

guidelines on when to travel

Global weather patterns have changed considerably over the last few years and are becoming increasingly difficult to predict. Climatic phenomena such as the greenhouse effect and more recently El Niño will continue to disrupt expected temperature and rainfall figures, but the notes which follow should still serve as a useful guideline on when and where to travel.

Kenya & Tanzania

East Africa has two seasons - summer from December to March and winter from June to October. These are divided by the ‘short rains’ in November and the ‘long rains’ from mid-March to the end of May. The climate is typically tropical at this time of year with bright mornings and two to three hours of rain in the afternoon.

It is advisable to avoid Kenya’s Watamu Beach between April and October when on-shore winds deposit seaweed on the shoreline. Although wet up country, November is usually dry on the coast.

Botswana, Zambia & Malawi

Central Africa’s dry season from April to October is characterised by bright, warm days and cool nights. The rains usually begin in mid-November and end in March.

Game viewing is at its best later in the dry season when the bush is less thick and scarcity of water concentrates the animals. Temperatures however increase as the season progresses, and daytime heat in October and November can be very oppressive before the rains arrive.

Namibia

The optimum time to visit Namibia is from April to October. At other times of the year, temperatures are oppressively high and rainfall can often cause flash flooding which is hazardous to overland travel in certain areas.

South Africa

The South African climate is governed by two distinct weather systems which bring rains to the north of the country from November to March and to the Cape from May to August. Game viewing in the northern parks is excellent from May to October, while the Cape and Garden Route are at their best from October to March.

April, September and October are probably the best months to travel if you wish to optimise the chances of good and reliable weather throughout the country.

Mozambique

Mozambique is at its best from April to May and from September to November when rainfall is low and temperatures average around 27°C. June to August is also a good time to travel although temperatures will be a little cooler. It is possible to travel at the start and the end of the rainy season in December and March, provided you do not mind the heat, but best to avoid the height of the rains in January and February.

Madagascar

Madagascar enjoys a typically tropical climate with fairly hot and humid weather in the lowland and coastal regions and more temperate conditions on the higher ground of the central plateau. The best time to visit the island is from April to November to avoid the rains which are heavy along the east coast in February.

Mexico

Mexico is governed by a number of different weather systems but can still be visited at any time of the year. However, rain can affect much of the country from May to October, so it is preferable to travel during the cooler months from November to April.

Baja California and the Pacific coastal areas in the north-west of the country enjoy a near-desert climate and a genuine 12-month ‘season’. The weather in the Yucatan Peninsula and along the Mexican Gulf coastline can be indifferent from April to May and from September to January making this area of the country an ideal summer destination.

Costa Rica, Guatemala, Belize, Nicaragua & Panama

Situated well within the tropics to the north of the Equator, these five Central American countries enjoy a typically tropical climate with high temperatures throughout the year except in the central highlands above 3,000 feet where the air is much cooler. There is significant rainfall in Costa Rica and Panama from May to November, in Guatemala and Belize from June to October, and in Nicaragua from June to September, so these months are best avoided if possible.

The Pacific coastal areas are vulnerable to the El Niño phenomenon. This can occur at intervals of two to seven years and causes major climatic disruption and heavy rainfall out of season.

Cuba

The island of Cuba is at its best from October to March. High temperatures, increased rainfall and the possibility of hurricanes are to be expected during the summer months between July and September.

Ecuador & the Galapagos Islands

Ecuador’s capital city, Quito, sits on the Equator and has a climate that is often described as perpetual Spring. It is a genuine year-round destination with the only significant rainfall occurring in the tropical forests of the Amazon Basin to the east.

The Galapagos Islands can also be visited throughout the year, though sea conditions can be a little choppy and uncomfortable during the cooler, windier months from July to September.

Peru

Peru is also a year-round destination, although quite significant rainfall does occur in the mountainous regions from November to March. Whilst trekking should be avoided during these months, conditions are still perfectly favourable for general touring and sightseeing.

Bolivia

Bolivia lies to the south of Peru and has a very similar climate. However, it is best to avoid the months from October to March when rainfall is frequent and the humidity oppressive.

