



@SOUTH-AFRICA-INFO.CO.ZA



TOUR TO SOUTH AFRICA

9TH -27TH MAY 2024

South Africa is a land of diversity and natural beauty. It has striking contrasts from the white beaches and green vineyards of the Western Cape, the rugged semi-arid Northwest, the lush green hills of KwaZulu-Natal and the world famous reserves of the Eastern Lowveld. These attractive landscapes provide a backdrop to some outstanding farming country producing a wide range of grown crops and quality livestock.

During the tour you will meet the local farmers and enjoy their generous hospitality as we showcase the best of South African agriculture and wildlife. See beef, sheep, dairy and chicken operations, maize fields in the Free State and the option to spend a day at NAMPO – one of the world's largest agricultural field days. Highlights also include the winelands of the Western Cape, fantastic game viewing at Kapama Game Reserve - located in the Great Kruger Park, travel the world famous Garden Route and tour the Mother City of Cape Town. Enjoy wine and brandy tasting and see the cultural heritage of South Africa with visits to native settlements to experience their traditions and history.

The tour is taken in partnership with Australian and New Zealand farmers, so enjoyable and diverse company is guaranteed.

Leading the tour is Australian, Colin Becket, who has lived for many years in South Africa working alongside their agriculture. He will be able to offer insight into the farming economy and introduce key personalities from the farming world to enhance the experience of the tour.

Opportunity to extend for an additional four nights to visit Victoria Falls and the Hwang National Park.



South Africa Country Information



The Country

South Africa, officially the **Republic of South Africa (RSA)**, is the southernmost country in Africa. It is bounded to the south by 1,739 miles of coastline stretching along the South Atlantic and Indian Ocean, to the north by the neighbouring countries of Namibia, Botswana and Zimbabwe, to the east and northeast by Mozambique and Eswatini. South Africa is the largest country in Southern Africa and the 25th largest country in the world and became an independent republic in

1961.

The Agriculture

Agriculture in South Africa creates around 10% of formal employment as well as providing work for casual labourers and contributes around 2.6 percent of GDP for the nation. South Africa is one of the world's largest producers of chicory roots, grapefruit, cereals, green maize and maize. The dairy industry consists of around 4,300 milk producers providing employment for 60,000 farm workers and contributing to the livelihoods of around 40,000 others. Grains and cereals are the most important crops, occupying more than 60 percent of the land under cultivation. Maize is a dietary staple, a source of livestock feed, and an export crop grown commercially on large farms, and on more than 12,000 small farms. Fruits, including grapes for wine, earn as much as 40 percent of agricultural export earnings in some years. Fresh fruit exports to Europe provide good income for the country. Sugar cane is also an important export crop.

The Weather

The climate is generally temperate but owing to the close proximity of the oceans and the varied topography a great variety of climatic zones exist. Winters in South Africa occur between June and August. In May you can have 12 hours of warm sunshine with average temperatures between 16 and 20°C in the cooler areas and up to 29°C in the hottest parts. The wettest area is the southern region with rainfall of 6mm for the month of May.

The People

With over 57 million people, South Africa is the world's 24th most populous nation. 80 percent of South Africans are of Sub Saharan African with the remaining population largely Europeans (White), Asians, Indians and multiracial peoples.

Time

South Africa is GMT +2



TOUR ITINERARY

Day 1 Thursday 9th May

(Meals in flight)

Overnight flight to Johannesburg, South Africa, departing from London Heathrow in the early evening.



Day 2 Friday 10th May

(--D)

Morning arrival in Johannesburg, where you will be met by your South African tour guide. Transfer to your hotel in Pretoria - the capital of South Africa. Check into the hotel for two nights. Day at leisure. Meet your fellow Australian and New Zealand farmers for dinner in your hotel.

Day 3 Saturday 11th May

(BLD)

Breakfast. Full day sightseeing including the Lesedi Cultural Village, which offers the opportunity to experience the fascinating cultures and traditions of the people of Africa. This multicultural village features five traditional homesteads each inhabited by Zulu, Xhosa, Pedi, Basotho and Ndebele tribes that live according to the tribal folklore and traditions of their ancestors. After a traditional lunch at Lesedi, visit the Premier Diamond Mine, home to the Cullinan, the world's largest diamond. Return to the hotel for dinner and overnight.

