

## USEFUL INFORMATION

---

### TRAVEL INSURANCE

It is essential that comprehensive travel insurance is in place for all travellers from the date of booking to the date of arrival back into the UK. The cover, terms and conditions should match your travel and activities for the whole duration of your trip including those that you may not book with us. We will require details of your insurance provider and policy number.

### QUOTES AND CONFIRMATIONS

We will produce a quote for your holiday based on the instructions we receive. In addition to the price, travel, accommodation and other arrangements, this will include important and useful details and should be read and understood before confirming your holiday. At this stage, changes may be made to your holiday. Once your holiday is confirmed any further changes will incur charges as per our booking conditions.

### SPECIAL REQUESTS

We will endeavour to assist with any special requests you may have e.g. special meals, low floor or inter-connecting rooms, special airport assistance, mobility restrictions etc. If you require such requests to be a condition of your acceptance of your holiday, these will only be agreed as a variance to our standard booking conditions if you receive written confirmation from us that such requests have been confirmed by the carrier/ accommodation provider or principal involved. Whenever possible, and where we are advised of such requests, we will endeavour to provide information relating to accessibility.

### CHILDREN

We will be pleased to provide guidance and advice on the suitability of types of holiday and accommodation for children of all ages. This is particularly important in game viewing areas and our knowledge and experience will ensure that your requirements are met.

### PASSPORT AND VISA REQUIREMENTS

Ensuring that your passport and visas are valid for the countries you are visiting is your own responsibility and whilst advice is provided we

cannot be held responsible if you are not able to travel as a result of failings in your passport or visa. Be aware that some countries require that more than one blank consecutive page is available in your passport. Information in this regard will be sent to you or your agent with your documentation and any such information we provide is for holders of UK passports and should be used for guidance only. Further advice may be obtained from the UK Passport Service via [www.passport.gov.uk](http://www.passport.gov.uk) and the relevant embassies or consulates.

### HEALTH REQUIREMENTS

It is essential that all relevant medical requirements are adhered to prior to and during travel. Any information provided by us is for your guidance only and you should consult with your GP or other medical authority to ascertain the latest requirements for each destination you are visiting. We cannot be held responsible for any omission or amendment to health requirements as they can change without notice.

### TRAVELLING BY AIR

We work closely with all the major airlines serving Africa and benefit from excellent rates in all the premium cabins which we pass onto you. Restrictions often apply to air tickets regarding changes and cancellation penalties. Should you need to amend your dates or flight times then we will assist as much as possible and apply charges as per our booking conditions. This should only be done in conjunction with us as the ticket issuer. Should an airline amend its flight schedule then we will make every effort to advise you or your travel agent and assist as per our booking conditions. Specific seat requests can be made on most airlines, and in some cases a charge is made, but no guarantees can be given as to the fulfilment of such requests. Some flights within Africa may be on light aircraft and there are often personal weight and/or baggage restrictions and if a passenger does not comply with these then there may be additional charges to be paid locally and/or permission to travel may be withdrawn. We will provide as much advice as possible prior to travel to alleviate any such

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

### BAGGAGE ALLOWANCE

Baggage allowances are usually strictly enforced and can differ between each airline and class of travel. Details of the latest information relating to the limits for both checked and carry-on baggage will be supplied with your travel documents and should be checked on the relevant airline's website. Flights in light aircraft often have lower limits and restrictions on bag types. Details will be advised with your documents and it is important that these be understood and adhered to.

### FLIGHT DELAYS

In the unlikely event of a significant delay to your flight then arrangements for meals, overnight accommodation etc. should be met by your airline, subject to the applicable terms and conditions which can be found on the airline's website. Under the Denied Boarding, Cancellation and Delay Regulations you may be entitled to compensation from the airline, refer to [www.caa.co.uk](http://www.caa.co.uk) for more information.

### ACCOMMODATION

Check-in is usually from 15:00 with check-out between 10:00-12:00. For early arrivals and late departures, it is recommended that an earlier or later arrangement be made, usually at a full night's charge, although this can sometimes be arranged locally for an additional charge.

### PRICES

Prices shown on this website were correct at the time of input and include services and facilities as shown. However, air fares and currency rates do change and we will provide you with the best value prices applicable at the time of booking. Our booking conditions

(available on request or on our website, [www.knighton-reeve.co.uk](http://www.knighton-reeve.co.uk)) show further information in this regard. Unless otherwise stated, accommodation and tour prices are per person based on two people sharing, are seasonal, in GB£, in standard lead-in twin or double rooms with private facilities. Higher grade rooms are often available for which a supplement will apply. All inclusive usually means all meals, soft drinks and local brands of alcoholic drinks; premium brands are generally not included and supplements may occasionally apply for some menu items. In many safari lodges and camps, daily activities are also included - these vary from camp to camp. Our touring itinerary prices also include local park fees where applicable.

#### **SAFETY**

In some areas there may be some risk of wild animals roaming free. Every precaution is

taken by game lodges to ensure guests' safety but you will usually be asked to sign a liability disclaimer on check-in. For all the destinations and countries we feature, the Foreign & Commonwealth Travel Advice Unit is a useful source of the latest travel advice [www.gov.uk/knowbeforeyougo](http://www.gov.uk/knowbeforeyougo).

#### **OTHER HELPFUL INFORMATION**

Information sent to you with your quotation, confirmation and travel documentation should answer many other questions that you may have regarding travelling to Africa and the Indian Ocean. Should you need any further assistance please contact us or ask your travel agent to do so.

#### **WEBSITE ACCURACY**

Every effort has been made to ensure that the information contained on our website

is accurate. However, it is possible that the content contained therein may have changed or not be as shown. This could be due to conditions outside our control, the possibility of human error and that developments and changes may have taken place at accommodations and their environs which may affect the appearance of the accommodation and its surroundings. Should this apply, we will endeavour to advise you or your travel agent of any changes.

#### **THERE WHEN YOU NEED US**

Your final documentation will have a comprehensive itinerary with the contact details for your holiday arrangements. You will also be given details of our local agents (where applicable) and our 24-hour UK emergency help-line whereupon we will do all we can to assist you.