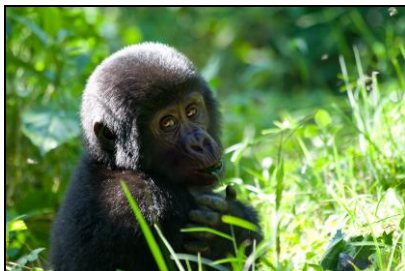


RWANDA, GORILLAS & VOLCANOES

**AN EXCLUSIVE FULLY ESCORTED SMALL GROUP TOUR FOR THE
DISCERNING TRAVELLER**

14 NOVEMBER TO 24 NOVEMBER, 10 NIGHTS



INTRODUCTION

This fully escorted small group tour showcases a country which for most people is one of turmoil and horror. But that was 20 years ago and since that time the whole of the country has worked together to rebuild both the infrastructure and the relationships between the people. This approach has been remarkably successful and the visitor will immediately feel a positive sense of belief in the future. The remarkable scenery and warmth of the people are complemented by the main attraction of any visit to Rwanda, the mountain gorillas and this tour provides an opportunity to trek and view these highly endangered and charismatic animals in their natural habitat. Travelling in November this exclusive departure has been crafted using our extensive knowledge and experience of creating holidays to Africa, which we have been doing very successfully since the 1990's. In addition to the African Pride tour leader who will accompany the whole of the tour from Heathrow, we utilise the services of our local partners in Rwanda who provide a local and expert insight into the culture, history, flora and fauna of their stunningly beautiful country. Together they will ensure that you experience matches your expectation and you will return with many precious memories.

ACCOMMODATION

The tour has been carefully planned to use some of Rwanda's best accommodation which ranges from small intimate guesthouses to some highly acclaimed lodges. All are well known and trusted by us and have been chosen using our first-hand knowledge and experience of the area to select the best places to stay. Each has its own unique style and offering and all enjoy excellent reputations for quality and service. Descriptions of each property can found in the itinerary pages, shown below.

GROUP SIZE

The group size will be between six and eight passengers thus ensuring a very personal experience avoiding the downsides sometimes experienced on a tour with a large number of travellers. A smaller number also allows for better interaction with your fellow travellers, the tour leader and guides. To enable each person to experience a different view throughout the tour, a seat rotation system will be in place and this will be co-ordinated by the tour leader. Touring vehicles used are appropriate for the number of people on the tour, the environment and the distances covered.

TOUR HIGHLIGHTS

- Kigali, 2 nights - City tour
- Nyungwe Forest National Park, 2 nights - Chimpanzee trekking
- Lake Kivu, 2 nights
- Ruhengeri (nr. Volcanoes National Park), 2 nights - Gorilla trekking
- Flights with Kenya Airways

WHO IS THE TOUR SUITABLE FOR?

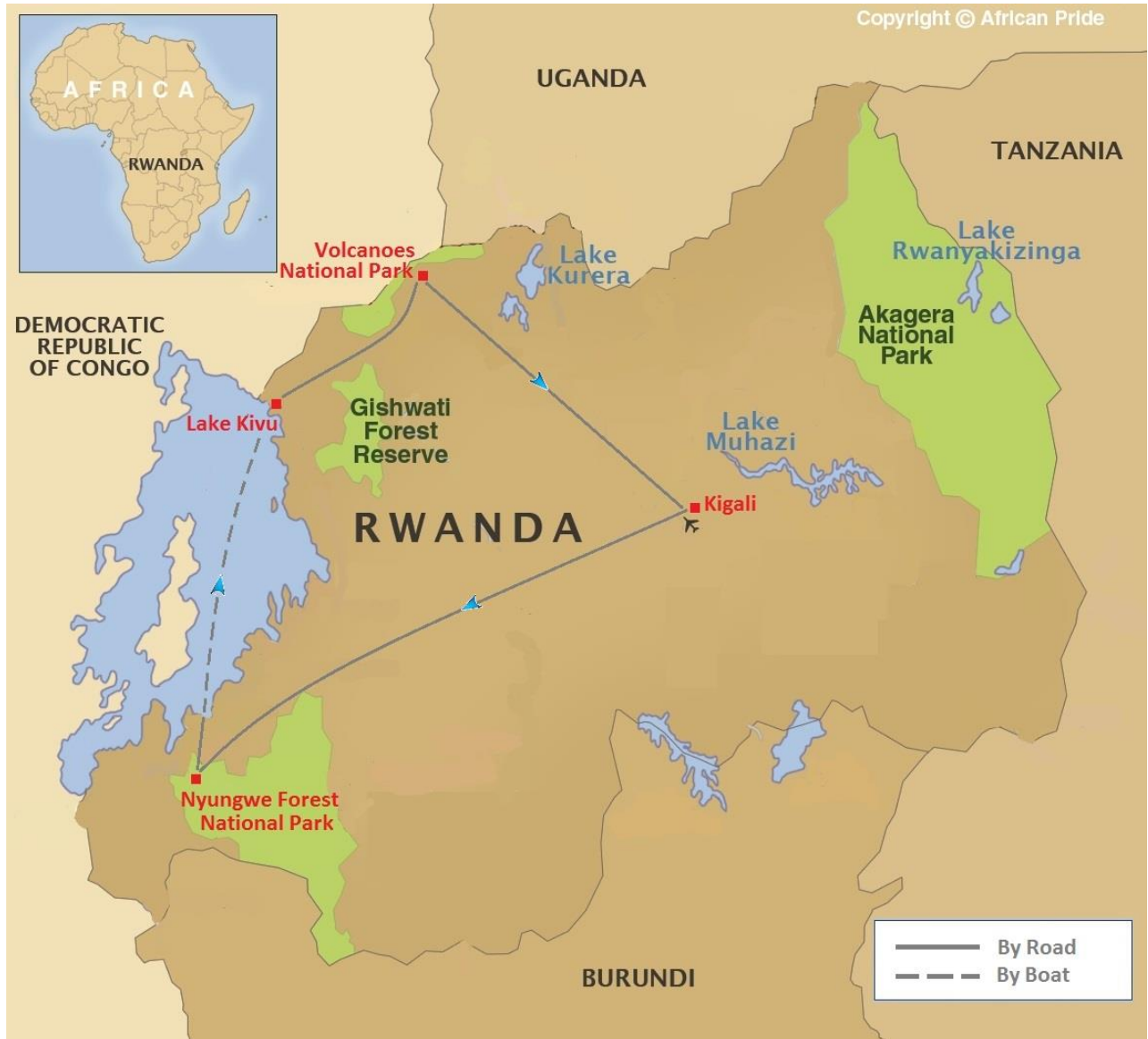
The tour is suitable for adult travellers (the tour is not planned with children in mind) and will suit people with a fair standard of mobility and fitness. Should any person/s have any mobility, disability or medical conditions then we would need to be made aware before a booking is made. Please refer to the Personal Health & Wellbeing section on page 15 for further details.