Venezuela

The optimum time to visit Venezuela is during the dry season from October to April, with daytime temperatures in the mid to high 20’s (°C) and nights pleasantly cool. The wet season from May to September is marked by short, sharp bursts of rainfall, but conditions are still favourable for general touring and the Angel Falls are at their best during this period. The weather in the High Andes on the western borders tends to be more volatile and significantly cooler at altitude.

Brazil

In a country the size of Brazil, widely varying climatic conditions are to be expected. The best time to visit Rio is during the winter months from May to September when daytime temperatures reach the mid 20’s (°C). This is also the time to explore the Pantanal, when temperatures are more bearable, and the central highlands (Ouro Preto) where warmer clothing will be needed to combat the cooler air.

The Brazilian summer is tropical with humidity particularly high on coastal regions - the rains in both Rio and Sao Paulo are heaviest from November to March. However, in the far north the most significant rainfall is from January to April, whilst in Recife the wet season is from April to August.

The Amazon enjoys a ‘dry season’ from November to January although some rain must be expected. The period of heaviest rainfall is from February to August, resulting in the waters being at their highest from August to October.

Guyana

Guyana has a typically tropical climate with temperatures between 25°C and 30°C and high humidity throughout the year, although sea breezes from the Atlantic do bring relief to the coastal areas. There are two distinct wet seasons - December to January and May to July - but rainfall is on and off all year. Best, and most popular, times to visit are October to November and February to March.

Chile

Chile stretches some 2,500 miles from north to south and is subject to widely varying climatic conditions. The north of the country (Atacama Desert) has virtually no rainfall and can be visited at any time of the year, while the central valleys (Santiago) and the Lake District have an alpine climate and are ideally visited during the summer months from October to April.

The vast wilderness of southern Chile (Patagonia) experiences more extreme weather conditions, so trips to Punta Arenas and the Torres del Paine National Park are best limited to the high summer season from early December to the end of March.

Argentina

Argentina is subject to the same climatic extremes as Chile, but it is simplest for travel planning purposes to divide the country into two. Central Argentina - Buenos Aires, the Valdez Peninsula, Bariloche and the Lake District - enjoys warm and temperate weather during the summer months from October to April, while the South - Patagonia, Lago Argentino and Tierra del Fuego - has a shorter ‘high season’ from December to March.

India

The monsoon season in India lasts from July to September, so it is best to avoid these months and also the heat and humidity of the pre-monsoon period and travel between October and April when days are pleasantly warm and the evenings cool. The south of the country enjoys a more tropical climate and is ideally visited from October to mid-March.

India (ctd.)

Conversely, the monsoon months are the time to visit the Buddhist strongholds of Spiti and Ladakh which lie far to the north in the Himalayan rainshadow and receive very little rainfall. Garhwal lies further to the south and is affected by the rains in July and August, so treks through this beautiful corner of the Himalaya are best scheduled in May, June or September.

Sri Lanka

Sri Lanka is subject to a north-east monsoon from November to February and a south-west monsoon from May to August. As the latter affects the popular hill and coastal regions in the south of the island, it is preferable to visit Sri Lanka from October to April, but even during the wetter months most days will enjoy a fair amount of sunshine.

Bhutan

Bhutan’s climate is very similar to Nepal’s with a dry season which lasts from October through to May. Trekking is best avoided during the winter months of December and January when nights can be bitterly cold, but general touring is certainly possible at this time of year with daytime temperatures up to 20°C and wonderfully clear views.

Nepal

Nepal enjoys a long ‘season’ from October to May, but if you have the choice go in November for the best mountain views or in March and April for the spring flowers which should be in full bloom at this time of year.

Treks above 10,000 feet are not usually feasible after the middle of December and before the beginning of April because the high passes are likely to be blocked by snow. Many of the higher altitude routes are at their best in May when the snow has melted, days are longer and warmer, and the rhododendrons are still in bloom.

Thailand

The optimum time to visit mainland Thailand is in the ‘winter’ months from November to March. April is dry but oppressively hot before the rains arrive in May.

The islands of Phuket and Krabi also have rains from May to October although there are often protracted periods of good weather in July and August. Koh Samui receives most of its annual rainfall between October and mid-January.

Myanmar (Burma)

The optimum time to visit Myanmar is from October to February when the weather is dry and temperate. The rains last from May to September and the pre-monsoon months of March and April can be oppressively warm.

