



Northern Experience Wildlife Tours

Holidays and Short Breaks



Spectacular wildlife including
Black Grouse, Peregrine, Goshawk, Osprey, Roseate Tern, Grey Seal, Otter,
Red Squirrel, Wild Goat, Roe Deer, Minke Whale and White-beaked Dolphin

Once upon a time... there was a homesick Englishman living in Arizona, longing to return to Northumberland and its spectacular wildlife. With a passion for natural history and experience of leading many successful field trips, he dreamed of guiding visitors to North East England so that they could see the stunning landscapes and wildlife for themselves.

The idea was never far from his mind when he came home and spent six years teaching chemistry in rural Northumberland. His passion only deepened when he led a successful school trip to the Isle of Mull in search of whales and eagles.

Finally, he left teaching to pursue his dream of providing unforgettable wildlife experiences for visitors to Northumberland, North Pennines and the Borders.

...Northern Experience Wildlife Tours was born.

Since Northern Experience Wildlife Tours was founded in 2007, Martin's easy going style has seen him become a firm favourite with clients on our ever popular range of **day trips, offshore excursions, short breaks and holidays**. Tailoring trips to suit each group, his trips are relaxing yet well informed.

Northern Experience Holidays offer you the chance to relax and enjoy great birdwatching and wildlife in the tranquil and diverse, heritage-filled landscapes of the region with the benefit of experienced wildlife guides.

We have created our itineraries to enable you to get the best out of your visit and we take you to the very best sites for watching the area's most charismatic and often elusive wildlife. Nature is often unpredictable and that makes every holiday unique, with unexpected sightings and memorable experiences.

All Northern Experience Holidays are led by Martin Kitching, experienced naturalist, photographer and guide. Martin has spent many years studying the flora and fauna of this wonderful region, a dramatic mosaic of stunning landscapes, big skies and beautiful coastlines. With a National Park, two Areas of Outstanding Natural Beauty and a wealth of species that choose to make it their home, North East England should be on the "go to" list of anybody with an interest in the natural world.



Welcome to Northern Experience Wildlife Tours holidays and short breaks guide. We offer a wide range of scheduled holidays & short breaks in North East England, showcasing the wonderful birdwatching, wildlife and landscapes of the region at the best times of year, as well as tailored itineraries suited to everyone from couples to larger groups.

Our holidays are conducted at a leisurely pace to ensure that you get the best wildlife experience possible. Be prepared to do some walking on our trips but no more than five miles a day (often less). All-weather clothing and sturdy footwear are advised.

Wildlife watching is weather dependent and occasionally our itineraries may need to change due to extreme weather conditions or reasons outside of our control. The spirit of the trip will be maintained, however, and an acceptable alternative itinerary offered. Please see terms and conditions for further details.

Northern Experience Wildlife Tours even allow you to leave the car at home if you wish. We will let you know how to reach us by Public Transport and a free pick-up will be available from designated locations. All transport during the trip will be provided by us.

All of our accommodation is arranged in suitably located, quality assured accommodation with en suite facilities wherever possible. Bed, breakfast and an evening meal will usually be provided together with either a packed lunch, or lunch in a café or pub on the trip. There is often a charge for single occupancy but please let us know if you would consider room share.

Booking a holiday could not be easier. Just call us to check availability and register your interest in a trip, then fill in the booking form (see insert) send it to us with your deposit. We will send you a detailed itinerary and all other information regarding your holiday with your booking confirmation. We are fully licensed and insured and we comply with all the package tour regulations, with a trust account to ensure that all your payments are fully protected at all times.



We welcome photographers on our trips and have a number of schedule and tailored tours especially for you - look out for the camera symbol.

Photography is not the main purpose of all our wildlife tours so we ask that this is done sensitively, so as not to disturb the wildlife, damage the natural environment or detract from non-photographers' experience.

Tailored Group Holidays & Short Breaks

Northern Experience Wildlife Tours offer exclusive, guided birdwatching, photography and wildlife experiences in Northumberland, North Pennines and the Scottish Borders.

