



HOLIDAY GUIDE

When planning your travels it is easy to be swept away by the holiday spirit and overlook 'mundane' details which are not part of your holiday dream. However, the information on the following pages is very important as it forms the basis of your agreement with Admire Holidays and we ask you to read it carefully. In particular, the Booking Conditions detail our responsibilities to you and yours to us and provide guidelines to cover circumstances which may arise.

When you sign the Booking Form or acknowledge agreement of our booking conditions via our online booking site, you are confirming that you have read the Booking Conditions and agree to be bound by them.

Admire Tours (UK) Limited, 6 Anthus Mews, Northwood, Middlesex HA6 2GX

Reservations through Email: shashi@admiretours.com

Please read the Holiday Guide, Insurance and Booking Conditions and the information contained on the relevant individual destination introduction pages, as these, together with other information contained in our brochure/website, form the terms and conditions of the contract between you and Admire Tours (UK) Limited ('Admire').

We trust that you will thoroughly enjoy your holiday with Admire and sincerely hope that the experience will ensure that you will book with us again. The basis of a good holiday is the careful selection by you of your resort/hotel/itinerary.

Space in our brochure/website is restricted, hence we strongly recommend you seek supplementary and independent information from the applicable Consulates or High Commissions/tourist offices/libraries/guide books/internet etc., rather than rely solely upon the necessarily limited presentation of brochure information. Whilst our staff is happy to advise you generally via email, the ultimate choice of resort is yours.

OVERSEAS STANDARDS – Many of the destinations featured in our brochure/website are developing nations, both economically and in terms of their tourism industry. Facilities such as hotels, restaurants and transport may not be up to the standards that you may have come to expect in other, more developed parts of the world. However, this is often seen to be an attraction of such destinations, and should be embraced as part of your holiday, rather than treated as a hindrance to it. The term 'reasonable standard' should be interpreted in the context of the country as a whole – if you insist on European standards you may be better advised to limit your territorial boundaries therein. Whilst Admire endeavours to provide all of the facilities required to enjoy your holiday to the fullest extent, we cannot be held responsible for those that are beyond our control.

Electricity and water supplies can be erratic, waiter service slow, roads bumpy and dusty, and vehicles in need of refurbishment generally. Further details can be found in the relevant sections below.

ACCOMMODATION – Unless otherwise stated, accommodation is in standard twin/double rooms, though double beds cannot be guaranteed. Specific room requirements cannot be guaranteed as the allocation of rooms is at the discretion of the hotel proprietor. Rooms are generally available between noon and 3pm, and are to be vacated between 10am and noon, irrespective of your arrival or departure times. Dayrooms, subject to availability and extra cost, may be available. A triple room is usually a twin/double room, with an additional bed of a folding, pull-out design, hence conditions may be cramped. The standard and location of single rooms is not always as good as twin/double rooms (even if a twin/double room is booked for sole occupancy). A supplement is payable whether the room allocated is a single or a twin room. On excursions and tours, single rooms cannot be guaranteed during peak periods and you may be asked to share a room with another guest. In such an instance, the single supplement paid will be refunded for the appropriate duration. In the tropics, be prepared to encounter insects (e.g. cockroaches, mosquitoes, ants, etc.) in your hotel room, especially at beach resorts where they are a natural occurrence and do not reflect the standard of hygiene and cleanliness. 'Sea view' – means the sea can be seen from your room but may be partial or at an angle. 'Own arrangements' booked as part of your holiday will be treated as a tailor-made itinerary and may be chargeable as such at the time of booking.

ALCOHOL – Restrictions on the consumption of alcohol may be imposed with little or no notice by the relevant authorities. If this is important to you, kindly check with our reservations staff at the time of booking.

AIRPORT TAXES – UK Air Passenger Duty (currently £20 per person to non-EU destinations for economy class flights) and all UK Airport departure taxes are included in your holiday price. Foreign departure/airport taxes vary and may be payable locally. If you are travelling to more than one destination on your holiday, you may be required to pay a departure tax at each point.