Day 4 Sunday 12th May

(BLD)

Breakfast and check out. Depart to the south for the town of Kroonstad in the Free State, about 2 hours drive away. Located on the bank of the Vals River, Kroonstad is an attractive town for visitors who are drawn to the town for the beauty and the water sports activity. Arrive in time for lunch, which will be in the gardens of a family that has been farming the land for five generations. Transfer to your hotel to check in for a 2 night stay. Dinner in the hotel.



Day 5 Monday 13th May

(BLD)

Breakfast. Depart to Edenville to visit the headquarters of the Sernick Group, originally established in 1983 with the purchase of 30 commercial Bonsmara heifers. Here, Nick Serfontein has established a vertically integrated enterprise that today consists of a Bonsmara Stud, commercial Bonsmara herd, Phase C bull testing station, as well as an animal feed factory, feedlot, abattoir and retail butcheries. Of particular interest during the visit will be the positive approach taken by the company to uplift and educate emerging black farmers – a vision that has promoted Nick Serfontein into the national spotlight. Afternoon visit to a South African Meat Merion farmer in the Viljoenskroon district who farms with maize, has a Sussex Stud and has won numerous South African Mutton Merino National championships. Return to the hotel for dinner and overnight

Day 6 Tuesday 14th May

(BLD)

Breakfast and check out. An early departure for those wishing to attend NAMPO, the largest and most important agricultural show in Africa, which draws attendees from across all the farming communities of Southern Africa. Passengers that elect not to attend NAMPO, will spend the morning visiting the Vredefort Dome, a UNESCO World Heritage site at the centre of the largest asteroid or comet impact scar on our planet. The crater was formed two billion years ago and is approximately 300 km in diameter. Later they explore the artistic town of Parys situated on the banks of the Vaal River, with numerous art galleries and curios shops. Both groups reunite at the hotel in Johannesburg for dinner and a 1 night stay.

Day 7 Wednesday 15th May

(BLD)

Breakfast and check out. Depart Johannesburg and travel to Polokwane in the Limpopo Province. Travel via Marble Hall and visit Frans Malela, a leading cotton farmer, who has been awarded for dedicating much of his time and energy to the development of emerging farmers. This is dry-land farming and compliant with all the sustainability initiatives of Better Cotton. Late afternoon check in to your hotel for a 1 night stay. Dinner in hotel.

Day 8 Thursday 16th May

(BLD)

Breakfast and check out. Travel east today into a fertile, high rainfall region in the Limpopo Province; the centre for South Africa's tropical and subtropical fruit and agriculture, as well as timber plantations. Visit ZZ2 – one of the SA's largest agricultural companies and the world's largest tomato production enterprise. Inspect production facilities, as well as packing sheds and transport hubs. ZZ2 also produces considerable quantities of avocados, onions and deciduous fruits and specialize in Pinzgauer cattle. Their ZZ2 Pinzgauer Stud is today the largest privately owned Pinzgauer stud in the world. Check into your hotel for a 1 night stay. Dinner in the hotel.



Day 9 Friday 17th May

(BLD)

Breakfast and check out. Depart for a visit to Mahela Estate, one of the country's largest privately owned citrus producers and exporters. The visit also includes Insectec, a leader in the production of natural enemies and the implementation of an integrated pest management system. They are the largest insectary in the Southern Hemisphere with state of the art technology. Around midday, continue to Kapama Game Reserve, situated near Hoedspruit. This 13000ha reserve is privately owned and home to the "Big Five" (lion, leopard, elephant, rhino and buffalo), as well as numerous other animals that call Africa home. Arrive in time for lunch then relax and enjoy the amenities and depart after high tea for a late afternoon game drive in open vehicles. Check into your lodge for a 2 night stay. High tea included.



Day 10 Saturday 18th May

(BLD)

Breakfast and enjoy a morning game drive and the remainder of the day at leisure. Lunch at the lodge. Depart for another game drive after high tea.

Day 11 Sunday 19th May

(BLD)

Breakfast and check out. Depart Kapama and travel the stunningly scenic Panoramic Route, a loose circuit of wonderful landscapes that separate the Kruger National Park and the Highveld region. Sites include God's Window, Bourke's Luck Potholes and Blyde River Canyon. Lunch en-route. Late afternoon arrival at your hotel situated on the outskirts of Mbombela, the new name for Nielspruit, and capital of the Mpumalanga province. Check into your hotel for a 1 night stay. Dinner in the hotel.



