Oman: Jewel of Arabia
Escorted Group Tour
05 March 2016
Beehive tombs, Bat

We are very proud to have received a number of awards over recent years including Best Tour Operator in the latest Telegraph Travel Awards, as voted by their readers. We came joint top in the June 2014 Which? Holiday Companies survey and have also won awards in the Wanderlust Readers’ Travel Awards, The Sunday Times Travel Magazine, Condé Nast Traveller and the Guardian and Observer in recent years.

These awards are widely recognised as being the most respected in the travel industry as they are professional surveys of the publications’ readerships. With over 500 travel companies for you to choose from in the UK alone, we hope you find these awards are an additional reassurance of the quality of service you can expect from Audley.
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Meet our North Africa & Arabia Specialists

Our North Africa & Arabia team have clocked up impressive mileage through this part of the world and between them have grown up there, studied there and led tours there. Being just a short flight away you’ll often find us back in the region for long weekends and holidays, on top of the extensive research we carry out when on company business, whether it’s ferreting out the newest traditional home that’s been converted to a hotel, or spending time with our guides to imbue them with Audley’s values.
Introduction to our Oman: Jewel of Arabia tour

A wonderful opportunity to experience the authentic Arabian hospitality and striking natural landscape that sets Oman apart from other countries in the Gulf, this tour offers the first time visitor a thorough introduction to this charming Sultanate.

You begin with a couple of days in the sleepy capital of Muscat, where you will explore the magnificent Grand Mosque as well as Muttrah souq, which still retains a bustling atmosphere as all manner of spices, together with frankincense and gold are bartered and haggled over. There is also the chance to venture out into the Arabian Gulf on a traditional dhow, where you can admire Muscat's imposing coastline from the water on a lunchtime cruise.

Thereafter the tour heads down the coast to Raz Al Jinz, via the dhow building yards at Sur. A small cove famed as a traditional nesting site for green turtles, your time at Raz Al Jinz will afford you the opportunity to watch this extraordinary natural ritual for yourselves.

Beyond the coast lies the desert expanse known as the Wahiba Sands, where you will spend a star-filled night in a Bedouin-style camp before heading inland towards the old capital of Nizwa. Famed for its weekly livestock market and circular fort, Nizwa itself is the perfect base for exploring the local area, home to dramatic peaks, gorges and wadis. Travelling back to Muscat your final day in the North of the county sees you crossing the towering Hajar mountain range which is interspersed by remote villages, date plantations and medieval forts.

The tour finishes with a few days in Salalah, capital of the southern Dhofar region. Once the starting point of the frankincense caravans that would cross the Empty Quarter up to the Mediterranean and Egypt, this is now a relaxed and undeveloped enclave that retains a tropical feel, and is the perfect place to unwind after this fascinating tour. Accommodation will be in a mix of modern hotels in Muscat and Salalah, and will also feature a mix of tented camps and lodges elsewhere.

Climate
Oman is best visited in the autumn and winter months, as the temperatures are warm but not too hot and when the humidity is a little lower. The summer months are very hot indeed, making sightseeing uncomfortable, except in the mountain area near Nizwa, where the weather can be a welcome relief from the heat and humidity of the Omani coast. Salalah experiences wet weather between June and September, when the monsoon winds affect the Dhofar region. During March when this tour visits the weather should be mild and clement.

Group size
The group size is kept to a maximum of 16, this ensures that the trip is a more personal experience and that you can always hear and speak to your guides. The small group size also ensures that your experience of a particular sight is not marred by the presence of too many people. Your mode of transport in Muscat and Salalah will be a twenty-seater coach. In the desert and mountains you will be travelling in 4 WD vehicles, (Toyota land cruisers or similar), which will each carry four members of the group. There is a minimum requirement of 10 passengers to run this tour, so the first 10 people to book will be done so on a provisional basis until minimum numbers are reached. Deposits for those first 10 people will be fully refundable should the tour not operate.

Single travellers
We welcome single travellers on tours. You have two options - you can choose to share a room with another single traveller on the tour and pay the standard tour price (this option will only be available if another single traveller of the same sex is also willing to share), or you can choose to guarantee the sole occupancy of your room, in which case a single supplement is payable.

Meal arrangements
Breakfast, lunch and dinner are included on all days, except the day of arrival, when no meals are included, and the final day, when only breakfast will be provided. There will be a number of picnic lunches, as specified in the day by day itinerary, during the tour.

Special dietary requirements
Special dietary requirements should be highlighted by you on the booking form. However, you must be aware that it is unrealistic to expect specialist diets to be catered for in some of the destinations we will be visiting. We will advise hotels and airlines of your request but we cannot guarantee their availability.

Visas
British passport holders require a visa for Oman. These can be obtained on arrival for OMR5 for those staying up to 10 days and OMR20 for longer stays of up to a month.

Important Note: We cannot under any circumstances guarantee that your visa application for any country will be accepted. However, in our experience refusals are extremely rare. Visa information is given in good faith and is accurate to the best of our knowledge.
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<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Activity</th>
<th>Accommodation</th>
<th>Meals Included</th>
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<tbody>
<tr>
<td>1</td>
<td>Saturday 05 March</td>
<td>This evening you fly from London to Muscat</td>
<td>On flight</td>
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<td>2016</td>
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<td>2</td>
<td>Sunday 06 March</td>
<td>This morning you arrive in Muscat and will be met and helped to obtain your visas for Oman. You will then be taken to your hotel.</td>
<td>Shangri-La Al Bandar, Muscat</td>
<td>Deluxe room</td>
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<td></td>
<td>2016</td>
<td></td>
<td>No meals included</td>
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</tr>
<tr>
<td>3</td>
<td>Monday 07 March</td>
<td>You will be collected this morning for a tour of Muscat, taking in the Grand Mosque, the souqs and Bait Al-Zubair. In the afternoon you take a dhow cruise off the coast of Muscat.</td>
<td>Shangri-La Al Bandar, Muscat</td>
<td>Deluxe room</td>
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<td></td>
<td>2016</td>
<td></td>
<td>All meals included</td>
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<td>4</td>
<td>Tuesday 08 March</td>
<td>You will take the stunning coastal route to Ras Al Jinz today stopping off at the beautiful Bimah Sinkhole. A picnic lunch will be provided. You will have the late afternoon at leisure in your hotel before an early evening treat awaits you - to see turtles nesting on the sands of the beach.</td>
<td>Carapace Lodge, Ras al-Jinz Scientific and Visitors Centre, Ras Al Jinz</td>
<td>Standard room</td>
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<td>2016</td>
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<td>All meals are included</td>
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<td>5</td>
<td>Wednesday 09 March</td>
<td>You will have a wonderful day’s drive today through some of the most stunning scenery in the area. You will stop off at a beautifully clear wadi for a picnic lunch where you can enjoy a cooling swim if you wish. In the afternoon you will have an adventurous off road drive through the desert landscape and even visit a traditional Bedouin house in the wilderness before arriving at your camp.</td>
<td>1000 Nights desert camp, Wahiba Sands Arabic tent</td>
<td>All meals are included</td>
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<td>6</td>
<td>Thursday 10 March</td>
<td>You will visit the spectacular Jabrin Fort today - one of the best examples of traditional fort architecture in the region. You will also be able to view the UNESCO world heritage Bahla Fort from the outside before pausing at a traditional village for a picnic lunch. In the afternoon you will see the multi-storey mud houses of Al Hamra before reaching Nizwa.</td>
<td>The View Campsite, Nizwa</td>
<td>Superior room</td>
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<td>2016</td>
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<td>All meals are included</td>
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<td>7</td>
<td>Friday 11 March</td>
<td>An exciting excursion to a traditional souq this morning, including the famous Friday market. In the afternoon you will experience the cooler climes of the terraced orchards of Jebel Akhdar and the heady scent of the rose gardens. You will continue your tour in the pretty village of Birkat-Al-Mauz with its tiny castle, before returning to your hotel for dinner.</td>
<td>The View Campsite, Nizwa</td>
<td>Superior room</td>
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<tr>
<td></td>
<td>2016</td>
<td></td>
<td>All meals are included</td>
<td></td>
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<tr>
<td>8</td>
<td>Saturday 12 March</td>
<td>You will have an exciting adventure today as you drive up to the highest peak in the Jebel Akhdar range to view the spectacular Wadi Nakher, Oman’s deepest canyon. You will drive through the traditional mud village of Wadi Ghul en route and the views that greet you at the end make the journey totally unforgettable.</td>
<td>The View Campsite, Nizwa</td>
<td>Superior room</td>
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<tr>
<td></td>
<td>2016</td>
<td></td>
<td>All meals are included</td>
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<tr>
<td>9</td>
<td>Sunday 13</td>
<td>You will take one of Arabia’s great 4WD adventures today - one of the most scenic drives in Oman. Your trip will include a visit to the village of Bilad Sait, a remote fortress village in the heart of the mountain range. You will visit the famous Nakhal Fort that once served the Ya’arubah Dynasty and see the traditional furniture and handicrafts of the period. Lunch will be a picnic. You have time to relax by the cool springs of the old village before continuing your drive to the airport to catch your evening flight to Salalah. Please note that this will be a long but rewarding day with a likely late arrival at your hotel in Salalah.</td>
<td>Juweira Boutique Hotel, Salalah</td>
<td>Juweira room</td>
</tr>
<tr>
<td>10</td>
<td>Monday 14</td>
<td>After visiting the archaeological site of Al Baleed and Salalah’s museum, you visit the area to the west of the city, going to Job’s Tomb and the limestone coastline near Mughsail. A picnic lunch will be provided.</td>
<td>Juweira Boutique Hotel, Salalah</td>
<td>Juweira room</td>
</tr>
<tr>
<td>11</td>
<td>Tuesday 15</td>
<td>You visit the coastline to the east of Salalah today, going to the ancient port of Samhuram and the village of Taqa.</td>
<td>Juweira Boutique Hotel, Salalah</td>
<td>Juweira room</td>
</tr>
<tr>
<td>12</td>
<td>Wednesday</td>
<td>This morning you will be met and taken to Salalah Airport for your flight to Muscat. From Muscat you fly back to London.</td>
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</tbody>
</table>
Arrangements as specified per person £3,955

Please note the following supplements and/or upgrade options per person:

<table>
<thead>
<tr>
<th>Option</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Single Supplement</td>
<td>£1,150</td>
</tr>
</tbody>
</table>

Per person deposit required to confirm these arrangements £593

Optional carbon off-setting for your flights per person (see General Information section for further details) £23

The deposit required is detailed above and relates to the itinerary detailed in this quotation. In most cases the deposit is 15% of the total cost or £200 per person (whichever is the greater), however in some instances a larger deposit is required in order to secure particular services. Please refer to the Terms and Conditions section at the back of this booklet. Please note if you confirm your booking within 60 days of your departure date full payment is required at the time of booking.

