

## BOOKING INFORMATION

The booking conditions and general information set out below are designed to outline our obligations to you and your commitments to us as clearly as possible. Please read them carefully before booking. We want you to have an enjoyable tour and the avoidance of any misunderstanding is to our mutual advantage. Should you book a tour with us, the conditions set out below form the contract between us. Wild Images is a division of Birdquest Ltd.

Many of our tours visit developing countries where travel is still an adventure and local conditions are often very different from those we are used to back home. You should be prepared to cope with unusual situations, local inadequacies and unpredictable events as and when they occur. In particular you should bear in mind that the standard of hygiene in many countries is poor and that 'stomach upsets' are, as a direct result, a hazard of travel in large areas of the world. As we only visit most hotels, lodges, restaurants etc. on a very infrequent basis we cannot monitor or effectively influence their standards (and often there is no realistic alternative accommodation in remote areas).

### ABOUT OUR TOURS

**What the Price Includes:** The tour price normally includes all surface transportation from the notified tour start point to the notified tour end point, all accommodation (including taxes and service charges), all meals, all entrance fees, all tips for local drivers/guides and for accommodations/restaurants, leader services, bottled water (in countries with unsafe drinking water) and some drinks. In addition, where relevant, the tour price includes all specified internal

flights (or, on occasion, international flights) in economy class (including all airport and other taxes that are part of the ticket cost, and also any cash airport taxes relating to these flights). Any exceptions are clearly indicated at the end of the relevant tour description.

**Meals:** We include all meals during the period between the beginning of the tour and the ending of the tour.

**Drinks:** We include a generous quantity of bottled water (or, in a few areas where bottled water is unavailable, boiled and filtered water) in locations where the drinking water is unsafe. We also include, where available, a fruit juice and a hot beverage with breakfast and a soft drink, a beer or a hot beverage with lunches or other meals taken at self-service cafeterias, sandwich bars, convenience stores or other 'fast-food' outlets. A soft drink is often provided with picnic meals. Kindly note that, as many people prefer water or beer, we do not include carbonated soft drinks (coke etc) with lunches and dinners taken at conventional restaurants as we do not wish to charge participants for drinks that many will prefer not to consume.

**Tips:** We include all tips for local drivers and guides, boatmen, porters, restaurant staff and others involved in providing local services for our groups.

Please note, when comparing tour prices, that some tour companies exclude tips for local drivers and guides in order to keep headline tour prices down. In a small group situation, expected tipping can easily amount to US\$300 equivalent or more per person for a long tour. Local drivers and guides usually work extremely hard to make a tour

a success, working very long hours, and, as they receive low basic wages, tips for them are not a pleasant bonus but a crucial part of their annual income. We feel it is infinitely preferable that we include this major item of expense so that local drivers and guides are properly rewarded and tour participants are saved both the fiddle of having to pay out substantial extra sums in cash during a tour and, even more importantly, the potential embarrassment that tipping involves. (We have even noticed that some wildlife photography tour companies are now specifying that their company leader/guide should be tipped by all group members, and even informing participants of the recommended levels, up to US\$10 or more per day. We can only say that we will not be doing this ourselves, but it is certainly worth checking a company's policy on gratuities when comparing tour prices!)

### What the Price Excludes:

The tour price excludes all expenses incurred before arrival at the starting point of any tour and after arrival at the ending point of any tour, including international and/or internal airfares (and all taxes relating to these flights, included in the ticket cost or otherwise), additional accommodation costs, airport transfer costs (unless included), travel insurance, passport charges, vaccination charges, visa charges (including visas obtained on arrival) and excess baggage charges.

The tour price also excludes drinks other than those provided, à la carte dishes on those occasions where the included meal is fixed-menu, snacks, laundry, telephone calls, private excursions, excess baggage charges during the tour and anything else of a purely personal nature, including taxes, service charges and tips relating to such items. In addition, should you decide not to accompany

the group for any reason, you are responsible for the extra cost of any accommodation or meals while the rest of the group are elsewhere. On a very few of our tours there are additional exclusions and these are clearly specified at the end of the tour description.

**Accommodation:** As a general rule we use comfortable hotels, motels, guesthouses and lodges of a medium, good or very good standard, with rooms with en-suite bathrooms, wherever possible. In locations where such accommodations are unavailable we must use simpler accommodations, although wherever we can we choose those hotels, guesthouses or lodges with great locations, friendly staff, good food or other features that compensate for the simplicity of the establishment! Where any of the accommodation to be used clearly falls below the normal standard of accommodation described above (i.e. medium to very good quality) then such exceptions are specified in the tour description. In a minority of locations overall, usually in developing countries, we have no choice but to use basic or even very basic accommodations.