Indonesia

Straddling the equator, Indonesia has a tropical climate and is hot throughout the year, though higher regions are cooler. Due to the eastern monsoon it has two seasons - wet from November to March, and dry from April to October.

Borneo

The states of Sabah and Sarawak lie just north of the Equator and weather conditions are hot and humid throughout the year. November to January are the wettest months of the year, so it is advisable to travel between March and October.

Vietnam, Cambodia & Laos

In an area the size of Indo-China, widely varying climatic conditions and temperatures are to be expected. However, as a rule of thumb, the optimum time to visit these three countries is from November to March when the weather is at its driest.

China (& Tibet)

In a country the size of China, widely varying climatic conditions are to be expected. In general, summers are hot and humid and winters are bitterly cold, so the spring and autumn months are the best time to visit when temperatures are pleasantly moderate.

Tibet should be visited during the summer months from April to October. Temperatures can be surprisingly warm during the day, despite the altitude, but will still drop dramatically at night. Rainfall can occur on the Tibetan Plateau at this time of year, but it is unlikely to be more than the occasional short shower.

Japan

Although Japan, like us, enjoys four seasons, the seasonal differences are more marked with hot, humid summers and very cold winters. It is best therefore to visit the country in either the spring months from March to May or the autumn months from September to November.

When to travel

The chart below indicates when to visit the countries featured in the brochure. However, it does not allow for the climatic variations which occur within many of these countries, so it is important to read the preceding notes for a more complete picture of the likely weather conditions to expect in your chosen destination.

✓✓ indicates the optimum time to visit

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Kenya & Tanzania	✓✓	✓✓	✓			✓	✓✓	✓✓	✓✓	✓✓		✓✓
Botswana			✓	✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓		
Zambia & Malawi				✓	✓	✓✓	✓✓	✓✓	✓✓	✓		
Namibia	✓	✓	✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓	✓
South Africa (North)	✓	✓	✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓	✓	✓
South Africa (Cape)	✓✓	✓✓	✓✓	✓				✓	✓✓	✓✓	✓✓	✓
Mozambique			✓	✓✓	✓✓	✓	✓	✓	✓✓	✓✓	✓✓	✓
Madagascar				✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓
Mexico	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓	✓	✓✓	✓✓
Costa Rica	✓✓	✓✓	✓✓	✓								✓✓
Guatemala & Belize	✓✓	✓✓	✓✓	✓✓	✓						✓	✓✓
Nicaragua	✓✓	✓✓	✓✓	✓✓	✓					✓	✓	✓✓
Panama	✓✓	✓✓	✓✓	✓							✓	✓✓
Cuba	✓✓	✓✓	✓✓	✓	✓					✓✓	✓✓	✓✓
Ecuador & the Galapagos	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓	✓	✓	✓✓	✓✓	✓✓
Peru	✓	✓	✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓	✓
Bolivia				✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓		
Venezuela	✓✓	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓✓	✓✓	✓✓
Brazil	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓
Guyana		✓✓	✓✓	✓				✓	✓	✓✓	✓✓	
Chile & Argentina	✓✓	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓✓	✓✓	✓✓
India	✓✓	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓✓	✓✓	✓✓
Sri Lanka	✓✓	✓✓	✓✓	✓✓					✓	✓✓	✓✓	✓✓
Bhutan	✓	✓✓	✓✓	✓✓	✓✓					✓✓	✓✓	✓
Nepal	✓	✓✓	✓✓	✓✓	✓					✓✓	✓✓	✓
Thailand	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓		✓✓	✓✓	✓✓
Myanmar (Burma)	✓✓	✓✓	✓	✓					✓	✓✓	✓✓	✓✓
Borneo		✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓		
Indonesia				✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓		
Vietnam	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓		✓✓	✓✓
Cambodia & Laos	✓✓	✓✓	✓✓	✓							✓✓	✓✓
China (& Tibet)			✓✓	✓✓	✓✓	✓	✓	✓	✓✓	✓✓	✓✓	
Japan		✓	✓✓	✓✓	✓✓			✓	✓✓	✓✓	✓✓	
Australia	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓	✓	✓✓	✓✓
New Zealand	✓✓	✓✓	✓✓	✓	✓	✓	✓	✓	✓	✓	✓✓	✓✓

Pre-departure information booklets will be forwarded to you when travel arrangements are finalised and will include temperature charts and recommended clothing lists, but please feel free to telephone us if there is anything you wish to discuss before making a decision.