Day 12 Monday 20th May

(BL-)

Breakfast and check out. This morning travel in a westerly direction to Bethal, for an extended visit to Hurwitz Farming, one of the leading agricultural companies in South Africa. The company incorporates beef production with stud and commercial cattle (Boran & Droughtmaster), as well as a feedlot and a deboning plant, plus a very large cropping and silage contracting business. Late afternoon, check into your Johannesburg hotel for a 1 night stay. Dinner at leisure.

Day 13 Tuesday 21st May

(B-D)

Breakfast and check out. Transfer to Tambo Airport for your flight to George, situated on the Garden Route of South Africa. On arrival, visit Knysna Heads with splendid views of the sea on one side and on the other, the town of Knysna. The forest and the mountains beyond, along which the Knysna Heads are found, stand like tall sentries, guarding the picturesque lagoon and town. The ocean waters surge and crash dramatically through the passage between them, providing breath-taking views from so many different vantage points throughout the town and its outlying areas. Check into your hotel for a 1 night stay. Dinner in the hotel.



Day 14 Wednesday 22nd May

(BLD)

Breakfast and check out. Depart to Knysna, known as the 'Jewel of the Garden Route' for its beauty. Depart for a visit to the Van Greunen Brothers who farm potatoes, blue berries and have five dairy farms with 1000 Jersey and half Holstein cows. Later cross the Outeniqua Mountains to Oudtshoorn, situated in the Little Karoo and visit a working Ostrich farm in the afternoon. Return to the hotel for dinner and overnight.

Day 15 Thursday 23rd May

(BL-)

Breakfast and check out. Depart for Cape Town traveling through the Klein Karoo and Calitzdorp, known for its extensive apricot orchards and as the capital of port wine in South Africa. Continue via Barrydale where Barrydale Corporate Wine cellar was formed in 1940; the beginning of the wine industry in the area, on to Swellendam, the third oldest town in South Africa and Caledon to Cape Town. Caledon's origins began with hot water springs and today it's one of the highest wheat producing areas in South Africa. Lunch stop on Rouxwil, a working wheat and sheep farm, situated in the heart of the Overberg. Arrive late afternoon in Cape Town. Check in for a 3 night stay. Dinner at leisure.



Day 16 Friday 24th May

(BL-)

Breakfast. Full day of sightseeing - weather permitting, ascend Table Mountain for spectacular views. Next visit the Castle of Good Hope, completed in 1679, and the beautiful Company Gardens. Later depart for Boschendal Wine Estate, one of the oldest farms in South Africa. Founded 1685, the farm has grown with the passing centuries into a cherished source of wholesome produce and great wines. Wine tasting and picnic lunch, plus afternoon tour of Stellenbosch, the second oldest town in South Africa. Dinner at leisure.



Day 17 Saturday 25th May

(BL-)

Breakfast. Full day sightseeing with travel to the Cape of Good Hope Nature Reserve and Cape Point for a memorable vista of the spot where the Atlantic and Indian Oceans meet. Return via Simonstown with a stop at Boulders to visit the penguin colony. Simonstown has been an important naval base and harbour for the Royal Navy and the South African Navy for more than two centuries. Lunch included. Visit the Cape Town Diamond Museum. Return late afternoon to your hotel. Enjoy a farewell dinner with your fellow travelers. Overnight.

Day 18 Sunday 26th May

(B, Meals in flight)