In the event that the accommodation has to be unexpectedly downgraded for any part of the tour we shall give you an appropriate refund (equivalent to the difference in price of the accommodation concerned).

Please bear in mind that in many developing countries standards of maintenance are poor and this can result in unpredictable hot water supplies and other shortcomings such as faulty showers, toilets or lighting, and missing bath plugs or toilet paper.

**Sharing Rooms:** If you are a couple travelling together

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then please indicate on your booking form whether you prefer a double-bedded room (i.e. one large bed) or a twin-bedded room (i.e. two smaller beds), by indicating 'Double' or 'Twin' as appropriate. There is not always a choice but we will try to match preferences where we can.

Over half of those travelling with us are alone and some people in this situation prefer to share a room with another party member of the same sex for the sake of company or economy. If you are travelling alone and would prefer to share a twin-bedded room then please indicate this on the booking form by indicating 'Twin' in the question about accommodation.

**Important:** Bookings from those electing to share are only accepted on the condition that, should no room-mate be available, you will accept single accommodation and pay the appropriate single accommodation supplement.

Priority in allocation of room-mates is strictly based on the order in which bookings are received (except, of course, where friends who book separately but simultaneously both indicate on their booking forms that they wish to share with each other). Naturally, the earlier you book the higher the chance of being able to share, although there are occasions when even those who book far ahead fail to find a room-mate. In particular, few ladies opt to share. (Smokers should kindly note that smoking is not allowed in the room if you are sharing with a non-smoker, which is much the most likely scenario as less than 5% of our group members smoke.)

**Single Rooms:** Many hotels and lodges now charge a flat room rate for their twin-bedded or double-bedded rooms, regardless of whether one person or two people occupy them. The

inevitable consequence is costly supplements for single occupancy. Where rooms intended for single-occupancy exist, the standard and location of such rooms may not be as good as that of twin or double rooms.

Please note that we cannot give an absolute guarantee that single accommodation will always be provided for those requesting it, but we can say that it is a rare event that people have to share unexpectedly. When unexpected sharing has to occur, the lack of availability at a particular hotel or lodge is usually not notified to us in advance and is only discovered on arrival. At some locations, usually remote lodges, single rooms are not available at any time, or only provided in return for a huge supplement: any such instances are mentioned in the tour description. If a single room is not available for you at any location where it was expected and paid for we will make an appropriate refund after the end of the tour. Please note that the extra cost per night of single accommodation often varies widely over the course of a tour (remote lodges can sometimes be more expensive than first class city hotels, while small, basic hotels cost far less), so any refund will reflect these variations in costs.

While we will do our utmost to secure single accommodation for those requesting it, bookings are only accepted on the understanding that you will consent to share in the event of an unexpected lack of single accommodation at any location (we want to stress that this is generally a rare event, but as it can happen you must be prepared for the possibility, however remote).

**Surface Transport:** We use small coaches or minibuses/passenger vans during our tours wherever possible, as

these provide much better access to important areas. Occasionally these smaller vehicles are unavailable and so a large coach is the only viable option. Where necessary we use cars or 4-wheel-drive vehicles. Please bear in mind that in many developing countries vehicles are frequently not maintained to a high standard and the level of comfort is often well below what we are used to back home.

**Flight Arrangements:** We have our own IATA 'in-house' ticket agency and can make efficient flight arrangements anywhere in the world.

We will be pleased to arrange flights for you to and from the tour starting and ending points.

If you are willing to pay the considerable premium, business class flights can be arranged.

Should you wish to extend your tour in the country concerned (by flying out early, deferring your return, or both), we can arrange this for you.

We strongly recommend flying out in advance of any tour that involves a long-haul flight and taking a day to recover from the effects of a long flight and 'jet-lag'. We feel confident you will be fresher and enjoy the tour more.

Wherever possible we use quality airlines with excellent safety records for international flights. There is little or no choice as regards carrier on most domestic flights.

