

CULTURE & ADVENTURE – DISCOVER COLOMBIA

BOGOTÁ | POPAYAN | SAN AGUSTIN | SANTA MARTA | TAYRONA |
CARTAGENA

12 NIGHTS – 13 DAYS

ITINERARY

DAY 1 | Bogotá

DAY 2 | Bogotá Walking Tour

Day 3 | Guatavita

DAY 4 | Bogotá – Neiva – San Agustin

DAY 5 | San Agustín Archaeological Park and Isnos

DAY 6 | San Agustín - Popayan

DAY 7 | Popayán – Silvia – Santa Marta

DAY 8 | Santa Marta - Full Day Tayrona National Park - Neguanje Beach

Day 9 | Santa Marta

DAY 10 | Santa Marta – Cartagena

DAY 11 | Cartagena City Tour

DAY 12 | Cartagena – Full day Rosario Islands or extra day in Cartagena

DAY 13 | Cartagena – Bogotá

DEPARTURE DATES:

12 August 2015

20 January 2016

Itinerary in Detail

DAY 1 | BOGOTÁ

Arrive at El Dorado airport in Bogotá. Reception and transfer to hotel.

DAY 2 | BOGOTÁ WALKING TOUR

After breakfast, take a half-day tour of the historical centre known as La Candelaria. This neighbourhood is of great architectural and cultural heritage and is made up of old “stately homes” or large Spanish colonial buildings with iron windows, thick sturdy wooden doors, balconies and internal patios with beautiful hidden gardens. Visit the Plaza de Bolivar with a statue of the great liberator Simon Bolivar at its centre. This Plaza, originally called the Plaza Mayor, was used for civil and military purposes, as a marketplace, a bullring and once sported a gallows. The Cathedral, on the eastern side of the plaza, is constructed on the foundations of the first church built in Bogotá in 1539 and houses an important collection of religious artefacts such as textiles and artwork collected over four centuries. The Capilla del Sagrario is located beside the Cathedral and is a gem of religious architecture housing valuable pieces of colonial religious art by Gregorio Vasquez de Arce y Ceballos. The Capitol, built between 1847 and 1926, embodies renaissance and neoclassical influences with its carved stonework and tall columns and was the first republican piece of civil architecture. The central area of the Capitol, known as the Salon Eliptico, is where congress meets. In the internal plazas are busts of former presidents such as General Tomás Cipriano Mosquera, president on four occasions, and Rafael Núñez, composer of the Colombian national anthem. Around the Plaza de Bolivar are the Palacio de Justicia, the Mayor of Bogotá’s offices - the Edificio Liévano, the oldest school in the county - San Bartolome and the Casa de los Comuneros who participated towards the end of the 17th century in some of the first movements towards independence from Spain and the formation of the Republic.

The tour continues on to the Museo Botero, a colonial house filled with works of art produced and donated by Fernando Botero in addition to artwork from his own personal collection, including pieces by Picasso, Renoir, Dalí Matisse, Monet and Giacometti. Next is the Museo del Oro which has a permanent exhibition of some 32,000 pieces of gold, 20,000 stones, ceramics and textiles from the Quimbaya, Calima, Tayrona, Sinu, Muisca, Tolima, Tumaco and Magdalena cultures. The Museo del Oro is considered one of the most important museums of its type internationally and has been functioning since 1939. In 2007 it underwent a complete overhaul to become an interactive museum.

Free afternoon for individual activities.

DAY 3 | GUATAVITA

Full-day Zipaquira Salt Cathedral and Guatavita with private driver and guide.

Leave Bogotá and head north for about 90 mins., passing the towns of Tocancipa and Gachancipa, to the legendary Guatavita Lake in the forest reserve of Cacique Guatavita and Cuchilla de Penas Blancas., Look out for a variety of flora and fauna endemic to the high altitude Andean woodlands in this magical and mystical place, formerly inhabited by the Muisca people. See hummingbirds, hawks and blackbirds flitting among the trees. There is also a great variety of interesting trees with exotic names such as Mano de Oso, Uvos de Monte and Te de Bogotá.

The legend of El Dorado came from Muisca traditions. When the Muisca elected a new cacique or chief he would be accompanied to the lake and bathed first in honey and then in gold dust before being launched out onto the lake on a raft with offerings of gold and precious stones to throw into the water. This ceremony and act of transformation gave rise to the legend of El Dorado.