How to book
If you have any questions regarding the tour or would like to hold a no obligation option for a place on the tour, please feel free to contact our Oman team on 01993 838 430 who will be delighted to assist you. To confirm an option, please send us a completed booking form and the deposit specified above. The deposit can be paid by cheque, bank transfer or credit / debit card. Please make cheques payable to Audley Travel.

Payment by credit card
Please note that we do not charge a fee on deposit payments by credit card, except when a deposit is more than 15%. In this situation a charge will apply. Credit card fees are detailed on the booking form. We charge a credit card fee due to the high fees charged to tour operators by the credit card companies. We have chosen to make this transparent rather than including it within the trip price. You may therefore wish to pay the balance by bank transfer, debit card or personal cheque.

Included in the price
- All flights as specified in the itinerary
- Twin share accommodation as specified
- All transfers and excursions as specified
- Services of experienced local guides
- Sightseeing and entrance fees
- Meals as specified in the itinerary

Not included in the price
- Meals not indicated within your itinerary
- Where applicable, local airport departure taxes; payable locally on departure in some locations
- Where applicable, locally payable car hire related charges, including optional excess reduction
- Items of a personal nature such as laundry, drinks, etc.
- Tips for your guide and driver (discretionary)
- Any camera or video fees at any sites
- Entrance fees and other costs when on ‘free time’
- Travel insurance (see general information section)
Why travel with us?

Reputation and quality
Well over 80% of our clients have travelled with us in the past or have had Audley recommended to them. When you book with us you are assured of quality arrangements if only for the fact that we simply cannot afford to risk our excellent reputation. Our service has been recognised by the readers of well-known publications including the Guardian & Observer, the Daily Telegraph and Wanderlust magazine, where we have consistently featured in their ‘best tour operator’ awards for a number of years.

Personal service
We are committed to offering you a very personal service, with all your arrangements being handled by one country specialist. They will remain your one point of contact and will take responsibility for the smooth operation of your trip. They are supported by a team of specialists for that region and a professional administration and management team.

From the moment you contact us, we are here to answer your questions accurately and honestly, be they about specific arrangements or any more general queries you may have. We are experienced travellers with a thorough and in-depth knowledge of our specialist destinations, and the benefit of this experience is yours throughout. When we do not know the answer to a question we will endeavour to find out and get back to you as soon as possible.

Quality service when you are travelling
We take a good deal of care when choosing our travel partners overseas, taking into account their quality of service, guides and vehicles. We have built up many long-standing relationships, ensuring that they deliver the level of service demanded by Audley clients. Our local guides and drivers, where appropriate, are the people you will meet. In many cases we know them personally, in all cases we ensure that they are of the highest calibre. They are there to do much more than show you specific sights and provide factual information. They will be able to tell you about local life, culture, cuisines and customs; and, where applicable, act as translator. In certain parts of the world a specialist guide is more appropriate, for example, a wildlife expert.

A smooth journey
We have procedures in place for dealing quickly and efficiently with mishaps from minor flight time alterations to more fundamental changes. If problems do occur we will rapidly rearrange your itinerary to make best use of your time given the changed circumstances, not simply cancel part of your trip or leave you sitting in an airport waiting for hours for a rescheduled flight. Importantly, in these situations we will do everything possible to minimise any extra costs involved – in the vast majority of cases no extra charges will be made. If a problem does occur while you are travelling you can contact us on our 24 hour number. We will do everything in our power to rectify the problem immediately rather than allow it to spoil your trip.

Detailed travel documents
Approximately two to three weeks before you travel we will send you all your travel documents presented in a convenient travel organiser. As well as your full itinerary and travel documents, there will also be additional information such as recommended restaurants and practical tips. A few days before you travel your specialist will call you to have a final talk through your itinerary and answer any last minute questions you may have.

First class guides

Responsible travel
We have a firm commitment to minimising the environmental and social impact of travel, and strive to ensure that a visit from an Audley client has a positive effect on the destination. We have a firm commitment to the principles of ‘responsible travel’ and have been awarded AITO 5 star status (the highest achievable) for our policies and practises. We continue to work with AITO, and a number of other bodies, to improve our policies. For more details please refer to our website (www.audleytravel.com/rt) where you will find details of our responsible travel policy and also our Travellers’ Code. If you are particularly interested in these issues, your country specialist will be able to tell you more.

Legal liability
We are a UK company and hence must fully comply with English law. When booking with us you can rest assured that your arrangements are carefully planned as we have a reputation to maintain and are legally liable for any omissions or negligent acts. You may not find you have this level of reassurance if you make your own travel arrangements independently.
Introduction to Oman

Key facts:

Population: 3.30 million
Land area: 119.50 thousands square kilometres
Major languages spoken: Arabic, English, Urdu
Currency: Omani Rial
Time difference: GMT+4 hours
Capital city: Muscat

Introduction

Although the phrase is overused, Oman really is an undiscovered gem of a country. Dwarfed on the global stage by her neighbour Dubai, Oman actually has far more to offer the visitor looking for a genuine Arabian experience and a trip with some culture as well as the chance to soak up the sun. Oman’s climate is very sunny, and while it does rain, this is a rare and normally brief occurrence. In Spring and Autumn, daily temperatures are in the mid-to-high twenties Celsius, and over the Winter, a very pleasant low-to-mid twenties. Only the summer is extreme, from about May until September, when temperatures frequently get up as high as forty five degrees Celsius and above, with extremely high humidity.

Oman has much more to offer than just a great climate however. Oil and gas revenues have allowed it to develop into a modern, forward-looking state. For the visitor, Muscat certainly provides an easy introduction to the Arabian peninsula - there are banks, western-style shopping malls, ATMs, good roads, fantastic restaurants and top quality hotels. But there are also graceful buildings built along traditional lines, wonderful souqs, superbly restored forts and rugged mountainous vistas. Outside the capital, facilities are more scarce, but the main places of interest are still very accessible, with perfectly comfortable hotels joined by new, tarmac roads. Perhaps the thing that makes travelling easiest is the natural friendliness and hospitality of the Omani people. Nearly everyone comments on this - they are always ready with a smile and will invariably do their best to help you out.

The natural attractions of Oman vary from the golden dunes of the Wahiba Sands to the 1 kilometre sheer drop of Wadi Ghul, carving its way through the Hajar Mountains. Culturally, there are numerous forts, expertly and painstakingly restored using only traditional methods, as well as smaller sites slightly off-the-beaten track, like the 5,000 year-old rock tombs at Bat and Al-Ayn. On the nature front, turtles can be seen nesting at Ras Al-jinj almost all year round, or you can visit Salalah and marvel at the sub-tropical vegetation, flourishing courtesy of the monsoon which only reaches this southern outpost of the country. For relaxing, there are miles of wonderful beach, a warm ocean, and the chance to enjoy that year-round sunshine.

Oman is a Muslim country, and while it is actually very open-minded there are certain customs you will need to observe. Women should wear long trousers and long-sleeved shirts or blouses - you may see female tourists wearing much less than this, but it does invite stares and comments, so covering up just ensures less hassle. Men can wear shorts in public, although older, more traditional Omanis will frown on this. You should not be seen visibly drunk in public, nor should you consume alcohol in public, outside licensed premises and your hotel.

Ramadan in 2014 is expected to start on or around June 28th, and finish on around July 28th. These dates are not fixed, but they should be accurate to within a couple of days. During Ramadan, Muslims abstain from food, drink and nicotine during the daylight hours. While food and drink will be available to buy during the day, you should not consume it in public. The best bets are in your vehicle, a restaurant open specifically for visitors, or within your hotel. During the day locals may well be a bit tired and grumpy, so extra patience and understanding may be required. However in the evenings, a festive atmosphere prevails as everyone eats to their hearts content - it is also a very popular time for shopping and just strolling round town. You might like to visit a local restaurant or cafe at sunset, when locals have Iftar, the meal that breaks the fast, if you want to get a real flavour of Ramadan.