WEATHER

The weather in Rwanda in November will be becoming hot with some rainfall, especially likely in the forested areas, and in particular when trekking for the gorillas.

RWANDA - THE DESTINATION

This amazing country offers breathtaking scenery, experiences and attractions for all its visitors with the main highlight being the gorilla trekking opportunities in the mountainous Volcanoes region. Known as 'The Land of a Thousand Hills' and having rebuilt itself from the horrors of the genocide that took place in the mid-1990's, the country and its people welcome visitors and provide an unforgettable experience.



AFRICAN PRIDE

Kigali – The capital and largest city, is a mix of old and new and is home to the recently built Genocide Museum. The city and its people have made great strides and it is classed as the safest and cleanest city in sub-Saharan Africa.



Nyungwe Forest National Park – South west of Kigali, the beautiful park offers the chance to trek and view chimpanzees, colobus monkeys and perhaps to take a canopy walk through the forest. The rainforest is the largest remaining area of montane forest in East Africa with amazing scenery which rewards the visitor with rich birdlife and, usually, good views of the primates.



Lake Kivu – On Rwanda's western border, this 90km long lake is a refuge for weary travellers and offers relaxation at a number of lakeside retreats. The scenery is a mix of natural habitat and farmland with the scenic road hugging the lake as it bends and twists its way

Gorilla trekking – The undisputed jewel in Rwanda's crown is the Volcanoes National Park, home to the critically endangered mountain gorilla. It is estimated there are only 1,000 left in the wild with around 500 being located here. Treks to view these incomparable animals are well organised and have an almost 100% success rate. The encounters are strictly controlled in order to protect the gorillas but you will return with a euphoric feeling unlike any other you will have experienced.

AFRICAN PRIDE RWANDA ESCORTED TOUR

Mon 14 Nov 16

Meet your tour leader and fellow travellers at London Heathrow.

Depart London Heathrow Airport 1900 hrs
Flight KQ101 with Kenya Airways in Economy Class

Tue 15 Nov 16

Arrive Nairobi Jomo Kenyatta International Airport. 0635 hrs
Connect for your onward flight arrangements.

Depart Nairobi Jomo Kenyatta International Airport 0750 hrs
Flight KQ448 with Kenya Airways in Economy Class
Arrive Kigali Airport 0820 hrs

You will be met and transferred to your hotel. Remainder of the day at leisure.

Kigali Serena Hotel, Kigali, for a stay of 2 nights
Standard Room (*Bed and breakfast*)

Kigali Serena Hotel



Ideally located on one of Kigali's most charming boulevards, the five-star Kigali Serena Hotel is built around a polished granite atrium, which showcases the very best of Rwandan cultural art. The accommodation consists of 148 rooms ranging from standard rooms to Executives Suites. All the newly-renovated rooms are presented in typically pan-African style with either twin or queen-sized beds. Relaxed yet elegant, the hotel features an Executive Lounge and Bar, which opens onto a wide sundeck overlooking the newly refurbished swimming pool. Also overlooking the pool, the popular Milima Restaurant offers a wide range of all-day buffet choices, while the relaxed Sokoni Café offers inside and outside poolside seating.

Kigali



Located in the centre of the country, this low-key but attractive capital city straddles several hills and valleys. A relatively young capital, it was given this status after independence in 1962. Since this date it has grown in size yet retains a feeling of a smaller town which is clean and safe and was awarded the status of the 'Cleanest City on the continent' award in 2008. An afternoon tour is a good introduction to Rwanda and sets the scene for your visit to this relaxed and beautiful country. A 'must-do' is a visit to the moving Genocide Museum for a stark reminder of the country's troubled recent history, but mostly to see the inspiring way the Rwandans have recovered from this horrific event and now pull together to make their country one of the most amazing on the continent, and deservedly so.

