

**TOUR TO SRI LANKA  
11<sup>TH</sup> - 26<sup>TH</sup> NOVEMBER 2022**



Sri Lanka sits just above the equator and is known for its tranquil beauty. The weather is warm and pleasant and the people are welcoming and polite. Formerly known as Ceylon, this country had strong British connections with the tea industry. Machines for drying and processing the leaves were manufactured in Great Britain and engineers went out to set up the factories and many stayed to become planters and owners of large estates.

The main crop grown is rice, but it is tea that Sri Lanka is synonymous with due to the world-wide export levels. In addition rubber, spices, rice, sugar cane, vegetables, fruit, oilseed and coconuts are important to the economy. One third of the population are engaged in agriculture, forestry and fishing. The other industries important to Sri Lanka are mining (gemstones and graphite), textiles and cement.

Our tour will visit the central and coastal regions taking in the dry arid low country and the lush green mountains of the highlands. We will also see the beaches, the paddy fields and their accompanying coconut palm trees, take 2 wildlife safaris in different national parks and see some of the best agriculture that Sri Lanka has to offer, including the Government crop and plant research centre. The land is ancient and has civilizations that predate most European culture providing historical sites with World Heritage status.

Only a little larger than Ireland, this country has stunning scenery – lush tropical mountain forests, rivers, waterfalls and palm fringed beaches, and is fast becoming one of the most popular tourist destinations in the world. Our programme combines some of the historic sites with agricultural visits to large enterprises and small farms, many threatened by wildlife activity, but working with conservation groups to ensure sustainability, first class hotels and wonderful hospitality.

Your tour will be escorted by Field Farm Tours tour leader Fiona Fletcher-Sloan throughout.

## ***Sri Lanka Country Information***



### ***The Country***

Sri Lanka is located in the Indian Ocean, south of India and full of natural beauty including undeveloped beaches, a variety of inland landscapes from wildlife lowland jungles to highland mountain ranges that are beautifully manicured with tea plantations and dry arid lowlands. Modern cities are mixed with historical sites of important value and 5 national parks protect the wildlife endemic to the island.

### ***The Agriculture***

Agriculture contributes 7.5% to GDP and employs 30% of the population. Sri Lanka enjoys fertile land but has historically been inefficient resulting in poor farm incomes. The Government has set up distribution hubs to help pack, store and sell produce in an effort to make it more efficient and more profitable for farmers.

The country is most famous for tea production, but rice has been the main agricultural activity for nearly 2,000 years. Historically rice production was the largest employer in the country but since 1950 the use of machinery and fertilisers has seen a large reduction. They are also significant amounts of coconut palms, sugar cane, spices, fruit and oilseed and vegetables grown both for internal markets and for export.



Tea exports offer the country foreign currency that is critical to the islands ability to pay for oil and food imports, which include substantial amounts of wheat and lentils for domestic consumption and soya for animal feed. A recent Government decision to ban the import of fertilisers has created a crisis for the farming community that is now being reviewed.

### ***The Weather***

For a relatively small island, there are wide variations in climate, depending on the time of year. There are two monsoons that affect the island's climate – the north-east monsoon which can affect the whole island, and the south-west monsoon which is less intense and impacts the south and west coasts as well as the Hill Country. Despite the rainfall, the temperature around the coast rarely drops below 25 degrees. In November the number of sunshine hours increases in the south and west offering warm pleasant days but there may be sudden downpours.

### ***The People***

Historically Sri Lanka has enjoyed significant immigration as different peoples and cultures have discovered the Island, its fertile lands, the richness of minerals and jewels and its beauty. Initially from south east Asian countries, during the 18th C those immigrants arrived from the European west including Portugal, Netherlands and Great Britain. Modern Sri Lanka is made up of 4 key ethnic groups including Sinhalese, Tamils, Muslims and Burghers. The Sinhalese are in the majority and the Burgher group are the decedents of the European settlers. Due to the poor economy many Sri Lankans seek work abroad and send money home to help sustain their families. This foreign currency also helps the country with having funds to pay for imports as the Sri Lanken Rupee is of little value as a foreign currency.

The main religion is Buddhism but Hinduism, Christianity and the Muslim religion also thrive.

### ***Time***

Sri Lanka is 5 1/2 hours ahead of the UK (GMT +5.30)

Web reference: <https://wikipedia.org/sri-lanka/>

## TOUR ITINERARY

### Day 1 Friday 11th November

(Meals in Flight)

Meet with your tour leader at Heathrow airport and depart on an overnight flight to Colombo.