Our opinion: Oman is a fantastic country - a country of Arabian traditions and hospitality with an infrastructure that is developed enough to ensure visiting is a pleasure, but not so developed that it has swamped the local character.
Introduction to Oman

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<td>Avg Max Day Temperature (°C)</td>
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Muscat
Top: Men at Nizwa cattle market, Oman
Left: Muscat coastline
Lower left: Grand Mosque, Salalah
Top: Locals at Nizwa cattle market, Oman
Left: Nizwa fort
Right: View of Muscat from the Al Hajar Mountains
Saturday
05 March, 2016

London Heathrow to Muscat
Oman Air - Flight No: WY102 - Dep: 21:05 - Arr: 07:30 - (next day) - Duration: 07hr 15min; Class: Economy Class; Non-stop flight

Please note that this flight time is subject to change

Sunday
06 March, 2016

Shangri-La Al Bandar, Muscat
Breakfast is included

Muscat introduction

What we think of as Muscat is perhaps more accurately known as the Capital Area, as it is made up of a series of districts and old towns stretching some 40 kilometres along the coast and slightly inland. Muscat itself is the one of the oldest of these towns and forms the heart of the Capital Area - it is here that the Sultan has his palace and the old fortified walls testify to its long-standing role as a centre of government. Nearby Muttrah was the old commercial heart of the area, as it has the port, fish souq, and traditional souq. The modern commercial pulse of the city runs strongest through Ruwi, a district of shops selling everything from modern clothing to cheap imported electrical goods. Much of the rest of the city is made up of residential suburbs, such as Qurm and Athaibah. These have large houses and villas interspersed amongst modern shopping malls, tree-lined roads and government offices.

Muscat is a wonderful city to spend time in. It is not as glamorous or glitzy as Dubai, and is a much more relaxed and easy-going place as a result. Traffic isn’t too bad, everything is always clean and free of litter, there are banks, ATMs, impressive shopping malls, good restaurants and a decent number of sights of cultural interest to engage the visitor. It is a modern city with modern facilities that normally run smoothly, yet it still retains a strong local feel - there is no doubt you are in the Arabian Peninsula.
Transfer from Airport to Hotel

Group Tour transfer by private coach accompanied by your guide

On arrival, once you have cleared any airport formalities and obtained your visas, you will be met by your guide and travel together to your hotel.

Muscat City Tour

Group Tour shared excursion

Your driver will collect you at your hotel for your tour of the city this morning. You begin at the Sultan Qaboos Mosque. Completed in 2001, it is an enormous place of worship. With a large men's prayer hall, an adjacent women's prayer hall and further space in the courtyards and passageways, a total of 20,000 worshipers can gather at one time, making this one of the largest mosques in the world. The architectural influences are drawn from all over the world, with the main domed prayer hall based on Ottoman designs, strong Persian aspects to the interior design, and beautiful Central Asian ceramic niches found in the outer passageways. Two particularly interesting aspects of the mosque are the carpet and chandelier in the main prayer hall. The carpet is a 263-square-metre affair that took 4 years to complete and was woven by experts from across the Islamic world. The central chandelier, the biggest of 35 in the prayer hall all made using Swarovski crystal and gilded metals, is 14 metres tall and eight metres across, has 1122 lights and weighs eight tonnes.

Please note that the mosque is closed on Fridays. Visitors to the mosque must dress respectfully - men and women should have arms and legs completely covered (clothes should not be transparent), and women should also take a shawl to cover their hair with. You will also be asked to remove your shoes before entering the prayer halls.

You continue now to Muscat and Muttrah, the older parts of town. In Muttrah you visit the Fish Souq, where the day’s catch is offered for sale. Grouper, tuna, sardines and octopus are all regular catches, and the souq is a great place to see Omanis going about their everyday business. Further along Muttrah cornice, you pass the faded facades of merchant's houses dating to the time of Portuguese influence and control of the region. Delicate balconies and decorations are testament to this influence. Behind these buildings lies Muttrah souq. This is a traditional souq selling handicrafts, fabric, Omani clothes, spices, jewellery and all sorts of hardware, and is far more aimed at locals than tourists.

Just beyond Muttrah you pass through the fortified walls and into Muscat. Until the middle of the 20th century, Muscat still operated a curfew where the gates of the city were swung closed at sunset and anyone caught out after this was in serious trouble. Muscat lies on a natural cove, guarded by the forts of Jelali and Mirani as well as the enclosing mountains. Many of its buildings are amongst the oldest in the Capital Area, whilst there are also modern buildings in traditional style to house the various government departments. In Muscat you can look at the Sultan’s Al Alam Palace - although not normally occupied, it is still closed to visitors. However nearby Bait Zubair is definitely open to visitors and has a superb collection of traditional Omani clothes, jewellery and firearms housed in one of the oldest residences in the city. Bait Zubair is a great little museum and a wonderful way of being introduced to Omani culture.
The Corniche, Muscat

Afternoon dhow cruise

Setting off from the pier side in a traditional dhow, you get to view the souqs and forts of Muscat and Muttrah much as centuries of sailors, traders and fishermen have done. Gently cruising along, you also get to see the natural side of the coastline, with arches, headlands and hidden coves, before returning to the pier.

Muscat, Oman

Muscat to Ras Al Jinz along the coastal road

This morning your driver will collect you from Muscat for your journey to Ras al Jinz. The latter part of the journey is less picturesque than it once was, due to the construction of a motorway linking the important town of Sur to the capital, but there are still wonderful views of stunning white sands and turquoise sea and plenty of points of interest along the way.

The start of the route follows the scenic and rugged coastal route to Sur. This offers breathtaking glimpses of the blue waters of the Gulf of Oman offset by pristine white beaches. You will drive past the fishing village of Quriyat and then take a smaller road to Wadi Arbayeen. This is an adventurous route cutting through the mountains. At the end of the drive, Wadi Arbayeen awaits with its deep pools of water set among the date palms. Your next stop is the Bimah Sinkhole where you will stop for your picnic lunch. It is a huge limestone crater with blue green water at the bottom. Probably formed by the collapse of the ground covering an underground river, the sinkhole is an important geological...
Turtle beach, Ras al Jinz

feature and measures forty metres across and is twenty metres deep. The water is slightly salty, because of an underground tunnel which stretches from the sinkhole to the sea. If you descend the steps to the sinkhole you will be able to see fish in the shallower parts, while the deeper sections hide vibrant sponge-life.

This afternoon you will continue to Sur - an important port which was renowned for its boat building industry. You will stop en route at Qalhat, looking at the town today it is hard to fathom that this was at one time the most prosperous settlement in Omani territory, and an important port. Famous visitors included Marco Polo and the Arab explorer Ibn Battuta, both of whom came here in the 13th and 14th centuries. Much of the town was destroyed following an earthquake at the end of the 14th century and the arrival of the Portuguese in the early 1500s, but one interesting old building remains, the mosque of Bibi Mariam, possibly built over the tomb of a local saint (Mariam or Mary). Unfortunately this remains fenced off but you are able to stop for a quick look and photographs.

You will have a chance to stop for photos on the final part of the route at Wadhi Shab and Tiwi stone beach before arriving at Ras Al Jinz later this afternoon.

**Evening excursion to the Green Turtle beach**

After dinner in the evening, you join a guardian who will accompany you and others on to the beach after an introduction to the sanctuary. You should be able to watch turtles laying eggs or young turtles making their way to the water.

Turtle watching is a year-round activity, but the numbers of turtles can be affected by the season, (July is the best time to see the turtles come ashore, whilst September - November give you more chance of witnessing nesting and hatching), weather and sea conditions. It is a group excursion, and can get quite busy.

After viewing the turtles, you will return to your hotel. If you are staying at the Carapace Lodge, you can get up early in the morning (ideally before dawn) when you will have the chance to see turtles laying eggs, however this time there may be far fewer people on the beach - not everybody likes the early start.

Green turtle, Ras al Jinz
Wednesday  
09 March, 2016

1000 Nights desert camp, Wahiba Sands  
All meals are included

Ras Al Jinz to The Wahiba Sands via Wadi Bani Khalid  
Group Tour shared transfer

After breakfast you will check out from the hotel and depart to Wahiba Sands via the picturesque Wadi Bani Khalid. It is one of the prettier parts of Oman and the exposed geology is dramatic and interesting.

The drive is through the Eastern Hajar Mountains and offers a panoramic view of the landscape below. You will pass many pretty mountain village as the road winds down to Wadi Bani Khalid where you will stop for a picnic lunch. The Wadi has clear deep blue water and is a perfect place for a swim.

After lunch you will continue to Wahiba Sands, a vast mass of undulating red and white dunes rising up to 200 meters and host to a variety of flora and fauna. The ever-changing patterns of the dunes are a photographers delight. The Wahiba Sands is home to the traditional Bedouin tribe who are known for their hospitality and their knowledge of the sands. You will drive over the dunes and visit a Bedouin house and family in this wilderness. After visiting the Bedouin house you will check in at your desert camp.

Wahiba Sands introduction

The magnificent Wahiba sands are home to the Bedu, the Arabic word for Nomadic tribes people, who are renowned for their hospitality. The traditional lifestyle of the tribes was one of survival, herdsman living in hostile terrain, travelling great distances in search of water but always guarding a strong tribal and family identity. The Bedu have however been required to change and adapt to the requirements of a more modern lifestyle that has been introduced with the rapid developments that have taken place over recent years. Motor vehicles are in mass production, facilities such as schools and hospitals have been built in all areas of the country and water and animal feed is trucked out to the camps. A challenging time for a Nomadic people although many elements of the traditional lifestyle continue and around 3000 Bedu continue to live on the fringes of the Wahiba Sands.