Wed 16 Nov 16

The Kigali City Tour begins as a historic journey through the city with a guided tour from the first modern building from which the capital city was first founded, to the rapidly growing neighbourhoods that are changing the face of the city. Kigali City was founded in 1907 as a small colonial outpost by Dr. Richard Kandt, the first German colonial resident of Rwanda. His residence at the base of Mount Jali and Mount Kigali in the heart of the city has been converted into the Natural History Museum in honour of Dr. Kandt's work, and is one of the first stops on the tour. Along the tour, we will pass by Kigali's older commercial quarters, business and residential areas, visit historic sites commemorating the 1994 Tutsi Genocide, take a guided tour within the Gisozi Genocide Memorial, and learn about the city's diverse neighbourhoods and local attractions. Lunch is included at Hotel des Milles Collines.

Thu 17 Nov 16

Leaving the City of Kigali, drive to Nyungwe National Park which combined with the touring en route will take most of the day. You will travel via Nyanza (currently Nyabisindu) the former Mwami's Palace (King's Palace) and the seat of the feudal monarchy. The palace has been reconstructed to its 19th century state and shows a traditional dome that can be compared with the Kabaka's palace of Uganda. Proceed on to Butare, the second largest city of Rwanda, and regarded as the intellectual capital of the country. Butare hosts the National Museum, several academic universities and research institutions. You will also visit the Butare National Museum in Huye which is one the finest ethnographic museums of East Africa. A good source of information on the cultural history of Rwanda. Lunch is included en route.

Travel onwards to the Nyungwe Forest National Park where you will be dropped off at your lodge.

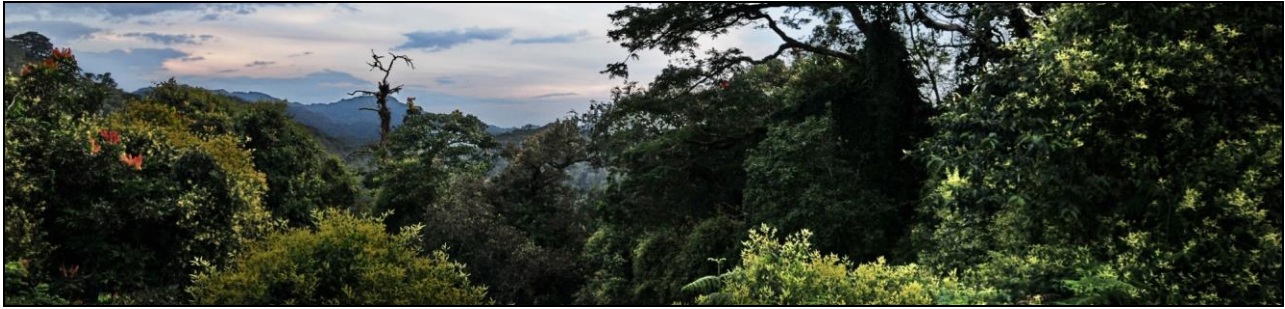
Nyungwe Forest Lodge, Nyungwe Forest, for a stay of 2 nights
Luxury Room (*Full board*)

Nyungwe Forest Lodge



The lodge, built to blend in with the surrounding environment, is situated in a tea plantation on the edge of the Nyungwe closed canopy rain forest, and is home to 13 species of primate including chimpanzees. The 24 en-suite rooms all face the forest and have air-conditioning, mini bar, tea & coffee facilities, safe, hairdryer, wifi and TV. There is a bistro with outdoor heated swimming pool, bar, relaxation retreat with two treatment rooms and spa bath, gift shop, small fitness centre, tea lounge, and laundry service.

Nyungwe Forest



This is the largest remaining tract of montane rainforest in eastern Africa and is situated in the south western part of the country. Not only is it an area of great biodiversity and interest, the whole region is simply magnificent. Upon entering the area you leave the characteristic rural Rwandan landscape of terraced hills and are suddenly amongst dense forest which has a humbling primeval air, particularly at dawn and dusk as the mists gather in the valleys adding to the atmospheric feeling. The main attraction are the primates with chimpanzees and colobus monkeys being the most popular. Other attractions include a forest canopy walk and for the more adventurous, a selection of treks throughout the area can be arranged.

Fri 18 Nov 16 **Chimpanzee Trekking**



An early start from the lodge as you travel through the mist-covered hills to the forested slopes to spend the morning searching for chimpanzees. After a safety briefing, your small group will commence its trek using generally clear paths that can be steep and slippery at times, into the forest. You will look out for these amazing primates as they are feeding either high in the trees or, for fortunate photo opportunities, on the ground. Chimpanzees are vocal animals and the sound of their calls ringing through the forest, combined with hoped for views, makes this a truly memorable wildlife experience.

Sat 19 Nov 16

Today you will be transferred to the shores of Lake Kivu where you will board a boat for a scenic transfer to Rubavu. Formerly known as Gisenyi, Rubavu is a lakeside resort with sandy shores and swaying palm trees. The boat trip will take approximately 3 hours. Your driver guide will drive the vehicle and luggage to Rubavu and meet you at the hotel later in the day.

