

travel with LESLEY ROBIN

SRI LANKA

the emerald island

15 DAYS

9-23 February, 2020

*_____ culture & crafts, Buddhist temples & textiles _____
from lowland jungles to the misty heights of the Hill Country*



TRIP DOSSIER

13 pages containing: A Brief Outline Itinerary, Your Detailed Itinerary, Important Notes as well as [Booking Form & Booking Conditions on Pages 11 & 12.](#)

15 DAYS
£ 5100
£ 1295

9-23 FEBRUARY 2020
LAND ONLY, per person twin sharing
Single Supplement

Date	Brief Outline Itinerary	Destinations
<i>Day 1</i> Sunday 9 February	Meeting on arrival at Colombo International Airport by independent flight arrangements. Transfer to hotel. Check-in from 2pm today.	Colombo – Galle Face Hotel
<i>Day 2</i> Monday 10 February	Morning sightseeing of Colombo. Afternoon visit Barefoot, known for its exquisite textiles and linen, hand loomed cloth and clothing.	Colombo – Galle Face Hotel
<i>Day 3</i> Tuesday 11 February	Departure for Anuradhapura, a major center for Theravada Buddhism. On route see the making of clay roof tiles.	Anuradhapura – Forest Rock Garden Hotel
<i>Day 4</i> Wednesday 12 February	Over 3 days discover the ancient cities of Sri Lanka. Morning visit Anuradhapura. Drive to Habarana, our base for several nights.	Habarana – Hotel Cinnamon Lodge
<i>Day 5</i> Thursday 13 February	Visit Sigiriya, one of the island’s former capitals, its water gardens and museum. Visit a rural village and a local school.	Habarana – Hotel Cinnamon Lodge
<i>Day 6</i> Friday 14 February	Morning visit to Polonnaruwa, a UNESCO World Heritage Site. Afternoon jeep safari in Minneriya National Park to view elephants.	Habarana – Hotel Cinnamon Lodge
<i>Day 7</i> Saturday 15 February	Drive to Kurunegala and visit a Fair Trade organization for handcrafts. Continue to Kandy situated in the Hill Country.	Kandy – Hotel Amaya Hills

Date	Brief Outline Itinerary	Destinations
Day 8 Sunday 16 February	Our sightseeing Kandy includes the revered Temple of the Tooth, the Central market and a performance of Kandyan music and dance.	Kandy – Amaya Hills Hotel
Day 9 Monday 17 February	Excursion into the countryside. Visit a spice garden, Matale Craft Center for embroidery and batik and mat weavers of Dumbara Valley.	Kandy – Amaya Hills Hotel
Day 10 Tuesday 18 February	Visit the Royal Botanical Gardens and journey by road through magnificent scenery to the Highlands and tea country.	Ella – 98 Acres Resort & Spa
Day 11 Wednesday 19 February	Visit the weekly Ella market and a tea estate to learn about tea processing and the community of workers.	Ella – 98 Acres Resort & Spa
Day 12 Thursday 20 February	Drive to Galle, the wonderfully preserved colonial Old Town situated on the south coast	Galle – Fort Bazaar Hotel
Day 13 Friday 21 February	Walking tour of the historic 17th century Galle Fort. Wander narrow streets and explore its architectural charm, boutique shops, art galleries and cafes.	Galle – Fort Bazaar Hotel
Day 14 Saturday 22 February	Visit a coconut coir fiber workshop, a family-run clay workshop and one of the oldest turtle conservation projects in Sri Lanka.	Negombo – Gateway Airport Hotel
Day 15 Sunday 23 February	End of Tour. Rooms are reserved until midday today. Transfer to Colombo International airport.	



Join Lesley in Sri Lanka (formerly known as Ceylon) and discover this tiny island nation in the Indian Ocean situated southeast of India. A cultural melting pot, it is renowned for its ancient cities, Buddhist ruins and temples, with a wonderful and diverse landscape of mountains and forests, wildlife and exotic birds, as well as the rolling hills of tea plantations and small villages of the Central Highlands. The people are friendly, warm and welcoming!

Sri Lankan art and crafts date back to its Buddhist roots and have evolved over the centuries. Today there is a strong revival of handloom traditions and you will find beautiful contemporary fabrics inspired by the landscape, flora and fauna of this island. A treat awaits you as we visit artisans and communities at work in their homes and villages... earthenware and clay roof tiles, batik and stitchwork, weaving and dyeing.