Australia

Australia has two climatic zones - the tropical zone in the north and the temperate zone in the south. The southern areas (including Sydney, Melbourne and Perth) enjoy a Mediterranean climate with four seasons. These are at opposite times to those of the northern hemisphere (see New Zealand). In Australia's tropical north, the 'dry' season (May to October) is a wonderful time to visit, whilst the 'green' season (November to April) brings higher humidity and warm tropical showers.

New Zealand

Summer is from December to February, autumn from March to May, winter from June to August and spring from September to November. Whilst summer brings the warmest weather, spring and autumn can be wonderfully warm times to visit (with less visitors than the peak summer months). Winter brings snow-capped mountains, skiing and snowboarding.

general information

Planning your holiday

Detailed itineraries, maps and relevant brochures are available on all destinations featured in this brochure. Alternatively, you are always welcome to visit us at 25-27 Vanston Place to discuss your travel plans with one of our consultants. Our office hours are 9.00am to 5.30pm Monday to Friday, but meetings can be organised on Saturdays with prior notice.

Information regarding health, passports, visas, baggage allowance, clothing lists etc., will be issued on receipt of the completed booking form.

Joining abroad

We are happy to provide a 'land only' quote if flight reservations are not required.

Tailor-made travel

We specialise in organising personalised, individual itineraries for people either travelling alone or in small parties. Because of this we have been fortunate to have built up an excellent infrastructure of representatives around the world, who give their individual attention to each of our clients. From the moment of arrival in the country of destination to the time of departure, our local representatives will ensure that all arrangements go smoothly and, if problems arise, that they are quickly solved. Private vehicles and qualified guides will be provided for all transfers and sightseeing excursions.

Group travel

The excellence of our worldwide representation precludes the need for UK leaders on our set departure safaris and treks. Groups are kept small - they rarely exceed 10 participants - to ensure a high level of personal service and the absence of a UK leader allows you to develop a better and more direct rapport with the local guides.

Any of our group tours can be extended, either at the beginning or end, for any length of time. They can also be joined in the country of destination, in which case the international airfare would be deducted from the quoted price.

Single travellers are of course welcome on all our group tours and we will endeavour to find someone to share with you if you do not wish to pay the supplement for single accommodation.

Air travel

The prices quoted in this brochure are based on special 'inclusive tour' economy airfares, which do not allow tickets to be amended after departure except in cases of 'force majeure' beyond the control of either airline or passenger. Should you wish or need to curtail or extend your holiday after departure, you will either have to pay an amendment fee to the local airline office or purchase a new air ticket (in particular if changing carriers).

NB: changes made to air tickets prior to departure can sometimes attract an amendment fee if the tickets have already been issued.

We can offer very competitive upgrades (round trip or one way) to Business and First Class on international flights to all the destinations featured in this brochure. This can greatly enhance the enjoyment of the holiday with dedicated check-in desks, extra luggage allowance, pre-departure lounges, more comfortable seating and a choice of menu and fine wines.

As with our economy fares, restrictions are sometimes imposed on these special upgrade fares which limit changes to route and date after departure. However, higher fares are available for those who require complete flexibility.

Specific seat requests are normally accepted but not guaranteed by most major airlines for Business/First Class, and in some cases for Economy Class. Please let us know your preferred seating when you submit the booking form and we will let you know whether or not the airline will accept your request.

Flight cancellations and delays will occur on occasion, which may mean that you arrive late at your destination. It is natural in such instances to expect some form of refund from the hotel or lodge in question, but rarely will this be forthcoming as rooms held over for delayed arrivals cannot be used during the period of delay. Consequently, The Ultimate Travel Company cannot be expected to recover costs on your behalf for 'unused' bookings.

Difficulties while abroad

These can from time to time occur despite our best endeavours to ensure that you have a smooth and problem-free holiday. If you do experience difficulties which cannot be sorted out by the hotel or lodge in which you are staying, then do not hesitate to contact our local representatives. If they cannot be contacted, then telephone us in London and we will take appropriate action (and also reimburse you for the cost of the call). Please remember we are powerless to help if you only voice problems on your return to the UK.