Lake Kivu Serena Hotel, Rubavu, for a stay of 2 nights
Standard Room (*Full board*)

Lake Kivu Serena Hotel



Serenely sited on the white sandy shores of Lake Kivu, the sixth largest lake in Africa, and surrounded by extensive tropical gardens, Lake Kivu Serena Hotel overlooks its own private beach and offers 66 luxury hotel rooms, executive suites and family accommodation, a panoramic restaurant, indoor and beachside bars, a luxury swimming pool, and the 'Maisha' Health Centre. The hotel is popular as a place to relax and enjoy the views of the lake and all it has to offer.

Lake Kivu



Lake Kivu forms much of the western border of Rwanda and is some 90km in length. The road along its shore is currently being upgraded and so whilst not a route well-trodden by tourists, it can only be described as a stunning drive as it winds its way through the terraced landscapes with beautiful vistas of the lake at every turn. The lake itself offers little marine life due to a high concentration of methane gas within the water though it is perfectly safe for swimming. The main resort town is Rubavu which is situated on the northern tip and together with its tropical ambience makes a pleasant place to relax for a few days.

Sun 20 Nov 16

Day at leisure at the lakeside hotel. Alternatively a visit into the local town offers an interesting insight into Rwandan life.

Mon 21 Nov 16

Drive from Rubavu and head eastwards to Ruhengeri (47km, approx. an hour's drive), the capital of Musanze District in the Northern Province of Rwanda. Some sources now refer to the city itself as Musanze, after the district in which it lies. Ruhengeri is the closest town to the Volcanoes National Park and the base for Gorilla trekking. You will be dropped off at your lodge.

Sabyinyo Silverback Lodge, Ruhengeri, for a stay of 2 nights
Cottage (*Full board*)

Sabyinyo Silverback Lodge



The lodge location in the foothills of the mighty Virungas, a chain of 15,000 ft. volcanoes stretching through Rwanda, Uganda and the Democratic Republic of Congo, affords wonderful views of the volcanoes and the surrounding countryside. Guest cottages and the main lodge building have been beautifully constructed and appointed and the lodge is the perfect base from which to explore this unique and fascinating corner of Africa. Accommodation comprises stone built cottages and features large sitting areas, fireplaces, stylish bathrooms and sheltered veranda. The main lodge building has a sitting room, dining room, library/games room and shop. Two patio areas in front of the main building provide dramatic views to the Virunga Volcanoes. Located close to the headquarters of the Parc National des Volcans from where clients trek on foot to see the magnificent mountain gorillas, perhaps one of the most dramatic, thrilling and poignant wildlife experiences possible.

Volcanoes National Park



Standing in the north of the country, the Volcanoes National Park forms the Rwandan section of the Virunga Mountains which straddle the border of neighbouring Uganda and Democratic Republic of Congo. The area is world famous for protecting more than half the global population of charismatic mountain gorillas and trekking to view these incredible and critically endangered creatures forms the main activity of any visit to the area. The scenery is stunning, a chain of free standing mountains linked by ancient saddles of fertile volcanic lava flow. There are a number of habituated groups located throughout the park and treks are allocated to suit all levels of fitness being led by National Park rangers and porters. Walking difficulties may not be a barrier to gorilla trekking as arrangements can often be made locally to provide assistance, please call us to discuss further. Other attractions in the area include the Dianne Fossey Research Centre, golden monkey trekking and a variety of scenic hikes in and around the mountains.

Tue 22 Nov 16 Rwanda Gorilla Trekking



A trek to view mountain gorillas is one of the world's greatest wildlife experiences and is a must for any serious wildlife enthusiast. Treks are well organised, with numbers limited to eight people per gorilla family group per day. Treks set off early in the morning and after a safety and gorilla-etiquette brief, your small group will travel, generally along clear paths, into the forest. At an altitude of 2,500m, the hike can be tiring, but the pace is unhurried and can take anything from half an hour to a few hours before finding a group. Quickly any apprehension will vanish as you watch the captivating creatures continue their feeding and their interactions. Younger gorillas will be curious and be playful, whilst the sheer presence of the huge silverback will take your breath away. Its intelligent thoughtful gaze will prove that this is an encounter that surpasses any other wildlife experience.

Wed 23 Nov 16

This morning there is the opportunity to participate on a further gorilla trek or golden monkey trek (must be pre booked and not included in the cost) otherwise the morning is at leisure before you depart the lodge and travel back to Kigali (approx 2.5 hrs) where you will be dropped off at the airport for your return flight home.

Depart Kigali Airport	1845 hrs
<i>Flight KQ444 with Kenya Airways in Economy Class</i>	
Arrive Nairobi Jomo Kenyatta International Airport	2110 hrs
Depart Nairobi Jomo Kenyatta International Airport	2325 hrs
<i>Flight KQ102 with Kenya Airways in Economy Class</i>	
Arrive London Heathrow Airport	0530 hrs*
(* Flight arrives the following day)	

Flight timings are local and subject to change.

YOUR QUOTATION

Quote Ref: AP17459

The cost of the arrangements as outlined in the attached itinerary is detailed below based on a minimum number of passengers booking on this tour.