BAGGAGE – Your personal effects and baggage are the responsibility of the Carrier, from check-in to baggage recovery at your destination airport. In accordance with the International Conventions that apply to the air travel industry, compensation for delay, loss of, or damage to baggage, from the carrier (on international, or on domestic sectors ticketed as part of an international journey), is limited to approximately US\$20.00 per kg. However, if travel insurance is effected, the actual value of any loss (subject to any deductibles, limitations or exclusions of the policy) is normally payable. In order to obtain any compensation, you must complete a 'Property Irregularity Report' before you leave the airport, with a representative of the airline within the time limits specified on your air ticket. Baggage allowances will be shown on your air tickets. Please note that infants do not get a baggage allowance. Excess baggage is carried at the airline's discretion and may incur charges payable directly to the airline. For all transfers, it is your responsibility to ensure that all your belongings are loaded onto the correct transfer vehicle. Space is often limited and baggage may be stored on the roof of the transfer vehicle. Admire will not be responsible for lack of insurance cover relating to the loss of, or damage to baggage.

BALLOONING – Please note that balloon flights will only operate in the event that your pilot judges the conditions to be safe and appropriate for your flight. As on any aircraft, the pilot reserves all rights in respect of the carriage of passengers and their luggage/equipment. Admire will not pay any compensation for disappointment as a result of the cancellation of your balloon flight. A full refund of the cost of your balloon flight, if appropriate, will be provided in the event of cancellation as a result of matters beyond our control. Furthermore, it is your responsibility to ensure your holiday insurance covers activities such as ballooning as many insurance policies require the payment of an additional premium to cover 'hazardous activities'. In the event of your ballooning being cancelled, we are unable to refund any such insurance premiums. Should an additional ballooning excursion be booked that coincides with a pre-arranged game drive, no refund for the latter will be available.

BROCHURE/WEBSITE ACCURACY – Every care has been taken to ensure that the information in the brochure/website is accurate at the time of printing/hosting. The facilities described at a hotel and of tour itineraries are those that are typically available, and unless clearly shown as being 'free', a charge will be made. It is conceivable that hoteliers, night-club owners etc. may without notice decide to change facilities which may then be temporarily, or even permanently, unavailable for e.g. maintenance purposes or during periods of low occupancy. As a result of local conditions e.g. weather, time of year etc., tours, excursions, cruises or safari itineraries may change from those advertised in our brochure/website/advised in your itinerary. Such changes are beyond our control but when we are advised of any significant or long-term changes prior to your departure, we will try to notify you if practicable and time permitting.

BROCHURE/WEBSITE PRICES – Please see Booking Conditions (clause

4). It is possible that some of the prices contained within this brochure/website may have changed since the brochure/website was printed/hosted. You will be informed of any changes to the relevant prices contained within this brochure/website at the time of booking. All prices are based on special contract rates with suppliers and Admire will not make any adjustments should similar services be offered at a different price locally. Extra Night Prices: All extra night prices shown in our brochure/website are based on the actual dates that you occupy the accommodation, and not on the date that you leave the UK. Number of nights stated in the price grids indicate the actual number of nights spent in resort.

CHILD PRICES – These fall into 2 categories: 'Beach Specials' for stay-put breaks at beach hotels – at the specified price shown on the relevant hotel page; or in the case of 'Beach plus Safari/Tour/Excursion combinations' – the specific discount available. Children under 12 sharing a room on safari or tour, where possible, receive a discount on the whole holiday. When this is not possible, a discount is awarded on the beach portion of the holiday only. In either case, all meal, flight and hotel peak season supplements must be paid in advance. Any discounts/special deals offered in our brochure/website for children are only applicable to the first child under 12 (unless otherwise stated), travelling with 2 adults & sharing their twin room – all other supplements apply, including any flight supplements. Clients are notified that children taking advantage of child reductions must be under 12 on the return date of your holiday to qualify, otherwise airlines have the right to deny boarding, without paying compensation or providing a refund.

COMPLAINTS WHILST ON HOLIDAY – Please see Booking Conditions (clause 10). If you have reason to lodge a complaint whilst on holiday, it must be reported in writing to the representative for action to be taken in resort. Please retain a copy of the report lodged with the representative. It is unreasonable to take no action whilst on holiday and complain on return – when it is too late to rectify the situation.