As Northumberland's only fully licensed and insured wildlife and birdwatching guides we're committed to your safety and comfort as well as to getting you close to our stunning wildlife. With spectacular wildlife including **Black Grouse, Peregrine, Goshawk, Osprey, Roseate Tern, Grey Seal, Otter, Red Squirrel, Wild Goat, Roe Deer, Minke Whale and White-beaked Dolphin** there is something for everyone. Whether you are young or old, new to birdwatching and wildlife tours or already experienced, we will improve your chances of finding these beautiful creatures.

Northern Experience Wildlife Tours offer a rich calendar of half day, full day and evening guided tours throughout the year, both on land and on sea. Please visit the Calendar pages on our website for up to date availability.

We also arrange tailored short breaks and holidays for small groups, up to 18 people. We are fully licensed and insured as a tour operator so if you are organising a break, whether it's for yourself, your family, a group of friends or an organised group then we would be delighted to help. We can create bespoke itineraries and can arrange all accommodation, mini bus and coach travel and any visitor attractions tickets or reservations you would like to include, as well as offering the services of an expert guide. Please contact us to discuss your requirements.

We also offer...

- a range of evening slideshows and talks on North East wildlife and landscapes
- half day or full day guided tours with Martin as part of a groups' wider itinerary
- Pelagic trips - join one of Northern Experience's extremely popular whale and dolphin watching voyages or visit the awe inspiring bird colonies on The Farnes & Coquet Island
- photography tours and tuition for groups of all ages and stages

We are fully licensed and insured and we meet all the package tour regulations, with a trust account to ensure that all your payments are fully protected at all times.

March Magic ~ Reiver Country & North Pennines

Designated as an Area of Outstanding Natural Beauty in 1988, our tours in the North Pennines take in the soundscape of Allen Banks as well as the spectacular moorland of Allendale, Teesdale and Weardale. Falling within the Northumberland National Park, Kielder and the Border Forest is a stunning venue to look for raptors and red squirrels.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We head into the Border Forests to look for magnificent raptors, including the elusive and majestic Goshawk, in the throes of their spring displays. We shall also look out for Red Squirrel, Roe Deer and flocks of finches and tits as they roam the forest. On returning to your accommodation there will be time to relax before dinner, followed by a slideshow.

Day Two

We make for the North Pennines looking again for raptors, the rapidly declining Black Grouse, Red Grouse and the birds of river, woodland and moorland. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Hexham railway station.



Valley Visions ~ Cheviots: Harthope & College Valleys

Based in central Northumberland, this holiday highlights the wildlife of the breathtaking Cheviot Valleys in this once lawless border region. The secluded valleys of the Cheviots hold many secrets and stunning scenery where both the wildlife and the beautiful valleys will take your breath away.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We travel into the remote Harthope Valley where you may find that the stunning landscape distracts you from the wildlife! Ring Ouzel, Red Grouse, Short-eared Owl and Hen Harrier are among the possibilities in the shadow of The Cheviot. On returning to your accommodation there will be time to relax before dinner, followed by a slideshow.

Day Two

We explore the spectacular College Valley for sightings of the majestic Peregrine Falcon, Raven, Red Grouse, Dipper, Ring Ouzel, Wild Goat, Slow Worm, Adder and Roe Deer - just some of the species that can be found in these secluded valleys. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Morpeth railway station.



Black Grouse Bonanza ~ Border Forest, North Pennines & Upper Teesdale

Designated as an Area of Outstanding Natural Beauty in 1988, our tour in the North Pennines takes in the spectacular moorland of upper Teesdale. Kielder and the Border Forest is a stunning venue to look for raptors and Red Squirrels.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We have an early start this morning looking for Black Grouse at a traditional lekking site. You will return for breakfast before heading out to explore the Border Forest, looking for displaying raptors, Siskin, Crossbills, Red Squirrels and Roe Deer. On returning to your accommodation there will be time to relax before dinner, followed by a slideshow.