In the event of a medical emergency, it is imperative that you notify your travel insurers - there will be a 24-hour emergency telephone number to call on the cover note. If this is not possible, you should contact us in London and we in turn will notify your travel insurers.

Travel philosophy

Many of our tours visit remote and distant regions of the world, and it is important to understand that even the most carefully laid plans can go wrong. It is essential that those who travel with us do so with a positive frame of mind and sense of humour, and are aware that local conditions and people who are less time-conscious than ourselves can adversely affect schedules beyond our control.

We use the best accommodation available dependant on the standard and style of the particular tour, but travellers should understand that in certain more remote areas where facilities are limited, this may be rustic and simple.

Prices

Prices are based on costs in force on 31 July 2009 and on Sterling exchange rates to the US Dollar of 1:\$1.65 and to the Euro of 1:€1.17. Any fluctuation in the exchange rate or the costs of land and air arrangements may alter the final price.

Prices are also based on a minimum specified number travelling together on each tour. It may be necessary to impose a small surcharge on certain tours if these numbers are not attained.

Prices include:

1. Economy class air travel.
2. Double occupancy with private bath/shower (where available) at hotels specified or similar.
3. Accommodation at other times sharing two to a tent.
4. Full board at lodges, camps, on trek and on river trips.
5. Transfers and sightseeing as per the itinerary.
6. Monument/museum entry fees, national park entry fees and trekking permits.

Prices exclude:

1. Certain meals in cities.
2. U.K. and overseas airport taxes.
3. Tips.
4. Items of a personal nature such as drinks and laundry.
5. Insurance.
6. Visa fees.

How to book

Please make your booking either by filling in the booking form attached to this brochure or by telephoning this office - we are open Monday to Friday from 9.00am to 5.30pm. On receipt of your booking form and deposit we will confirm your reservation/s. Ten weeks before the date of departure, you will be invoiced for the final account detailing any surcharge necessitated by tariff increases or currency fluctuations. This balance must be paid no later than eight weeks before departure. Tickets, final itineraries and travel documents will be sent to you approximately three weeks before departure.



Club World

get your holiday off to a flying start with British Airways

When you travel with The Ultimate Travel Company you can be sure that your holiday will represent the highest standards in quality and value.

Naturally, your enjoyment, comfort and safety are of paramount importance to us, which is why we only use scheduled airlines and why we prefer to use British Airways, one of the worlds biggest and longest established carriers.

With British Airways, we can offer our clients a standard of service, comfort and flexibility that only a world class airline can provide.

This includes regional departures, preferred departure times, upgrade options with use of airport lounges and a wide range of seating and cabin accommodation.

Choose the excellent value World Traveller or treat yourself to World Traveller Plus, benefit from extra legroom, recline and space at an affordable price. Indulge in the famously high standards of Club World or, for the ultimate luxury travel experience, First.

Whatever your requirements, The Ultimate Travel Company and British Airways will do everything possible to ensure that your holiday enjoyment starts from the time you decide to travel to the time that you return home.



First



World Traveller Plus

booking form

Name of Tour _____ Departure Date _____

Persons to be booked

	Surname (as shown on passport)	Forename (as shown on passport)	Title	Date of Birth	Nationality	Passport number & expiry date
1						
2						
3						
4						

Address for correspondence

_____ Post code _____

Home Tel _____ Company Tel _____ Facsimile _____

Mobile Tel _____ Email _____

Type/number of rooms required*

Twins Doubles Singles Triples

Special Requests

Dietary
Flights (Seating*, First or
Business Class air travel etc.)
Other

*Hotel beds and aircraft seating can be requested but not guaranteed

Insurance

It is imperative that you take out adequate insurance, and you should ensure that you have ample cover, particularly for cancellation and medical emergency. In order that we may assist you in case of an emergency, you must advise us of your insurance details. If you have this information already, please state the details below, or alternatively let us know as soon as you have obtained cover. If you do not already have your own insurance, please do not hesitate to contact us and we will be happy to suggest recommended insurers to you.