CURRENCY & EXCHANGE – Some countries have restrictions on the importation and exportation of local currency. Please check with the relevant Embassy or High Commission. Never exchange money on the black market. Whilst many hotels/boats have money changing facilities, excess demand may mean that delays and currency shortages can occur. In some resorts, payment for local services are taken in a currency other than sterling. Services paid for by credit card will be subject to the applicable rate of exchange at the time the voucher is presented to the credit card company, and may differ from the rate prevailing on the date that the service was provided. Certain local banks may levy an additional charge. Please ensure you have sufficient monies to cover all expenses whilst on holiday, as our local representatives are unable to help in the eventuality of having insufficient funds in resort.

DISABLED CLIENTS – Less sophisticated destinations lack even the simplest facilities e.g. ramps or lifts etc. We cannot guarantee that the correct apparatus and necessary modifications exist in any accommodation outlined in our brochure/website, and cannot be held liable should the pre-advised facilities change, or not be available. We do wish to provide every possible assistance, however, and request that you provide full details in writing at the time of booking, so that we may assist with the planning of your holiday.

ELECTRICITY AND WATER SUPPLY – At times, the demands of tourists on the local supplies of electricity and water may exceed the supply, with resultant power cuts, water shortages and/or problems with plumbing and drainage. Items usually affected include air-conditioning, running water (hot and cold), lighting and mini bars. Please note that occasionally these shortages may be for extended periods and may be distributed unevenly throughout the hotel/resort. Power and water rationing imposed by the local authorities may also take place at various resorts. Whilst electrical wiring standards do always meet local safety standards, on occasion they may be lower than those applicable in the UK. This is simply a fact of life in many of the countries featured in our brochure/website. Tented accommodation on safari may utilise gas lighting and have basic bathrooms.

EXCURSIONS – Any excursions booked and paid for at your resort are operated by the local handling company and subject to their booking conditions/cancellation charges. Refunds cannot be claimed from ourselves once you have returned to the UK as Admire is not party to the provision of the services. Local prices may vary. We strongly advise our clients only to book excursions from reputable and licensed local tour operators. Others e.g. beach boys, may not be able to offer the same level of safety and security, and may not be adequately insured, or licensed. It should also be noted that some types of travel insurance do not cover claims arising from excursions/tours purchased in resort (in particular cancellation of such tours/excursions and losses suffered as a result of partaking in hazardous activities for which an additional premium was not paid).

FLIGHTS – All flights are subject to government approval and may be withdrawn or amended at any time, without Admire incurring liability. All travel information including aircraft types, timings, days of operation and carriers are shown for guidance purposes only and are subject to change. We reserve the right to substitute alternative airlines and/or aircraft if necessary. Any such change will not entitle you to cancel without penalty. Domestic flights will generally be advised and ticketed locally. Flights are often full, so your choice of seats may not be available and it may not be possible to obtain seats together. We strongly recommend that you check-in early (at least 3 hours prior to the scheduled departure). Admire has no control over the allocation of seats and provision of specific meal requirements as this is the responsibility of the airline. Please note that check-in desks close well before the scheduled departure time for your flight, and the carrier reserves the right to deny boarding to passengers not checking-in by the time specified. If you fail to check-in on time and miss your flight, we have no liability to you. Disabled and less mobile passengers and children, for safety reasons, will not be allocated emergency exit seats. Almost all airlines operate a total ban on smoking on their flights, if this is important to you please ask at time of booking. Privately chartered aircraft are often very small, and we cannot guarantee your comfort whilst utilising such aircraft. The Captain in command of your aircraft by law retains all rights pertaining to the carriage of passengers, cargo, flight routing, etc. Should the Captain of the aircraft refuse to carry you, or your baggage, Admire will not be liable for any inconvenience suffered, costs incurred or loss of enjoyment but would assist wherever possible in such circumstances. Flights that are described as direct are those that require no change of aircraft during the journey. Stops may, however, be made en route for refuelling or to embark/disembark passengers.