Day Two

We travel into the North Pennines looking for Black Grouse, Red Grouse, displaying raptors, waders and other birds of the open moorland as well as offering the opportunity to appreciate the remarkable flora of Upper Teesdale, including Spring Gentian, Spring Sandwort and Bird's-eye Primrose. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Hexham railway station.



Seabird Spectacular ~ Northumberland Coast & The Farne Islands

The Northumberland coast has some spectacular seabird colonies on its offshore islands and this tour showcases the amazing spectacle and photographic opportunities that it offers. This really is the photographic holiday for everyone; whether you're armed with a dSLR and telephoto lens or a more modest bridge or compact camera, the photo opportunities, advice and tuition available will let you capture images that will leave your friends and family amazed!

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We travel south to Druridge Bay and take a cruise around Coquet Island, home to Puffins, terns and Britain's rarest breeding seabird, the elegant and beautiful Roseate Tern. We shall then explore the "string of pearls" that is Druridge Bay. On returning to your accommodation there will be time to relax before dinner, followed by a slide show, 'A Summer of Pelagic Seabirding'.

Day Two

We join a short cruise to the Farne Islands, where the magnificent seabird colonies can be viewed from the sea and on land, as the trip includes landings on Staple Island and Inner Farne, where close views of Puffin, Razorbill, Guillemot, Kittiwake, Shag and Arctic, Sandwich and Common Tern can be enjoyed together with Grey Seals. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife or photography questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Morpeth railway station.



Whales, Waders and Wildfowl ~ Holy Island (Lindisfarne) & The Farnes

The Lindisfarne National Nature Reserve, encompasses both Holy Island as well as many miles of unspoilt coastline. We circumnavigate The Farnes, home to Grey Seals and look out for cetaceans, with many opportunities to photograph these magnificent creatures.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We travel to Holy Island and the North Northumberland coast, searching for migrant passerines, waders, wildfowl and the raptors that hunt them. On returning to your accommodation there will be time to relax before dinner, followed by 'A Summer of Pelagic Seabirding' with a mixture of still images, video clips and anecdotes that detail the development of offshore wildlife trips in the North Sea.

Day Two

Is mainly devoted to a 4 hour whale and dolphin cruise from Seahouses. We join Northern Experience Pelagics' Whale and Dolphin Cruise, open to general booking, searching for Minke Whale and White-beaked Dolphin. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife or photography questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Morpeth railway station.



Autumn Colours ~ North Pennines & Upper Teesdale

Designated as an Area of Outstanding Natural Beauty in 1988, our tours in the North Pennines take in the spectacular moorland of Allendale, Teesdale and Weardale.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We explore the North Pennines around Allendale, where the deep wooded valleys are resplendent in autumn colours, ideal for spectacular landscapes or abstract macro photography. Birds of woodland, river and moorland, including Red and Black Grouse, should also offer photographic opportunities. On returning to your accommodation there will be time to relax before dinner, followed by a slideshow presentation.

Day Two

We journey into Upper Teesdale, visiting the best locations to photograph Cow Green Reservoir and Moor House National Nature Reserve, the spectacular High Force and the wild moorlands of this tranquil region of the North Pennines. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife or photography questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Hexham railway station.



Winter Wonderland - North Pennines & The Solway Firth

Our journey through the North Pennines takes in the spectacular moorland of Allendale, Teesdale and Weardale. The vast and beautiful Solway Firth marks the western end of Hadrians Wall and its broad tidal mud flats are a winter haven for geese, wading birds and raptors.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We tour the North Pennines and enjoy its spectacular landscapes, in search of Red Grouse, Black Grouse and the other wildlife that spends the winter in this remote moorland area. On returning to your accommodation there will be time to relax before dinner, followed by a slide show presentation.

Day Two

We journey west through Hadrians Wall country, to the Solway Firth to see the large flocks of waders and geese that spend the winter on this very special stretch of coastline. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Hexham railway station.



Winter Wonderland - Northumberland Coast & Holy Island (Lindisfarne)

Seen as the jewel in the crown of Northumberland, the Lindisfarne National Nature Reserve, encompasses both Holy Island and many miles of unspoilt coastline. This is an excellent destination both during migration periods and particularly in the winter when vast flocks of wildfowl, including almost the entire Svalbard breeding population of Pale-bellied Brent Geese, create a stunning mosaic on the coastal mudflats.