**Important:** In common with almost all operators of inclusive tours, we use lower fare category tickets as part of our standard tour arrangements. Such tickets have refund and rebooking restrictions. In the event that you miss your flight

the airline is under no obligation to carry you and any extra costs are your own responsibility (although some airlines will carry you on their next available flight on the same route without requiring a new ticket to be purchased, space permitting). We can, on request, provide fully changeable and refundable air tickets, but these are much more expensive. Most people feel that the risks involved with restricted tickets are far outweighed by their much lower cost.

**Important:** Revising flight arrangements at a later date, after you have made an original request for air travel arrangements to us, can result in you suffering costly airline cancellation and rebooking charges (up to the full ticket cost), so please bear this in mind.

**Joining/Leaving Tours:** All participants need to ensure that they reach the starting point for the tour in good time. We will notify you in good time where the starting point will be, and at what time of day.

Kindly note that, in the event your own arrival is badly delayed, any costs incurred in catching up with the rest of the group would be your own responsibility. Consequently we would recommend arranging a flight that will allow you a generous safety margin.

Kindly note that we cannot accept any responsibility in the event you are somehow prevented from reaching the departure airport in time as a result of a badly delayed internal flight, a traffic jam caused by an accident or some other unanticipated event.

**Important:** If you are not making your air travel arrangements through us, please be sure to send us your full flight itinerary at least three months before the tour starts.

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#### **Hotel & Airport Transfer**

**Bookings:** We will be pleased to arrange hotel accommodation at airports or elsewhere in connection with our tours for anyone needing this. Private transfers can also be arranged, where needed. Please contact us.

#### **BOOKING & PAYING FOR A TOUR**

**Provisional Bookings:** It is sensible to call us on or email us to check if places are still available on any tour you are interested in before sending your booking form to us. We will be happy to hold open space for you for up to 14 days.

**Definite Bookings:** To make a definite booking you must either complete the on-line booking form on our website and submit it to us electronically or complete the downloadable booking form from our website and post or fax it to us. (If you do not have internet access, you may complete a printed booking form obtained from our office and post or fax it to us.)

You also need to pay us the required deposit per person, as specified in the tour description.

If you are booking less than four months before the date of departure of the tour you will need to send full payment.

Please see the Payments section below for payment methods.

If you are submitting an on-line booking form and decide you wish to pay the deposit by means of a credit or debit card, you can, if you are concerned about security, telephone your card details to us. Our website is secure, however.

On receipt of your booking form and deposit our official confirmation will be sent to you.

The person signing the booking form warrants that he/she has the authority to make the booking on behalf of all other persons included on the booking form. (On-line booking forms are deemed to have been signed by the persons submitting them.)

For your own protection we strongly recommend that when you make a booking you hold travel insurance that will cover you for medical/repatriation expenses and for cancellation/curtailment charges in the event you have to cancel due to the illness of yourself, a travelling companion or a close relative. If you do not already have travel insurance you should take this out as soon as possible.

**Airfare Deposit:** If you are arranging your air travel in connection with the tour through us, we will require an airfare deposit from you to cover any possible airline cancellation charges. We will let you know the amount of deposit applicable when we arrange your air travel. You do not need to send this deposit at the time of booking. Sometimes we may have no realistic option but to obtain air tickets on behalf of tour participants which must be issued and paid for immediately. If this situation arises, you will need to pay us a deposit equal to the full cost of the tickets. Payment of the airfare deposit will be due within 21 days of the date of despatch of the notification.

**Tour Invoice:** Unless specified otherwise in the individual tour description, the invoice for the balance of the tour cost will be sent approximately four months before departure and the full payment due must be received by us within 21 days of the date of issue of this invoice.

We reserve the right to treat the tour as cancelled and levy cancellation charges if the full payment is not received

by the due date. In any event, you will be responsible for payment of any additional costs, such as higher airfares, that may arise as a result of your late payment. If you are going to be away from home when the tour payment is due, please make arrangements with our office for early payment. due, please make arrangements with our office for early payment.

#### **Payments to Wild Images:**

We were the first company in the wildlife photography tour world (and indeed much more widely) to have our tour prices denominated in three major currencies, Pounds Sterling, US Dollars and Euros. This reflects our very international clientele and is designed to make our tour prices more understandable and simpler to pay.

#### **Payments from United**

**Kingdom residents:** United Kingdom residents can only settle our charges in Pounds Sterling, as per the Pounds Sterling prices shown in the tour description on our website. You may pay by any of the following methods:

1. Send us a personal cheque (or building society/bank cheque) drawn on a United Kingdom bank and made out to Birdquest (not Wild Images). Cash can also be accepted, but please be sure to send this by registered post. Our address is: Wild Images, Two Jays, Kemple End, Stonyhurst, Clitheroe BB7 9QY.

