. The rooms are just a short walk from the restaurant, bar and small shop. Spend the evening relaxing with a drink at one of the seats overlooking the floodlit waterhole and watch the theatre unfold as predators and prey alike take their place in the shadows for the chance to get a refreshing drink.

 #2 of 10 Hotels in Etosha



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Classic Namibia Self-drive
Ref: SA2007

Page 7 of 15

Days

12 Full day on safari in Etosha National Park

Etosha National Park

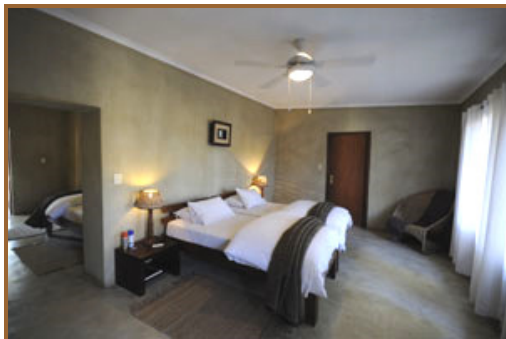
Etosha National Park is one of the most famous wildlife reserves in Africa, covering an area of 22,270 square kilometres, with its central and most distinctive geographical feature being the vast Etosha Pan. With a rich network of water holes there are few places in the world where such a wealth and diversity of wildlife may be seen in such close proximity. The park boasts 114 species of mammals and 340 bird species.



13 Today you will make your way across the National Park, watching wildlife on the way, to the eastern most point and on to **Onguma Bush Camp** where you will stay overnight dinner & breakfast included. Without stops the drive would take 2½ hours.

Onguma Bush Camp

Situated on the eastern side of Etosha, bordering Fisher’s Pan, Onguma Bush Camp is one of Namibia’s best kept secrets. This quiet and well positioned lodge offers six air-conditioned thatched bungalows, a swimming pool and open restaurant. The bird life in this area is outstanding with over 300 species having been recorded. The farm is also home to the largest breeding colony of white-backed vulture in Namibia.



 **#3** of 93 Hotels in Namibia



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Ref: SA2007

Days

- 14** Today you will drive south 361kms (4½ hours) to **Okonjima**, home to the Africat foundation, where you will stay in the Main Camp for one night all meals and activities included. The foundation works with farmers and the public to conserve the big cat species of Namibia. The unique and inclusive activities here include lion viewing, nature walks, cheetah & leopard tracking, and bushman walks. On the day of arrival you will be invited to join an afternoon activity, usually tracking leopard in the immense reserve. After dinner you will also be offered the opportunity to visit a night hide where many nocturnal animals, including porcupine, honey badger and leopard are frequently sighted.

Okonjima

Okonjima Main Camp was the original Hanssen-family farmhouse, reconstructed as a lodge in 1992. All 10 en-suite double rooms overlook a lush garden. There is also an open-fire pit and a private and secluded swimming pool. This is a lovely relaxed, friendly lodge.



"The room, view, food, game drives were out of this world and it was a perfect last stop."

- 15** This morning you will be taken on a drive to visit some of the 60-70 cheetah presently being rehabilitated or in some cases cared for on a more permanent basis. After brunch you will make your way back to Windhoek International Airport (187kms, 3 hours) for your return flight.



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Classic Namibia Self-drive
Ref: SA2007

Page 9 of 15

Check-in for the British Airways flight BA6274 departing Windhoek at 13h55. On arrival at 16h55 you will connect with the British Airways flight BA55 departing 20h15 to London. **Please note that these flights are not included in the price.** We can however provide a quote.

16 Arrive 06h20 into London Heathrow.



Summary of accommodation information:

Days	Property & Location	Board basis
1	***Travel day***	
2	Rivendell Guest House, Windhoek	BB
3	Zebra River lodge, Tsaris Mountains	FB
4	Zebra River lodge, Tsaris Mountains	FB
5	Desert Homestead, Sesriem	HB
6	Desert Homestead, Sesriem	HB
7	Cornerstone Guest House, Swakopmund	BB
8	Cornerstone Guest House, Swakopmund	BB
9	Cape Cross Lodge, Cape Cross	HB
10	Camp Kipwe, Damaraland	HB
11	Okaukuejo Rest Camp, Etosha National Park	BB
12	Okaukuejo Rest Camp, Etosha National Park	BB
13	Onguma Bush Camp, Etosha National Park	HB
14	Okonjima Main Camp	FB + GVA
15	***Travel day***	

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



Prices & dates (departs January to October 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 Oct to 31 Oct 2010	£1,306	£1,057	£2,363
1 Jan to 16 July 2011	£1,759	£1,057	£2,816
17 July to 31 Oct 2011	£1,759	£976	£2,735

Please contact us on 020 7622 5114 for prices for 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 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
Namibia	British passport holders	No visa required

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.



"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



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



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Classic Namibia Self-drive
Ref: SA2007

Page 12 of 15

BOOKING FORM

(return your completed form to 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*

SA2007 – Classic Namibia Self-drive

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 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

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.