### Day 2 Saturday 12th November

(--D)

Midday arrival in Sri Lanka. Meet your guide and coach and depart for a 45 minute drive to Veyangoda to check in to your 4\* hotel for a 1 night stay. Relaxing afternoon before a cocktail briefing about the tour and a welcome dinner.

### Day 3 Sunday 13th November

(BLD)

Breakfast and check out. Depart to the north west and Habrana. Leaving the city will offer the first site of the extensive rice paddy fields that make up the landscape of Sri Lanka. The 2 main seasons of 'Maha' and 'Yala' (high and low) determine the extent of paddy fields. In high season up to 560k hectares are planted and in low season 310k hectares, with rice making up 45% of the Sri Lankan diet. The second biggest agri product is the coconut palm tree and the region around the capital is one of the largest producers and they are often set alongside paddy fields to enjoy mutual water support. Lunch included. Take a brief stop at the megalithic burial grounds in Ibbankatuwa before arriving in Habarana in the late afternoon. Check in for a 4 night stay at a 5\* hotel resort. Dinner in the hotel and overnight.



### Day 4 Monday 14th November

(BLD)

Breakfast. Depart to learn about the 'chena' farming system common in Sri Lanka. The farmer will clear an area of forest to plant vegetables. After harvest he will burn the vegetation to create improved soil conditions and then replant. This system goes on for 5 years and then the farmer moves to a new part of the forest area. The practice has long been a tradition but is also now supported by the wildlife organisations who have demonstrated that the methods also improve the elephant habitat through improved feeding opportunities. Lunch locally. Return to the hotel and enjoy an afternoon at leisure in the hotel. Dinner and overnight.

### Day 5 Tuesday 15th November

(BLD)

Breakfast. Depart to Anuradhapura. En-route visit a paddy field operation and chat to the farmer about the methods, seasons and productivity. Enjoy a traditional Sri Lankan lunch. Continue to the ancient city of Anuradhapura, which is a designated UNESCO World Heritage site. The city was an important centre for the Buddhist religion and the well preserved ruins of the ancient civilisation include agricultural irrigation systems that enabled water to be transferred from the lush mountain to supply the dry arid region. Return to the hotel for dinner and overnight.

### Day 6 Wednesday 16th November

(BLD)



Breakfast. Depart to Polonnaruwa to visit a large modern farming operation producing crops and running livestock. The farm has diversified into agrotourism and enjoys lots of tourist visitors with food experiences being a popular aspect. Lunch included. Return to the hotel for an afternoon at leisure. Dinner and overnight.

### Day 7 Thursday 17th November

(BLD)

Breakfast and check out. Depart to Kandy, a city set on a plateau surrounded by mountains. At its centre is the Kandy Lake, popular with visitors for strolling and relaxing. Lunch included. En-route make a stop at a spice garden to see the range of spices grown in the country and used both for the home market and for export. Check in to your hotel for a 2 night stay. The evening enjoy a visit to the city centre. Dinner in the hotel and overnight.

### **Day 8 Friday 18th November**

**(BLD)**

Breakfast. Depart to Gannoruwa Agricultural Research Centre and farm run by the Ministry of Agriculture. This 1,000 hectare facility runs crop and plantation research to help improve the crop production and farming incomes. They also produce seeds and young plants for farmers to plant. In the afternoon visit the Hantana Tea Museum with a number of the machinery exhibits manufactured in the UK. Enjoy lunch in a local restaurant and then visit the Botanical Gardens, where there are a number of trees, shrubs and flowers that are grown in the UK. Return to the hotel for dinner and overnight.

### **Day 9 Saturday 19th November**

**(BLD)**

Breakfast and check out. Depart to Nuwara Eliya, the central highlands of Sri Lanka where you will experience the tropical forests and higher humidity. Lunch included. The region is famous for growing Sri Lanka's great export, tea. In the evening visit a tea factory and plantation to observe and understand tea processing. Depart for a city tour of Nuwara Eliya, which is also known as little England due to its British style architecture constructed during the colonial period. Check in to your hotel for a 2 night stay. Dinner in the hotel and overnight.



### **Day 10 Sunday 20th November**

**(BLD)**

Breakfast. Depart to one of the most successful dairy farms in the country with over 2,000 head producing milk that is turned into yoghurt and cheese for both the home market and for export. Lunch included. In the afternoon take a stroll through the town where you will see an extensive patchwork of vegetable gardens belonging to the inhabitants which they have established on every conceivable patch of ground. Return to the hotel for dinner and overnight.