The highest of the sand dunes rise dramatically to 80 metres. The desert covers 10000 square kms and is believed to have existed around 4000-6000 years ago. Home to 150 species of plants and 200 species of mammals, birds and reptiles it is a fascinating and beautiful place. Travelling through, up and over the dunes further into the desert a harsh yet peaceful world is entered. Watching the sunset and sunrise in this striking landscape is a mesmerising experience. The patterned terrain constantly changes colour, the dunes are an extravagant mixture of honey coloured hues and the sun a deepening orange to red.
Thursday
10 March, 2016

The View Campsite, Nizwa
All meals are included

The Wahiba Sands to Nizwa
Group Tour shared transfer

After breakfast today you will check out from your camp and depart to Nizwa visiting some fascinating sites along the way. You will first stop at the Jabrin Fort - one of the best forts to visit in Oman. To call it a fort is however a bit of a misnomer as it was originally built by a peaceful Imam of the Ya’aruba dynasty in 1670 as a home, and subsequently functioned as a retreat for similarly scholastic imams. However there was a defensive wall and gun towers added to the original construction, and military action very occasionally washed up against these. As a primarily domestic residence and contemplative retreat, the standard of decoration at Jabrin is considerably higher than at many of the other, more militaristic forts and castles. This is one of the main reasons to visit: in particular the wonderfully restored painted ceilings are stunning, as is much of the decorative carving and door design.

You will also stop en route at the UNESCO World Heritage site of Bahla Fort, although you cannot see inside the fort just to see the venerability and extent of the fortifications will be of interest. The fort itself is being restored, a painstaking and lengthy process, so is still currently closed to the public. There was a fort on this site as far back as 1000 B.C, and the walls that encircled the settlement and its palm plantations stretch for 12 kilometres around the fort.

You will continue from here to Misfah a lovely village with stone houses precariously clinging to the mountainside where you will pause for a picnic lunch. In the afternoon you will drive to the quaint village of Al Hamra, nestled in the foothills of the Jebel Ahkdar; its multi-storey mud houses are among the oldest preserved in Oman and well worth a visit. You will check in at your property later in the afternoon.

Nizwa introduction

The oasis city of Nizwa, the largest in the country’s interior, was the capital of Oman in the 6th and 7th centuries. Today it remains one of the most popular tourist attractions in the country, with its historical buildings and imposing fort built in the mid 17th century by Imam Sultan Bin Saif Al Ya’ribi. Set amid a verdant spread of date palms and an eye catching mosque, the fort is a powerful reminder of the town’s invincibility through turbulent periods in Oman’s long history.
visiting Nizwa, you can sense the strong independent streak in the town. Throughout Oman’s history there were tensions between the tribes of the interior, based around Nizwa, and those of the coast. Much of the civil war of the 1950s took place near Nizwa and the imams of the town at that time were not afraid to assert themselves in the face of unpopular policies from the coastal rulers.

Nizwa also stands at a trade crossroads joining routes snaking along the base of the Hajar Mountains and intersecting with those heading through the nearby Sumail Gap, the only gap through the Hajar. As such the town was always famous for its souq which was once the largest in the country. Although now housed in a modern arcade and has therefore lost some of its atmosphere, it is still very much worthy of investigation whether your aim is to barter for some of the town’s famous silver jewellery or to watch local craftsmen at work. You will be visiting on a Friday so will visit the weekly livestock auction. Here farmers parade their sheep and goats who are sold off to the highest bidder; the scene is a wonderful blend of men in traditional white robes, women in black coverall abayas with flashes of colourful scarves and extensive jewellery, and the cries of vendors mixed with the bleating of the livestock.

The town’s immense palm oasis stretches for eight kilometres along the course of two wadis and is enclosed by a series of mountains of the Jabal Al Akhdar range. Here there are further towns, villages and wadis to explore. The nearby towns of Al Hamra and Misfah are also worth a visit if time allows (and some of our accommodation options are also located here), along with Jabrin Fort, Wadi Ghul and Wadi Nakheer which offer some spectacular views.

Nizwa enjoys a picturesque location that is extremely convenient for exploring a number of the highlights of the interior. It is arguably Oman’s most interesting and attractive city.

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**Excursion to Nizwa Souq, Jebel Al Akhdar and Birkat-Al-Mauz**

*Group Tour shared excursion*

Visiting Nizwa, you can sense the strong independent streak in the town. Throughout Oman’s history there were tensions between the tribes of the interior, based around Nizwa, and those of the coast. Much of the civil war of the 1950s took place near Nizwa, where the imams have never been afraid to assert themselves in the face of unpopular policies from the coastal rulers. Nizwa also stands at a trade crossroads; routes snake along the base of the Hajar Mountains.
and intersect with those heading through the nearby Sumail Gap, the only gap through the Hajar. For about two hundred years Nizwa was also the capital of Oman.

You will start your day with a visit to the Nizwa Souq. On Friday mornings there is a livestock auction. Here farmers parade their sheep and goats to the highest bidder; the scene is a wonderful blend of men in traditional white robes, women in black coverall abayas with flashes of colourful scarves and extensive jewellery, and the cries of vendors mixed with the bleating of the livestock.It is the traditional way of selling the livestock brought by their owners from nearby villages. You will also have time to explore the impressive new souq complex which has been sensitively designed using Omani fort architecture and elegant Islamic arches. Although now in a new, purpose built complex, this is undoubtedly a traditional souq. The style of the buildings is entirely in keeping with the historic architecture, and the dates, pots, jewellery, guns and local produce sold here haven't changed much in the last 150 years. The air-conditioned halls of this souq are full of fresh fruit and vegetables, herbs and spices, huge stacks of dates and freshly caught fish. This is still the best place to buy traditional silver "Khanjars" (hand-carved Omani daggers) and Bedouin jewellery, where silver is still sold by weight.

You will then proceed to Jabel Akhdar passing through the Wadi Al Madeen. From here a 36 km stretch of winding road takes you to Jebel Al Akhdar (2000 mts above sea level) the green jewel of the Al Hajar mountain ranges, a truly unique spot in the Arabian Peninsula. Jabel Akhdar is famed for its fruit orchards, which are usually planted in terraces on the mountain-sides. Old villages such as Saq, Wadi Bani Habib and Al Ain are scattered around the landscape and have a number of old stone houses. The best time to visit this area is March and April, when the scent of roses is in the air - but the distilled rose water as well as local honey are on sale throughout the year. You will eat lunch at the Jabel Akhdar resort.

In the afternoon you will depart to the pretty village of Birkat-Al-Ma'uz. The lush green oasis village has its own unique two-tiered falaj system and tiny castle and you will have chance to take a walk around the village before returning to your accommodation for dinner.

**Saturday**

12 March, 2016

*The View Campsite*, Nizwa

All meals are included

**Excursion to Wadi Ghul and Wadi Nakheer**

*Group Tour shared excursion*

After breakfast you will depart to Wadi Ghul - the land of the traditional weavers of Oman, and then continue to view Wadi Nakher - Oman's deepest canyon.

Your drive to the top of the highest point in Oman begins at the village of Wadi Ghul. On a rocky outcrop above a normally dry river bed, the village is deserted and the mud brick walls blend in so well with the surrounding rock that you are
almost upon the village before you can discern its outline. As you continue past the village, the road begins an extremely steep climb, full of startling switchbacks and amazing views. As you arrive at the first plateau it feels almost as if you have broken through to another world. All around are jagged peaks and steep canyons, but your journey is not yet finished.

At the time of writing the tarmac road runs out just before your final ascent. A steep gravel track now leads on upwards. Shortly before the summit, a military radar installation diverts you towards the top plateau. Standing on a tabletop of rock, you are only a few metres short of the highest point in the Arabian Peninsula known as Jebel Shams, at just over 3,000 metres. In front of you is one of the most remarkable sights in the whole region, Wadi Nakheer, or the Grand Canyon of Oman. You will eat lunch in Jebel Shams before returning to your accommodation for an afternoon at leisure.

Mountain Village, Nizwa

Sunday
13 March, 2016

Juweira Boutique Hotel, Salalah
All meals are included

Nizwa to Muscat Airport via Nakhl and Wadi Bani Auf
Group Tour shared transfer

Today you will check out from the Camp and depart to Muscat International Airport visiting some great villages and forts along the way. You will drive via Wadi Bani Auf - the route to get here known as one of the Arabia’s great 4WD adventures and the steep cleft in the mountains is one of the most scenic drives in Oman. Your trip will include a visit to the village of Bilad Sait, a remote fortress village in the heart of the mountain range.

You will come to tarmac roads after this to continue your drive to Nakhal. You will visit the Nakhal Fort that once served the imams of Bani Kharous and the Ya’arubah dynasty. It has been furnished with traditional furniture, handicrafts and historical pieces. Nakhl comes from the Arabic for dates, a reference to the palm plantations of the area. The fort itself is sculpted around the plug of rock on which it stands. A sturdy redoubt, with an unusual asymmetrical and curvy design, stands at the heart of the fort, whilst underneath you can clamber down into the falaj (water channel) which runs beneath the building and kept it supplied in case of a siege. There are one or two painted ceilings that typify the pretty, understated decoration found in older Omani architecture.

The old village of Nakhl, which nestles below the fort gradually, leads to the famous warm Springs of Nakhl situated at the end of an attractive Oasis. You will have time to relax by the side of the shallow waters of the springs surrounded by lush green date plantations and steep mountain peaks.

You will then depart to Muscat International Airport Arrive at the Airport and check in at Oman Air counter to board your flight to Salalah
Muscat to Salalah
Oman Air - Flight No: WY913 - Dep: 17:35 - Arr: 19:20 - (same day) - Duration: 01hr 45min; Class: Economy Class; Non-stop flight

Please note that this flight time is subject to change

Salalah introduction

Salalah is spread out along the coast with a population of around 197,000. It is the most densely populated community in the region and, therefore, the largest city in Dhofar region as well as being Oman’s second city. There are modern hospitals, schools and colleges and there are still some fine old houses among the many new ones along the three kilometre long corniche.

The naturally beautiful setting is enhanced by many public parks and gardens. The main roads wind through orchards of coconut, banana, papaya and mangoes, which run parallel to the coast. There is a tropical atmosphere and one can find many stands along the way selling fresh coconut milk and a variety of other fresh fruit combinations. Traditional occupations include arable and dairy farming, boat building and fishing, jewellery-making, leather and needlework.

