

# Honeyguide booking details



**How to book:** a booking is made when the completed booking form (a photocopy or emailed PDF or scan is fine) plus deposit have been received and accepted by us. We are very happy to take telephone or email bookings, to be confirmed with the form plus deposit during the week following your call / email.

**Deposit and payment:** £400 per person (£1000 for long-haul) deposit is payable by cheque or bank transfer with the booking, with the remainder due eight weeks before departure (12 weeks for long-haul holidays, e.g. Africa south of the Sahara). Payments by credit, debit or charge cards cannot be taken.

**Cancellation by you:** if you have to cancel, please telephone as soon as possible and confirm in writing. The cancellation will take effect from when it is received in writing. The scale of cancellation charges below is calculated by the time period before departure.

More than eight weeks	deposit only
5-8 weeks	30% of total price
2-5 weeks	60% of total price
1-14 days; on or after departure date	100% of total price

Travel insurance should cover you (less any excess) for cancellation charges if circumstances are beyond your control, such as ill health, and more than simply a change of mind.

**Cancellation by us:** in the unlikely event of this happening your money will be refunded in full. A decision to cancel would normally be made at the time of reminders for the remainder of payment, i.e. eight weeks before departure.

**Cancellation due to external events:** if a holiday is cancelled due to events beyond our control, such as an air traffic control strike, your holiday cost will be refunded in full. However additional costs such as airport hotels, travel to the airport and travel insurance are not normally refundable. This is a plain English explanation and illustration of our 'force majeure' practice, whereby we cannot accept liability for events that we cannot reasonably foresee, including war, civil strife, natural or unnatural disasters, extreme weather conditions or the threat of any of these.

**Single rooms and supplements:** we don't like single room supplements but sometimes they can't be avoided, and we pass on the extra that the single room costs us. If you are willing to share but we don't find someone to share with you, you pay only half of any single supplement. Because we have often chosen small, community-based accommodation, single rooms may not always be available. It often helps to talk it through with us at an early stage.

**Information:** including detailed itinerary, information on books, maps, shopping, weather etc will be supplied as part of the package for enquirers or will be sent after booking. Previous holiday reports are available for most holidays.

**Flights:** flights noted in the holiday details were the likeliest when the brochure went to print. However many schedules were not then out. Which airlines fly to where, and on what days, are increasingly prone to change; this may affect the flights and occasionally the dates for some holidays. Flights from other UK airports are sometimes possible: please contact the Honeyguide office. Boarding passes or booking references will be sent 1-2 weeks before departure.

We use scheduled services and cannot be held responsible for any departure delays. We are not in a position to state the aircraft type to be used.

**Changes to the programme:** should circumstances beyond our control make significant changes to the programme necessary we will consult you to see if these are acceptable to you.

**Holiday leaders:** we do our best to keep the leader named for the holiday, but we reserve the right to replace him or her in the event of illness or some other reason. When two leaders are listed, one may not accompany the holiday if there are not enough participants.

**Group size:** very occasionally if there is one place available on a holiday and a couple wishes to book we may go over the group size stated. The minimum is usually four.

**Overnight accommodation and parking near the airport:** we often cannot avoid flights that mean an overnight stay for many participants. We may be able to advise on a hotel and/or parking. If staying overnight, please consider if you wish to have an extra day on your travel insurance.

**Extending your holiday:** for some holidays it is possible to arrive early or stay on. Please contact the Honeyguide office for details.

**Passport:** a valid full passport is essential. There is additional advice on passports for South Africa in our Holiday Information.

**Medicines:** there are restrictions on some prescription medicines overseas. General advice is to take medicines in their original packaging and your prescription, sometimes also a letter from your doctor. Please check what applies in your case.

**Our price commitment:** the prices of our holidays are fixed – there are no surcharges.

**What the price includes:** flights, airport taxes, carbon offsets, all travel and excursions, services of your holiday leader(s) and your conservation contribution are included in the holiday price. Also included are accommodation and meals – unless otherwise noted, breakfast, packed lunch and evening meal, often inclusive of wine.

**What the price excludes:** insurance and personal spending.

**Smoking:** most Honeyguiders are non-smokers. Anyone who smokes is expected to ensure this does not affect others in the group, including in the field. There is no smoking in transport, in our accommodation and at meals.

**Tips and gratuities:** all services in the itinerary are covered. You may wish to leave a 'thank-you' for room or restaurant staff at the end of your stay. We may organise a collection if service has been particularly good.

**ATOL terms and conditions:** these T&Cs, with respect to Honeyguide's Air Travel Operator's Licence, are those that apply to all ATOL holders, as follows:

"Your Financial Protection: 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 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, 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."

## Travel Insurance

Honeyguide Wildlife Holidays acts as an Introducer Appointed Representative for the purposes of your travel insurance, appointed by Global Travel Insurance Services Ltd who are authorised and regulated by the Financial Services Authority and whose status can be checked on the FSA Register by visiting [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.

**Contact details:**  
**Global Travel Insurance Services Ltd,**  
59/61 Lyndhurst Road  
Worthing  
BN11 2DB  
Telephone: 01903 235042  
Fax: 01903 229389  
Email: [enquiries@globaltravelinsurance.co.uk](mailto:enquiries@globaltravelinsurance.co.uk)  
Web: [www.globaltravelinsurance.co.uk](http://www.globaltravelinsurance.co.uk)

You can go to our website where you can obtain a quotation and arrange the insurance online, or download an application form. Or we can send you an application form on booking enabling you to arrange this insurance.

Beyond providing this information, we are not allowed to assist you in any way in the arrangement of your travel insurance or give any advice.