### **Day 11 Monday 21st November**

**(BLD)**

Breakfast and check out. Depart south to Udawalawa. En-route visit the dedicated vegetable and fruit management depot. The Sri Lankan Government set up this hub to ensure that vegetables and fruit destined for movement to other home and to international markets could be managed efficiently, packed and stored safely to improve their ability to sell a quality product. The huge warehouse is full of fruit and vegetables in transit using a rapid turnaround system. Arrive Udawalawa National Park and enjoy lunch. After lunch take a safari through the park, which although in the drylands of the country enjoys wetland glades as a result of the damming of the river in 1972. This attracts large numbers of elephant, birds and small mammals. There are cheetah in the park but they are seen rarely here. Check in to the Elephant Trail Hotel on the park for a 1 night stay. Dinner and overnight.

### **Day 12 Tuesday 22nd November**

**(BLD)**

Breakfast and check out. Depart to Tissamaharama. Visit a sugar cane plantation that also grows fruit and vegetables. Enjoy lunch back in the hotel and then tour the local area to see small scale farms and the difficulties they face including that of the local wildlife. Check in to your hotel for a 1 night stay. Dinner in the hotel and overnight.

### **Day 13 Wednesday 23rd November**

**(BLD)**



Breakfast and check out. Travel along the southern coast to the Yala National Park for your second safari of the tour. Here you will have the chance to see crocodiles and leopards, living in close proximity to local farmers. There is also elephants, deer and sloth bear in addition to the birds of prey and numerous other bird species to enjoy. Lunch included. In the afternoon, depart to Kahandomodara to check in to your hotel for a 1 night stay. Dinner in the hotel and overnight.

### **Day 14 Thursday 24th November**

**(BLD)**

Breakfast. Visit some of the local food producers including cinnamon before returning to the hotel to relax and enjoy lunch. Evening beach visit and dinner. Overnight.

**Day 15 Friday 25th November**

**(BLD)**

Breakfast and check out. Morning at leisure to enjoy hotel facilities. After lunch in the hotel depart to Veyangoda to check in for your last night. Farwell dinner in the hotel.