FLIGHT DELAYS – Whilst these are regrettable, delays unfortunately may occur through technical problems, inclement weather or air-traffic control delays. Where long flight delays result in lost holiday time, no refunds are given by hotels/suppliers for unused accommodation/services, as these are held for delayed arrivals. Similarly, airlines do not usually offer compensation for flight delays. Consequently Admire is not liable for any inconvenience suffered, costs incurred or loss of enjoyment suffered as a result of any such delay. We will, however, endeavour to assist in these circumstances. During any flight delay, the airline concerned may, at their entire discretion, be able to provide refreshments and other services and, in extreme conditions, overnight hotel accommodation. Admire itself, however, does not undertake to make any such arrangements. Recompense for such delays may be claimed through certain types of holiday insurance (please check to make sure your holiday insurance policy covers such losses).

HEALTH, SAFETY & SECURITY ABROAD – Whilst Admire only contracts with reputable suppliers abroad, it is important to note that some countries and/or suppliers do not conform to British health and safety standards. The applicable safety standards and regulations which apply overseas are those of the country concerned and as a result, general standards of safety, hygiene, fire precautions etc. can be lower and/or different to those we take for granted in the UK. You are therefore requested to take great care when first venturing into unfamiliar buildings or surroundings. Upset stomachs are a common occurrence whilst abroad and can often be attributed to, for example, the change in climate or ice-cold drinks. Local hygiene and food

preparation standards are not to blame as a mere change in diet and water can upset the stomach. Sensible precautions need to be taken especially with regard to raw food, drinking water and ice in drinks. We take the safety of our clients very seriously. Should the Foreign & Commonwealth Office advise that people should not visit a particular country, we will act upon this advice as appropriate. However, as media coverage indicates, many countries we feature are subject to political and economic instability. Crime against people and property are a fact of life throughout the world and hence it is important to be extra vigilant when visiting strange countries. You have the same responsibility for your personal safety and possessions abroad as you do at home. Avoid drawing attention to yourself by wearing expensive jewellery, carrying expensive camera equipment, publicly displaying large amounts of money etc. Do not leave valuables unattended and where possible store them in a safe. Always respect local customs, standards and sensibilities especially in areas of cultural and religious importance, as failure to do so may offend local inhabitants. As the situations in countries can change rapidly, you may wish to contact the Foreign Office Travel Advice Unit on 020 7238 4503/4 for advice prior to making your booking.

HOLIDAY AND FLIGHT CHANGES IN RESORT – If you wish to change your flight details or accommodation in resort, subject to availability, payment is required whilst there. Should you decide to change your accommodation to another featured in our brochure/website, you will be charged the local rate and not as shown in our brochure. In addition, the original hotel may charge cancellation charges if you leave. Flights usually cannot be changed in resort except by buying new tickets, the cost may be recoverable from your insurers if there is a medical reason which necessitates the change.

UGGAGE ALLOWANCE – For economy-class passengers, the majority of airlines have a strict limit of 20kg baggage allowance, plus 3kg for hand luggage. Luggage allowances on light aircraft flight is usually 15kg.

MAINTENANCE WORK – Necessary renovation and maintenance work may be carried out at any time, although this work is kept away from guests as far as possible, to minimise any disturbance or inconvenience.

MEALS – The standard of meals and services varies immensely, usually in line with the standard of accommodation booked. Breakfast is usually simple English or continental style, unless otherwise stated. 'À la carte' meals are always at an additional cost. Meal supplements at peak seasons are obligatory, whether meals are taken or not. A 'Half Board' meal plan normally consists of breakfast and buffet dinner in the hotel's main restaurant. Certain hotels, particularly in India, offer a buffet dinner up to a certain voucher value, this 'value' is at the discretion of the hotel and can be topped-up locally. 'Full Board' means breakfast, buffet/set menu lunch and buffet/set menu dinner. The meal arrangements for 'All Inclusive' resorts are explained on the individual hotel pages, however, please note that not all bars and restaurants in a property may operate on an 'All Inclusive' basis, and supplements for use of these may be charged. Hotels which include main meals generally commence with dinner on the day of arrival at your hotel and terminate with breakfast (on half board) or lunch (on full board – except for safaris which normally have breakfast as the final meal) on the day of departure, dependent on flight times.

MINIMUM/INSUFFICIENT NUMBERS – Certain tours are subject to minimum numbers, and may be cancelled in the event that these are not met. You will then have the choice of booking an alternative holiday with us, though if the alternative is at additional cost the difference will be payable by you, or have a refund of monies paid. Such cancellations will be advised in writing a minimum of 3 weeks before departure.