Salalah is a city of antiquity, boasting both the ruins of a palace reputed to have belonged to the Queen of Sheba and the resting place of the biblical prophet Job in the nearby Jabal al Qar. It is also the alleged resting place of Nabi Imran, father of the Virgin Mary.

Transfer from Airport to Hotel

Group Tour transfer by private coach accompanied by your guide

On arrival, once you have cleared any airport formalities, you will be transferred to your accommodation.
Monday
14 March, 2016

Excursion to Salalah, Job’s Tomb and Mughsail Beach
Group Tour shared excursion

Your tour starts this morning with a visit of the archaeological site of Al Baleed and the Museum of the Frankincense Land.

You then go to visit the Al Hafa souq in Salalah, where frankincense is sold.

From Al Hafa you head into the hills near Salalah, to visit the tomb of the Prophet Job (Nabi Ayou in Arabic). En route there are spectacular views of the agricultural plains and the mountain landscape. The shrine is a small white building with a gold dome, containing one long grave, covered in a green embroidered shroud and offerings from Muslim pilgrims.

From Job’s Tomb you continue to Mughsail Beach where the high tide sea water gushes through “blow-holes,” perforations in the limestone rock. From Mughsail your driver will take you along the winding road towards the Yemen, a road which was opened in 1988, designed to eliminate a 148 mile detour inland via Thumrayt. The road is quite a feat of engineering - in just 5 kilometres it rises 400 metres in height and has eight hairpin bends with gradients of between 10 and 12 percent. This area is well-known for its frankincense trees, all of which are owned by the Bait Kathir Bedu, a local tribe who are responsible for collecting the precious resin.

Tuesday
15 March, 2016

Excursion to the east of Salalah
Group Tour shared excursion

This morning you will be collected for a tour of the coastline to the east of Salalah.

Your first stop will be the fishing village of Taqa, an old town with an interesting castle surrounded by watch towers and stone houses typical of the area. You then continue to Khor Rori, a mile-long creek and the site of the ruined port of Samhuram, thought to date to the first century AD. Excavations have produced evidence of an ancient city with trade links by sea to the Far East & Greece. It is a bit difficult to bring the ruins to life and imagine how the port would have looked, but the setting next to the creek is picturesque and it is also a good place for bird-watching.

There is a small archaeological gallery at Samhuram now, with displays on the history of the port, as well as the flora, fauna and sea life in the area. Another room contains various acquisitions from the site itself, which are mostly household items.

After Samhuram you continue to Mirbat, the ancient capital of Dhofar, which was an important town as early as the 9th century, known for its trade in frankincense,
horses and slaves. There are some examples of old houses near the town’s mosque, which feature traditional carved wooden doors and window. Your final stop today is one of Dhofar’s best-known sites - Bin Ali Tomb’s, burial place of a Muslim saint. Mohamed bin Ali died in the twelfth century AD and his tomb is a fine example of medieval architecture.

**Fruit Stand, Salalah**

**Wednesday**  
16 March, 2016

**Transfer from Hotel to Airport**  
*Group Tour transfer by private coach accompanied by your guide*

You will be transferred from your hotel to the airport.

**Salalah to Muscat**  
Oman Air - Flight No: WY904 - Dep: 10:35 - Arr: 12:15 - (same day) - Duration: 01hr 40min; Class: Economy Class; Non-stop flight

**Muscat to London Heathrow Terminal: 3**  
Oman Air - Flight No: WY 101 - Dep: 13:30 - Arr: 17:55 - (same day) - Duration: 08hr 25min; Class: Economy Class; Non-stop flight

**Important Notes**

- Flight times and the daily order of sightseeing are subject to change.
- Transfer times are approximate and subject to local conditions at the time of travel.
- All flight times are local.
OUR ACCOMMODATION GRADING SYSTEM

Your accommodation is described on the following pages. Please do not hesitate to call us if you require any further information about any of the properties. We classify accommodation into the following categories. These are for your guidance only, they are based on the opinions of our staff and are therefore quite subjective.

**Basic:** Very primitive accommodation where we are not aware of anything better in the region.

**Simple:** Clean and simple but limited facilities.

**Medium:** A good standard of accommodation, reasonable range of facilities.

**First Class:** A high standard of accommodation with a wide range of facilities.

**Deluxe:** Superb accommodation with facilities and service to match.

**Opulent:** The world’s most unashamedly luxurious hotels, resorts and lodges.
With a beautiful setting on a private bay, overlooking the Sea of Oman, the Shangri-La Barr Al Jissah resort encompasses three hotels, Al Bandar, Al Waha and Al Husn. Offering the best of Omani hospitality and ultimate Arabian luxury, the resort has an excellent range of dining and leisure facilities.

The stunning location is the Shangri-La’s most striking attraction, set in a private bay, the white sands and clear turquoise waters framed by the deep red of the rocky and mountainous interior.

The spacious Al Bandar Hotel is in the heart of the resort. Close to the white sand beach, the architecture of the hotel is inspired by old Muscat, featuring buildings of varying heights and a variety of ornate balconies. The tall palms in the landscaped gardens provide welcome shade in the pool area.

Each of the 3 hotels has its own character and guests are free to wander between the resorts using the facilities at all 3 (with the exception of some of the facilities at Al Husn).

A long sweep of beach and beautifully landscaped gardens link the 3 hotels ensuring a feeling of space and openness.

Shangri-La is renowned for high levels of service and staff at the resort are friendly and efficient.

Our Opinion:
We think that Al Bandar has been well designed with traditional Arabic design and provides every possible luxury.

Location
The Shangri-La enjoys a scenic and secluded location, set in its own bay. In front of the resort lies a long stretch of golden sand beach and the blue waters of the Sea of Oman while behind the hotel, the rugged mountains provide a dramatic back drop. The hotel’s beach is private and stretches for 1km while down a short path there is also a smaller, secluded beach at the edge of the mountains called Turtle Beach.
CARAPACE LODGE, RAS AL-JINZ SCIENTIFIC AND VISITORS CENTRE

Simple

The Carapace Lodge is composed of 8 rooms within the main centre and 12 new luxury eco tents which are located on a hill overlooking the reserve.

Our opinion: This is a great option if you wish to see the turtles nesting close up, however please do be aware that the tents are located a good 10 minutes walk on sand from the main lodge. In addition whilst we are able to organise transport down to the beach for those who require it when visiting the nesting sites, there is still walking involved here and in some cases a wait whilst the local guides locate a turtle nest.
Accommodation

1000 NIGHTS DESERT CAMP, WAHIBA SANDS
Basic

The 1000 Nights camp is a larger camp (60 tents in all and two permanent guest houses which make up the four ‘sand house’ accommodations), located in an impressive desert basin with dunes rising to either side. The camp consists of individual traditional black wool Bedouin tents, each furnished with a bed with sheets and blankets, rug flooring, a small table and chairs, towels and bottled water. This is also the only camp in the area with a swimming pool. A torch is provided in your tent and in the evening, as the sun sets, kerosene lamps are lit along the pathway to the dining area. A portable lamp is also lit outside each tent which you can carry along with you.

The dining area is adorned with low tables and large, comfy cushions. Cool drinks and refreshing mint tea are served followed by a buffet consisting of traditional Middle Eastern salads and grilled meat. Breakfast is also a traditional affair and will most certainly keep the hunger pangs at bay until lunch time.

Our opinion: A night spent out at the Wahiba Sands is a memorable experience although guests should be aware that accommodation is of course a simple affair, and as there is little choice places to stay in the desert region, camps here can have somewhat of a busier feel.
THE VIEW CAMPSITE, NIZWA
Medium

Perched on a ridge high above the town of Al Hamra, a little way outside of Nizwa, the View Campsite underwent renovation work over summer 2013 and now consists of 30 individual rooms, of which 16 Premier rooms have front line views over the valley. The remaining 14 Superior rooms are positioned in a row and also have commanding views of the region. Meals are served in the small dining area which also looks over the valley and Al Hamra. The View offers a comfortable and altogether different experience to most other options in the area.

Our opinion: The new-look View Campsite offers wonderful views as the name suggests, and the staff are friendly and welcoming. Great for those who are a little more adventurous and are looking to explore the Jebel Akhdar mountain range.

JUWEIRA BOUTIQUE HOTEL, SALALAH
Medium

Nestled on the picturesque marina promenade of Salalah Beach and facing the Indian Ocean, the newly built Juweira Boutique Hotel offers you the chance to stay slightly further out of Salalah city than that of the majority of hotels in this region. The décor and furnishings of this Orient inspired hotel exude a refreshing blend of contemporary European and traditionally Oriental flavours. The hotel offers a variety of recreational facilities and services, including 2 large swimming pools, a state-of-the-art wellness centre and intimate guest rooms.
Audley has been supporting carbon reduction projects through Friends of Conservation since 2005 and in addition to this, each individual department also supports a charity or charities of their choice with a yearly financial donation. These charities are close to their hearts and the team often chooses to fundraise to add to this amount. Our North Africa and Middle East team have chosen to support The Assafou Association in Morocco.

**The Assafou Association and Audley’s Contribution**

The Assafou Association is dedicated to building centres to provide preschool education, fight illiteracy among rural women and encourage the preservation of rural communities in Morocco. Located in Al Haouz, the area of the High Atlas mountains nearest to Marrakesh, the association aims to build at least one school per year in remote villages in the mountains to enable both children and women to gain an education. In a society where traditionally women’s education was considered unimportant, it is a huge advantage for the girls and women of these villages to have literacy classes. Some of the schools also have workshops where traditional skills which may have been dying out (embroidery, weaving etcetera) are taught to provide the female population with extra income. So far four schools have been built in different villages within the area, providing education for over 200 children and literacy classes for more than 100 women.