Visit Lake Tomine and Guatavita, a quiet town with white painted houses and a beautiful square. Sunday is market day and so there is much more activity in town.

After lunch, leave for Zipaquirá. After journey of roughly 45 minutes reach the impressive Salt Cathedral, a true engineering feat. The name Zipaquirá comes from Zipa, the leader of the Muisca tribe and former chief of these rich salt mines. The tour starts by walking through a tunnel that follows the fourteen Stations of the Cross and continues on to the Cathedral dome. The dome is lit in such a way to enable visitors to contemplate the universe and the relationship between man and nature. Later, reach the enormous cross carved into the saline rock and finally the three naves of the Cathedral representing the birth, life and death of Christ. In the central nave is the main altar, above which is a cross measuring 16 m high and 10 m wide, made by the Colombian artist Carlos Enrique Rodriguez. This is the largest salt cross in the world. Next visit the mine where there is an excellent auditorium that can seat up to two hundred people, and regularly hosts film screenings and events such as fashion shows. The trip ends at a mirror of water to gaze at the amazing visual effects of water on carved saline rock.

DAY 4 | BOGOTÁ – NEIVA – SAN AGUSTIN

Transfer to the local airport for flight to Neiva. Arrive at Neiva airport, reception and depart for San Agustín located 217 km away by paved road. Fabulous views of the extensive floodplains of the Magdalena River valley from 700 m.a.s.l all the way up to 1730 m.a.s.l with a balmy temperature of 20°C. Pass orchards, coffee plantations, rice paddies, cotton, corn and wheat fields and visit the wonderful Colombian massif of the strait of the Magdalena River, a spectacular rocky gorge that forces the river to pass through a gap of just 2.2 m. After a journey of roughly 6 hours arrive at San Agustín, check into the hotel.

Overnight stay.

DAY 5 | SAN AGUSTÍN ARCHAEOLOGICAL PARK AND ISNOS

Morning visit to San Agustín Archaeological Park, declared a World Heritage Site by UNESCO in 1995. See the enormous stone statues up close and the manmade raised platforms built to display them on. Walk on to the ceremonial Fuente de Lavapatas before heading up the hill to the Lavapatas terrace for a remarkable view over the surrounding countryside. Visit the small archaeological museum.

In the afternoon set off for the rural town of Isnos to see more archaeological parks, such as the Alto de los Ídolos and the Alto de las Piedras, where there are some well-preserved tombs with some of the original paintwork and largest stone figures found so far.

Return to the hotel for dinner.

Return to the hotel and overnight stay

DAY 6 | SAN AGUSTÍN - POPAYAN

Transfer to the local airport to take flight to Popayan.

Upon arrival, half-day visit to the historical centre of town founded in 1537, concentrating on Parque Caldas. Around the Parque Caldas are the main religious and government buildings, as well as the city's original buildings such as the Torre del Reloj, one of the symbols of the city built between 1673 and 1682 and set in 1737. Continue towards the Puente de Humilladero, built in 1873 to facilitate access from the city centre to El Callejón (currently barrio Bolívar) up a steep rise, particularly for those pilgrims making the journey on their knees. Visit the Iglesia de Santo Domingo, a baroque-style church designed by the Spanish architect Antonio García and commissioned by the Arboleda family, the Iglesia de San Francisco, considered the most beautiful baroque church in town, and the Panteón de los Próceres. Visit the Museo de Arte Religioso, which houses an interesting collection of religious art, and the Casa Museo Mosquera, the Settecento style house that belonged to General Tomás Cipriano de Mosquera.

DAY 7 | POPAYÁN – SILVIA – SANTA MARTA

Breakfast. In the morning half-day visit to the small town of Silvia in a temperate mountainous area near Popayan consisting of picturesque houses surrounded by vast sugar cane plantations. The indigenous Guambiano community (pop. 12,000) live in small mountain villages nearby. Every Tuesday, on market day, the village of Silvia is transformed into a colourful, bustling and picturesque place when the Guambiano indigenous people descend upon Silvia dressed in their traditional "anacos", a blue knee-length skirt-like wraparound to sell, fruit, vegetables and handicrafts.

Flight from Popayan to Santa Marta via Bogotá.