2. Make a bank transfer of the required amount direct to the Birdquest (not Wild Images) account at National Westminster Bank PLC, 11 Spring Gardens, Manchester M60 2DB, England, U.K. Our bank's sort code is 01-10-01 and our bank account number is 00199990.

3. Pay with a debit card issued by a United Kingdom bank displaying either the

Visa, Maestro, Solo, Delta or Electron logos. There is no handling charge for using a debit card.

4. Pay with a credit card displaying the Visa or MasterCard logos. Please note that if you opt to use a credit card a **2% handling charge will be added to the payment due** because of the very high charges levied by the card issuers.

#### **Payments from United States**

**residents:** United States residents can only settle our charges in US Dollars, as per the US Dollar prices shown in the tour description on our website. You may pay by any of the following methods:

1. Send us a personal check made out to Birdquest (not Wild Images) in US Dollars. This should be sent to our office by airmail. Our address is: Wild Images, Two Jays, Kemple End, Stonyhurst, Clitheroe BB7 9QY, United Kingdom.

2. Make a bank transfer of the required amount direct to the Birdquest (not Wild Images) account at Wells Fargo, 10900 Research Boulevard, Austin, TX 78759. Our bank's routing number for domestic wire transfers is 121000248 and our bank account number is 3368433078.

3. Have your bank make a wire transfer of the required amount direct to the Birdquest (not Wild Images) US Dollar account at the National Westminster Bank PLC, 11 Spring Gardens, Manchester M60 2DB, United Kingdom. The international bank identifier code (IBAN-BIC) for our bank is NWBK GB2L and the international bank account number (IBAN) for our US Dollar account is GB54 NWBK 6073 0106 0156 54.

4. Pay with a credit card displaying the Visa or MasterCard logos. Please note that if you opt to use a credit card a **2% handling charge**

**will be added to the payment due** because of the very high charges levied by the card issuers. Please also note that in order to bill your card we will convert the amount due in US Dollars to Pounds Sterling at the current 'spot rate' (this is the best exchange rate available, and much better than any bank exchange rate) and we will inform you how much in Pounds Sterling we have billed your card. Your card issuer will then convert this amount back into US Dollars on your card statement.

**Payments from Euro Zone residents:** Residents of countries in the Euro Zone can settle our charges in either Pounds Sterling or Euros, as per the Pound Sterling or Euro prices shown in the tour description on our website. You may pay by any of the following methods:

1. Make a bank transfer of the required amount in Pounds Sterling direct to the Birdquest (not Wild Images) Pounds Sterling account at the National Westminster Bank PLC, 11 Spring Gardens, Manchester M60 2DB, England, U.K. The international bank identifier code (IBAN-BIC) for our bank is NWBK GB2L and the international bank account number (IBAN) for our Pounds Sterling account is GB03 NWBK 011001 00199990.

2. Pay in Pounds Sterling or Euros with a credit card displaying the Visa or MasterCard logos. Please note that if you opt to use a credit card **a 2% handling charge will be added to the payment due** because of the very high charges levied by the card issuers. Please also note that if you are paying for the tour in Euros, as per the Euro prices shown in the tour description on our website, in order to bill your card we will convert the amount due in Euros to Pounds Sterling at the current 'spot rate' (this is the best exchange rate available,

and much better than any bank exchange rate) and we will inform you how much in Pounds Sterling we have billed your card.

3. Send us a personal cheque made out to Birdquest (not Wild Images) in Euros. This should be sent to our office by airmail. Our address is: Wild Images, Two Jays, Kemple End, Stonyhurst, Clitheroe BB7 9QY, United Kingdom.

4. Have your bank make a wire transfer of the required amount in Euros direct to the Birdquest Euro account at the National Westminster Bank PLC, 11 Spring Gardens, Manchester M60 2DB, England, U.K. The international bank identifier code (IBAN-BIC) for our bank is NWBK GB2L and the international bank account number (IBAN) for our Euro account is GB79 NWBK 6072 0208 5129 22.

Kindly note that if you elect to pay the deposit in Euros you must settle the balance of the tour cost in the same currency, as per the Euro prices shown in our tour description. Switching currencies is not possible.