PHOTOGRAPHY – In many cultures it is polite to ask permission before taking a photograph of a person and you may be asked to pay to photograph persons. Do not take photographs of airports, bridges, government offices or military buildings. Always check with the guide/rep/driver. Some countries require you to register or bond your video equipment with customs on entry.

PREGNANCY – Most airlines will refuse permission for women to fly who will be 28 or more weeks pregnant on the date of return travel. Failure to comply with airline regulations may result in cancellation and denial of boarding, and we cannot be held liable for any such occurrence.

PRIVATE FUNCTIONS – These can include conferences and weddings, which do sometimes take place in the hotels.

PUBLIC AND RELIGIOUS HOLIDAYS – Please note that services may be curtailed or limited during public holidays, and during certain religious holidays. Please also note that such public or religious holidays can be called at very little or no prior notice.

REPRESENTATIVES – Admire employs the services of highly experienced local ground handling companies to oversee all aspects of your holiday as booked in the UK. They will be your first point of contact should you experience any difficulties whilst on holiday and will endeavour to help.

RESORT DEVELOPMENT – Construction work can cause discomfort, vibration and noise at certain times in resorts. We have no control over building work and we are unable to anticipate the speed or extent to which such development may occur. Should we learn of specific developments at or close to your accommodation that are likely to affect the enjoyment of your holiday, then we will do our best to contact you before departure. If we are of

the opinion that the building works may reasonably be considered to seriously impair the enjoyment of your holiday, we shall offer you the opportunity to transfer to an alternative holiday of comparable type. If the alternative offered is at additional cost, the difference will be payable by you, or Admire will give you the option to cancel with a full refund of all monies paid, as per the Booking Conditions (clause 3).

ROAD CONDITIONS – Roads in developing countries, especially on tours, are very rough and journeys are often long and dusty, with infrequent breaks. We strongly recommend that clients, who are unsure as to the conditions they expect to encounter whilst on tour, conduct further research so as to satisfy themselves that they will be able to withstand the physical rigours involved. If you feel that you may not be able to endure the physical stress involved whilst on tour, we would recommend that you limit your holiday to a less physically demanding activity.

SCUBA DIVING – We strongly recommend that you only partake in this activity with a registered company that is affiliated to P.A.D.I., or a similar such organisation. It is dangerous to fly, or proceed to altitude, less than 48 hours after you have dived or diving within 48 hours of a flight.

SWIMMING – Swimming along many coasts can be dangerous due to strong undercurrents and other elements. Please seek the advice of the local representative before venturing into the sea and avoid swimming in deserted areas. Do not let non swimmers or children jump into a swimming pool without first checking the depth and means of exit.

TICKETS & TIMINGS – Having received your payment, you will be sent your tickets and other documentation approximately two weeks prior to departure. However, in the case of late payment and/or late bookings, tickets may be handed over at the airport on departure. We can often arrange your holiday at short notice, even up to the day of departure, providing you possess a valid visa. However, any airline tickets that are not issued at the terminal, may require us to handover to you at the departure airport at short notice. You may incur additional fees for this special service, which will be advised at the time of booking. Check all details including names and initials carefully. Please note that flight timings may have been adjusted since your confirmation invoice was issued. Your itinerary will be sent with your tickets. Once issued, tickets are non-transferable, non-changeable and non-refundable.

VISAS AND PASSPORTS – Visa information in our brochure/website is provided for British passport holders who are citizens and residents of the United Kingdom . Non-UK passport holders should consult the relevant Embassy, High Commission or Consulate for visa details. It is the responsibility of all passengers to ensure that they hold the correct and valid travel documents, including visas for all countries to be visited. Failure to do so may result in your intended travel being curtailed or terminated, and Admire will not accept liability for your loss in such circumstances. All UK passport holders travelling to any country featured in our brochure/website require a 10-year passport, valid for at least 6 months on the date of your intended return to the United Kingdom . All passengers must carry their own travel documentation. All children travelling must be in possession of their own passport. If you are travelling to more than one country on your holiday you may be required to hold multiple entry visas. Please note the visa details of the various countries featured in the destination introduction pages. The time taken to process a visa varies tremendously, however, you should allow at least four weeks by post and two weeks if using a visa service. Personal callers normally obtain their visas on a 'next working-day' basis, however, during busy periods such as Christmas, Easter and school holidays, considerable delays may occur in processing your visa. Generally, three passport-sized photographs are required. Note: False declarations on your visa form may result in you being denied entry to the country you intend visiting.