My Insurers are _____ Insurers' Emergency Contact Number _____

PAYMENTS ENCLOSED

Cheques should be made payable to THE ULTIMATE TRAVEL COMPANY LTD. If your booking is made within eight weeks of departure, full payment must be sent with this booking form.

Deposits for persons @ 15% of the total holiday cost or £250 per person - whichever is greater £

Full payment (if booking less than eight weeks before departure) £

TOTAL £

CREDIT CARD PAYMENTS

Ultimate Travel accepts payment by the credit cards shown below. Please tick the relevant box.

Visa Mastercard Maestro/Delta Issue No (Maestro only)

I wish to pay by the credit card shown here. Please charge my Credit Card Account the sum of £ Card expiry date / Security Code (last 3 digits on reverse of card)

Credit Card Number

Name (as shown on credit card)

Note: deposit payments can be made by credit or debit card free of charge. Balance payments can also be made by debit card free of charge, but will attract a 2% levy if made by credit card.

Cardholder Signature _____ Date _____

The booking conditions regarding the holiday have been read and accepted by me on behalf of all persons named on this booking form by whom I am duly authorised to make this agreement. I have also read and understood the information regarding insurance cover for the holiday, and confirm that I have already provided, or will provide no later than eight weeks prior to the date of departure, full details of my/our insurance cover.

Signature _____ Date _____

How did you hear about The Ultimate Travel Company?

Recommendation Internet Advertising Press / magazine article Television programme Other (please specify) _____



Please return form with your remittance to:
The Ultimate Travel Company Ltd 25-27 Vanston Place, London SW6 1AZ
Tel: 020 7386 4646 / Fax: 020 7381 0836





booking conditions

The tours featured in the brochure are operated by The Ultimate Travel Company Limited, which is registered in England under company number 3528325. This brochure was published on 1st September 2009.

Making Your Booking

Please complete the booking form and forward it to The Ultimate Travel Company Ltd, together with your non-refundable deposit of 15% of the total holiday cost or £250 per person (whichever is the greater) made payable to The Ultimate Travel Company Limited. On occasion some tours may require a higher deposit, in which case you will be advised at the time of booking. If you are booking less than 8 weeks prior to departure, the full cost of the tour is payable. On receipt of your booking form and deposit we will confirm your booking in writing, then approximately 8 weeks before departure we shall send you further information relevant to the tour that you have booked, together with a final invoice, which will also show any surcharges due (if applicable). You must pay the invoice within 10 days of the invoice date otherwise we reserve the right to treat the booking as cancelled and apply the cancellation conditions as set out below. Your travel documents are dispatched about 7/10 days before the tour departs.

Airlines & Other Suppliers

The Ultimate Travel Company Limited, acts only as agents for the owners of accommodation and services provided, for all carriers by air or otherwise and for road transport proprietors, and all bookings must be accepted subject to the ticket or transport conditions and regulations of the carriers or transport proprietors, and also subject to the laws of the country in which such carriage or other facility is required.

Passport, Visas & Health

All clients are personally responsible for ensuring that they have a valid passport, relevant visa/s and conform to the health regulations required by the country/s that will be visited during the tour. The Ultimate Travel Company Limited can provide a service to obtain/renew passports and visas. Advice on health requirements may be obtained from your GP, or alternatively from the Department of Health leaflet Advice on Health for Travellers, which may be obtained from us, or the Dept of Health.

Exchange Rates

Prices in this brochure are based upon exchange rates published in the Financial Times on 31/07/09 - namely \$1.65 / €1.17 per £ Sterling.

Surcharges

The price of your travel arrangements may be varied due to changes in: transportation costs e.g. fuel, scheduled air fares and any other airline surcharges which are part of the contract between airlines (and their agents) and us, Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations. In the case of any small variation, an amount equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges, will be absorbed or retained. For larger variations this 2% will still be absorbed for increases but not retained from refunds. In either case there will be an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you may cancel your travel arrangements and receive 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. Whether you cancel or not you will also be entitled, on the terms set out in respect of major changes in the 'Alterations by The Ultimate Travel Company Limited' paragraph below, to accept an offer of alternative travel arrangements from us if we are able to do so and compensation as set out below. 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 due to contractual and other protection in place.