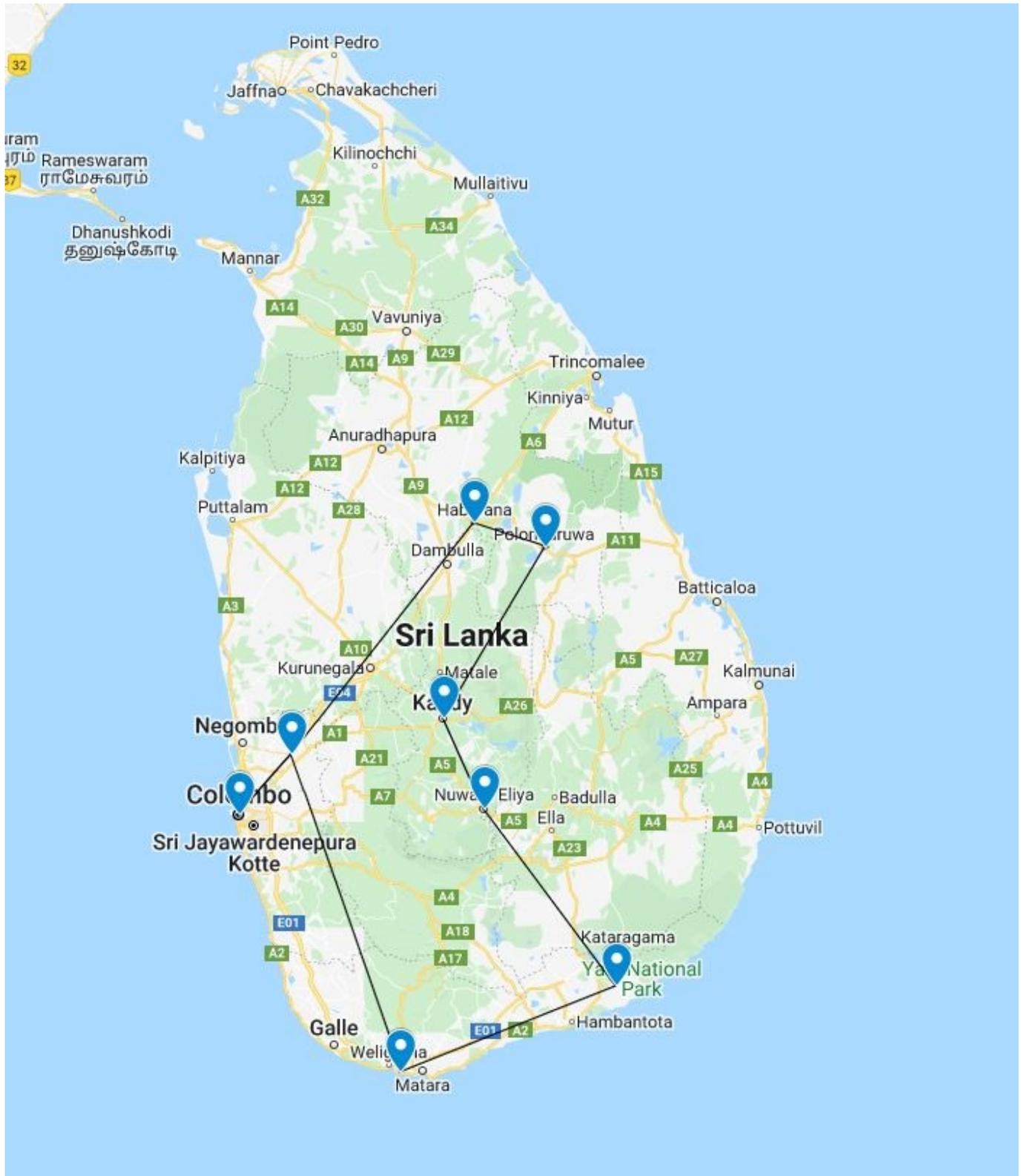
**Day 16 Saturday 26th November**

**(B, meals in flight)**

Breakfast and check out. Transfer to Colombo airport for your return flight to London Heathrow.

**End of Tour Arrangements.**

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



## Tour Cost:

Based on a minimum of 10 travellers.

**£3,495.00 per person**

(sharing a twin/double room)

**PLUS 499.00** Airport taxes

(subject to change at time of ticket issue)

**£ 790.00 Single Supplement**

### Tour Includes:

- ◆ Economy flights to Colombo and return
- ◆ 14 nights in first class hotels
- ◆ Private coach transportation
- ◆ Tour guide with agricultural knowledge
- ◆ Technical and touristic visits as stated, subject to local conditions at time of travel (weather, crops, etc)
- ◆ Escorted from London
- ◆ Meals as indicated

B = Breakfast, L = lunch, D = dinner

### Tour Excludes:

- ◆ Travel to/from airport
- ◆ Airport taxes
- ◆ Upgrade flights.
- ◆ Entry visas
- ◆ Meals & drinks other than stated
- ◆ Travel Insurance - you need to be insured to travel with Field Farm Tours Ltd.
- ◆ Items of a personal nature: telephone, postage etc.
- ◆ Gratuities to local guides and drivers

### Other Info:

- ◆ You should apply for an Electronic Travel Authorisation (ETA) in advance using the on-line system. The cost is £49.50 per person
- ◆ Passport needs to be valid for 6 months from the date you arrive.
- ◆ Individuals should carry a printed version of proof of vaccination against Covid. Electronic versions will not be accepted.
- ◆ Those who are unvaccinated will have to fill an on-line health form in advance of arrival.

**Covid entry requirements will be checked in advance by Field Farm Tours to ensure travellers are aware of applicable rules as they may change before departure.**

**To secure a place on this tour, please complete a booking form enclosed 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

UK TOUR NORTHUMBERLAND - 26 JUNE - 2 JULY 2022

UK TOUR SHETLAND - 3 - 8 JULY 2022

UK TOUR JERSEY & GUERNSEY - 17 - 23 SEPTEMBER 2022

MONTANA, USA, CATTLE TOUR - 17 - 27 SEPTEMBER 22

UK TOUR AUTUMN GATHERING TO YORKSHIRE DALES -

2 - 6 OCTOBER 2022

UK TOUR SHETLAND - 9 - 14 OCTOBER 2022

ROMANIA - 10 - 18 OCTOBER 2022

VIETNAM & CAMBODIA - JAN 2023

NEW ZEALAND - JAN/FEB 2023

CARIBBEAN ISLANDS - FEB 2023

TANZANIA - 13 - 24 FEBRUARY 2023



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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 cause 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](http://www.abta.com)

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