From lowland jungles and tropical coastlines to the misty heights of the Hill Country, come and experience the beauty of this emerald island abundant with superb photographic opportunities!

DETAILED ITINERARY: SRI LANKA 2020

Day 1
9 February
SUNDAY

Arrival in Colombo, capital of Sri Lanka by your own independent air arrangements. Rooms available for check-in from 2pm today. Land arrangements begin with a transfer from Bandaranaike International Airport to Galle Face Hotel. We come together this evening to meet our traveling companions and to go over the trip before dinner.

COLOMBO –GALLE FACE HOTEL (Dinner)

Sri Lanka's iconic landmark, the historic Galle Face Hotel built 1864, is situated in the heart of Colombo along the seafront.

Day 2
10 February
MONDAY

Colombo is the small but vibrant commercial center of the country, situated on the Indian ocean, with its fascinating contrasts of both grand colonial buildings and tall modern skyscrapers. Our sightseeing includes important landmarks and monuments as well as the Fort area, the exuberant Seema Malaka Buddhist temple and the National Museum.

Later we'll visit fabulous Barefoot, renowned for its exquisite textiles and linen, hand loomed cloth and clothing. The colors and designs are bold and beautiful, highly original and of superb quality, inspired by the seascapes and marine life, the flora and fauna of this emerald isle. We'll be meeting one of the designers involved in this exciting organization and lunch at their garden café.

COLOMBO –GALLE FACE HOTEL (B,L,D)

Day 3
11 February
TUESDAY

Over the next 3 days we'll explore the ancient cities of the Cultural Triangle, all acknowledged as UNESCO World Heritage sites. Heading towards Anuradhapura, we stop off on route at a pottery village to see the making of traditional clay roof tiles.

ANURADHAPURA – FOREST ROCK GARDEN HOTEL (B,L,D)

Day 4
12 February
WEDNESDAY

We spend the morning exploring Anuradhapura, one of the greatest monastic cities of the ancient world and the heart of Sri Lankan civilization for over a millennium. It was the royal capital of kings and queens where Buddhist culture flourished and its architectural achievements made it famous across Asia and Europe. Drive to Habarana, our base for the next 3 nights.

HABARANA – HOTEL CINNAMON LODGE (B,L,D)

Environmentally-friendly and situated on 37 acres, the Lodge has over 138 species of exotic birds. Optional walks accompanied by a naturalist are available right on your doorstep.

Day 5
13 February
THURSDAY

Excursion to the dramatic rock-fortress citadel of Sigiriya. Dating back to 500 AD, the summit of this granite peak (the Lion's Rock) dominates the jungle on all sides with its landscaped Royal Gardens, museum and frescoes. Later we visit a local primary school and enjoy a traditional lunch at a farmer's rural homestead.

HABARANA – HOTEL CINNAMON LODGE (B,L,D)

Day 6
14 February
FRIDAY

Morning visit to the wonderfully preserved and impressive ruins of Polonnaruwa. Surrounded by jungle, this was the island's capital from the 11th to 13th centuries. Its larger than life-size Buddhist statues and stupas (shrines), the tombs and temples, are extraordinary.

Afternoon jeep safari to Minneriya National Park with its scrub, tropical forest and wetlands, home to birds and wildlife including large numbers of elephant that migrate between this and the adjacent National Parks.

HABARANA – HOTEL CINNAMON LODGE (B,L,D)

Day 7
15 February
SATURDAY

Morning drive to Kurunegala where we visit Selyn, an ethical Fair Trade organization for clothing and furnishings, toys and jewelry made from recycled cloth, and exported the world over. We'll have the opportunity to go behind the scenes of an inspiring community that empowers rural craftsmen and women as well as see all aspects of their handloom production. Later we visit their fabulous outlet. We then drive on to Kandy, situated at 1,600ft in the Hill Country.

KANDY - AMAYA HILLS HOTEL (B,L,D)

Day 8 & 9
16 & 17 February
SUNDAY, MONDAY

Sunday is a full day in Kandy. We begin with a guided walk in this small, cultural capital, set amidst verdant hills in the heart of the island alongside a lake. Kandy is filled with a myriad of temples and palaces built in the characteristic Kandyan architectural style, the streets lined with characterful colonial-era buildings.

We'll visit one of the island's most revered temples, the Temple of the Tooth (Dalada Maligawa) that attracts pilgrims from all over the island as well as many other parts of Asia. This is Sri Lanka's most important Buddhist temple and contains one of Buddhism's most sacred objects, the Tooth Relic of the Buddha. We'll walk to the Central Market with exotic spices from cinnamon and cloves, to pepper and cardamom. There'll be time at leisure for independent exploring and shopping and we'll attend a performance of Kandyan music and dance.