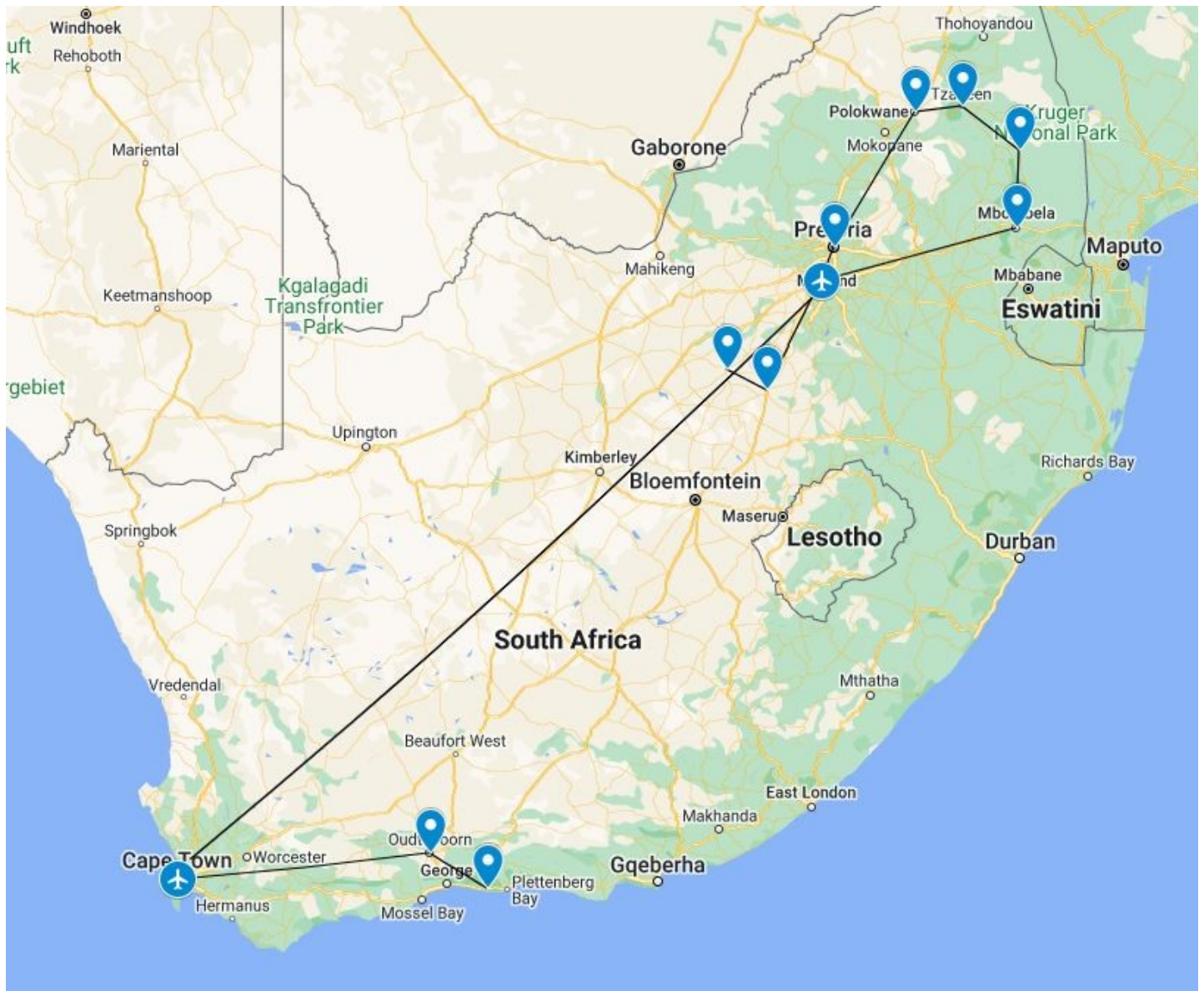
Breakfast and day at leisure before late afternoon transfer to Cape Town airport for your overnight flight to London or the optional extension to Hwange National Park and Victoria Falls, Zimbabwe. See details overleaf.

Day 19 Monday 27th May

Early morning arrival into London Heathrow.

End of Tour arrangements

(Meal basis: B = Breakfast, L = Lunch, D = Dinner)



OPTIONAL EXTENSION TOUR TO HWANGE NATIONAL PARK AND VICTORIA FALLS

Day 1 Sunday 26th May

(B-D)

Morning transfer to Cape Town Airport and fly to Victoria Falls, Zimbabwe. Transfer to the Hwange National Park. Its grasslands and mopane woods are home to large elephant herds, lions and African wild dogs. In the northwest, animals gather at Mandavu and Masuma dams, where there are concealed lookouts. Bumbusi National Monument includes 18th-century ruins and pre-colonial rock carvings. In the southeast, waterholes include the Nyamandhlovu Pan, with its elevated viewing platform. Check into your lodge for a 2 night stay. Enjoy an afternoon game-drive followed by sundowners before dinner. Dinner in the lodge.



Day 2 Monday 27th May

(BLD)

A day at leisure at your camp, which is located close to a large waterhole and from where you can enjoy animal viewing from any part of the camp. Lunch included as you enjoy the balmy African weather and later view the elephants and other wildlife as they come to the river bank for an evening drink. Dinner in the lodge and overnight.