**Payments from residents of other countries:** Residents of countries other than the United Kingdom, the United States or the Euro Zone countries may elect to pay in Pounds Sterling or US Dollars, or in some cases their home currency. You may pay by any of the following methods:

1. Residents of Australia, Canada, New Zealand and some non-Euro European countries may opt to pay by means of a personal cheque/check in their home currency. This should be made out to Birdquest (not Wild Images) and sent to our office by airmail. If you wish to do this you will need to contact us before sending payment so that we can tell you exactly how much you will need to send. The amount will be

based on our bank's current foreign exchange rate for the currency concerned. Our address is: Wild Images, Two Jays, Kemple End, Stonyhurst, Clitheroe BB7 9QY, United Kingdom.

2. Mail us a bank draft/bankers' cheque/check for the amount required in Pounds Sterling or US Dollars. This should be sent to our office by airmail.

3. Pay by bank wire transfer direct to the Birdquest (not Wild Images) Pound Sterling or US Dollar accounts in Manchester, United Kingdom. (Bank details for electronic transfers into our Pound Sterling account appear under the Euro Zone residents section, bank details for transfers into our Manchester US Dollar account appears under the United States residents section.)

4. Alternatively, you may opt to pay by credit card displaying the Visa or MasterCard logos. Please note that if you opt to use a credit card **a 2% handling charge will be added to the payment due** because of the very high charges levied by the card issuers. Please also note that if you are paying for the tour in US Dollars, as per the US Dollar prices shown in the tour description on our website, in order to bill your card we will convert the amount due in US Dollars to Pounds Sterling at the current 'spot rate' (this is the best exchange rate available, and much better than any bank exchange rate) and we will inform you how much in Pounds Sterling we have billed your card. Your card issuer will then convert this amount back into your local currency on your card statement.

Kindly note that if you elect to pay the deposit in a particular currency, you must settle the balance of the tour cost in the same currency. Switching currencies is not possible.

### **CANCELLING OR TRANSFERRING A BOOKING**

**Tour Cancellation:** Any cancellation by you of a definite booking must be notified to us in writing (fax or email are acceptable) and will take effect on the day that this is received by us. The following scale of cancellation charges will, unless a different scale of charges is specified in the tour description, be applied, based on our estimated expenses and losses suffered as a result of your cancellation:

More than 12 months before departure: 25% of deposit  
 12 months-121 days before departure: 100% of deposit  
 71-120 days before departure: 50% of final tour price  
 1-70 days before departure: 100% of final tour price  
 Day of departure or later: 100% of final tour price

Important: Some tours involving cruises/boat charters have different cancellation conditions: any such variations will be detailed in the tour description.

If the reason for your cancellation falls within the terms of your travel insurance the cancellation charges will normally be refunded by your insurance company (less any excess applicable). For this reason we strongly recommend taking out comprehensive travel insurance that will cover you adequately for unexpected cancellation.

**Air Ticket Cancellation:** If you have had us arrange air tickets for you, to/from the joining/ending points of a tour, and you subsequently have to cancel your booking, we will charge you the cancellation fee(s) applied by the airline(s) concerned plus an administrative fee of £50, €60, \$75 to cover the time spent retrieving the refund from the airline(s). We will refund the balance of the ticket cost to you, but kindly note that, in

the case of some airlines, it can take up to three months or more to obtain the refund!

**Transfers:** If you wish to transfer your booking to another tour less than 12 months before the current tour starts, this will normally be treated as a cancellation and rebooking, and the relevant cancellation charges will apply.

Transfers made more than 12 months before departure will be free of charge, other than in the case of tours involving cruises/boat charters.

**Substitution:** Should you be prevented by reasonable cause (such as illness) from proceeding with your tour you are free to find a substitute, provided we receive written notification. Within two months of the tour departure date we may not be able to accept a substitution as within this period there may not be sufficient time for the substitute to complete visa, health or other travel requirements. Any additional costs incurred as a result of a substitution (such as airline cancellation and rebooking charges) are your responsibility. We reserve the right to reject any substitute should we have reasonable grounds for doing so.

**Unused Services:** No refund can be given for any unused accommodation, meal, flight or other service provided as part of the tour.