On Monday we drive out to Matale and visit a garden for medicinal herbs and culinary spices. Then to Matale Heritage Crafts Center, originally set up by Ena da Silva in the 1960s, a legendary batik artist whose design work was inspired by traditional Sri Lankan arts and crafts. Here in the countryside, in an idyllic setting that was also her home, she trained local villagers in carpentry and woodcarving as well as batik, tie and dye and needlework. Today a group of delightful women who continue to produce embroidered and batik textiles, will host us for lunch.

Afternoon visit to a village in the Dumbara Valley to visit the home of a weaving family from the Kinnara community. Engaged in their longtime craft of mat making as well as tapestries, they use a variety of locally grown fibers and leaves including jute. Today more contemporary items are made from bags to purses and notebooks, still using traditional looms and motifs of the islands' flowers and fauna.

KANDY - AMAYA HILLS HOTEL (B,L,D daily)

Day 10
18 February
TUESDAY

Visit the Royal Botanical Gardens renowned for its collection of orchids, spices, medicine plants and palm trees. We then set off on our road journey up to Ella situated at almost 4,700 ft in the central highlands of the Hill Country, the rolling hill slopes dotted with small villages surrounded by emerald-green tea plantations, and the Ella mountain range, all in a dramatic landscape. We arrive late afternoon.

ELLA – 98 ACRES RESORT & SPA (B,L,D)

Our boutique hotel stands on a scenic and serene 98-acre tea estate, surrounded by stunning landscape with breathtaking mountain views and unforgettable sunrises, a sanctuary for 63 species of birds.

Day 11
19 WEDNESDAY

Awake in this idyllic location to the sound of birds and fresh mountain air. Today we visit an organic tea estate and factory. Here we'll learn about the traditional processing of Ceylon tea, walk into the tea gardens to see how tea is plucked by women colorfully clad in saris, and enjoy a tea tasting experience.

Afternoon is at leisure... perhaps for bird watching and a swim, enjoying a massage or herbal treatment at the Spa... or to simply relax and read a book in these beautiful surroundings.

ELLA – 98 ACRES RESORT & SPA (B,L,D)

Days 12
20 February
THURSDAY

An early start for our drive to the southern coast of the island with its tropical coastline and small fishing villages. We break our journey for lunch at Mirissa before continuing to Galle, one of Sri Lanka's great colonial treasures.

GALLE – FORT BAZAAR HOTEL (B,L,D)

Our 17th century townhouse and boutique hotel is situated right in the middle of the bustling cobbled streets of Galle Fort, making it within footsteps of the important sights of this old town.

Day 13
21 February
FRIDAY

Best explored on foot, we'll begin our day with a walking tour of historic Galle Fort, that dates back to 1663 with its heritage of unique Dutch colonial buildings. We'll wander the narrow streets, lined with centuries-old villas and explore its architectural charm. Today the Fort area is a treasure trove of antiquities and small museums, fabulous boutique shops, art galleries and cafes owned by both local and foreign artists, writers, photographers and designers. Afternoon at leisure for independent shopping and exploring. Lunch on your own at one of the many cafés or restaurants.

GALLE – FORT BAZAAR HOTEL (B,D)

Day 14
22 February
SATURDAY

We follow the coastline to Dodanduwa and visit a coconut coir fiber workshop with its huge machinery operated by 2 persons, working with their feet and throwing the shuttle to make carpets as well as colorful mats and decorative products. We then visit a family based, traditional clay pottery in Kubalgama village where they mold and fire items for everyday use. Later we'll visit a turtle hatchery in Kosgoda, one of the oldest turtle conservation projects in Sri Lanka.

We come together this evening for our farewell dinner.

NEGOMBO – GATEWAY AIRPORT HOTEL (B,L,D)

Day 15
23 February
SUNDAY

Rooms are reserved at the hotel until 12noon today. Breakfast is served during normal hotel breakfast hours. Transfer to Bandaranaike International Airport for your return flight home.

TOUR DIRECTOR, LESLEY ROBIN: Lesley is thrilled to once again be offering Sri Lanka as a destination. Her knowledge of eastern culture, Hinduism and Buddhism and her interest in the textile & craft heritage of the Indian sub-continent is a result of her extensive travels over the past 40 years throughout the region - from India to Sri Lanka, Nepal to Bhutan and beyond. She brings an in-depth and personal experience to our travels. Her interest in textiles began in the late 70s when she settled in Dharamsala (Western Himalayas) India and the exiled home of the Tibetan Dalai Lama. Here she helped set up projects with local weavers.