COSTS:

Double/Twin Share	£6,798 per person
Single Room	£7,495 per person

INCLUDED

- Flight arrangements as detailed including details of all pre payable ticket and airport taxes
- Accommodation as outlined
- All breakfasts, eight lunches and six dinners
- Transfers as shown
- Touring as detailed (including some entrance fees as shown unless otherwise indicated)
- Services of African Pride Tour Leader from the UK for the whole duration of the tour

NOT INCLUDED

- Any meals and drinks not mentioned within the itinerary
- Tips and Gratuities
- Travel Insurance
- All visa/passport charges where applicable

IMPORTANT INFORMATION

- To confirm this booking we require a deposit of £2,120 per person together with your full name as per your passport, details of any special dietary requests or special requirements you may have.
- The full balance will be required 9 weeks prior to departure.
- Cancellation charges on this booking differ from those outlined in our booking conditions and are as follows; 63-43 days before travel 50%; 42-31 days 75%; 30-0 days prior to travel 100%.
- Flight upgrades to Business class are available at a supplement and are subject to availability.
- If you are a group of people who would like to consider such a tour on a private basis, tailored to your preferred departure dates or specific requirements, then please do contact us or your travel agent and we would be happy to arrange this for you.

OTHER DETAILS TO NOTE

Our Service to You

- African Pride Representatives are on hand at Heathrow to assist with any requirements you may have whilst checking in.
- Throughout Africa, we have a trusted network of local agents able to assist you. You will also be given emergency out of hours contact details for African Pride in the UK.
- Where possible, we will pre allocate your preferred aircraft seats on selected airlines only.

Your Security and Protection

- African Pride is fully bonded to provide holidays including any air transportation by the CAA under ATOL number 2949. For holidays that do not contain any flight arrangements, then your financial protection is administered by ABTA under membership number W156X. Following the ABTA code of conduct, we maintain a high standard of service to our clients.

Booking Conditions

- Please refer to our booking conditions for full details of our terms and conditions, in particular details of our cancellation charges and procedures for amending a confirmed booking. Full details are attached with this document.

Travel Insurance

- It is crucial that you take out comprehensive travel insurance for your holiday. Please check that your insurance is appropriate to your holiday and offers the relevant cover required. Please note that it is advisable to have your travel insurance in place at the time of paying your deposit.

ESSENTIAL DESTINATION INFORMATION

Please refer to the following details for further information you will require whilst planning your trip. It is also advisable to check the Foreign & Commonwealth Travel Centre website for current information and a detailed travel summary of your destination. Please see www.gov.uk/knowbeforeyougo

RWANDA

Passport and Visa Requirements

- British Passport holders require a visa to enter Rwanda. These are available on arrival and cost £20 or US\$30 for stays of up to 30 days. Payment can be made in cash (sterling or US dollars) or by Visa/Mastercard, please note, however, that payment by credit card may not be available at all land border crossings. You can also choose to get a visa in advance at any Rwandan diplomatic mission or [online](#). Passports should be valid for at least 6 months from the date of entry into Rwanda and must have at least one blank page.

Health Requirements

- For entry into Rwanda it is recommended to have vaccinations against Hepatitis A, Tetanus, Polio, Diphtheria and Typhoid. It is compulsory to obtain a yellow fever certificate if travelling from or transiting through an endemic yellow fever country and we recommend that you seek official guidance from your GP or travel clinic on the current list of endemic yellow fever countries also taking into consideration any previous travel within the past 12 months. If, for medical/age reasons, you are advised by your GP not to have a yellow fever vaccination then you should obtain an exemption form/waiver letter which you must travel with. Malaria is endemic throughout the country and so prophylactics are recommended. Please note this information is only for guidance and you must consult your GP or travel clinic for detailed advice.

Park and Conservation Fees

- Rwanda National Parks do charge a daily entrance fee to visitors in addition to gorilla permits. Generally this will be included in your holiday cost. However on occasions, this is payable locally details will be advised if applicable.

GENERAL INFORMATION

Passport & Visa Requirements

Ensuring that your passport and visas are valid are your own responsibility and whilst advice is provided we cannot be held responsible if you not able to travel as a result of failings in your passport or visa. Be aware that some countries require that two blank consecutive pages are available in your passport and we will endeavour to advise of this requirement where applicable. The UK Passport Service may be contacted on www.passport.gov.uk and links to various Embassies, High Commissions and Consulates are shown on our website <http://www.african-pride.co.uk/useful-links/>. The enclosed destination information has provided specific details for your country you will be visiting however African Pride take no responsibility in regards to passport and visa requirements for your intended destinations, please refer to our booking conditions clause 11.

Health & Safety

Every country has its own regulations in regards to health and safety and thus this may not match the same level as set by the UK. However all aspects of your escorted tour, from accommodation to your transport will have been checked for their levels of health and safety, yet we ask that you take additional care and make yourself aware of the nearest fire exit, take notice of displayed signage, checking pool depths before entering and all other component parts of your holiday.

Due to the nature of African Pride escorted tours, you should be aware that in certain locations included on your tour there may be some instances of wild animals roaming free. Every precaution is taken by game lodges to ensure guests' safety but you will usually be asked to sign a liability disclaimer on check-in and all advice as provided by the game lodges and their staff should be adhered to at all times.