#### **PRICE CHANGES, TOUR ALTERATIONS & CANCELLATIONS**

**Provisional Tour Prices:** Prices for tours departing far ahead (and occasionally for cruises departing less far ahead) are indicated as provisional as we can only 'guesstimate' what future exchange rates, transport costs, accommodation costs and other costs will be up to 30 months or more from when

we prepare a tour description, and in addition we may elect to make minor modifications to the itinerary. If you book on a tour where the price is indicated as provisional, you have the right to cancel your place, should you so wish, without incurring any cancellation charges, if the confirmed price of the tour ends up being more than 15% above the provisional tour price indicated at the time you booked, providing you notify us in writing (fax or email are acceptable) and this notification is received by us within 14 days of the date of despatch of the notification from us that the confirmed price exceeds the provisional price by over 15%.

**Tour Price Surcharges and Reductions:** We would like to be able to offer complete price stability once our tour prices are confirmed, but because of the possibility of substantial increases in transportation costs, fuel costs or taxes, or substantial negative movements in exchange rates, we cannot guarantee prices up to 18 months after the date of publication of our tour descriptions with confirmed prices. We reserve the right to increase the price of a tour in the event of cost increases incurred by us that stem directly from increases in transportation costs (by air, land or water, and including increases in fuel costs), increases in government taxes, fees, dues or levies, or negative movements in exchange rates.

Increases in transportation costs include airfare increases, and these include those instances where we are unable to obtain seats in the budgeted booking class in economy and have to obtain seats in a more expensive booking class. (We base our tour costs on economy class air travel in a particular booking class within economy: all airlines now have a multiplicity of booking classes and fares within economy).

In order to maintain the prices advertised in our tour descriptions we are dependent on reaching a certain level of support for each tour. The great majority of tours achieve the required minimum level, but a small minority do not. We appreciate that it is very frustrating to have a long-anticipated tour or tour extension cancelled, so it has long been our policy to do everything possible to ensure that our tours and extensions operate, and that our clients and friends are not disappointed. We regularly operate tours with only 3 or 4 participants, and occasionally with even fewer.

In the event that the required level of bookings for standard operation is not reached, we will still go ahead and operate the tour or extension if we possibly can (we have even shouldered a small loss on many such occasions in order not to disappoint our clients and friends). We face considerably increased costs in such situations and we may have to impose a surcharge in order to cover increased transportation costs per head. (The remaining cost increases, mainly relating to increased costs for leader accommodation and fees per head, will be absorbed by us.)

We will absorb any unexpected cost increases, stemming from the causes listed above, up to an amount equivalent to 2% of the confirmed tour price in the tour description, although we will have to pass on any additional increases to you in part or in full.

No surcharge will be imposed less than 30 days before departure. If there has to be a surcharge that exceeds 15% of the confirmed price of the tour as indicated in the tour description, you may either opt to pay the surcharge so that the tour can go ahead or you may opt to cancel your booking and receive a full refund or transfer your

booking to another of our tours, provided we receive written notification within 14 days (fax or email are acceptable) of the date of despatch of our surcharge notification.

Tour prices may also be revised downwards at our discretion, but as we undertake to absorb cost increases of 2% or more for every single tour in our programme, and as cost increases are the norm, such downward revisions to prices will only be made in exceptional circumstances.

**Tour Alteration:** The tour descriptions are prepared up to 30 months or more before the date of operation of the tours they feature and subsequent variations may sometimes be made to published details, either voluntarily by us or involuntarily.

We frequently make changes to our tour itineraries to keep up to date with ever-changing photographic knowledge and developments, with the aim of improving your tour. Occasionally we may have to make involuntary changes when access situations at particular venues deteriorate, or where they become closed or otherwise inaccessible for some reason. We reserve the right to modify our itineraries where we deem it desirable or necessary. We also reserve the right to substitute a competent alternative leader for a published leader where we deem it desirable or necessary, although we will always do our best to minimize leader changes.

Other examples of changes that can be expected from time to time include changes to the tour dates (by up to 7 days in either direction announced more than 9 months before the original tour start date, or up to three days in either direction announced between 4-9 months before the original

tour start date), minor changes to the tour duration (lengthening by up to 24 hours, or shortening by up to 12 hours), re-ordering of the itinerary, changes to the amount of time spent at each venue and changes to accommodation.

Naturally we will notify you as soon as possible in the event of changes to the tour dates. Such changes as specified above, and other such changes, will not have significant impact on the performance of the tour or your ability to travel and are not grounds for cancellation without charges.

Very occasionally major alterations to tour dates are necessary which might materially affect your ability to travel. We define such major alteration as a change to the tour dates by more than 7 days in either direction made more than 9 months before the original tour start date, a change to the tour dates by more than 3 days in either direction made between 4-9 months before the original tour start date, or any change to the tour dates made within 4 months of the original tour start date. Naturally we will notify you as soon as possible in the event of any alteration of the tour dates that has to be made.