NATIONAL GUIDE, ATHULA: Lesley is delighted to once again be accompanied by longtime National Guide, Athula. Those of us who have traveled with him will attest not only to his enjoyable company, but also most especially to his in-depth knowledge of his country, its history, culture and traditions, thereby bringing something very special to our journey.

For further information please email Lesley: lesley@exclusivejourneys.com

IMPORTANT NOTES

PASSPORTS: Passports need to be valid for 6 months beyond trip dates.

Sri Lankan Visas: Holders of American and British passports, as well as citizens from many other countries making visits to Sri Lanka (up to 30 days), are required to obtain an online Electronic Travel Authorization (ETA). This is a simple process and details will be sent to you nearer the time of the tour.

GENERAL INFORMATION: Two months prior to the start of the tour you will be sent comprehensive pre-departure details pertaining to health, clothing, climate, hotels, obtaining your visa for Sri Lanka etc. In the meantime if you have any questions or require assistance with any arrangements additional to the itinerary please let us know.

FINAL PAYMENT: Is due 12 weeks before departure (**17 November, 2019**) in order to guarantee hotels within Sri Lanka.

TOUR PRICE:

£ 5100 LAND ONLY per person, twin sharing

£ 1295 SINGLE ROOM SUPPLEMENT

Supplement for single rooms pays for privacy and not better accommodation.

TOUR PRICE INCLUDES:

International Airport Transfers: Transfers are included on arrival and departure.

Sightseeing & Transport: Sightseeing as per itinerary and transport by private coach, cars and jeeps.

Accommodation: Based on twin bedded rooms, double occupancy with shower/bath. We stay in a variety of hotels from 5* and 4* hotels, Heritage hotels and an Eco-lodge, chosen for their charm and location.

Meals: All meals are included with tea/coffee. Bottled mineral water is provided with lunch/dinner and is freely available on the bus at all times. B- breakfast, L - lunch, D - Dinner.

Guides: The services of Tour Director Lesley Robin and National Guide throughout, as well as local site guides where appropriate.

Baggage: Baggage handling for maximum 2 bags not to exceed 50lbs.

Gratuities: All group tips are included for site guides and bus drivers, hotel housekeeping and restaurant personnel, porters, craft visits, safari drivers and naturalist guides, etc. in connection with the services provided. There are no hidden extras.

Entrance Fees & Camera Fees: To all monuments and museums are included.

TOUR PRICE DOES NOT INCLUDE:

- Round-trip international flights to Sri Lanka
- Meals not specified as included
- Personal expenses including alcoholic beverages, room service, laundry charges, phone calls etc.
- Gratuity for our National Guide who accompanies us throughout the tour

INTERNATIONAL FLIGHTS: International airfare is NOT included in the price of Land Arrangements. This tour begins in Colombo and ends at Negombo. (***Bandaranaike International Airport***, colloquially known as *Katunayake Airport* and *Colombo International Airport*, **is the main international airport serving Sri Lanka**).

**SPACE IS LIMITED TO 16 PERSONS
RESERVE EARLY**

Your booking is made with CT Group Travel who can arrange your international flights to join this trip. Should you require assistance with any arrangements additional to the itinerary please let us know.

In the meantime do not delay in reserving your place on this fabulous trip!

SEE BOOKING FORM & BOOKING CONDITIONS ON THE PAGES BELOW.

Contact Karen Hammond on 01892 673405
Email: karen.hammond@ctgrouptravel.co.uk

BOOKING FORM

SRI LANKA: 9-23 February, 2020

Surname Full Name (as on passport)

Nationality Date of Birth

Place of Birth (City & Country).....

Passport No. Place of Issue

Date of Issue Date of Expiry

Address for Correspondence:

Telephone (day): Telephone (home):

Email:@.....

I shall be accompanied by: (optional) YES/NO (delete as appropriate)
Please reserve me a place in a SINGLE room

NOTE: For hotels and airline bookings we require a copy of your passport details (photograph page) – please scan and email with your Booking Form.