This three-night break includes two days with a professional wildlife guide and photographer from Northern Experience Wildlife Tours. Upon arrival, join Martin, your guide, for a welcome drink and dinner and a chance to get to know each other.

Day One

We visit the stunning post-industrial landscape of Druridge Bay and the southeast Northumberland coast, in search of wintering waders, wildfowl and other species that have arrived for the winter. On returning to your accommodation there will be time to relax before dinner, followed by a slide show presentation.

Day Two

We journey north to the Lindisfarne NNR to observe the large flocks of waders and geese including almost the entire Svalbard-breeding population of Pale-bellied Brent Geese. On returning to your accommodation there will be time to relax before dinner, followed by an informal question and answer session, where you can test your group leader on any wildlife questions that you may have. This tour concludes after breakfast on the final morning.

* Free pick-up and drop off service available from Morpeth railway station.

Terms and Conditions

Northern Experience Holidays are provided by Northern Experience Wildlife Tours Limited ("the Company", "we", "our" or "us") and are sold subject to the following conditions:

Making a Booking

1. Prior to booking please read the brochure description, your Tour Dossier and these booking conditions. If you have any questions please contact us for clarification. Please print these conditions and keep a copy for your records.
2. To make a booking you must be over 18 and send us, whether by post or by completing and transmitting a booking form to us electronically, a completed booking form and non-refundable deposit for each person. We will treat each booking form submitted as an offer by you to purchase the holiday package in accordance with these terms and conditions. We will acknowledge receipt of your booking by e-mail. If you notice any errors regarding your booking on this e-mail, please contact us at enquiries@newt ltd.co.uk to correct these. A contract will only be in place between us and all persons named on the booking form once your deposit has cleared to us and we have issued a confirmation of this. The date on the confirmation will be the date the contract is made.
3. We will invoice you for the remainder of the cost of your holiday, which you must pay no later than 56 days before departure. If you book less than 56 days before departure full payment must be made on booking. If the balance is not paid in time we reserve the right to cancel your holiday and apply the cancellation charges outlined below.
4. We reserve the right to decline to accept a booking at our own discretion.

Cancellation by you

5. If you wish to cancel your holiday, this must be done in writing (including by email to enquiries@newt ltd.co.uk) provided that in all instances receipt can be acknowledged by the person who is the first person named on the confirmation issued to you. You will be liable for the following cancellation charges:
 - 5.1. 56 days or more before the departure date you will forfeit your deposit;
 - 5.2. more than 28 days and less than 56 days a 50% refund of the holiday price will be made;
 - 5.3. less than 28 days before the departure date no refund will be given; or
 - 5.4. if the Company requires a lesser sum than set out in 4.1, 4.2 and 4.3 above to cover its reasonable costs

and losses caused by the cancellation, it may at its discretion charge you that lesser sum.

6. The Company shall take all reasonable steps to keep its costs and losses to a minimum.
7. We may cancel your holiday including in the following circumstances:
 - 7.1. where circumstances beyond our reasonable control arise, for example, war, civil or political unrest, terrorism, poor weather conditions or technical problems arise with transport; and/or
 - 7.2. the minimum number needed to operate one of our holidays has not been met. We will advise you of this no later than 14 days prior to departure.
 - 7.3. if we cease trading. In this case any monies paid by you are protected by being held on trust by Grimes Accountancy Services, The Gate Hotel, Scotland Gate, Northumberland, NE62 5SS in a Trust account where monies paid by you will remain until completion of your holiday.
8. If we cancel in any of the circumstances described at paragraph 7 above, we will, if possible, offer an alternative holiday. If the replacement holiday is of a lower value we will refund the difference in price to you. If this is not acceptable to you we will refund all payments made to us in respect of your holiday.
9. Please refer to conditions 11 and 12 below relating to insurance. You should utilise your insurance cover for any loss you suffer before requesting or accepting a refund from us.