Day 3 Tuesday 28th May

(BLD)

Breakfast and check out. Transfer from Hwange to Victoria Falls Safari Lodge to check in for a 2 night stay. Enjoy a light lunch and relax by the pool with the chance to animal view at the nearby waterhole. Mid-afternoon you will be transported to the river for an afternoon's Sundowner Cruise on the Zambezi River, with its brooding shoreline forest and noisy hippos above the Falls - an unforgettable experience of a vibrant African evening. Local drinks and snacks are included on the cruise.



Day 4 Wednesday 29th May

(B-D)

Breakfast. In the morning, a tour of the Falls and the remainder of the day at leisure to join any of the activities on offer in Victoria Falls. Choose from African Spectacular, water rafting, tandem kayaking, full or half day canoeing, jet boat rides or helicopter ride over the falls. In the evening enjoy a spectacular farewell dinner with tasty African cuisine and traditional dancers. Overnight.

Day 5 Thursday 30th May

(B-meals in flight)

Breakfast and check out. Morning to relax before transferring to Victoria Falls airport and the flight to Johannesburg with a late afternoon international flight connection to London

Day 6 Friday 31st May

Early morning arrival into London Heathrow.

End of tour arrangements

(Meal basis: B = Breakfast, L = Lunch, D = Dinner)

Tour Cost:

Based on a minimum group of 15 travellers.

£5,299.00 per person

(sharing a twin/double room)

PLUS Airport taxes £460.00 (subject to change at the time of ticket issue)

£990.00 Single Supplement

Tour Includes:

- ◆ Economy International flights
- ◆ 4* ensuite accommodation (16 nights)
- ◆ Meals as indicated:
B = Breakfast, L = Lunch, D = Dinner.
- ◆ Private Coach Transportation and safari vehicles
- ◆ English speaking guide from arrival in Johannesburg for duration of tour.
- ◆ Technical visits, game drives, entry to NAMPO, if selected, and sightseeing as per itinerary.
- ◆ Tips and gratuities
- ◆ Escorted by Australian tour manager from Johannesburg

Tour Excludes:

- ◆ Airport Taxes
- ◆ Travel to/from airport
- ◆ Upgrade flights.
- ◆ Meals or drinks other than stated
- ◆ Travel Insurance - you need to be insured to travel with Field Farm Tours Ltd.
- ◆ Drinks / Personal items
- ◆ Optional Excursions

Other Info:

No visa required for South Africa .

No compulsory health requirements in South Africa but consult your doctor or health centre for professional advice. Anti malaria tablets are recommended for tour extension.

Passport needs to be valid for minimum of 30 days from date of exit from South Africa.

Extension tour cost

Hwange National Park and Victoria Falls, Zimbabwe.

£3699.00 per person

(sharing twin/double room)

PLUS Airport taxes £264.00

(subject to change)

£380.00 Single Supplement

Tour Includes:

- ◆ 4* accommodation (4 nights)
- ◆ Game drives and cruises.
- ◆ Economy flights, Cape Town to Victoria Falls and Victoria Falls to Johannesburg.
- ◆ All transfers.

Tour Excludes:

- ◆ Meals other than stated
- ◆ Gratuities
- ◆ Drinks / Personal items
- ◆ Visa fees for Zimbabwe

Other Info:

Passports must be valid for at least 6 months on arrival.

A visa is required to enter Zimbabwe. Most people purchase the visa on arrival in US\$. Allow for US\$70 for the visa and have cash to make the payment.

There are no compulsory health requirements for Zimbabwe.

Anti malaria tablets are recommended for tour extension.

To secure a place on this tour, please complete a booking form and return with your deposit of £350.00 per person.

Notes - The itinerary is subject to change without notice (local conditions, availability of visits at the time of travel, etc) and

[to terms and conditions as per the Company's booking conditions.](#)

The air holiday package in this brochure is ATOL protected by the Civil Aviation Authority. Our ATOL number is ATOL 10350. Please see our booking conditions for more information.

OTHER FORTHCOMING TOURS

NEW ZEALAND - 23 JAN-6 FEB 2024

TANZANIA - 5-16 FEBRUARY 2024

IRELAND - 17-25 FEBRUARY 2024

SPRING GATHERING - 28 APR-2 MAY 2024

ALBANIA - 12-19 MAY 2024

CANADA Incl Calgary Stampede - 2-17 JULY 2024

ICELAND - SEPTEMBER 2024

JERSEY & GUERNSEY - SEPTEMBER 2024

AUTUMN GATHERING CUMBRIA - 6-10 OCT 24

MOROCCO - OCTOBER 2024

SPAIN - OCTOBER 2024



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1. Tour Prices and Surcharges.