INTERNATIONAL FLIGHTS:
Indicate if you would like CT TRAVEL to book your flights YES/NO (delete as appropriate)

Indicate if you are joining locally and arranging your international flights independently YES/NO (delete as appropriate)

EMERGENCY CONTACT DETAILS DURING THE TOUR – Please supply minimum of 1 person’s contact details:

NAME & ADDRESS:
TELEPHONE NUMBER HOME:
TELEPHONE NUMBER MOBILE:

NAME & ADDRESS:
TELEPHONE NUMBER HOME:
TELEPHONE NUMBER MOBILE:

INSURANCE DETAILS:
Name of Insurance Provider
Policy Number
Insurance Providers 24hr Medical Emergency Telephone Number

I confirm I have read and now accept the Booking Conditions of CTT Group Ltd on behalf of all persons listed above by whom I am authorised to make this agreement.

Signed: Date:

Deposit(s) @ £500 per person £.....

Cheque (**payable to CTT Group Ltd**) enclosed for total: £.....

We accept payment by Debit Cards such as Maestro and Visa Debit. We also accept payment, subject to a handling charge, by American Express (3.5% handling charge), and by Visa or Mastercard (2.5% handling charge). To make a payment by card please call Karen Hammond.

CTT Group Ltd, Units 8-9 Orchard Business Centre, North Farm Road Tunbridge Wells TN2 3XF
TEL: Karen Hammond on 01892 673405 EMAIL: karen.hammond@ctgrouptravel.co.uk

Booking Terms & Conditions of CTT Group Ltd.

Your contract is with CTT Group Ltd (Company number GB3464732), fully licensed and bonded within the guidelines of ABTA (The Association of British Travel Agents), our membership number is 99162, we are licensed by The CAA (The Civil Aviation Authority) who provide us with the following ATOL (Air Travel Organisers Licence) number 5158, we are also an agent for IATA (The International Air Transport Association) for which our membership number is 91231976.

YOUR HOLIDAY CONTRACT: Contract means the contract for the provision of the specified service. When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue you with your booking reference number. This contract is made on the terms of these booking conditions which are governed by English Law and the jurisdiction of the English Courts.

Making your booking

Please complete the provided booking form and send it to us together with the deposit, or full payment if your booking is within 14 weeks of departure. Provided the holiday is available we will make all arrangements and send you a confirmation of your booking and all relevant details including your booking reference number. If the holiday is not available, we will return your deposit or full payment. Once we have confirmed your booking, your deposit is non-returnable except in the special circumstances mentioned below. We will send you a final invoice approximately 16 weeks prior to departure and this will show any surcharges due. You must pay the full balance of your holiday 14 weeks before departure. We may otherwise treat the booking as cancelled and apply our cancellation charges. We will send you your tickets approximately 10 days before travel.

What your money buys

The holiday price includes: Twin or double-bedded room with private bath or shower at the named hotels or substitutes of the same standard. Meals are as specified on your confirmation. Meetings, transfers, surface transportation by car, bus or train. Holiday prices cover only the services and duration shown on each itinerary. Check-out time from rooms is generally 12 noon.

Economy class air travel inclusive of all ticketable airport taxes, fuel surcharges which will be secured at the lowest available fare at the time of booking (with any supplements payable due to lack of flight availability advised to you for your approval before confirmation). Once booked your airline ticket(s) will be 100 % non-refundable.

Where, for reasons of force majeure, altered services are taken or the duration of the holiday is extended, we reserve the right to pass on additional costs in full. Excluded are all expenses of a personal nature such as drinks or laundry. Group tours are based on a minimum number of persons travelling. We must regretfully reserve the right not to operate any tour on which there are insufficient bookings 8 weeks before departure. Full payment, including your deposit, will be refunded.

Your luggage and belongings

Our ground arrangements allow for you to take one suitcase and one piece of hand luggage. If you have booked your flights through us we will advise you of your weight restrictions. Please check with your airline if you have arranged your own flights.

Airlines and Seating

We are able to quote for upgrades to World Traveler Plus and to Business Class on some British Airways flights. Reserving your actual seat can only be done by you personally once you have received your ticket (or e-ticket).

Delays at Point of Departure

The scheduled airlines we use will generally provide meals and accommodation to passengers already checked-in in the event of extended delays. The CTT Group t/a CT Groups and Incentives cannot be held responsible for any alterations that are necessary as a result of any delays caused directly or indirectly to the international flights for reasons within or outside of theirs or the carrier's control.

Passports, Visas and Health

You must have a full British passport valid for a minimum of 6 months beyond your return date and at least one blank page available in your passport. All names on the booking must be exactly as per your passport. If you do not hold a British passport, do not meet these requirements or have any doubt as to your eligibility to enter **SRI LANKA** then please contact us for further advice before confirming your booking.