If a major date alteration, as defined above, is made by us, you may either agree to proceed with the tour over the revised dates or, if you prefer, you may cancel your booking and receive a full refund or transfer your booking to another of our tours, provided we receive written notification within 14 days (fax or email are acceptable) of the date of despatch of our notification.

If an alteration is made to a tour where the price has been confirmed and which results in a substantial increase in costs, we will absorb whatever we can of the cost increases and only pass any remaining balance to you. In the event of such an alteration, you will have the option to either

agree to proceed with the tour as modified and accept the price increase we specify or, if you prefer, you may cancel your booking and receive a full refund or transfer your booking to another of our tours, provided we receive written notification within 14 days (fax or email are acceptable) of the date of despatch of our notification.

Very rarely major alterations to the tour itinerary become necessary, through circumstances amounting to force majeure (see Tour Cancellation), either before or after departure. In such rare situations we will do our very best to modify your tour in a manner that minimizes necessary disruption. We will make a partial refund to you if the modified itinerary results in a cost saving.

Please note that we cannot take responsibility for any additional costs or losses that you may face, including any airline amendment charges you may suffer, as a result of either minor or major itinerary alterations that are caused by circumstances outside our control.

**Tour Cancellation:** Under exceptional circumstances we may have to cancel, rather than alter, a tour in the event of unusual or unforeseen circumstances outside our control (including all situations considered to represent force majeure): for example, technical or maintenance problems with transport, changes imposed by rescheduling or cancellation by air or sea carriers, government action, industrial dispute, war or threat of war, civil strife, terrorist activity, riot, natural or man-made disaster, or severe weather conditions. In the event that we have to cancel a tour due to circumstances outside our control we will offer you an alternative tour if we are able, which you will be free to accept or decline. Alternatively, we will provide you with a full refund of the tour price.

Alternatively, we may have to cancel a tour if there are insufficient bookings to make the tour economically viable. We want to stress that the vast majority of our tours operate as planned, with only a small minority failing to do so. If a tour cannot go ahead because of insufficient numbers it will be cancelled by us not less than 30 days prior to departure, and we will inform you of this decision as early as we can. In this case you may either transfer your booking to another of our tours or you may opt to receive a full refund.

Please note that we cannot take responsibility for any additional costs or losses that you may face, including any airline cancellation charges you may suffer, if a tour is cancelled. Consequently we suggest you do not make any air travel commitments that could result in significant cancellation fees until you have checked with our office that the required number of participants has been reached. Even then, please bear in mind that subsequent cancellations or events can, on very rare occasions, result in a tour being cancelled.

**Airfares:** It is not possible for us to give accurate airfare information far in advance of tour departure dates, as airlines continually change their prices and booking class availability, and may impose fuel surcharges or pass on tax increases, and we have no control whatsoever over any of these factors. In consequence we can only give a very approximate airfare indication far in advance of travel, based on the least expensive booking class available at the time we checked. If you ask us to arrange flights for you to/from the beginning/ending points of one of our tours, we will do our very best to obtain tickets for you as close as we can to the indicated fare, but please bear in mind that increases in fares, the imposition of fuel surcharges or higher taxes, or a lack of availability of the least

expensive booking classes, by the time the flight is actually booked, will result in higher charges. In the great majority of instances the differences are no more than 10-15%.

### OTHER INFORMATION

**Group Size Limits and Number of Leaders:** The normal group size limit for each tour is specified in the tour description. The limit is usually somewhere between 6-12 participants plus leader(s), but there are exceptions. Where two leaders are listed, we may only send both leaders if the tour is sufficiently well supported; alternatively we may elect to send both regardless of group size. Where only one leader is listed, we may elect to send an additional leader with the group, but in such an instance we will not increase the group size limit. Unlike some wildlife photography tour companies, we do not have a 'couples rule' that allows the published group size limit to be increased by one. Our published group size limit is the actual limit.

**Wildlife:** The species mentioned in the tour descriptions are meant as a guide to what you might see and photograph. You should not expect to see and photograph everything mentioned, although you should see and photograph a high proportion if you participate fully in the tour.

**Airlines, Airports, Aircraft Types:** As all flights in connection with our tours are arranged on an individual basis, we are not in a position to state in the tour descriptions the airlines or airports to be used by our clients. If you book air travel with us, details will be provided in your flight schedule, which will be sent out well in advance of your travel. We are not in a position to state the aircraft types which will be used.