Transfers

10. If any person is prevented from traveling, we will agree to that person's booking being transferred to another person who satisfies all the conditions applicable to the holiday, subject to both persons accepting joint and several liability for full payment of the holiday price and our charge for confirming the transfer and any additional costs arising from the transfer. We must be given reasonable notice of the transfer request, which is considered to be at least 14 days prior to the departure date.

Insurance

11. To take part in our holidays you must have adequate insurance cover for baggage, equipment, medical expenses and the cost of repatriation should you become too ill to continue with your holiday.

12. There is insurance designed for the type of holidays we offer and we recommend you purchase insurance with this type of cover. Any claims concerning matters for which you are insured must be directed to your insurers.

Prices

13. Prices quoted in our brochure, on the website or anywhere else in our literature are a guide only and may go up or go down at any time up to the point a contract is made between us. All prices include VAT at the appropriate rate. After the contract is made between us we have the right to increase the price of the holiday where the cost to us of providing you with the holiday package increases:
 - 13.1. due to any change in VAT or any other duties, surcharges or fees levied on your holiday package;
 - 13.2. as a result of a rise in transportation and fuel costs
14. We will not make any such increase to the basic cost of your holiday within 30 days of your holiday start date. We will also absorb all such increases where they amount to less than 2% of the total cost of your holiday. These provisions exclude insurance and cancellation charges. If we have to increase our prices you will be entitled to cancel your booking with us and receive a full refund. The amount of the increase will be limited to 20% of the total cost of your holiday.

Your Holiday

15. Your booking is accepted on the understanding that you accept:
 - 15.1. the risks and hazards of such a holiday, including the dangers inherent in outdoor activities of any kind, and any risks that result from (amongst other things) adverse weather conditions
 - 15.2. the potential for (amongst other things) delays, alterations, loss or damage to property, inconvenience and discomfort.
16. You should satisfy yourself before booking that you have researched your destination, made an informed decision to travel, and taken all necessary precautions.
17. There is a natural need to be flexible in a holiday of this kind. The day to day agenda and ultimate aim of the holiday is taken as an objective, not as a contractual obligation. It is a fundamental condition of booking that you accept this flexibility, and acknowledge that delays and alterations and their subsequent results, such as inconvenience, discomfort, or disappointment, are possible.
18. If after departure we are unable to provide a

significant proportion of the services we had agreed to aim to provide as part of our contract with you, we will act reasonably to make suitable alternative arrangements. If the alternatives result in a holiday of lesser value than that booked then we shall refund to you the difference in price. If suitable alternative arrangements cannot be made then we agree to return you to the departure point and to compensate you, such compensation being limited to the value of the holiday,

19. On any of our holidays it is necessary that you abide by the authority of the leader, who represents the Company, and whose decision is final. Completing our booking form signifies your agreement to this, and if you commit any illegal act when on the holiday or if in the reasonable opinion of the leader your behaviour is causing or likely to cause danger, distress or annoyance to others we may terminate your travel arrangements without any liability on our part.
20. We cannot guarantee the composition of the group in terms of age, nationality, gender, singles and couples.
21. Please note that flights and other products you purchase separately do not form part of your holiday package with us.
22. Travel arrangements to meet or on leaving any tour are your responsibility. Any guidance we may provide is simply that and must be checked by you.
23. Our responsibility does not commence until the appointed time at the designated meeting point. If you fail to arrive there at the appointed time for whatever reason, we will not be responsible for any additional expenses incurred by you to meet up with the group.
24. Any information given by the Company in regard to climate, clothing, special equipment, topography etc is done so in good faith and must be rechecked by you prior to relying on it.
25. No refund or compensation will be made or given for any unused hotel accommodation, services or features of the holiday where unused at your discretion or as a result of your action/inaction.
26. We cannot guarantee that any particular species will be seen on any of our trips.
27. No pets can be brought on any of our holidays.