Cancellation

You or any member of your party may cancel your tour at any time providing that the cancellation is made by the person who signed the booking form and is communicated in writing. As this incurs administration costs we will retain the deposit and in addition will apply cancellation charges as shown below:

Period before departure within which Sum of cancellation charge shown as a written cancellation is received: percentage of the holiday price:

More than 60 days Deposit

More than 22 days 50%

More than 15 days 75%

14 days or less 100%

If you are obliged to cancel, you may, with reasonable notice, transfer your booking to a third party who satisfies the conditions required taking that tour, but we will retain your deposit to cover the administration cost for the transfer.

Alterations by The Ultimate Travel Company Limited.

We will do our utmost to provide the tour arrangements that have been confirmed, but we must retain the right to modify or cancel any tour, flight schedule, accommodation or arrangement, if unforeseen circumstances amounting to 'force majeure' arise. In such circumstance, we will inform you as soon as possible, and, should the change be such that it alters the nature of the tour, we shall give you the choice of an alternative tour or a full refund of all money paid. In recognition we will absorb all financial loss consequent upon cancellation due to 'force majeure'. We shall not cancel any tour for reason of political tension or natural disaster unless specifically recommended to do so by the Foreign Office.

Alterations by you

We will do our best to make any alterations you may require after confirmation has been issued, subject to availability and to the payment for any increased costs relevant to the change. Any requests for alteration to an itinerary should be made in writing and signed by the signatory of the original Booking Form. If alterations are made less than 8 weeks prior to departure, an additional £50 per booking charge will be levied together with any communications costs incurred.

Tour Cancellation

The prices of tours are based on a varying minimum number of passengers travelling. If this minimum number is not reached, at least 8 weeks prior to the scheduled departure date we will either, cancel the tour and offer a refund in full, or we may propose a supplementary charge to enable said tour to operate, subject to the passenger's agreement.

Our Liabilities

We do not exclude or limit any liability to our clients which may arise from proven negligence by any person employed directly by us or by our suppliers and subcontractors, servants or agents of the same whilst acting in the course or their employment (other than air and sea carriers performing any domestic internal or international carriage of whatsoever kind) in respect of death, bodily injury or illness. Such liabilities shall be subject to English law and all proceedings shall be within the exclusive domain of the English courts. We shall endeavour to afford general assistance to our clients in the event of illness, injury or death during the period of the tour. We accept responsibility for ensuring that all parts of the tour are supplied as described and that all services shall reach a reasonable standard. These obligations and responsibilities shall be limited to where international conventions in respect of air or sea carriers apply. Naturally we cannot assume responsibility for loss or expense due to war, riots, strikes, terrorist activities or natural disaster.

Travel Insurance

It is imperative that you take out adequate travel insurance to our reasonable satisfaction. We will require you to let us have evidence of your insurance at least 8 weeks prior to departure or at the time of booking if later. We reserve the right to terminate your booking if you fail to obtain travel insurance cover. Particular care should be taken to ensure that you have adequate cover, in particular for cancellation and emergency repatriation in the event of medical problems.

Complaints & Arbitration

We will always endeavour to resolve any complaints on the spot. However, if the matter cannot be resolved, you must write to Nick Van Gruisen, Managing Director, within 14 days of the end of the tour. We will endeavour to resolve the problem as promptly as possible. In the unlikely event that the problem is not amicably resolved the case may be referred to arbitration, if the customer so wishes, under a special Scheme arranged by the Association of British Travel Agents, and administered independently by the Chartered Institute of Arbitrators.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com).

Credit Card Payments

We do have the facility to accept payment by most credit card companies, however a service charge of 2% of the value of the relevant payment will be levied to cover costs incurred. This does not apply to Maestro or Delta cards.

Baggage & Personal Effects

These remain your responsibility and risk at all times.

Tour Leaders

Where applicable, a tour leader, in conjunction with the appropriate medical advice if applicable, has the right to disqualify any client at any time during the course of the tour, if considered necessary for the medical well being or safety of the individual or in the tour leader's opinion, the client's actions materially are affecting the enjoyment of the tour for the remainder of the group. Any decision with regard to any reimbursement for any part of the tour not completed will be decided between the Managing Director of The Ultimate Travel Company Ltd and the tour leader.

Data Protection Statement

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Full details of our data protection policy are available upon request.