Please note that European Union regulation number 211/2005 establishes a list of air carriers subject to an operating

ban within the European Union. This list can be found on the EU website at the following address: [http://europa.eu.int/comm/transport/air/safety/flywell\\_en.htm](http://europa.eu.int/comm/transport/air/safety/flywell_en.htm). You can rest assured that we will not book you a flight on any such airline, and should any airline we book you on be subsequently added to this list we will reroute you. The EU regulation establishes a right for passengers to be re-routed or, if necessary, reimbursed, if they have been booked on a banned airline.

#### **Passports, Visas and**

**Vaccinations:** You are responsible for ensuring that you bring with you a valid passport (which should have at least 12 months left to run at the commencement of the tour) plus, where necessary, a valid visa and/or a valid Yellow Fever vaccination certificate. Remember, if your passport is getting full, that any visa will require a full blank page plus space on the opposite page for entry and exit stamps. The tour information we will send you will provide information about any visa or vaccination certificate requirements known to us at the time the information is issued, but, as regulations can change, you are normally responsible for checking visa requirements yourself and, if a visa is necessary, obtaining your visa direct from the appropriate embassy or consulate.

**Privacy Policy:** All names and addresses on our mailing list are stored on computer files. These files will most definitely not be passed to any other party, for advertising purposes or for any other reason, but should you object to having your name and address stored in this way please inform our office and we will remove your entry. We do not store credit card details nor do we share customer details with any third parties.

**Complaints:** In the unlikely event that you have cause for complaint you should notify one of the leaders (or our office where appropriate) as soon as

possible so that we may do our best to assist you. If a problem remains unresolved in spite of prompt notification then you should make a complaint in writing to our office within 28 days of the completion of the tour.

#### **Restrictions on Participation:**

We reserve the right to remove from the tour any person unable or unwilling to conduct themselves in a manner compatible with the satisfactory operation of the tour. In this event we will make no refund, nor be liable to pay any compensation, and any additional travel costs involved in returning home are your own responsibility.

**Liability:** We have taken all reasonable steps to ensure that the tours described in the tour descriptions have been properly arranged and that the airlines, ship operators, vehicle operators, travel agents, hotels, restaurants and other organizations we use are reputable. We will accept liability for matters which arise as a direct result of our negligence and/or breach of our contractual duty to exercise care in making arrangements for you, including acts or omissions by our employees or agents. Further we will accept liability for any negligent act or omission by our suppliers, who may operate elements of your tour arrangements (other than air, sea or land carriers, or hotels, as specified below). We will accept full liability for death, personal injury or illness arising out of our negligence or that of our employees, agents or suppliers (other than air, sea or land carriers, or hotels, as specified below). In the case of any other loss or damage suffered as a result of our negligence or that of our employees, agents or suppliers (other than air, sea or land carriers, or hotels, as specified below) we limit the maximum extent of our liability to twice the amount paid for the tour in question. However, we cannot accept responsibility for claims arising out of carriage

by air, sea or land, or provision of hotel accommodation. We have no control over the carriers or providers concerned and you are subject to their terms and conditions, which are governed by international conventions, which exclude or limit liability in respect of death, injury, delay, loss or damage to baggage, etc. It is also important to note that operational decisions may be taken by air, sea or land carriers, or their regulatory authorities, that result in delays, diversions, rescheduling or cancellations. We have no control over such decisions and are therefore unable to accept responsibility for them.

**Your Financial Protection:** Our ATOL number is 2937. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

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

If we, or the suppliers identified on your ATOL

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

#### **TRAVEL INSURANCE**

It is very important that you obtain insurance cover against the usual risks associated with travel, from the time of booking your tour until the time you return home. If you are in a position to take out travel insurance you would be very ill-advised to travel without it. Please ensure that your insurance provides adequate protection against the two major concerns: medical/repatriation expenses while abroad and cancellation/curtailment charges in the event that you, or a travelling companion or close relative, fall ill either before or during the tour. Most of those travelling abroad more than once a year will find that taking out an annual travel insurance policy is the simplest and most cost-effective option.

Wildlife photographers often carry a lot of expensive photographic equipment. Regular travel insurance does not provide sufficient cover and so, if you are not already covered under your household contents policy, we recommend you take out specialist insurance cover for your equipment.