Age and Health

We do not operate any age limit on our holidays. However if you are aged over 80, we strongly recommend that you should be travelling with a companion and you are fit and healthy to travel. In many of the countries in which we operate, medical facilities are poor and if you do fall ill appropriate treatment may be difficult to access. There are no formal health requirements except for those who have recently visited a Yellow Fever area. Recommended precautions will be advised with the confirmation of booking. All clients are themselves responsible for ensuring that they conform to the health regulations regarding vaccinations.

Surcharges – Our Policy

All costs quoted are the most up-to-date prices available for November 2018. All prices quoted are subject to unforeseen increases such as currency fluctuation and are in the main based on negotiated group rates and therefore subject to minimum numbers. The price of your holiday is subject to surcharges on the following items for increases in transportation costs, e.g. scheduled airfares and any other airline surcharge which is part of the contract between airlines (and their agents) and the tour operator, government action such as increases in VAT or any other government imposed increases, currency in relation to adverse exchange rate variations, fuel for road vehicles. 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 amounts in excess of this 2% will be surcharged. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid except for any deposits paid to the airline which in some circumstances may be non refundable, and any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice.

If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the lead person who made the booking must be received at our offices before we action your cancellation request. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below. If you cancel, we must impose cancellation charges up to a maximum as follows.

Percentages are of the total holiday cost

Between time of booking and 98 Days before departure - Loss of Deposit
Between 97 - 63 days before departure - 30%
Between 62 - 43 days before departure - 50%
Between 42 - Departure - 100%

In addition to this, and over and above the cancellation charges as outlined in this clause, some aspects of your travel arrangements maybe completely non refundable and therefore result in cancellation charges being higher than outlined above. **(For example all flight only tickets are generally 100% non refundable from the point of booking onwards).**

Travel Insurance

Travel insurance is required to travel on one of our tours. We require, before travel, the name of your insurance provider, your policy number and the 24hr medical emergency telephone number for your provider. Please note you must make sure your insurance includes cancellation & repatriation. Your travel insurance must cover the destinations you will be visiting along with any activities you are taking part in. (Please ask if you need any assistance with an insurance quote).

Alterations by ourselves

We will do our utmost to provide the holiday arrangements that have been confirmed. We reserve the right to modify or cancel any holiday, flight schedule, accommodation or arrangement if unforeseen circumstances arise or if our minimum number of 10 travelers per tour is not met. In such rare circumstances, we will inform you as soon as possible and, should the change be such that it alters the nature of your holiday, we shall offer you the choice of an alternative holiday or a full refund of all monies paid to ourselves.

Our liabilities to you

We do not exclude or limit any liability to our clients which may arise from proven negligence by any person employed directly by us or by our suppliers and subcontractors, servants or agents of the same whilst acting in the course of their employment in respect of death, bodily injury or illness. If our suppliers are able to exclude or limit liability by virtue of any international convention we will claim the benefit of that exclusion or limitation. Such liabilities shall be subject to English law and all proceedings shall be within the exclusive domain of the English courts. We accept responsibility for ensuring that all parts of the holiday are supplied as described and that all services shall reach a reasonable standard. These obligations and responsibilities shall be limited where international conventions in respect of air or sea carriers apply. Naturally we cannot assume responsibility for loss or expense due to war, riots, strikes, terrorist activities or natural disasters.

Complaints

If you have cause for complaint, please inform our tour guide immediately who will endeavor to put things right so you can continue to enjoy your holiday. If the matter cannot be rectified whilst you are on holiday, please write and tell us as soon as possible after you get back and we will do our best to sort it out promptly. If your complaint is not resolved whilst on holiday, please follow this up within 28 days of your return home by writing to our Customer Services Department at CTT Group Ltd, Units 8-9 Orchard Business Centre, North Farm Road, Tunbridge Wells, Kent, TN2 3XF giving your booking reference and all other relevant information. This will assist us to quickly identify your concerns and speed up our response to you.

Debit, Credit and Charge Cards

We do accept payment by debit cards such as Maestro. We also accept payment by credit cards, subject to a handling charge - Visa, MasterCard (2.5%) & American Express (3.5%).

Consumer Protection

This package is protected by ATOL since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 5158. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at <http://www.atol.org.uk>



**CTT Group Ltd
Units 8-9 Orchard Business Centre,
North Farm Road, Tunbridge Wells
Kent TN2 3X**