Essential Destination Information

Whilst we have provided some relevant information regarding your destination, it is also advisable to check the Foreign & Commonwealth Travel Centre website for current information and a detailed travel summary of your destination. Please refer to their website www.gov.uk/knowbeforeyougo

Travel Insurance

A vital pre-departure arrangement is to take out comprehensive travel insurance for your holiday. Please ensure that your insurance is appropriate to your holiday and offers the relevant cover required, particularly covering any sightseeing tours or activities you book locally. African Pride strongly recommends that your travel insurance provides sufficient financial protection for the following key travel circumstances that may arise whilst abroad. This list is not exhaustive of every aspect in regards to travel insurance but merely provides an indication of what should be included:

- Travel Disruption – Either delay or re-scheduling of both the outbound or homeward travel
- Medical Expenses – Due to an unforeseen incident, illness or repatriation
- Legal Expenses Abroad – To cover any legal costs that may occur from your travel
- Personal Liability Cover - To cover liability arising from any incident
- Personal Belongings – Ensuring that the cover provided is sufficient for the items you are taking.
- Cancellation – To cover all or part of the financial cost of your trip or the cancellation charges that are applicable. Please note that these charges apply at the time your deposit is paid and so it is advisable to have insurance in place at the time of booking.
- Adventure Activities – Any activities that would be considered as a risk that are detailed with in your travel itinerary should be included within your travel insurance

Please ensure that before your departure, African Pride have been provided with the name of your insurer, your policy number and the name and telephone number of the person you would like to be your contact in the case of emergency. It is your responsibility to ensure the travel insurance you purchase provides adequate

cover. African Pride do not check individual insurance policies and we cannot be liable for any expenses incurred as a direct result that the insurance you have purchased does not cover any or part of any claim you may make from your holiday. Please refer to our Booking Conditions clause 13.

Personal Health & Well Being

African Pride advise that you consult with your GP prior to booking any travel and arrange any further consultation prior to your departure to cover any vaccinations or medical prescriptions that may be required for the destinations that you will be travelling to. Please note that some treatments may require multiple visits.

At the time of booking should you have concerns on your personal health and well-being it is your responsibility to ensure you seek appropriate medical advice. If at any point prior to travel you have any concerns about your health and wellbeing arises, it is your responsibility to notify African Pride.

Should a change in your health and wellbeing occur you agree to accept the authority and decisions of employees, trip management and third parties prior and whilst on trip with us. If in the opinion of any such person(s) or any other person in a position of authority (for example, airline staff or hotel manager), your health, level of fitness or conduct at any time before or during a trip is endangering or appears likely to endanger your health or wellbeing or any third party (including any other clients of the Company) or the safe, comfortable or happy progress of the trip, you may be excluded from all or part of the trip without refund or compensation.

There may be additional personal health considerations which may apply to yourself and it is essential that you advise us before booking, these include (but are not limited to):

- Pre-existing medical conditions
- Disability or special assistance
- Special dietary requirements & allergies

African Pride will require in writing details of any of the above or any other personal health considerations which may impact the booking process and travel arrangements at the time of booking. Should personal health considerations occur post booking but prior to departure you must inform African Pride in order for a review and appropriate decisions to be made in relation to your booking and if any amendments or cancellations need to be made, which may result in you being excluded from all or part of the trip without refund or compensation. We may require a letter from your doctor in order to confirm you are medically fit for travel. Our Tour Leaders are not directly able to offer special assistance to any individual customer and thus you will need to arrange appropriate assistance from whom ever you will be travelling with. Please refer to our booking conditions clause 14.

In relation to Special dietary requirements we and our local partners will endeavour to provide for individual requirements throughout the trip but we cannot provide any guarantee that this can be met at all times due to local circumstances that may not make this possible. Should you have any allergy, details of this should be provided in writing at the time of booking.

African Pride Escorted Tours may involve environmental conditions that may have an impact on certain medical conditions or an individual's personal well-being, therefore before booking please consult with your GP regarding your tour to understand if the itinerary would be appropriate. These environmental conditions can range from, but are not limited to, the following:

- Temperature
- Altitude
- Terrain

African Pride cannot be held responsible for any omission or amendment to health requirements as they can change without notice.

Accommodation

All accommodation used is as per the itinerary and any images shown will not necessarily be of the room type included in the tour.

Personal Smoking

On all forms of transport, including any aircraft, no smoking is permitted. Whilst on Tour regular convenience stops will be provided for throughout the itinerary. Individual accommodation smoking policies will apply, on check in please consult with reception to ensure compliance.

Optional Activities

Any optional activities you partake in during your holiday do not form any part of your booking contract with African Pride and thus we do not accept any liability associated with optional activities you choose to do outside the organised escorted tour itinerary. These optional activities are operated by independent local operators who may not follow public liability and health and safety standards set for African Pride escorted tours.

Baggage Allowance

Baggage allowances are usually strictly enforced and can differ between each airline and class of travel. Details of the latest information relating to the limits for both checked and carry-on baggage will be supplied with your travel documents. Flights in light aircraft often have lower limits and restrictions on bag types. Details will be advised with your documents.

Children

African Pride Escorted Tours are not aimed for families with younger children, however we are able to accommodate such requests on the basis of a private tour, but reserve the right not to do so. We will be pleased to provide guidance and advice on the suitability of holiday types and accommodation for children of all ages.