**Our contribution**

After visiting one of the schools late in 2013 it was decided that the organisation was a well-structured and ethical charity to which Audley could make a difference. It comes under the auspices of our local partners in Morocco who we know to be responsible and ethical. Moreover the area in which the schools are built is one that our clients often visit and if they wish we may be able to arrange for a visit to the school. We will of course ensure that any visits are done sensitively and in a way that does not cause too much disruption to the children. Some of our clients have already enjoyed a couple of hours with the children singing English songs to the benefit of both parties!

**If you would like further information please speak to your specialist or visit www.associationassafou.org**
General Information

Travel insurance
It is advisable to take out your travel insurance at the time of booking your trip as cover will commence for pre-departure cancellation from the policy issue date. This will, therefore, provide cover should you have to cancel your trip for an insured reason such as illness or serious accident.

We strongly recommend that you and all members of your party are adequately insured, providing financial protection against unforeseen circumstances. Cover should include medical expenses and repatriation in the event of accident or illness. In addition, we strongly recommend that you have cover for personal belongings, delay at your outward or homeward point of departure, personal liability, overseas legal expenses and cancellation. If you are undertaking any sports or adventurous activities, including trekking, on your trip you should also make sure that your policy covers these. Please also ensure you read the policy conditions and exclusions.

The type of trips we create and the requirements of Audley clients vary greatly. We have therefore listed below a number of companies who offer policies which may suit these varying requirements. You can find links to the companies’ websites, at www.audleytravel.com/insurance.

Other companies and policies are also available. We are unable to provide you with more detailed information and you should contact the company concerned directly for this. Please note this is general information only. We are not providing any specific advice on travel insurance or recommending any particular policy or insurer.

Trips of up to £5,000 pp
A large number of companies offer insurance policies which include cover for cancellation charges of up to the full holiday cost.

Trips over £5,000 pp
It can be more challenging to get insurance which includes cover for cancellation charges of up to the full holiday cost for higher value trips. A number of companies do, however, offer such policies. Thomson (in partnership with AXA) (0845 366 2212) offer cancellation cover up to £20,000 per person, American Express (0800 232 277) offer cancellation cover up to £12,500 per person and Insure and Go (0844 888 2787) offer cancellation cover up to £7,500 per person.

This information can also be found on our website www.audleytravel.com/insurance with links to the insurers’ websites.

Clients over 65 years of age
Many companies now offer cover to people over 65 years of age. However, if you are finding it difficult to get cover you could try Age UK (0845 600 3348) or Saga (0800 015 0737) both of whom currently have no upper age limit on their policies. See also the companies referred to under pre-existing medical conditions below. This information can also be found on our website www.audleytravel.com/insurance with links to the insurers’ websites.

Pre-existing medical conditions
If you have a pre-existing medical condition, there are a number of companies that may be able to help you. P J Hayman / Free Spirit (0845 230 5000) will consider most pre-existing medical conditions and they have no upper age limit on single trip policies. Age UK (0845 600 3348) and Insure and Go (0844 888 2787) will also consider a number of pre-existing conditions and may be able to help. Cancer Travel Insurance Services (0845 880 0163) specialise in travel insurance for people with non-terminal cancer and have no upper age limit on their policies. This information can also be found at www.audleytravel.com/insurance with links to the insurers’ websites.

Non-UK residents
If you are not a UK resident you will usually need to get insurance in your country of residence. Some insurance companies, such as Columbus Direct (0845 888 8893), will consider policies for non-UK residents. This information can also be found on our website www.audleytravel.com/insurance with links to the insurers’ websites.

Once you have a travel insurance policy in place, please let your specialist know who your insurance company is and your policy number.

The above information is provided in good faith and is correct to the best of our knowledge. No liability is, however, accepted for any errors and all information must be checked directly with the insurance company.

Financial security
We hold an Air Travel Organiser’s Licence (ATOL) issued by the Civil Aviation Authority (ATOL number 4817). All the flight-inclusive holidays* that we provide are financially protected by the ATOL scheme. When you pay, you will be supplied with an ATOL Certificate. Please check to ensure that everything you booked is listed on it. Please see our booking conditions for further information about financial protection and www.atol.org.uk/ATOLCertificate for further information on the ATOL Certificate.

*The flight inclusive holidays we arrange are ATOL protected providing they are made available in the UK. For further information, visit the ATOL website at www.atol.org.uk

Health
It is essential that you see your GP or a travel clinic before booking your trip and before travelling to make sure that you have taken all the necessary health precautions. Some vaccinations require more than one visit with a period of weeks between injections. You should visit your GP at least six weeks before departure. For up to date medical advice you may wish to use the Medical Advisory Service for Travellers Abroad (MASTA).

MASTA Traveller’s Health Brief
Before travelling abroad, you can visit www.masta-travel-health.com to obtain a ‘Health Brief’ specifically tailored to your journey. Your brief will give information about immunisations and malaria as well as any Foreign Office advice and the latest health news.
Other health information services are available, including www.nathnac.org and www.fitfortravel.nhs.uk

Deep vein thrombosis (DVT)
The majority of international airlines now issue advice on how to lessen the risk of DVT, however, if you have any concerns, we recommend that you consult your doctor.

Pre-existing medical conditions/Disabled passengers
It is essential that you advise us before booking if you have any disability or pre-existing medical condition which may affect your holiday, or any special requirements as a result of any disability or medical condition (including any which affect the booking process) so that we can assist you in considering the suitability of the arrangements and/or making the booking. It will also enable us to make sure you receive the relevant level of assistance when you fly.

Full details must be confirmed in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed. The nature of many of the destinations we travel to means that in the majority of cases they are unsuitable for those who are wheelchair-bound or have a lack of mobility. We will be delighted to discuss the feasibility of creating a tailor-made itinerary for you that takes into consideration your level of mobility.

On our escorted group tours the Tour Leader is, unfortunately, unable to offer additional assistance to passengers with limited mobility and all such assistance will need to be provided by whoever the passenger is travelling with. We may request that you provide a letter from your doctor confirming your fitness to travel.

High altitude
Your itinerary may include sections where the altitude exceeds 10,000 feet (3,048 metres). If you suffer from circulation, heart or respiratory problems we advise that you consult with your doctor before confirming your booking.

Smoking
Airlines do not permit smoking on the aircraft. At the request of the majority of our clients we do not allow smoking on any form of transport used for our escorted group tours. Stands are regularly made where you will be able to smoke. For smokers travelling on a tailor-made tour we request that you check with your driver or guide whether smoking is permitted in the vehicle.

Health and safety standards
Each country has its own regulations and enforcement levels relating to health and safety standards. These do not always match the very high standards we are used to in the UK. We therefore recommend that you follow a few precautionary safety procedures. Always check where the nearest fire exit is and how to raise the fire alarm. Do not enter a swimming pool before checking the water depth first. For more suggestions please see the Important Information section in your Travel Organiser.

Passport and visa information for British Citizens
Passengers must hold a passport which is valid for at least six months following the return date of your holiday. British passport holders (full British Citizens) currently require visas, in advance of travel, for the following destinations featured in our brochures and on our website: Australia, Bhutan, Burma, China, Cuba, India, Kenya, Mongolia, Papua New Guinea (also available on arrival), Russia, Tanzania, Tibet, Uganda, the USA*, Uzbekistan and Vietnam**.

Visas may be required for other countries but can be arranged on arrival.
* British Citizens travelling to the USA require an ESTA – please speak to your specialist for more information
** Visitors to Vietnam can obtain a visa on arrival but require a letter of authorisation from ourselves – please speak to your specialist

We are normally able to obtain visas on your behalf, please ask for details at the time of booking. Non-British passport holders should check with the relevant embassies as visa requirements may be different to those of British passport holders. It is your responsibility to ensure you have the correct documentation and visa stamp(s) for all sectors of your journey. Failure or inability to obtain all required visas for whatever reason does not entitle you to cancel without paying the applicable cancellation charges.

Travel advice
The Foreign and Commonwealth Office Travel Advice Unit monitors all overseas destinations and offers advice to British travellers. In order to be fully informed of safety issues, crime rates, political stability and local customs you can view the advice at www.gov.uk/foreign-travel-advice.

Flights and airlines
The difference between a direct flight and a non-stop flight can cause confusion. To clarify, on a direct flight no change of aircraft is scheduled but touch downs will be made en route either to refuel or to board or disembark passengers. On non-stop flights no change of aircraft is required and no stops are made en route. Exact details of your route will be given in your itinerary.

Premium Economy, Business and First Class
If you require business or first class flights these can be arranged on most airlines at very competitive rates. Premium economy can be arranged on certain airlines, please call us for details.

Specific seat requests
We will do all we can to try to reserve a specific seat for you, if you have a preference. However, whilst airlines may allow us to request seats, they will not guarantee any specific seat reservation. If this is important to you, it is always best to arrive for your flight early, regardless of having made this request in advance. Please make it clear on your booking form if you have a specific request.

Flight amendments
We generally use special ‘inclusive tour’ fares when we purchase your air tickets from the airlines. While these fares are very good value they are inflexible in terms of changes and offer no refunds once the tickets are issued. Once your flight is confirmed the airlines will charge an amendment fee or insist on the purchase of a completely new ticket if you make changes.

Internal flights
Smaller local airlines are often more likely to change their schedule at short notice. We will endeavour to inform you of any changes in advance of travelling but this may not always be possible.
Frequent Flyer Clubs
If you collect points through any of the airline frequent flyer clubs please provide your membership details on the booking form and we will ensure that these are recorded against your flight reservation. Please note that on some of our specially negotiated ‘inclusive tour’ fares points are not always awarded.