Prices are based on costs, taxes and exchange rates as stated in our brochures. Due to continuing variation of air fares, tour prices will be confirmed when bookings are made. Once a cost has been confirmed, we will guarantee the price of your holiday will not be subject to any surcharges except those resulting from Governmental action, air fare increases and exchange rate variations. Even in these cases we will absorb an amount equivalent to 2% of the holiday price, which excludes insurance premiums and any amendment charges. Only an amount in excess of this 2% will be surcharged and if this means payment of more than 10% of the holiday price you will be entitled to cancel the holiday with a full refund of all the money paid except for insurance premiums. Should you decide to cancel because of this you must exercise your right to do so in writing within 14 days from the issue date printed on the invoice. Because we are making certain financial commitments, as above we regret that we are unable to make reductions in the price should the value of the pound strengthen.

2. Tour reservations, deposits and balances.

To make a reservation, a deposit is required (amount stated on each itinerary). Upon receipt of these we will then forward confirmation and the payment of the balance is due no later than 8 weeks before the departure date. Non-receipt of the balance on the date due will result in the holiday being liable to cancellation. Tickets and other documents will normally be forwarded 10 to 14 days before the date of departure.

3. Change of booking by you.

Should you wish to change your holiday arrangements in any way after we have accepted your booking we will endeavour to meet your wishes to the best of our ability. A handling fee for any change of £30 (plus communication charges) per alteration will be charged to cover administration costs. If you make any change to your booking after the balance due date, the change will be treated as a cancellation and the charges indicated in the paragraph dealing with 'Cancellation by you' will apply.

4. Cancellation by you.

All cancellations must be confirmed in writing. If you find it necessary to cancel your booking the following cancellation charges will apply:

Notified 56 or more days before departure - loss of deposit.

Notified 31 - 55 days before departure - 40%

Notified 16 - 30 days before departure - 60%

Notified 1 - 15 days before departure - 100%

5. Alteration to travel arrangements whilst abroad by you.

We regret that no credit or refund is possible for any unused services provided in the cost of the holiday. If you decide to alter your travel arrangements whilst abroad this is your own responsibility and Field Farm Tours Ltd or the companies agents are not responsible for any extra costs that are involved or for any difficulties that may arise with onward travel as a result. No credit or refund is possible for any lost, mislaid or destroyed travel documents, which should be claimed on your own insurance.

6. Alteration to confirmed booking by us.

It is unlikely that we will have to make any change to your holiday but we do plan the arrangements many months in advance. Occasionally we need to make changes, which we reserve the right to do at any time. Most of these changes are minor and we advise you at the earliest possible date. If a major change becomes necessary we will advise you as soon as is reasonably possible if there is time before your departure. When a major change occurs (such as the alteration of your outward/return flights by more than 12 hours, changes of resort or reduction in the standard of accommodation), you will have the choice of either accepting the change of arrangements, taking another available holiday from us, or cancelling your holiday and receiving a full refund.

7. Cancellation of confirmed booking by us.

In the event of the company having to cancel the holiday on or before the date when payment of the balance of the price becomes due you will be offered the choice of an alternative holiday of at least comparable standard if available and if this is not acceptable a full refund of all monies will be paid. In the unlikely event that we have to cancel after the date when payment of the balance of the price becomes due (always providing that the balance has been paid) but more than 14 days before the intended date of departure, compensation will be made as detailed below: In the event that a holiday has to be cancelled or amended for reasons of force majeure i.e. the occasion of war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, all monies paid will be refunded but it is regretted that there will be no compensation payable.

8. Compensation.

For cancellation and alteration within 56 days of departure.

43 - 56 days £30

29 - 42 days £40

15 - 28 days £50

0 - 14 days £60

9. Your holiday insurance.

We require that you are adequately insured for your holiday. Should you have a suitable insurance policy already in place, we will require details of your cover and the completion of our Insurance Indemnity Form that will be issued upon receipt of your booking.

10. Passports, Visas and health.

It is your responsibility to check that all members of your party hold the necessary documentation. We regret that we can accept no liability if you or any member of your party is refused entry onto any transport or into any country due to failure to carry the correct documentation. If in doubt, please contact our office for clarification.