Medical and special requirements

28. It is your responsibility to ensure that you are sufficiently fit and healthy to complete your chosen holiday. We reserve the right to require you to produce a doctor's certificate of fitness to participate in your chosen holiday. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the holiday, you must advise us before booking. If you do not do so, we may cancel your holiday at any time.
29. We welcome people with restricted mobility,

medical or particular care requirements or a disability, and aim to ensure that our services are as accessible as reasonably possible to all. However, in order that we may consider the possibility of making reasonable adjustments, it is important that we are fully informed of any needs, requirements and conditions before any booking is concluded. Please telephone us and we will be happy to discuss availability, suitability and potential reasonable adjustments with you, including any requirement for you or a member of your party to be accompanied by someone who is able to provide for any particular needs you or they may have, over and above any reasonable adjustments we are able to make.

30. If you have special requirements a risk assessment might be required prior to confirming a booking or allowing participation in certain activities. Please note that we rely on the information you provide to help us anticipate and satisfy your needs. We therefore require you to give us a full and frank description of your needs. You must update us with any change in your circumstances prior to and during your stay. Our guides can only provide general first aid. As such it may be necessary for you or a member of your party to be able to administer or attend to your/their own medical needs or have someone accompany you/them who can do so.
31. You should inform us immediately if, within 4 weeks prior to your arrival date or during your break, any member of your party has, or develops, an infectious or contagious medical condition. If so, we have the right to:
 - 31.1. refuse to accept your booking;
 - 31.2. cancel your holiday; or
 - 31.3. ask any member of your party to leave immediately, should we, at our reasonable discretion, consider it necessary to protect the health of others.

Behaviour

32. Your behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. We do not consider offensive or aggressive behaviour or language towards our staff to be acceptable. We may ask you and/or any member of your party to leave immediately if your conduct is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of your neighbours, other members of your group, staff and the general public, or is likely, in our belief, to breach any terms of our agreement with you. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

33. Smoking is not permitted in any vehicle that we use, when in close proximity to other members of the group, or anywhere that there may be a fire risk.

Our liability to you

34. Nothing in these terms seeks to limit or exclude our liability if something we do or fail to do causes death or personal injury through our negligence or if we cause damage to your property and that cause is our fault. We are also not seeking to exclude or limit our responsibility for loss caused by the services not matching our description of them or our negligent performance of the services.
35. Other than this liability which we have accepted, we will not be liable for any losses that you suffer as a result of any breach of our agreement except those losses which are reasonably foreseeable to both of us at the time we enter into the contract with you.
36. We shall not be held liable for any damages caused by the total, or partial failure to provide your holiday if such failure is:
 - 36.1. attributable to you; or
 - 36.2. unforeseeable or unavoidable and attributable to a third party unconnected with us or any of our sub-contractors; or
 - 36.3. as a result of unusual and unforeseeable circumstances beyond our control including but not limited to strikes, war, civil or political unrest or government action; or
37. In addition, since the services are provided to you as a consumer, we cannot accept responsibility for any losses related to any business of yours such as lost data, lost profits, loss of business, loss of contracts, loss of goodwill or other business loss that you may incur as a result of any breach of our agreement.
38. We will also not be liable for direct damage or loss of any nature caused, or contributed to, by any defect in or failure (whether partial or complete) of any travel services not provided by us, and which we could not reasonably be expected to be responsible for.
39. Except for those areas for which we do not seek to exclude liability, our total liability to you is limited to twice the basic tour price per person shown on the invoice.

Complaints

40. Any complaints regarding the holiday should be made promptly to the tour leader and/or local representative who will normally take the appropriate action. If at the end of the tour, you feel that your complaint was not dealt with properly and were not satisfied with the response, you must notify us of your complaint in writing within 28 days of the actual completion date of the tour. We will try to agree

a settlement with you.