Airline Reservations & Tickets

Restrictions often apply to air tickets regarding changes and cancellation penalties. Should you need to make any changes to your flights then we will assist as much as possible and apply charges as per the airline contract and our booking conditions. This should only be done in conjunction with us as the ticket issuer. Should an airline amend its flight schedule then we will make every effort to advise you or your travel agent and assist as per our booking conditions. Specific seat requests can be made on most airlines, and in some cases a charge is made, but no guarantees can be given. Some flights within Africa may be on light aircraft and there are often personal weight and/or baggage restrictions and if a passenger does not comply with these then the permission to travel may be withdrawn.

Airport taxes & Additional Charges

All airport taxes and additional charges as known at the time of booking are shown in the quotation. However, these can change at any time and should this happen we will endeavour to advise you or your travel agent as soon as possible. Some taxes and charges need to be paid locally and are your responsibility. We will endeavour to advise you of these but cannot be held liable for any omissions or changes.

AITO Member

African Pride is a member of the Association of Independent Tour Operators (AITO). The Association represents Britain's leading independent tour operators and encourages high standards of quality and service. African Pride abides by the Association's Code of Conduct and adheres to the AITO Quality Charter which can be viewed on www.aito.com. Visit the website to find out more about the Association or call 020 8744 9280.

BOOKING CONDITIONS

Your contract is with The Curzon Corporation Limited, trading as African Pride whose registered office is at Milton House, 33a Milton Road, Hampton, Middlesex. TW12 2LL. Company registration number: 766795.

1. Your Booking Contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland should you wish to do so. These booking conditions are subject to change and an up to date copy will be sent with our quotation and is available at all times on our website: www.african-pride.co.uk

2. Your Financial Protection

We provide financial protection for our package holidays. For flight based holidays this is through our Air Travel Organisers Licence no. 2949. When you buy an ATOL protected flight inclusive holiday you will receive a Confirmation Invoice and an ATOL Certificate from us (or via our authorised travel agent through which you booked) confirming your arrangements and your protection under our ATOL. 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. 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. Further information is shown on the ATOL Certificate or visit the ATOL website at www.atol.org.uk.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, and with the prior agreement of the CAA, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme. When you buy a package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA the Travel Association (ABTA W156X).

3. ABTA

African Pride are a member of ABTA, membership number W156X. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also provide you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint go to www.abta.com to use ABTA's simple procedure. Further information on the Code of Conduct and ABTA's assistance in resolving disputes can be found on www.abata.com.

4. Your Booking Price & Payment

African Pride reserve the right to alter the prices shown in our brochure. You will be advised of the current price of the arrangements that you wish to book before your contract is confirmed. When you make your booking you must pay a deposit of £300 per person or 10% of the holiday cost (whichever is the greater). For certain arrangements and at certain periods, especially (but not limited to) air tickets, accommodation, rail or touring products, Christmas and Easter, a higher deposit may be required and you will be notified of this prior to booking. The balance payment of the price of your travel arrangements must be paid at least 8 weeks before your departure date, and for certain arrangements this payment may be required earlier and you will be advised of the amount and the date payment is required. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. When you buy a flight based holiday, all monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel trust at all times. This is subject to the travel agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the travel agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by him on our behalf at all times.

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation/disembarkation fees at airports and ports and in exchanges rates mean that the price of your travel arrangements may change after you have booked. However, if there is a change within 30 days of your ex UK departure date, we will absorb these and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of a higher quality you will not have to pay more but if it is of a lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice, Should the price of your arrangements go down, due to the changes mentioned above, by more than 2% of the total cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel arrangements due to contractual and other protection in place.

5. Making Changes To Your Booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, within one year, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must also be made in writing from the person who made the booking or via your travel agent. You will be asked to pay an administration charge of £30 per altered item plus any further costs we incur in making this alteration. You should be aware that these costs could increase the closer to departure date that changes are made and you should contact us or your travel agent as soon as possible. Note: Certain travel arrangements e.g. (but not limited to) air tickets, accommodation, rail or touring products, may not be changeable after the reservation has been made and confirmed and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

6. If You Cancel Your Booking

You, or any member of your party, may cancel travel arrangements at any time. Written notification from the person who made the booking or from your travel agent must be received at our offices for this to take effect. Since we incur costs in cancelling any travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 7. Note: if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

7. If We Change Or Cancel Your Booking

It is unlikely that we will have to make any alterations to your travel arrangements but we plan them many months in advance and occasionally we may have to make changes and reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, it may have to be cancelled.

However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of a comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay you compensation as set out in this clause. Any changes to the airline arrangements after you have received your tickets will be notified to you or your travel agent as soon as possible and in all cases at check-in or boarding gate. Some changes are deemed to be a minor charge, for example but not limited to, alteration of the flight in either direction by less than 12 hours, changes to the aircraft type, changes to the accommodation to another of the same standard. If we make a major change to your booking, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the chance of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of a comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booking and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation per booking as detailed below:

Period before departure within which notice of Cancellation or major change is received by us or notified to you.	IF WE MAKE A MAJOR CHANGE TO YOUR HOLIDAY	IF WE CANCEL YOUR HOLIDAY	IF YOU CANCEL YOUR BOOKING
	Amount you will receive from us	Amount you will receive from us	MAXIMUM amount of cancellation charge*
More than 56 days	Nil	Deposit only	Deposit Only
56 - 43 days	£20	Monies paid + £20	50% of holiday cost
42 - 31 days	£30	Monies paid + £30	75% of holiday cost
30 - 0 days	£50	Monies paid + £50	100% of holiday cost

The compensation we offer does not preclude you from claiming more if you are entitled to do so.