11. Special needs or requests

If you have any specific needs or requests it is essential that these are made known to us at the time of booking and are entered onto your booking form. Should you or any member of your party have a disability or medical problem please check with us prior to booking so that we can advise you whether your chosen holiday is suitable. We will do everything possible to meet all reasonable special requests but cannot guarantee their provision. Failure to meet such requests cannot be considered a breach of contract on our part and we are unable to accept any bookings that are conditional on a special request being fulfilled.

12. Missed or delayed flight and transfers.

We do not accept responsibility for any clients who miss their flight owing to late check in at the UK airport for whatever reason. If the return flight is missed due to a delayed transfer we will make every effort to return you to your airport of departure as soon as practicable. We accept no liability in such circumstances for any client who makes individual arrangements to return home separately from the group, since the airlines, ferries and hydrofoils we use are not under our control and we do not accept liability for delays.

13. Special Interest holidays.

We reserve the right to change the itinerary of any special interest holidays if we feel that for any reason beyond our control the original destination is not suitable. We also reserve the right to change the leader should it become necessary for any reason. These holidays operate subject to a minimum number of participants. Such changes will not constitute major changes under the terms of these booking conditions. In the event that insufficient numbers are reached to enable the holiday to take place, we will inform you at least eight weeks before the departure date and no compensation will be payable.

14. Personal Injury (unconnected with arrangements made by us).

Should you or any member of your party suffer illness, personal injury or death through any misadventure during your holiday arising out of an activity which does not form part of your holiday arrangements, nor part of any excursion sold through us we shall offer you assistance in pursuing any claim you intend making against the offending party. This includes advice and guidance and may include a contribution towards legal costs and expenses which in our opinion are reasonable and appropriate in the circumstances up to a limit of £5,000 per booking form, provided that you request such assistance within 90 days from the date of the misadventure.

15. Arbitration.

In the case of any complaints we will do all in our power to resolve this to the satisfaction of our client. We are a Member of ABTA, membership number Y3478. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for 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 an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within twelve months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Codes does not require such agreement.

16. Tour Operators Liability

i) We accept responsibility for ensuring the holiday which you book with us is supplied as described in our itineraries and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you an appropriate compensation if this has adversely affected the employment of your holiday. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of two times the value of the original holiday cost.

ii) We accept responsibility for death, injury or illness caused by negligent acts and/or omissions of our employees or agents together with our suppliers or sub-contractors, servants and/or agents of the same whilst acting within the scope of, or in the course of their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law.

iii) In respect of carriage by air, sea and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention. (Please see 'Conditions of Carriage' below).

17. Conditions of Carriage.

Air travel is by the services of International Air Transport Association member airlines. The responsibility of IATA airlines in connection with our tour itineraries is limited to the carriage of passengers and their baggage in accordance with conditions of carriage of the participating airlines. Passengers conveyed by other carriers under the terms and conditions set out in the passage tickets and the companies are exempt from liability for loss/damage or personal injury.

18. Delay at Airports.

All travel is by scheduled airlines and in the event of departure delays such airlines will advise clients of these details, and in the great majority of cases will arrange extra meals and overnight accommodation as necessary (at the airlines expense). If for any reason the airline concerned does not provide the extra meals and accommodation, we as the tour operator will make whatever arrangements we possibly can at our own expense. As we advise both on our booking form and in these conditions, you should ensure that you take out comprehensive travel insurance which includes financial compensation in most cases for delays of 12 hours or more.

19. If you have a complaint.

We do our best to give you an enjoyable, trouble free holiday but occasionally even the best-laid plans can go wrong. If you have a problem during your holiday, please inform the relevant authority (e.g. hotel, tour manager etc) immediately who will endeavour to put things right. If your complaint cannot be completely resolved locally, please follow this up within 28 days of your return home by writing to us giving all relevant information. It is therefore a condition of this contract that you communicate any problem to the authority in question whilst on tour. If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem.

20. Your Financial Protection

Field Farm Tours Ltd are an established tour operator and our air holidays and flights are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is 10350. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is 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 the 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 or otherwise) 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 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 any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Field Farm Tours Ltd is a Member of ABTA. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist when things don't go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For more information on ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London SE1 9EQ, Tel 020 31170581 www.abta.com

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