Carbon offsetting
Please let your specialist know if you would like to carbon offset your flights. We work with Friends of Conservation (FOC) and all offsetting payments are donated through them. For more details visit www.audleytravel.com/offset. The suggested contributions are based on the approximate levels of CO2 expended on an average flight, with the cost per tonne of carbon taken from industry averages. Flight information previously provided by TICOS, now part of Beyond Carbon.

UK airport hotels, car parking and lounges
We are able to arrange airport hotel accommodation, car parking, meet and greet services and airport lounge access in the UK, subject to availability. To arrange any of these services please call us on 01993 838 051.

Hotel information
There is often confusion over the terminology used for bed arrangements in hotel rooms. A ‘double’ is recognised as meaning a room with a double bed, this may be two single beds pushed together. A ‘twin’ is a room with two single beds. Please note that all rooms are allocated at the discretion of the hotel and cannot be guaranteed.

Single rooms
Single rooms tend to be smaller than double or twin rooms, however, many hotels do not have single rooms, in which case you will be allocated a twin or double room.

Special dietary requirements
Special diets should be requested on the booking form; however, it is unrealistic to expect special diets to be catered for in some of the destinations we feature. We will advise the hotels and airlines of your request but we cannot guarantee their availability. If you have an airborne nut allergy you must make us aware at the time of booking as most airlines require this information in advance of travel.

Accuracy of information
We thoroughly check all the information that is included within our brochures, website and individual tour itineraries, however, changes do occur and errors are occasionally made. Airlines may change their schedules, roads may close and government regulations may alter. Should there be any changes to the travel arrangements you have booked we will do our best to keep you informed of the situation prior to departure.

Travel in the developing world
Many of our destinations are in the developing world where attitudes, infrastructure, priorities, lifestyles and cultures are very different from our own. This is often the very reason to visit the destination but certain aspects may be frustrating. We always advise that the first thing you should pack is your sense of humour. This can prove invaluable when travelling over rougher roads, waiting for a delayed aircraft and communicating with hotel staff whose first language is not English.

Data Protection Act
We will hold your name, address and any other details you supply us with on our database. This information will be used to make your travel arrangements and to send you information about Audley Travel. In order to make your travel arrangements we will need to pass your details to companies and individuals outside the EU where less stringent data protection controls may be in place. We will not pass on your details to third parties for any other purposes.

AITO Quality Charter: The Association of Independent Tour Operators
AITO is the Association for independent and specialist holiday companies. Our member companies, usually owner-managed, strive to create overseas holidays with high levels of professionalism and a shared concern for quality and personal service. The Association encourages the highest standards in all aspects of tour operating.

Exclusive membership
AITO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.

Financial security
An AITO member is required to arrange financial protection for all holidays and other arrangements (including accommodation only) booked by customers with the member under the AITO logo. This financial protection applies to customers who are resident in the UK at the time of booking and to most overseas customers who have booked directly with the member. In doing so, the member must comply with UK government regulations. Members are required to submit details of their financial protection arrangements to AITO on a regular basis.

Accurate brochures and web sites
All members do their utmost to ensure that all their brochures and other publications, print or electronic, clearly and accurately describe the holidays and services offered.

Professional service and continual improvement
All members are committed to high standards of service and believe in regular and thorough training of employees. Members continually seek to review and improve their holidays. They listen to their customers and always welcome suggestions for improving standards.

Monitoring standards
AITO endeavours to monitor quality standards regularly. All customers should receive a post-holiday questionnaire the results of which are scrutinised by the Association.

Sustainable tourism
All Members acknowledge the importance of AITO’s Sustainable Tourism ethos, which recognises the social, economic and environmental responsibilities of tour operating.

Customer relations
All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, AITO’s low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion.

Audley Travel is a member of the Association of Independent Tour Operators. To contact the Association, visit www.aito.com or call 020 8744 9280.
Terms and conditions

Please read the following conditions carefully. All holidays are subject to these terms and conditions and both you and the general information in this booklet, our brochures and quotations.

Audley Travel Group Ltd (whose administrative offices are at New Mill, New Mill Lane, Witerey, Oxon OX9 5XU) are members of the Association of Independent Tour Operators, AITO (formerly known as the National Tour Operators Group Ltd) (hereafter referred to as ‘we’, ‘us’, ‘our’) offers a number of products and the trading names we use are ‘Audley’, ‘Audley Travel’ and ‘Travel Without Insurance’. In these Terms, ‘you’ and ‘your’ refer to all persons named on the booking, or any of them as applicable (including anyone who is added or substituted at a later date).

Your contract with us and all matters arising out of it are governed by English law. We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday, will be dealt with by the AITO Arbitration Scheme - see clause 9 of the Courts of England and Wales only, unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings may be brought in the Courts of your home country. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract governed by the law of Scotland/Northern Ireland as applicable. If you do not so choose, English law will apply.

1. Paying for your holiday

(i) The deposit is part payment of the holiday. The deposit required will be shown on the quotation page of your itinerary, or as notified by email. At the deposit, full or part payment of certain elements of your holiday (such as flights) may be required at the time of booking or at some point between booking and balance due date. Also see clause (i). The deposit and all additional payments are non-refundable except as set out in clause 4. The balance must be paid no later than the date specified on the invoice. This is normally no less than 8 weeks before the departure date. However, there may be some components that require payment no less than 90 days before the departure date which will be specified on your invoice and quotation. Please note if we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all amounts paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in clause 3 depending on the date we reasonably treat your booking as cancelled.

(ii) Full payment is required at the time of booking for all bookings made after balance due date as above.

(iii) On occasions, we may be asked by suppliers to make payment to them earlier than normal. Such requests may, for example, be in order to secure accommodation and other services during periods of peak demand. Whilst supplied to us by suppliers, these requests, failure to comply with them may result in the loss of confirmed arrangements. Where this situation arises, we reserve the right to make payments to suppliers at the requested sum within a stipulated period and prior to balance due date. We will of course endeavour to avoid doing this as far in advance as possible, such early payment will be non-refundable except as set out in clause 4.

(iv) If you are booking your holiday through one of our authorised travel agents the balance must be paid to us no less than 28 days before the departure date (or before the specified date on which early payment must be made) and will be non-refundable except as set out in clause 4.

If you have contracted to provide will be held by them on our behalf. If you are booking through a travel agent who is not a member of ABTA, all payments must be made to us directly and not your travel agent.

2. If you change your holiday

If, after the contract between us has come into existence, you want to change your holiday we will do our best to pass your request to the relevant supplier, however we cannot guarantee that all such changes can be made. Where a change can be made, we will charge for any additional costs incurred including any costs imposed or incurred by any of our suppliers, and in the case of any cancellation charges that may be incurred for sectors cancelled. You should, for example, that a change of name on or alteration to an airline ticket will usually incur a 100% cancellation charge and full rebooking fee.

3. If you cancel your holiday

If you have to cancel part of the booking or cancel the entire booking once it has been confirmed by us, written notification must be sent to us by recorded delivery post or by email. As proof of receipt by email of your notification to cancel you must retain written acknowledgement from Audley Travel. Charges will be applied from the date the letter is received, or the email is acknowledged by Audley Travel, according to the scale below. The charges are applied as a percentage of the total holiday cost excluding any amendment charges and any amounts paid to third parties at the time of booking or before balance due date (see clauses (i) and (iv)) which are non-refundable in the event of cancellation.

The following cancellation charges apply if your final balance due date is 8 weeks prior to departure. Please note, different cancellation charges apply in relation to certain products – please see your quote for details.

<table>
<thead>
<tr>
<th>Period before departure</th>
<th>Cancellation Charge Per Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to balance due date</td>
<td>Deposit only</td>
</tr>
<tr>
<td>Balance due date-43 days</td>
<td>30%</td>
</tr>
<tr>
<td>42-29 days</td>
<td>60%</td>
</tr>
<tr>
<td>28-1 days</td>
<td>90%</td>
</tr>
<tr>
<td>Within 2 days</td>
<td>100%</td>
</tr>
</tbody>
</table>

4. If we change your holiday

We will do our best to implement any changes to your booking but it may not always be possible to offer you a comparable alternative and no liability beyond offering the above mentioned changes can be accepted where (1) we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not reasonably have foreseen, (2) we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not reasonably have foreseen, (3) the services you have taken out holiday insurance for, the unexpected can always happen. It is your responsibility to ensure you are adequately covered by insurance for all elements of your trip. Please read your policy to find out what cover is on offer.

5. Force majeure

Except as set out in these terms and conditions, we cannot accept liability or pay any compensation where your holiday arrangements with us are cancelled or curtailed because of circumstances beyond our control. These may include (without limitation), acts of war, civil disturbance, adverse weather conditions, industrial disputes, medical or food hygiene issues, flight delays, plane cancellations, natural disasters, and any event which we could not reasonably have foreseen or avoided. Should Audley Travel be unable to arrange different accommodation, the nearest available suitable accommodation will be arranged. Should we need to change your flight, hotel, tour operator or some other aspect of your holiday, we will take all reasonable steps to minimise any inconvenience. Should these changes incur additional costs, you will be notified of the amount and asked to make payment by the date specified on your invoice. In the unlikely event that we become unable to provide a significant proportion of the services you have booked after you depart, we will make alternative arrangements for you and any extra costs incurred by us in doing so if this is impossible, or you do not accept these alternative arrangements for a good reason, we will provide you with transport back to the point where your holiday arrangements with us commenced. If we are forced by ‘force majeure’ (see clause 5) to change or terminate your holiday after departure but before the scheduled end of your time away, we regret we will be unable to make any refunds (unless we obtain any refunds from, or compensate or meet any expenses you incur) as a result except as set out above.