Information

41. Please note that all information given about our holidays, whether in our brochure, on our website or otherwise, is intended merely to present a general idea of the holiday. Information is correct to the best of our knowledge. You will be provided with an itinerary for your holiday giving details such as, the type of accommodation used, what is included in the price. Changes in all of these items may be made at any time and we will notify you of any changes that we become aware of as soon as we are reasonably able to do so. For most holidays we publish detailed Tour Dossiers which contain up-to-date definitive information about the holiday, and which will be sent on request or can be downloaded from our website. You should ensure that you are fully aware of the contents of the Tour Dossier before booking. In all cases the tour dossier should be considered as more up to date than the brochure. The information and conditions relating to your holiday (and extension/options where applicable) contained in the Tour Dossier will be deemed to be part of the contract, and you should therefore read them carefully.

Safety and Security

42. Your personal belongings are your own responsibility during your holiday with us.
43. Activities which take place out of doors are provided subject to appropriate weather conditions prevailing at the time the activity is to take place.
44. You must ensure that any activity or facility selected by you or any members of your party is suitable for those who are taking part.
45. You are required to follow any safety advice provided to you.

Points to consider before booking

46. You may not bring with you or use any shotgun, knife, firearm, air weapon, archery equipment, fireworks (including sparklers), illegal substances or similar item under any circumstances.
47. Should you wish to use one of our holidays as a gift, prize, part of a reward programme or other promotion you must contact us before making the booking. We will detail any special requirements that apply. By booking you will be deemed to have accepted our special requirements as notified to you.
48. You may not advertise, use, give or resell your holiday or any discount offer associated with it or offer to do so (for profit or otherwise) or use it in connection with a competition, promotion, business and charitable or any other similar venture without our express advance written permission.

Equipment and Accommodation

49. Each accommodation provider may have its own terms and conditions on which they accept guests, and you agree to abide by these.
50. You are expected to use the equipment and facilities provided to you with care and to keep them in a clean and tidy condition. We reserve the right to charge you for any extra cleaning, missing items or damage.
51. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, or carry out essential inspection, maintenance work, housekeeping or repairs. Please note that your occupation is not therefore exclusive.
52. As we continually strive to improve our facilities and holidays you acknowledge and accept that you may find that:
- 52.1. new facilities are available;
 - 52.2. listed facilities are temporarily closed for maintenance and/or improvement;
 - 52.3. some facilities have been altered;
 - 52.4. maintenance work or housekeeping tasks are undertaken; and
 - 52.5. different equipment is provided to that described in our brochures or other communications.
53. If bringing your own equipment on one of our holidays, please ensure that it is adequately maintained and insured. We will take all reasonable care when transporting equipment, however we are not responsible for any damage caused to equipment by a third party unconnected with the provision of the services contracted for, whether such damage is caused during the holiday or whilst the equipment is in transit.

Compensation payable by you

54. By booking you agree that we have the right either during or after your holiday to recover from you, either via the credit/charge or debit card used to pay for the holiday or otherwise, the costs of:
- 54.1. any compensation we may pay to others, including others on the tour, resulting from your acts or omissions; and/or
 - 54.2. any property or accommodation damage; and/or
 - 54.3. any other charges, fees or levies we may incur resulting from your action or inaction and from any breach of these conditions.

General

55. These booking conditions may only be waived by one of our directors in writing.
56. These booking conditions are governed by English law and both you and we agree to submit to the non-exclusive jurisdiction of the English courts.

57. By booking, unless you tell us otherwise, you consent to our use of any likeness or image of you secured or taken on any of our holidays without charge in all media (whether now existing or in the future) for bona fide promotional materials of any kind, such as brochures, videos and the internet.
58. We may transfer and / or assign its rights and / or its obligations under these booking conditions. This will not affect your rights under this contract. You may not transfer any of your rights or obligations under these booking conditions without our prior written consent, which we may not unreasonably withhold.
59. You are responsible for the supervision of all members of your party under the age of 18.
60. If either you or we breach this contract and the party not in breach ignores this, the party not in breach will still be entitled to use its rights and remedies at a later date.
61. If any part of these terms and conditions is unenforceable (including any provision in which our liability to you is excluded) the enforceability of any other part of these terms and conditions will not be affected.
62. A person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract, but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

Company Details

Northern Experience Wildlife Tours Limited
18 Frances Ville, Scotland Gate, Choppington,
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