* In some circumstances higher cancellation fees may be applied by certain product suppliers, for example (but not limited to) airlines, accommodation, rail or touring products. Should this be the case you will be notified of such fees before confirming your booking and these will apply in the event of a cancellation. These fees may be any amount up to 100% of the cost of the product.

Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unforeseeable circumstances beyond our control or that of our supplier partners. These can include, for example (but not limited to) war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear events, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

8. If You Have A Complaint

If you encounter a problem or have cause for complaint with your travel arrangements, it should be reported immediately to our tour escort and they will try to rectify the problem at the time. If they are unable to resolve the matter to your satisfaction, please then refer to your travel documents for our contact details and contact us as soon as possible. If your complaint cannot be resolved locally having reported it, you must inform our tour escort whilst overseas and follow this up in writing to us with 28 days of your arrival back into the UK. If you fail to follow this procedure, we cannot accept responsibility for any problem or complaint that could have been rectified there and then had you notified us. For all problems or complaints, failure to comply with this procedure may mean that your right to claim any compensation you may have otherwise have been entitled to may be affected or lost as a result. Please also refer to section 3 regarding the ABTA Arbitration Scheme.

9. Our Liability To You

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However, we will not be liable where any failure in the performance of the contract is due to you, or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable, unavoidable or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall. African Pride does not accept any liability for any services or facilities which your accommodation or other supplier agrees to provide to/for you where the services or facilities are not advertised in our brochure, website or other media and we have not agreed to arrange them. Excursions, tours or other arrangement that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion tour or other arrangement that you book, your contract will be with the operator of the excursion, tour or other arrangement and not with us. We are not responsible for the provision of the excursion, tour or other arrangement or for anything that happens during the course of its provision by the operator. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of two times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner with any relevant international convention. You can ask for copies of the transport companies' contractual terms, or the international conventions, from us. Under EU law you have the right in some circumstances to refunds and/or compensation from your airline in case of denied boarding, delay or cancellation to flights. Full details of these rights are published at EU airports and available from the relevant airline. Your right to a refund and/or compensation from us is set out in clause 7. If any payments to you are due from us, any payment made by you to the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Civil Aviation Authority via www.caa.co.uk. This brochure is our responsibility as your tour operator and was correct at the time of going to press. It is not issued on behalf of and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.

10. Prompt Assistance Overseas

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequence of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

11. Passports, Visas, Immigration & Other Documentation

Your specific passport and visa requirements, and any other immigration requirements are your responsibility and you should confirm these with the relevant Embassies, High Commissions and/or Consulates. It is your responsibility to ensure that all other documentation and requirements such as (but not limited to) driving licences & permits, travel insurance, health certificates etc. are valid. We do not accept responsibility if you cannot travel or fulfil your travel arrangements because you have not complied with any passport, visa, immigration requirements or other documentation requirements.

12. Brochure & Website Accuracy

Every effort is taken to ensure the accuracy of the information in this brochure and on our website. However, changes to such information can be made at any time and we reserve the right to make such changes after publication of this brochure. As far as possible, the quotation and travel documents will contain relevant information and where we are notified of such changes we will make every effort to advise you or your travel agent. However, should we not be able to do so we cannot be held liable for such changes. We accept no responsibility for information and advice provided by any third party websites or telephone numbers shown herein.

13. Insurance

It is a condition of booking your holiday that you take out suitable insurance cover at the time of making your reservation. Your insurance must include cover for cancellation or curtailment of your holiday as well as the cost of repatriation in the event of accident or illness. It is your responsibility to arrange suitable and adequate travel insurance.

14. Accessibility

We will use all endeavours to advise you and your travel agent of any accessibility issues at any of the properties and tours we use. As far as possible, the quotation and travel documents will contain relevant information and where we are notified of such changes we will make every effort to advise you or your travel agent. However, should we not be notified or are unable to advise you or your travel agent, we cannot be held liable for such changes.

15. Data Protection

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide (such as name, address, any special needs/dietary requirements etc.). We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to public authorities such as customs/immigration if required by them, or as required by law. Additionally, as your holiday is outside of the European Economic Area, controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information onto any person not responsible for your travel arrangements or part thereof, subject to the above. This applies to any sensitive information that you or your travel agent gives us such as details of disabilities or dietary/religious requirements. If we are not permitted to pass such information to the relevant suppliers, we cannot provide your booking. In making this booking you consent to this information being passed on to the relevant person/s, company/ies or authority/ies. Please note that where information is also held by your travel agent, this is subject to your travel agent's own data protection policy for which we cannot be held responsible. We will hold your information, where collected by us, and may use it to inform you in the future of offers, news, items of interest and brochures. If you do not wish to receive such approaches please tick the appropriate box on the booking form available on our website www.african-pride.co.uk or advise us by email at info@african-pride.co.uk.