* Please note: A change affecting a stay in a hotel during a tour where the hotel itself is not the focus of the tour, does not constitute a significant change.

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before you depart, we will offer you the choice of the following options:-

(a) (for significant changes) accepting the changed arrangements or

(b) purchasing an alternative holiday from us, of a similar standard to that originally booked if available. Please note: Due to the original and individual nature of our holidays it is frequently not possible to offer you a comparable holiday to that originally booked.

(c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us, whether paid to us directly or to our suppliers.

You must advise us of your decision within 7 days of the date on which we notified you of the significant change or cancellation. Please note, the above options are not available where any change made is a minor one. A minor change is any change which, taking account of the information you have given us at the time of booking or which we can reasonably be expected to know as a tour operator, we could not reasonably expect to have a significant effect on your confirmed holiday.

If we have to make a significant change or cancellation we will pay you the compensation set out below subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned changes can be accepted where (1) we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not reasonably have foreseen, (2) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached – in this case we will notify you, no less than 60 days before departure. Please note: all escorted group trips are based on group arrangements involving a minimum number of passengers. All compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time).

Period of notification of change before scheduled departure date

<table>
<thead>
<tr>
<th>Compensation per person</th>
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</thead>
<tbody>
<tr>
<td>More than 60 days</td>
</tr>
<tr>
<td>60-43 days</td>
</tr>
<tr>
<td>42-29 days</td>
</tr>
<tr>
<td>28-15 days</td>
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<tr>
<td>Within 14 days</td>
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</table>

The followi...
suffer any loss or damage (as more fully described in clause 7 below) for any inaccuracies in or omissions from any of the above documents or circumstances amounting to ‘force majeure’. In these terms and conditions ‘force majeure’ means any event or circumstances which we or the supplier of the services have not been able to foresee or avoid even with due care. Such events and circumstances may include, whether actual or threatened, war, revolt, riot, strik, civil action, decisions by governments or governing authority, technical or malfunctioning problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity, industrial action, natural or nuclear activity, epidemics, pandemics, adverse weather conditions, fire and all similar events outside our control.

6. Surcharges

Once the price of your chosen holiday has been confirmed at the time of booking, we will only increase or decrease it in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund according to whether the related increase or decrease is within our control (as applicable). If you are charged a surcharge, subject to the conditions set out in this clause, if transportation costs (e.g. fuel, scheduled airlines and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator) or duties, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports change.

Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), will we levy a surcharge. Any surcharge is greater than 10% of the cost of your holiday (excluding any amendment charges), you will be entitled to cancel your booking and receive a full return of all payments to us (except for any amendment charges) or alternatively purchase another holiday as referred to in clause 4 ‘If we change your holiday’. 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.

A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to cancel or purchase another holiday where applicable. If, after completing that procedure, you decide not to use the surcharge, we will refund your payment in full and there will be no additional charge.

We reserve the right to make changes to and correct errors in the time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

7. Our responsibility

(i) We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do during the time acting within the course of their employment (for employees) or carrying out work which had asked them to do (for agents and suppliers). We are not responsible for any illness, death, loss (including loss of enjoyment), damage, expense, cost or other claim of any description whatsoever which results from any of the following:

(a) the fault of the person(s) affected or any member(s) of their party or
(b) the fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or
(c) an event or circumstance which we or the supplier of the services have not been able to predict or avoid even after taking all reasonable care (see clause 5)

(d) the fault of anyone who is not carrying out work for us (generally or in particular) at the time.

In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a person you did not know was responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business.

Please note: we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure and we have not agreed to arrange them as part of our contract and any excursion you purchase during your holiday.

(ii) The promises we make to you about the services we have agreed to provide to you as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services or facilities had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to the services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK, which would have applied had those services been provided in the UK. The exception to this rule is where a claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

(iii) We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such personal injury claims if we are found liable to you on any basis is twice the price (excluding any amendment charges) paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everyone has gone wrong and you have not received any benefit at all from your holiday.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we can pay you is £150 per person affected as you are assumed to have taken out adequate insurance at the time of booking. Please also see clause 7(f) below.

(iv) Where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended for international travel by air, or the Athens Convention with regard to carriage by sea and COTIF, the Convention on International Travel by Rail). Please note: Where a carrier would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received from any travel provider or hotelier for the complaint or claim in question.

(v) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 9 below.

8. Flights and your responsibility

The details shown in our brochure are for information only; they are not contractual and other protection in place. Final details will be confirmed on your travel documentation, sent approximately 14 days prior to travel. Any amendments shown on all tickets are local times and check in for both outward and return flights is at least 3 hours prior to the departures on the travel documents. It is possible that flight times may be changed even after tickets have been dispatched - we will contact you as soon as possible if this occurs.

In accordance with EU Directive (EC) No 2111/2005, Article 9, we are required to bring to your attention the existence of a “Community list” which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at http://europa.eu.int/comm/transport/air/safety/ well_en.htm. In accordance with EU Regulation 261/2004 we are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the liable carrier(s) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we will inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed is entirely at our discretion and we accept no responsibility for any loss by you of your holiday/flights tickets, vouchers or coupons.

Air travel is subject to operational decisions of carriers and airports which may result in delays and diversions. Please note that minor carriers sometimes change the departure time of short-haul or domestic flights at short notice, and in some instances, schedules shown in the computers of intercontinental carriers differ from those actually flown by smaller local carriers. We advise you that it is your responsibility to be meticulous in locally reconfirming directly with the carrier operating the flight. We accept no liability for the consequences of flights missed owing to the passenger’s failure to reconfirm.

Clients flying in economy class to long-haul destinations should be aware that flights are often full and you may not be able to get seats together. We also recommend that you check in early for a long flight, and in any case not less than 3 hours before the scheduled departure time.

If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by any airline in circumstances which would entitle you to claim compensation or any other payment from the airline under EC Regulation No 261/2004 – the Denied Boarding Regulations 2004, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any discount, reduction or offset of any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements which you may have made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding to you. Where you are entitled to any compensation or other payment (as dealt with above) it is covered by the airline’s obligations under EC Regulation 261/2004 and the Denied Boarding Regulations. If you do not comply with these rules you should complain to the Air Transport Users’ Council on 020 7240 6061 www.atuc.org.uk

We cannot accept liability for any delay unless it has a material effect on your holiday arrangements. See clause 4.
You undertake to behave with propriety and in such a manner as, or is likely to cause damage, danger or annoyance to other clients and/or any third party or damage to property. If, in the view of ourselves, our employees, agents or suppliers, you are in breach of this clause, we reserve the right to terminate your contract and neither we nor the providers of any of the services in question will have any further contractual obligation to you either in respect of covering any expenses, paying any compensation or refunds, or arranging for your return home.

When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party’s full legal costs) as a result of your actions.

You must ensure that all your travel documents, full passports, visas, vaccination certificates, currency and travellers cheques are in order and valid for travel. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. We are able to give general advice on these matters for British citizens holding a British passport. However, non-British citizens and non-British passport holders should check with their embassy or consulate for their specific travel requirements. See also our General Information section.

If you fail to have any necessary travel or other documents in fine, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

The name on your airline tickets must be the same as that on your passport.

Please note that if you believe that we have stated orally that a particular facility or service should be available, but is not in the brochure or in writing from us, please make reference to it on the booking form so that we may confirm it to you when accepting your booking.

9. Complaints

Should you have any complaints about any aspect of your holiday arrangements, you must inform our local representative or tour leader immediately and the supplier of the arrangements concerned. Problems can most easily be dealt with at the time and place where they arise. Please note, if you want to report a problem or complaint which, if it had been reported at the time it occurred could have been resolved there and then we cannot accept any liability in respect of that problem or complaint. It is sensible to expect a client travelling in the developing world to be reasonably resourceful if things go wrong. If you experience any difficulties, contact us in the UK on our 24 hour emergency telephone service. The number will be found on your pre- departure information and with your tickets. In the unlikely event that an acceptable solution cannot be found, you should write to us within 28 days of your return with full details of your complaint. If you fail to follow this complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result.

If we cannot reach an amicable solution to any dispute you do have the right to refer the dispute to the Association of Independent Dispute Service (details on request) for resolution of the dispute by a mediator provided the claim does not involve personal accident, injury or illness.

10. The brochure and quotation

We will not be liable for losses that are a consequence of any subsequently minor alternative that may arise. We reserve the right to change any of the prices, services or other particulars contained in this brochure or any quotation at any time before we enter into a contract with you. If there is any change we will notify you before we enter into such contract. Where we state that additional information, a fact sheet or a dossier is available on a particular itinerary or programme, this information should be regarded as a term of the contract.

The hotel classifications given on our website, in our brochure, quotations and prices at the time of booking as the amount of your guest contributions cannot be guaranteed.

11. Special requests

If you have any special requests, you must advise us in writing at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. For your own protection, you should obtain confirmation in writing from us that your request will be complied with (where it is possible for us to give this) if your request is important to you. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not a guarantee that the request will be met by the relevant supplier. All special requests are subject to availability.

We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the full payment being made. We are able to give general advice on these matters for British citizens holding a British passport. However, non-British citizens and non-British passport holders should check with their embassy or consulate for their specific travel requirements. See also our General Information section.

12. Your financial protection

We hold an Air Travel Organiser’s Licence issued by the Civil Aviation Authority (ATOL number 4817). When you buy an ATOL protected flight inclusive holiday from us, you will receive an ATOL Certificate. This lists the flight, accommodation, car hire and/or other services that are 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 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) 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 may 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 such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

The air inclusive holidays and flights we arrange are ATOL protected providing they are made available in the UK. For further information, visit the ATOL website at www.atol.org.uk

Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme.