

# Why South Africa?

South Africa is often referred to as a “World in One Country”, and you will be amazed by how many activities you can pack in during your stay, although you will find that whatever duration you choose, it probably won’t be long enough.

Wildlife enthusiasts will love the “big 5” safaris and the seasonal whale watching opportunities, while culture vultures, and those looking for the ultimate

in cuisine, will find plenty to do and enjoy in and around Cape Town and the Winelands.

The Garden Route, Panorama Route and Peninsula Route all offer superb views of the intensely beautiful natural landscape.

Take a trip to the Battlefields to learn about the history of the Anglo-Boer Wars and then move on to Durban or Sun City.



Cape Point

## **Best time to travel**

South Africa is ideal to visit all year-round. November to March is generally the drier and hotter months in the Western Cape, including Cape Town, the Winelands and the Garden Route. Choose June to September if you want to explore all that Durban and KwaZulu-Natal have to offer.

## **Types of accommodation**

From safari lodges and luxury tents to city centre hotels, apartments and guest houses, there is a vast range of accommodation available from the utmost luxury to the easily affordable. There is always something to suit everyone.

## **Top experiences**

- ★ Cape Town, including Table Mountain, Robben Island, as well as penguin sanctuary at Boulders Bay and Cape Point
- ★ The Winelands
- ★ The Garden Route
- ★ Whale watching around Hermanus (August to November)
- ★ A safari in Kruger National Park, the Eastern Cape or one of the other private reserves
- ★ Luxury trains between Pretoria and Cape Town
- ★ The Battlefields
- ★ Durban and KwaZulu-Natal

# Luxury Train Journey - The Blue Train

Luxury train travel between Pretoria and Cape Town or vice versa, is the ultimate alternative to road or air, as you have the opportunity to experience the ever-changing landscape from the comfort of your seat, enjoying some of the finest food and wines that South Africa has to offer.

## Cape Town, Blue Train & Private Game Reserve

**Day 1:** Fly to Cape Town.

**Day 2:** 3 nights at Victoria & Alfred Hotel.

**Day 5:** Board the Blue Train for 2 nights as you journey to Pretoria.

**Day 7:** Disembark, transfer to Johannesburg. Fly to Hoedspruit and enjoy 2 nights at Motswari Private Game Reserve.

**Day 9:** Fly to Johannesburg and connect to UK.

From: £3535, inclusive of all flights, all transfers, all meals, except in Cape Town which is breakfast only. Game activity included at Motswari Private Game Reserve.



The Blue Train



Cape Town Waterfront at dusk

## The Route

### Pretoria to Cape Town (or vice versa)

2 nights & 3 days from £1180

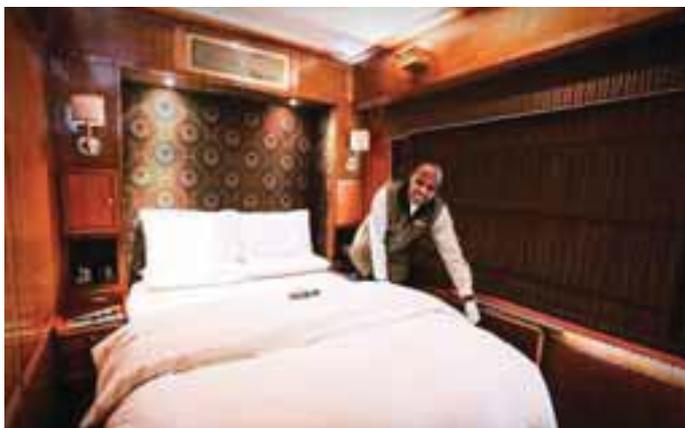
The journey includes an "off train" excursion to the Open Mine Museum at Kimberley, where you can take a trip back in time to



Elegant Lounge

### Facilities

Every carriage has a butler on call 24 hours a day to the private cabins. There is a choice of two elegant bars. Lunch and dinner are served in 2 sittings, in the dining carriage. Smart dress is required at dinner, and gentlemen are required to wear a jacket and tie.



Luxury Suite

### Accommodation

Each air-conditioned cabin offers an elegant lounge by day, transformed into a comfortable bedroom at night. A maximum of 74 guests can be accommodated on board the Blue Train.



Motswari Private Game Reserve

### What's included

- ★ All meals
- ★ High tea
- ★ Alcoholic and non-alcoholic drinks (excludes French champagne) (caviar is not included)

# Cape Town

Cape Town, capital of the Western Cape region, is one of the most captivating and cultural cities in South Africa. Visitors will encounter a mix of engaging history, natural beauty, fantastic cuisine and a wide variety of attractions, not to mention being just a short drive away from the famous Cape Winelands.

## Highlights of Cape Town

### Table Mountain

Dominating the city landscape, take the cable car, or hike up the mountain, for unparalleled views. If you are staying for a few days, be sure to visit whenever the weather is fine, as the mountain can be closed if conditions are adverse.



### Victoria & Alfred (V&A) Waterfront

One of the most visited place in Cape Town. A wide variety of boutique accommodation, shops, restaurants and craft markets await in this bustling central hub, overlooking the harbour front.



### Camps Bay

Just outside of Cape Town, with a prime view of the fine sand, this is a great place for celebrity spotting or perhaps some beach time. Great views of the Twelve Apostles Mountains can be seen from here.



### Constantia

Forty minutes outside of Cape Town brings you to the closest wine region. A dozen estates offer a mix of wine tasting and exciting restaurant opportunities. Combine with a trip to nearby Hout Bay.



## Cape Town Experiences



### Full Day Cape Peninsula

Experience this dramatic coastline along Chapman's Peak Drive, including optional visits to Seal Island and Boulders Beach penguin colony, as well as a trip to Cape Point itself. Continue to Kirstenbosch Botanical Gardens (summer months), or Groot Constantia for a wine tasting and cellar tour (winter months).

**From £50 per person**



### Full Day Safari

Just two and a half hours from the city, you'll be tracking the 'big 5' at Inverdoorn Private Game Reserve. Transfer to a 4x4 safari vehicle with an experienced game ranger for two to three hours. Return to the lodge for buffet lunch and time to relax around the pool (summer) or settle around a cosy fire (winter).

**From £230 per person**



### Robben Island

Take a short boat trip from the V&A Waterfront to Robben Island, where former inmates will give you a guided tour, including Nelson Mandela's prison cell and the yard where he used to tend his garden. Passport details required, and passport must be carried on the tour.

**From £45 per person**



### Dinner Extravaganza at Gold Restaurant

Gold Restaurant will take you on a taste safari from Cape Malay to Timbuktu with a set 14 course menu served at your table. Start with an interactive Djembe drumming session which will get you in tune with African rhythms for the rest of the night. Be captivated during dinner by tall, graceful Mali puppets as they dance around your table with drummers and singers.

**From £50 per person**



### Afternoon Winelands trip to Stellenbosch

Explore art galleries and curio shops in attractive Stellenbosch (not all galleries and shops open Sundays), before introducing you to the wine-making process in a fascinating cellar tour and tasting.

**From £55 per person**



### Half-day city tour (morning)

Start the day with Table Mountain (tickets not included), then wind past the scenic suburbs of Camps Bay and Clifton to the impressive Parliament Buildings. You'll hear a brief history of District Six and visit the Company Gardens. Learn more about Bo-Kaap and its people as you move to the Malay Quarter. Finally, watch a diamond cutter as he creates every girl's dream stone.

**From £40 per person**

# Cape Town Hotels

A selection of our recommended hotels. Please see our website for a whole host of other accommodation.



## **Victoria & Alfred Hotel**

Set in the heart of the V&A Waterfront, the elegance of this hotel is rivalled only by its relaxed atmosphere and warm personal service. The hotel offers 94 spacious rooms and there is also a spa, swimming pool and gym.



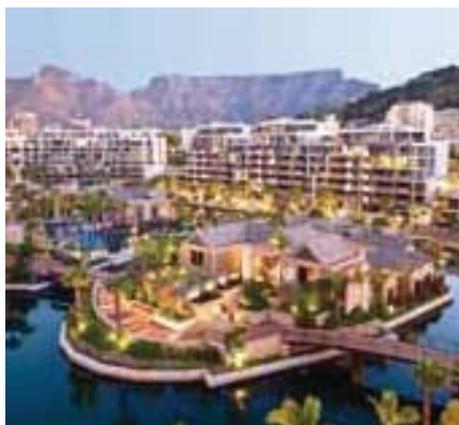
## **The Table Bay Hotel**

Located on the V&A Waterfront, this "Leading Hotels of the World" member combines Victorian elegance with modern style, offering a warm and relaxing atmosphere. There are 329 stylish guest rooms and suites, and a Sanctuary Signature Spa.



## **Cape Grace Hotel**

This luxurious city centre hotel, renowned for its excellent accommodation and personalised service, boasts unparalleled views of Table Mountain and the working harbour. Each of the 120 rooms and suites have been individually designed



## **One&Only Cape Town**

An oasis of cosmopolitan style and African flair, this hotel features splendid views of Table Mountain, or Signal Hill, from 92 well-appointed rooms, as well as offering 40 Island Suites and a spa located across an attractive waterfront feature.



## **Southern Sun Waterfront**

Nestled between Table Mountain and the Atlantic Ocean, this hotel is well-situated, close to the V&A Waterfront. There are 537 guest rooms, plus an outdoor swimming pool and the Utopia Face & Body Salon.



## **Southern Sun The Cullinan**

A popular hotel located close to the V&A Waterfront, the hotel offers guests a choice of 394 superbly appointed en suite rooms, each tastefully furnished and designed for maximum comfort.



### **Radisson Red V&A Waterfront**

The Radisson Red is a radical new concept in Cape Town, located in the heart of the Waterfront, boasting 252 funky studios, and just a few steps away from the bustle of Cape Town's nightlife, if that is what you fancy.



### **Waterfront Village**

Overlooking the marina, the Waterfront Village offers stylishly furnished apartments, from studios to three-bedroom accommodation. The luxury apartments are air-conditioned and have a fully-equipped kitchen.



### **The Bay Hotel**

The stunning location, in-house restaurants, bars and wellness centre make this Camps Bay hotel an absolute paradise with beach views to match. There are 78 comfortable guest rooms.



### **Protea Hotel by Marriott Cape Town Sea Point**

Bold mountain views and refreshing ocean vistas are just two of the warm and inviting amenities that create a comfortable stay within close proximity to major tourist attractions. The 124 guest rooms and suites offer everything needed for a relaxed stay.



### **Winchester Mansions**

In this classically elegant hotel, imaginatively designed rooms are arranged around a charming courtyard, where Cape Town's most popular Sunday Jazz brunch is hosted. There are 51 rooms and 25 suites.



### **Glen Avon Lodge**

A boutique hotel nestled in the heart of the Constantia Winelands with easy access to Cape Town. 15 spacious and elegantly appointed bedrooms, all furnished in a contemporary Cape style.

# Johannesburg & Pretoria

Johannesburg is one of the most vibrant and dynamic cities in South Africa. With its many theatres, museums, fantastic food culture and large shopping malls, there is plenty on offer to visitors.

Just an hour away from Johannesburg is Pretoria, known as the Jacaranda City, famed for its streets lined with these attractive purple-blossomed trees in the autumn months. It is a quiet city with many gracious old buildings and museums.

## **Sheraton Pretoria Hotel**

Mingle with locals in the heart of South Africa's capital and soak in the colourful culture. Facilities include a restaurant, lounge bar, an outdoor pool and fitness centre. There are 175 air-conditioned rooms and suites.



## **Holiday Inn Sandton**

This cosmopolitan hotel, with its mix of comfortable air-conditioned rooms and suites, is located some 30 km from O.R. Tembo Airport, in a bustling shopping district, with plenty of nearby restaurants and entertainment options.

## **Protea Hotel by Marriott O.R. Tambo Airport**

Located just minutes away from the airport, the Protea Hotel by Marriott maintains a modern airport hangar theme. There are 213 well appointed air-conditioned rooms.



# Holiday Guide

Please read the Holiday Guide and Booking Conditions carefully as these, together with other information contained in our brochure, form the terms and conditions of the contract between you and Somak Holidays ('Somak'). The Booking Conditions detail our responsibilities to you, and yours to us, and provide guidelines to cover circumstances which may arise.

We trust that you will thoroughly enjoy your holiday 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 is restricted, hence we strongly recommend you seek supplementary and independent information from the applicable tourist offices, libraries, guide books and the internet, rather than rely solely upon the necessarily limited presentation of brochure information. We are happy to advise you generally, but the ultimate choice of holiday destination is yours.

## ACCOMMODATION

Unless otherwise stated, accommodation is in standard twin/double rooms, although twin or 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 usually payable whether the room allocated is a single or a twin room. Superior and deluxe rooms (or similar) may have the same facilities and be the same size, it may only be the view or position of the room that is different. 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. The term 'sea view' or similar means the sea can be seen from your room but may be at an angle or partially obscured due to foliage.

## AIRLINES

Airlines use a variety of aircraft for long haul flights, e.g. Boeing 747, 767, 777 and 787 Airbus A-300, A-310, A-330, A-340 or A-380. Many airlines featured by us operate a code-share system, whereby partner airlines may operate flights on the stated airlines behalf. It is not possible to cancel travel arrangements without cancellation charges being applied because of this. Domestic connections within the UK or to Europe are generally on narrow-bodied aircraft.

## AIRPORT TAXES

UK Air Passenger Duty and all UK Airport departure taxes are included in your holiday price. Foreign departure/airport taxes vary and may be payable locally, in cash, for each departure. If departure taxes need to be paid locally we will provide this information with your travel documentation, although this information is subject to change. 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

Baggage allowances will be shown on your air tickets (infants do not get a baggage allowance). Excess baggage is carried at the airline's discretion and usually incurs charges, payable directly to the airline. Your personal effects and baggage are the responsibility of the airline 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 airline (on international, or on domestic sectors ticketed as part of an international journey), is limited to up to 1200 Euros. 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. For all transfers, it is your responsibility to ensure that all your belongings are loaded onto the correct transfer vehicle. Please ensure that you have adequate insurance cover for loss or damage to baggage.

## BROCHURE ACCURACY

Every care has been taken to ensure that the information in this brochure is accurate at the time of printing. The facilities described at a hotel and of tour itineraries are those that are typically available. It is conceivable that hoteliers 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., safaris, tours or excursions may change from those advertised in our brochure/advised in your itinerary. Occasionally it is also necessary to change hotels/lodges/camps on tours. 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 PRICES

All prices in our brochures and on our website are in £ sterling per person, based on two people sharing. The prices detailed in this brochure should be used as a guideline only, as it is possible that some of the prices contained within the brochure may have changed since it was printed. You will be informed of the actual price at the time of booking. All prices are based on special contract rates with suppliers, and we will not make any adjustments should similar services be offered at a different price locally. Extra Night Prices: All per night prices shown 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 indicate the actual number of nights spent in resort. Please see Booking Conditions (clause 3).

## CHILD PRICES

Children under 12, sharing a room with two full paying adults, may receive a discount on their holiday. Child prices are available on request. Children must be under 12 on the return date of your holiday to qualify for a child reduction.

## CUSTOMERS WITH SPECIAL NEEDS

Less developed destinations may lack even the simplest facilities e.g. ramps or lifts etc. and we cannot guarantee that the correct apparatus and necessary modifications exist in any accommodation outlined in our brochure. However, we do wish to provide every possible assistance 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.

## COMPLAINTS WHILST ON HOLIDAY

Please see Booking Conditions (clause 7). If you have reason to lodge a complaint whilst on holiday, it must be reported in writing to the representative, or your driver if on safari, 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 for us to rectify the situation.

## CREDIT CARDS

Payments made by credit cards overseas, may be subject to a handling fee. 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.

## 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. Please ensure you have sufficient monies to cover all expenses whilst on holiday, as our local representatives are unable to help in the event of having insufficient funds in resort.

## ELECTRICITY AND WATER SUPPLY

At times, the demands 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. 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 we are not party to the provision of the services. Local prices may vary. We strongly advise you to only book excursions from reputable and licensed local tour operators. Others may not be able to offer the same level of safety and security, and are often not adequately insured, or licensed. It should also be noted that some types of travel insurance do not cover claims arising from excursions and tours purchased in resort (in particular cancellation of such excursions and tours 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 Somak 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. Any such change will not entitle you to cancel without penalty. Flights are often full, so your choice of seats may not be available, and it may not be possible to obtain seats together. We recommend that you check-in at least 3 hours prior to the scheduled departure. 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. We have no control over the allocation of seats and provision of specific meal requirements as this is the responsibility of the airline. 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. 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, we 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. Many airlines operate a 'code share' system whereby partner airlines may operate flights on the stated airlines behalf. Flight times are approximate and, unless otherwise stated, are from London.

## FLIGHT DELAYS

Whilst these are regrettable, delays unfortunately may occur due to 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. If your flight is cancelled or delayed and boarding is denied by the airline, you must claim compensation under the Denied Boarding Regulations 2004 from the airline itself. Any payments received constitute your only rights of compensation arising from the cancellation, delay or denied boarding. Consequently Somak 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. We, however, do not undertake to make any such arrangements.

# Holiday Guide

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 we only contract with reputable suppliers abroad, it is important to note that some countries and/or suppliers do not match 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 different to those we take for granted in the UK. You are therefore advised 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 your safety 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.

## HOLIDAY AND FLIGHT CHANGES IN RESORT

Any changes that you might wish to make to your flight details or accommodation in resort are subject to availability and must be paid for locally. Should you decide to change your accommodation to another featured in our brochure, 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).

## HOTEL FACILITIES

Please note that charges may be made for the use of hotel facilities such as golf, tennis, spa, water sports, children's clubs, etc. Please contact us prior to booking if you have specific queries regarding facilities.

## INSURANCE

It is imperative that you ensure that all of your party have adequate and appropriate insurance. You are free to choose your own policy but you must satisfy yourself that the policy is adequate for your needs, in particular for any activities you are contemplating during your holiday. Certain activities are considered hazardous, check that you are fully insured.

## LUGGAGE ALLOWANCE

For economy-class passengers, many airlines have a strict limit of 20kg baggage allowance, plus 3kg for hand luggage.

## 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. (Also see 'resort development').

## MEDICAL INFORMATION

You should ALWAYS consult your doctor before travelling for confirmation of inoculations and or medication recommended for travel in your chosen destination. Practical advice is available from the Hospital for Tropical Diseases Healthline: telephone 020 7950 7799 (calls cost 50p per minute and last 7-8 minutes on average). A safari is a physically strenuous undertaking across often-remote locations; any relevant pre-existing medical conditions or previous medical history should be declared to Somak and your travel agent (if used).

## MEALS

The standard of meals and services varies immensely, usually in line with the standard of accommodation booked. Meals that are included in your meal plan are usually taken in the main restaurant and will be a buffet or set menu. 'A la carte' meals and speciality restaurants are at additional cost. Breakfast is usually simple English or continental style. 'Half Board' is normally breakfast and buffet/set menu dinner. Some hotels offer a buffet dinner up to a certain voucher value which 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. 'All Inclusive' – sometimes not all bars and restaurants are included and supplements may be charged for certain brands of drinks, speciality meals/ restaurants. Meal supplements at peak seasons are obligatory, whether meals are taken or not.

## MINIMUM/INSUFFICIENT NUMBERS

Tours may be 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 usually be advised a minimum of 8 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 people. Do not take photographs of airports, bridges, government offices or military buildings. Always check with your guide/representative/ driver. Some countries may 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.

## PUBLIC AND RELIGIOUS HOLIDAYS

Please note that services may be curtailed or limited during public holidays, and certain religious holidays. Such public or religious holidays can be called at very little or no prior notice.

## REPRESENTATIVES

We employ 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. You will be met by an airport representative on arrival in your chosen destination, who will provide you with local contact details.

## 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, 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 we will give you the option to cancel with a full refund of all monies paid.

## ROADS

Conditions can be rough and journeys may be long and uncomfortable with infrequent breaks. We strongly recommend that you conduct further research to satisfy yourself that you and your party will be able to withstand the physical rigours involved. All distances and travelling times quoted are approximate and may vary for operational reasons. Driving times may take a longer than expected.

## 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. Please ensure that you have adequate insurance cover.

## 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. 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. Some tickets (eg for light aircraft flights) are issued in resort and handed to you on arrival at your destination.

## TIPPING

Tipping is customary in many parts of Africa, but please note that it is entirely discretionary and we recommend that you only tip if you feel that you have received good service.

## TOURS – SINGLE SUPPLEMENTS

The supplements are applicable for single occupancy if travelling with at least one other person. All tours can be taken by a single person travelling alone, but will incur a higher supplement, details of which are available on request.

## TRAVEL ADVICE

We are working with the Foreign and Commonwealth Office to do all that we can to help British travellers stay safe overseas. Before you travel, we recommend that you visit the FCO website at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) for up-to-date travel advice.

## VALUE ADDED OFFERS

All offers are available for holidays started and completed within the periods specified and all nights must be consecutive.

## VISAS AND PASSPORTS

Visa information in this brochure 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 we will not accept liability for your loss in such circumstances. All UK passport holders travelling to any country featured in this brochure 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. 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. 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 Visaservice [www.uk.cibt.co.uk](http://www.uk.cibt.co.uk), Tel: 0844 800 4650, email [somakinfo@visaservice.co.uk](mailto:somakinfo@visaservice.co.uk). Please note that the passport/visa requirements are for guidance only and are subject to change. Please check there have been no amendments.

Somak Holidays also produce an ESSENTIAL HOLIDAY INFORMATION BOOKLET which is sent out with your travel documents. This contains important information that relates to your holiday, and we would strongly recommend that you read this carefully before departure. A copy of this booklet is available on request, if required earlier.

Some photographs in this brochure are courtesy of Pran Patel.

# Booking Conditions

industrial dispute, technical or maintenance problems with means of transportation, re-scheduling or cancellation of flights by an airline or main charterer, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other unforeseen circumstances that amount to force majeure.

As we do not control the day-to-day management of your accommodation it is possible that the reserved accommodation may not be suitable or available to you once you have arrived in resort. If this happens we will endeavour to provide accommodation of at least the same standard in the same resort area. If only accommodation of a lower standard is available then we will refund the difference of the brochure price between the accommodation booked and that available, together with compensation of £50 per person.

In February 2005 European law (EU261) introduced new consumer rights where you may suffer denied boarding, delays or cancellation of your flight. These rights are against the carrier concerned and not against us. In some situations you may be able to cancel your flight and receive a refund of the flight element however this will not entitle you to reimbursement of the cost of the holiday from us. Details of your rights are available at all EU airports and from the airlines concerned.

**7. If you have a complaint:** If you have a problem during your holiday, you must, whilst in resort, inform the relevant supplier (e.g. your hotelier) and your resort representative as soon as possible and they will endeavour to put things right. You must also complete a Customer Report Form whilst in resort. If your complaint is not resolved locally, please follow it up within 28 days of your return home by writing to our Customer Services Department giving your booking reference and all other relevant information. Please keep your letter concise, to the point and typed if possible. This will assist us to quickly identify your concerns and speed up our response to you.

If you fail to report any problems whilst in resort we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were there, and this may affect any rights you may otherwise have had under this contract.

**8. What happens to complaints:** It is unlikely that you will have a complaint that cannot be settled amicably either whilst in resort or following your return home. However, disputes arising from this contract which cannot be settled amicably may, if you wish, be referred to the ABTA Arbitration scheme (see below) or to a court of law. The ABTA Arbitration scheme is arranged by The Association of British Travel Agents Ltd., but is administered quite independently by CEDR. The ABTA scheme provides a simple and inexpensive method of arbitration on documents alone, with restricted liability on you in respect of costs. The scheme does not apply to claims for any amount greater than £5,000 per person or £25,000 per booking form. If you choose to proceed to Arbitration under this scheme, you must send a written notice of your

decision to ABTA within 18 months after your scheduled date of return. Full details of the scheme are available from The Association of British Travel Agents Ltd. at 30 Park Street, London SE1 9EQ, [www.abta.com](http://www.abta.com)

**9. Our liability to you:** We are responsible for ensuring that your package holiday is of a reasonable standard and as described to you. If any part fails to reach this standard and affects the enjoyment of your holiday, we will offer reasonable compensation providing it is not due to events outside our control. Our liability in all these cases is limited to a maximum of twice the value of the services affected.

Somak Holidays accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents, together with our suppliers and sub-contractors, servants and/or agents of the same, whilst acting in the course of their employment in the provision of your package holiday. We will pay compensation equivalent to that which would be awarded in an English Court, but will not offer compensation if the injury, illness or death is caused by your own fault or the fault of someone unconnected with the package, or an event that could not have been expected or avoided even with all due care. In respect of international carriage by air or sea our liability in all cases will be limited in the manner permitted by international conventions. You may ask for copies of these from our offices.

If you purchase excursions which do not form part of the package holiday, your contract will not be with Somak Holidays but with the supplier, we regret we are unable to accept any responsibility in these circumstances, however, we may be able to offer assistance as described below.

**10. Personal injury unconnected with your booked travel arrangements:** If you, or any member of your party, suffer death, illness or injury whilst overseas, arising out of an activity which does not form part of your package travel arrangements with ourselves, we shall, at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of any proceedings. Our consent will be given subject to you undertaking to assign any costs and/or benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you or any member of your party to £5,000 per booking form.

**11. Behaviour:** Please note that your holiday arrangements will be terminated by ourselves or the suppliers concerned (e.g. airlines, hotels, tour leaders etc.) if you are behaving in such a way as to cause, or be likely to cause, danger or distress to others or damage to property. In this situation, Somak will not be liable to make any refund, pay any compensation, or meet any costs or expenses you incur as a result of your behaviour. Please note that you are at all times subject to the laws of the country you are visiting and must respect local cultures and customs.

**12. Conditions of carriage/ accommodation:** Each journey (whether undertaken or not) that you book by air, land or sea is governed by the conditions of the carrier which undertakes to provide that carriage. Some of these conditions limit or exclude liability and are often the subject of international agreements. Copies of applicable conditions are available for inspection at the offices of the carrier concerned or through ourselves. It is your own responsibility to reconfirm the onward or return sectors of any air journey with the carrier concerned or such carrier's duly authorised agents and according to such carrier's regulations. The outbound flight is reconfirmed by Somak Holidays prior to your departure. All accommodation booked by ourselves on your behalf is subject to the 'house rules' of the proprietor.

**13. Insurance:** It is imperative that you ensure that all of your party have adequate and appropriate insurance. You are free to choose your own policy but you must satisfy yourself that the policy is adequate for your needs, in particular for any activities you are contemplating during your holiday.

**14. Documentation:** Where travel and health documents are necessary to comply with the requirements of any country you may wish to visit, then it is your responsibility to procure them. If failure to obtain any such documents results in fines, surcharges or other financial penalty being imposed upon us then you shall reimburse us accordingly. You must be aware, by consulting your own doctor if necessary, of specific health precautions deemed prudent for the country/resort you intend to visit and obtain the appropriate medication/inoculations.

**15. By making a booking with us** you agree to the use and disclosure of the information you provide for the following purposes: to enable us to process your booking (when it may be transferred abroad), for market research and analysis, to prevent fraud and to enable us to contact you by letter, telephone or email. In order for you to travel abroad, it may be mandatory (as required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate.

**16. Law and jurisdiction:** The contract between us, and these booking conditions, are governed by and construed in accordance with English law. All parties agree to submit to the exclusive jurisdiction of the English Courts.

Booking forms can be downloaded from our website: [www.somak.com/InsBookConditions/SomakBookingForm1\\_files/form.htm](http://www.somak.com/InsBookConditions/SomakBookingForm1_files/form.htm)

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