DAY 8 | SANTA MARTA - FULL DAY TAYRONA NATIONAL PARK - NEGUANJE BEACH

Leave in the morning from Santa Marta for Tayrona National Park located at the foot of the Sierra Nevada de Santa Marta and covering 17,000 km². Coral reefs, huge ocean boulders, densely rich jungle vegetation, mangroves and dreamlike white sandy beaches lapped by turquoise blue waters.

After a 40-min drive, arrive at Palangana, the first entry point of the Tayrona National Park. Continue along a winding road through the scenic tropical forest before opening out onto what is known as the Sea of the Seven Waves, a natural viewing point.

Descend to the Playa de Neguanje in the Bay of Gayraca and hop onto a local boat where the fishermen will then sail around the cove to Playa Cristal. This beach is incredibly beautiful and is the ideal place to enjoy the water, the sun and the opportunity to paddle between the coral reefs. Return by boat to Gayraca Bay and back to Santa Marta. Overnight stay.

MEALS: B / L / -

DAY 9 | SANTA MARTA

Free day after breakfast.

DAY 10 | SANTA MARTA – CARTAGENA

4-hour drive in private car to Cartagena. Free afternoon for individual activities. Overnight stay.

DAY 11 | CARTAGENA CITY TOUR

Start with a panoramic view of the city from the Monasterio and Iglesia de La Popa. Formerly known as the “Popa del Galeon” this church is famous for resembling the stern of a galleon. Constructed in 1606 this church and monastery are located at a height of 140 m.a.s.l. with a 360° view of the city and the sea, as well as the port, one of the most important in the Caribbean. Continue on to the San Felipe Fortress, erected in honour of Don Luis Carlos López, the poet from Cartagena famous for his sonnet “A mi ciudad nativa”. The fortress was built on San Lázaro hill to defend the city from pirate attacks. Walk around the fortress and learn how the castle was constructed, see feats of engineering: tunnels, underground galleries and passageways. Lastly, continue to the handicrafts zone of the Bovedas, a collection of archways built into the city wall of Cartagena used until the end of the 1700s to house armaments and then later as a prison in the 19th century.

Free afternoon.

DAY 12 | CARTAGENA – FULL DAY ROSARIO ISLANDS OR EXTRA DAY IN CARTAGENA

Full-day excursion by boat to the Archipelago del Rosario, approximately one hour from Cartagena. The national park is surrounded by coral reefs and clear blue waters, and is the habitat for a large variety of marine fauna. Free time for snorkelling and relaxing. Lunch during the excursion.

DAY 13 | CARTAGENA – BOGOTÁ

Breakfast and transfer to the airport for flight to Bogotá.

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PRICE PER PERSON:

Tour: from £2,900 (Excludes flights)

Transatlantic flight: from £1,100 (Flights are with Avianca from London Heathrow)

Internal flights: £350 approx

Single supplement: £550

PRICE INCLUDES:

Accommodation in three star hotels

English-speaking guide

Transfers

Meals: Breakfast only

HOTELS

Bogotá: Hotel Casa Deco or similar.

Popayán: Hotel La Plazuela or similar.

San Agustín: Hacienda Akawanka or similar.

Cartagena: Hotel Don Pedro de Heredia or similar.

BOGOTÁ

Casa Deco

Casa Deco is in a wonderful refurbished art-deco building. The inside is pleasant with special touches provided by its Italian owner. It offers the perfect combination of discrete service with a personal, cosy and artistic touch. The interior of the hotel has generous spaces, high ceilings, wooden floors, big windows and balconies to look out over the nearby pedestrian streets.

Location: Casa Deco is located in the most important governmental and cultural centre of the Colombian capital. Most of the major historical monuments, colonial spots and tourist attractions, such as the gold and the Botero museums, vanguard theatres and the cathedral situated in front of the Plaza de Bolivar, are just few minutes away on foot. Enjoy the beauty of the landscape formed by narrow colonial streets illuminated with yellow streetlights or the outstanding sight of the West Mountains with La Iglesia de Monserrate and La Virgen de Guadalupe in the foreground.

Facilities: 21 rooms - executive rooms and junior suites, each decorated in an elegant minimalist style and with bright colours. All rooms are equipped with exclusive European linen, a security box, LCD TV, Wi-Fi, bar and private bathroom.

Services: Other services include laundry service and money exchange.

POPAYAN

Hotel La Plazuela

In the mid-17th century Francisco Hurtado del Águila, the governor of Chapa y Julumito, commissioned the house. For many reasons the house has undergone slight changes in size and in some parts of the architecture, although its restoration is in keeping with its original colonial style.

Location: In the colonial area of the town of Popayán.

Facilities: 27 standard rooms, some with a balcony; all rooms have a private bathroom and cable T.V.

Services: Café Galeria de la Plazuela, conference rooms, fax, internet, laundry and room service.

SAN AGUSTIN

Akawanka Lodge

The Akawanka Lodge is surrounded by wonderful scenery and offers morning activities such as walks on ecological trails, biking and horse riding. It is a peaceful place where people can get in touch with nature, especially with birds.

Location: 1 km from the town of San Agustín. 5 minutes by car.

Facilities: 12 standard rooms decorated with paintings by local artists. Private bath, hot water & TV.

Services: Restaurant, bar, domestic organic orchard, ecological trails, coffee bar, live shows, outdoors gym & Internet.

CARTAGENA

Don Pedro de Heredia

Colonial-style Hotel Don Pedro de Heredia offers a perfect combination of history, local warmth and romanticism.

Location: In the historical centre of Cartagena de Indias, 3.8 km from Rafael Nuñez International Airport.

Facilities: 19 air-conditioned bedrooms: 2 junior suites, 4 mini suites and 13 standard rooms. All rooms have cable T.V., telephone, safety deposit box, and a minibar.

Services: Swimming pool, solarium, Wi-Fi connection, elevator, and massage centre.

Hotel B3 Virrey

Thoroughly modern and unmistakably unique, Hotel B3 is considered one of the best hotels in Bogotá for business travelers and vacationers alike. Furnished with contemporary yet comfortable decor, you'll feel right at home when you stay in our eco-friendly, amenity-rich boutique hotel.

The beauty of Hotel B3 is that it features all the amenities today's modern traveller seeks – including free WiFi, a delicious buffet-style breakfast with fresh-cut Colombian fruit and personalised concierge service. Clean, modern and comfortable, Hotel B3 wraps productivity, community and rejuvenation into one spectacular package.

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Location: near to the El Virrey Park close to Parque de la 93 or Zona T, which are both excellent areas for shopping, dining and night life. B3 is 40 min away from El Dorado international airport and 30 min to the historic centre of La Candelaria.

Facilities: B3 has 128 comfortable rooms (16 cosy single rooms, 80 Bureau rooms for single/double accommodation and 24 Junior Suite for single/double or Twin accommodation). Each room is equipped with an electronic safe box, reading lights, phone, alarm clock with MP3 dock station, a jack pack to connect a laptop, and refreshing soaps and lotions designed exclusively for B3 hotels. All rooms are non-smoking.

Services: The hotel has a fitness centre, personalised concierge services and personal assistance, parking, Wi-Fi, currency exchange, laundry services and dry cleaning and bicycles. Bar & Restaurant service at “El Tres” offering light and fast food, snacks, drinks and cocktails. We are gay and pet friendly.

Hotel Cité

Hotel Cité has been managed by the Colombian company Hoteles Cosmos since 2009. This modern, exclusive, chic hotel is an oasis of peace and well-being. The staff is dedicated to ensuring that each guest’s needs are fully catered to.

Location: Hotel Cité is in the heart of northern Bogotá, next to El Virrey Park. It is within walking distance from la Zona Rosa and Zona T, as well as from the Parque de la 93; both areas are well known within the city for their designer boutiques, varied gastronomy, entertainment alternatives, night life options and shopping centres such as Centro Andino. It is approximately 40 min from El Dorado International Airport and La Candelaria colonial and historic district.

Facilities: Hotel Cité has 56 rooms: 46 Deluxe rooms (30 double/single with king size bed & 16 twin rooms with 2 standard matrimonial beds) and 10 Elegance rooms with a king size bed.

All are equipped with air conditioning, a safety deposit box, closet, phone, cable TV, mini bar, internet Wi-Fi access, private bathroom with hair dryer and L’Occitane amenities.

Services: Hotel Cité offers restaurant services at the “Bistro” Restaurant with a varied international menu “a la carte”. It also has a terrace with bar service, business centre, Wi-Fi internet access in all areas, gym services (walking distance from the hotel), 24 hours room service, laundry service, parking area, 3 salons for meetings and events, and free bikes for guests.

Hotel Dann Monasterio

The Hotel Dann Monasterio is part of the San Francisco complex, and is one of the most salient landmarks of the historical city of Popayán. The Franciscan monastery was built in 1570 and was turned into a hotel 350 years later. It is a true gem of Spanish architecture and attracts both national and foreign visitors. Its traditional restaurant specialising in local food and international gourmet dishes is undoubtedly a true indulgence for both local residents and visitors alike;

Location: In the colonial area of the town of Popayán.

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Facilities: The hotel has 47 bedrooms, 12 single rooms, 23 double rooms, 9 triple or quadruple rooms, 1 junior suite, 1 presidential room, and 1 room for a handicapped person; all rooms have internet, cable TV, room service.

Services: A restaurant with French and local cuisine, a conference room, spa and country club, swimming pool, gym, babysitter, medical service and private parking.

Casa del Agua Hotel Boutique

La Casa del Agua is a small boutique hotel in a restored republican-style house. We offer guests the perfect place to relax and feel as if they were at home with family and friends, but with the highest standard of service.

Location: La Casa Del Agua is located in the colonial area and historic centre of Santa Marta. Santa Marta bay and the Caribbean Sea are 3 blocks away from the hotel. Guests will find a range of different bars and restaurants around the Parque de los Novios which is a 2-block walk from the hotel. Tayrona National Park is approximately 1 hour from the main entrance and Simon Bolivar International Airport (SMR) is about 30 min from the hotel.

Facilities: The hotel has 3 floors and 5 guestrooms: 2 standard rooms, 2 superior rooms & 1 deluxe room. Each room is different and is decorated with reference to one of the elements.

All rooms have a queen size bed (except the deluxe room which has a king size bed), air conditioning, fan, safety deposit box, cable TV, internet access and private bathroom with hair dryer and amenities.

Services: Other services include Wi-Fi internet access in all social areas, hammocks, swimming pool, gym, laundry service, integrated living room, open kitchen for cooking lessons and terrace with a grill available for special events, dance or yoga lessons. Beautiful view of the city. No lift available.

La Casa del Farol

La Casa del Farol encapsulates two different moments of Colombian history. The house's colonial area dates from 1720 and was built by the Spaniard Don Pedro de Sales. The republican area emerged in the late 19th century; an eclectic style with French, Italian and Anglo-Saxon influences.

Location: La Casa del Farol is located in the colonial area and historic centre of Santa Marta. Santa Marta bay and the Caribbean Sea are 3 blocks away from the hotel. Guests will find a range of different bars and restaurants around the Parque de los Novios which is a 2-block walk from the hotel. Tayrona National Park is approximately 1 hour from the main entrance and Simon Bolivar International Airport (SMR) is about 30 min from the hotel.

Facilities: La Casa del Farol has 12 spacious single/double rooms: 4 republican rooms, 2 junior suites, 1 suite and 5 deluxe rooms.

Rooms in the colonial area pay tribute to different cities around the world through allusive decorative elements while rooms in the republican area pay tribute to those personalities that were very important to Colombia's independence. All rooms have a queen size bed (except the suite rooms which have a king size bed), air conditioning, safety deposit box, closet, phone, cable TV, mini bar,

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internet access in all areas and private bathroom with hair dryer and amenities. Also, all rooms (except the Republican ones) have a fan, DVD player and desk.

Services: Other services include internet access in all areas, 2 swimming pools, gym, jacuzzi, laundry services and terrace with a beautiful view of the cathedral. No lift available.

Anandá Hotel Boutique

The Anandá Hotel Boutique is a restored 16th century colonial house. Ananda is a Sanskrit word that means happiness, joy, and represents the highest state of bliss. According to Hinduism, to reach Ananda is to reach the highest state of being, releasing the mind from its consciousness of the body. Thus, the main objective of Ananda Hotel Boutique is to give its guests a unique experience, based on true happiness.

Location: The Anandá Hotel Boutique is located in the heart of the walled city of Cartagena de Indias, a 5 min walk from Simon Bolivar Square where guests will find the Gold Museum and Inquisition Museum among other attractions. Rafael Núñez International Airport is located a 10 min drive from the hotel.

Facilities: The 4 floor hotel has 23 rooms: 9 superior rooms with one queen size bed, 7 deluxe suite rooms with one king size bed, 3 deluxe suite twin rooms with two queen size beds, and 4 luxury suite rooms with one king size bed.

All rooms have windows, air conditioning, fan, safety deposit box, closet, phone, cable TV, DVD, mini bar, internet access and private bathroom with hair dryer, special collection amenities, towels, robe and slippers. Twin accommodation is only available in Deluxe Suite Twin rooms.

Services: Other services include business lounge, internet access in all areas, pool with jacuzzi, spa services, 24-hour room service, laundry service, bar and restaurant service at “Carmen” that offers international dishes, salon for meeting and events with a capacity for up to 50 people and three terraces. The hotel has a lift and ramps for disabled guests but no specially-adapted rooms.

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GENERAL CONDITIONS

1. The Itinerary might be modified according to airline schedules and weather and social conditions.
2. This is a formal quote but final confirmation of the price will be given before payment.

HIGHLIVES LTD – BOOKING TERMS AND CONDITIONS

HighLives Ltd. Booking Terms and Conditions

Your contract is made with HighLives Ltd, registered in England and Wales, number 7024516, registered office: 48 Fernthorpe Road, London, SW16 6DR. All flights including flights sold by HighLives are ATOL protected. The HighLives ATOL number is T380. HighLives is a member of the Travel Trust Association, membership number U8743.

All funds paid to HighLives Ltd are held in HighLives' Trust Account; all bookings made with HighLives Ltd are financially protected under the relevant supplier's customer protection bonds. In the unlikely event of our insolvency, the Travel Trust Association will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advanced booking. For further information visit the Travel Trust Association website at www.traveltrust.co.uk.

The following are HighLives' booking conditions:

1. Making a booking

When making a booking, you (the main traveller listed on the booking) guarantee that you have the authority to accept, and do accept for you and on behalf of your party, that you are subject to the following conditions and that you are aware of the conditions you will face when travelling to Latin America. Your contract with HighLives Ltd is also subject to the terms and conditions of carriage of any airline used.

2. Holiday bookings not including flights

For holidays booked with HighLives Ltd that do not include flights, in accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992", all UK passengers booking with HighLives Ltd are fully protected for the initial deposit and subsequently the balance of all money paid to us, arising from cancellation or curtailment of travel arrangements due to the insolvency of HighLives Ltd.

3. Booking

To book a tour send the completed booking form together with a non-refundable deposit. The balance of the fees for the tour is due sixty days prior to departure. No reminder will be sent, so if we have not received payment by the due date we will regard the booking as cancelled.

Cancellation charges:

60 days or more before departure	Deposit only
59 to 30 days before departure:	60% of tour fee
29 to 0 days before departure:	100% of tour fee

4. Extra charges before departure

We reserve the right to increase the price of a holiday up to 30 days before departure by a maximum of 10% of the total cost, to cover unforeseen additional fuel costs, taxes or exchange rate changes not covered in the initial quote.

5. Extra Charges and Taxes

Most of the activities will be included in the total cost; however some destinations require that each visitor pays additional costs such as entrance fees in person. HighLives Ltd. will inform you in your quote when this will happen. Some taxes, including UK Airport Departure Tax (APD) and certain 'transit' taxes, are paid in the UK and are included in the booking price. However, airport taxes for both domestic and international travel are charged at check-in by most South American airports. HighLives cannot accept any liability for tax collected incorrectly in Latin America. If you break your journey for a stopover in the USA or Europe you may be asked to pay local airport taxes. Where travel originates at the other end ('inbounds'),

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many South American countries charge a substantial exit tax (in addition to airport tax) and this cannot usually be collected when tickets are paid for.

6. Changes made by HighLives to your holiday

Some of our tours require a minimum number of people to go ahead. If we have to cancel your trip due to insufficient numbers a full refund will be given. If we cancel your tour we will advise you at least 30 days prior to the departure date.

Alternatively, in the event of HighLives Ltd having to alter, amend or cancel your holiday up to 30 days before your departure date, we will provide you with the following three alternatives : 1. Accept the alternative offered (at an additional cost if applicable). 2. Purchase another available holiday from us. 3. Cancel your holiday with a full refund of all the monies paid.

7. Unforeseen cancellations and delays

HighLives Ltd cannot be held responsible for; the consequences of any delays, expenses incurred or alterations caused by illness, weather, war, terrorism, political events, civil strife, strikes, natural disaster, technical difficulties or any event beyond our control. HighLives Ltd cannot be liable for any compensation if we are forced to cancel or in any way change your holiday as a result of situations beyond our control which neither we nor our suppliers could foresee or forestall even with all due care. For example technical or maintenance problems with transport, changes imposed by rescheduling or cancellation of flights by an airline, the alteration of the airline or aircraft type, war or threat of war or civil unrest, civil strife, industrial disputes, natural disaster, fire or bad weather, terrorist activity, industrial disputes, natural or nuclear disaster.

8. Changes to your tour made by you before departure

If you decide to change any part of a confirmed booking up to 60 days before departure, HighLives will try to assist but will charge for any additional holiday costs incurred, including cancellation charges that may be incurred for services cancelled. We reserve the right to add an administration charge of £35 per person. Any amendments must be made in writing by the main passenger on the booking. Alterations within the cancellations period listed in point 3 before departure we may choose to treat as a cancellation, and the penalties hereunder will apply.

9. Cancellations by you

Any client who wishes to cancel a booking must do so in writing and the fees listed in point 3 will be charged. Cancellations will take effect the day said written notification is received by us.

10. Independent arrangements

If you have already made some of your arrangements independently, such as flights, accommodation or transport reservations when you book tailor-made/ bespoke arrangements with us, please note we accept no liability for these independent arrangements or where your booked itinerary with HighLives Ltd is discontinuous. In these circumstances if, for example, you arrive late to join a trip or to make onward connections, we shall endeavour to rearrange hotels and transfers, but we accept liability only for the elements of the itinerary that we are contracted to provide but you might have to pay an additional fee due to delays and cancellations.

11. Health and Safety

Some of our tours involve travel in remote, mountainous regions, at high altitudes, where amenities and medical facilities are few and far between. Every effort is made to ensure your safety and well being, but bookings are accepted on the understanding that you appreciate the risks and hazards associated with this sort of travel. HighLives Ltd. will not accept responsibility for accidents, injury, lack of fitness, carelessness, illness, negligence or lack of punctuality attributable to the customer. If you have any disability or illness, you must inform us at the time of booking the holiday so advice can be given on the suitability of the trip. A letter from you GP will be requested by HighLives Ltd. should we think is necessary before finalising a booking.

12. Insurance

All customers must be fully insured for the duration of the tour. Customers are responsible for arranging their own insurance which must cover medical expenses, injury, death, rescue, helicopter rescue (if appropriate), repatriation, cancellation and curtailment. Customers must provide HighLives Ltd with evidence of their insurance. We recommend you take out insurance at the time of booking and double check the small print to ensure it covers all activities you are involved in and that you are covered in case of tour and flight cancellations due to bad weather, terrorist acts or any unforeseen circumstances beyond our control and responsibilities.

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13. International flights

With regard to international flights: HighLives Ltd can book flights for customers as we are an ATOL bonded agency. HighLives Ltd cannot however take responsibility for changes or alterations made by any airlines to any flights whether booked directly by you or through HighLives Ltd.

14. Personal items and baggage

Personal items and baggage remain at all times the responsibility of the customer. In addition responsibility must be accepted for any equipment loaned to you, and you must agree to pay for any loss or damage caused to this equipment while in your care.

15. Visas

At this moment, British and EU citizens do not require a visa to visit Peru, Bolivia, Chile or Argentina. Customers of any other nationality should inform us at the time of booking so we can advise on the current situation. A full British passport, valid for at least one year beyond the return date, is required by British citizens travelling on our tours. You are responsible for arranging your passport, and any necessary visas and vaccination certificates. Please check with the relevant embassy for the latest requirements with regard to visas and vaccinations.

16. Guide decisions

Due to the adventurous nature of the tours, all customers must at all times agree to comply with the decisions taken by the guide.

17. Complaints

Should you have a complaint about the tour, contact us immediately on our emergency number, HighLives Ltd will try to make sure the complaint is dealt with at destination. If you are unable to contact us, your complaint must be made by letter and received by HighLives Ltd within 14 days of the end of the tour.

18. Jurisdiction

In the unlikely event of any sort of dispute arising, the Laws of England shall apply. If the dispute cannot be resolved directly between us within 6 weeks of written intimation of the dispute, both HighLives Ltd. and the customer shall attempt to settle the dispute by mediation. A mediator will be selected with the assistance of the Law Society of England. If the mediation is unsuccessful, the English courts shall have jurisdiction.