Visas may be obtained via the specialist visa service provided by ;

Address:

Thames Consular Services,
Unit 4, Courtyard,
Swan Centre,
Fishers Lane,
London , W4 1RX

Telephone:

020 8995 2492, fax: 020 8742 1285

NOTE : the passport/visa requirements are for guidance only and are subject to change.

Please check there have been no amendments.

YOUR HOLIDAY PRICE INCLUDES:

Return economy-class flights between the stated UK departure airport and your destination. For tours and multi-centre holidays, economy-class local flights where indicated. UK Air Passenger Duty & UK Departure Tax & Free Baggage allowance as specified on your air ticket. Transfers between your overseas airport and your hotel. On tours and multi-centre holidays transfers are also provided between the hotels and railway stations or ports where indicated.

The services of a representative (24 hours on-call) of an appointed local agent (except in a few of our destinations).

Accommodation as specified in the hotel description or tour itinerary including mandatory local taxes and hotel charges. Meals as detailed in the hotel or tour descriptions.

NOT INCLUDED:

- Travelling between your home and your UK departure airport and vice versa.
- Items of personal expense e.g. drinks, laundry, portage, telephone calls, tipping, hotel extras etc.
- Holiday Insurance.
- Overseas Airport Departure Taxes payable locally.
- The cost of obtaining visas and inoculations, where required.
- Holiday spending money.

TRAVEL NOTES – You should ALWAYS consult your doctor before travelling for confirmation of inoculations and or medication recommended for travel in your chosen destination.

MEDICAL CODES USED –

- M: Anti-malaria course recommended;
- Y: Yellow fever inoculation recommended;
- H: Hepatitis A inoculation recommended;
- T: Typhoid inoculation recommended;
- TN: Tetanus inoculation recommended;
- ME: Meningitis inoculation recommended;
- P: Polio inoculation recommended;
- TB: Tuberculosis inoculation recommended for children only.

IMPORTANT NOTE – Practical advice is available from the Hospital For Tropical Diseases Health line: telephone 09061 337733 (calls cost 50p per minute and last 7-8 minutes on average).

INTERNATIONAL DEPARTURE TAXES – Departure taxes are payable locally, in cash, for each departure, and may be subject to change.

VISAS & FLIGHT TIMES – Visa information is correct at the time of printing/hosting, and is relevant only for holders of valid British Passports, who are residents of the UK.

Flight Times are approximate and are from London.

WEATHER – Weather information is purely a guideline. Temperatures are shown in Celsius, rainfall in millimeters.

INSURANCE - We cannot stress enough the importance of your taking out adequate holiday insurance against cancellation charges, unexpected curtailment of your holiday, medical expenses arising overseas, loss or damage to luggage and personal liability claims against you. Should you elect not to effect suitable travel insurance cover despite this advice, then you undertake on behalf of yourself and all members of your party to indemnify both ourselves [Admire Tours (UK) Limited] and our overseas agents and representatives (as applicable) for any costs that arise which would otherwise

have been met had such insurance cover been taken out.

When obtaining your travel/holiday insurance cover, please indicate age if under 18 or over 65 years of age, since this will affect your insurance policy. Specialist activities (e.g. diving, fishing, climbing) may require additional insurance cover.

Customers who already have insurance covers must check that their own insurance cover is adequate covering the above and valid for the destination/duration. Otherwise, please discuss with your insurance adviser and/or visit the nearest Post Office or [TESCO](#) supper market or apply online, for the [customised Travel Insurance cover](#) immediately.

PLEASE ENSURE YOU READ YOUR INSURANCE POLICY CAREFULLY. FAILURE TO COMPLY WITH THE TERMS & CONDITIONS OF THE POLICY MAY RESULT IN COVER BEING RESTRICTED.

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