

# Essential INFORMATION

## THIS ESSENTIAL INFORMATION IS TO HELP YOU PREPARE AND TAKE ANY NECESSARY ACTIONS PRIOR TO YOUR FORTHCOMING HOLIDAY.

Information contained in this section of the brochure together with other relevant information and the Booking Conditions form your contract with us.

### BOOKING IS EASY

You can request a brochure, check availability and book online 24 hours a day / 7 days a week at [www.justyou.co.uk](http://www.justyou.co.uk). Booking one of our holidays is easy on line.

If you prefer to speak to someone to make your booking you can call us on 01858 415 258. Sales lines are open Monday to Friday 9am to 7pm, Saturday 9am to 5pm and Sunday 10am to 4pm. Calls may be recorded to ensure a high level of customer service.

When you are ready to book please have the following information to hand:

- ✓ Holiday reference as shown on the holiday page
- ✓ Preferred departure date
- ✓ Full names of all those travelling as stated on their passport
- ✓ How many rooms and type
- ✓ Holiday insurance requirements
- ✓ Credit or debit card details for deposit payment

You will be given a booking reference. Please quote this whenever you contact us.

If you book by telephone you will also be asked for your email address so that we can send you all the relevant documentation for your booking more efficiently. This will include your confirmation invoice, holiday

information and final travel documents.

You can choose how you receive your final travel documents – by post or by email. Simply tell your Holiday Advisor at time of booking. If you would like to change how to receive your documents at any time please call our Holiday Advisors on 01858 415 258.

### DEPOSIT & PAYMENT

Each booking must be accompanied by the appropriate deposit payment.

In most cases we will charge the following deposit (per person) but the actual amount will be made clear at the point of booking:

UK City Break/UK Christmas Market Break - £75

European holidays - £200

Worldwide holidays - £250 or 10% whichever is the greater

Ocean Cruises - £250 or 10% whichever is the greater

On some holidays we may charge a slightly higher deposit, to cover any costs we have to pay immediately to secure your booking with our suppliers. This will be made clear at the time of booking.

You can use your debit or credit card to confirm your booking instantly.

All major credit cards are accepted and there is no charge for paying by debit card, credit card, by cheque or bank transfer.

## OUR GUARANTEES TO YOU

### GUARANTEED DEPARTURES & CANCELLATION OF A TOUR BY US

Certain Tours we offer are "Guaranteed Departures." A departure date for a Tour offered by us will become a "Guaranteed Departure" when at least one booking secured by a valid deposit has been made on that departure. Please note that not all of our departures will be Guaranteed Departures. Our brochures and website display Guaranteed Departure dates with a . A departure will not be considered a "Guaranteed Departure" unless specifically noted as such in our brochures or on our website. Other dates may be visible to book which are non-guaranteed; these dates may become Guaranteed Departures as the season continues.

We guarantee that all scheduled Tour departures booked and secured with a valid deposit will depart as indicated on the applicable confirmation, subject to reasonable itinerary changes as described in these Terms or good faith, health and safety concerns. This guarantee is not applicable in the case of Force Majeure. Up-to-date Tour and itinerary information is available on our website or by contacting us. Brochures and other printed materials displaying Tour information and departure dates are subject to change and may not be relied upon for purposes of this guarantee.

If a Tour is cancelled by us before the date of departure for reasons other than Force Majeure and the cancellation is not caused by your fault or negligence, you will have the choice of accepting from us:

- a substitute Tour of equivalent or superior value; or
- a substitute Tour of lesser value if no Tour of equivalent or superior value is reasonably available and to recover from us the difference in price between the price of the Tour originally purchased and the substitute Tour; or
- a full refund of all monies paid for the cancelled Tour.

We are not responsible for any incidental expenses or consequential losses that you incur as a result of the cancelled booking including visas, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment. We reserve the right to issue a full refund in lieu of the choices above, in our sole discretion. Where a significant element of a Tour as described cannot be provided after departure, we will make suitable alternative arrangements where possible. If it is not possible to provide a suitable alternative or if you reasonably reject any suitable alternatives, we may provide you with a refund for unused products or services as determined in our discretion.

### PRICE PROMISE

Limited places are available on each date at the lowest price. However, if you see your Tour departure date advertised for less than you paid we will refund the difference. Occasionally we promote selected special offer holidays within 12 weeks of departure which are excluded from the price promise guarantee. We guarantee that absolutely no surcharge will be added to the basic price of your holiday once your booking has been confirmed irrespective of any subsequent fluctuation in currency exchange rates or, increases in international air fares or increases in other costs associated with the holiday. In return for this guarantee and its risk to us we shall not be able to make any refunds in the event of favourable exchange rate variations or other decreases in costs which may result in a reduction in the selling price. This price guarantee does not apply to any optional services including, but not limited to, insurance premiums, visa charges, excursion charges and amendment fees. For bookings made within the balance due date and prior to confirming your holiday we reserve the right to notify you of any increases to your holiday price as a result of any additional costs we may be charged.

Prices shown in our brochures and on the website are believed correct at the time of publication. We reserve the right to change prices from time to time. Accordingly, it is possible that when you book your holiday the actual price may have gone up or down. If the price of your holiday has changed the correct price will be confirmed at the time of booking. We reserve the right to correct errors at any time.

Whilst every effort is made to ensure the accuracy of the brochure/website and prices at the time of printing regrettably errors do occur. You must therefore ensure you check the details of your chosen holiday with us at the time of booking.

Verbal and website price quotations will be regarded as provisional until confirmed in writing on your Confirmation invoice. In the unlikely event of an administrative error resulting in incorrect prices being displayed on the website, we reserve the right to correct the price. In such cases we will offer you the opportunity to either pay the correct price or we will make a full refund of any money you may have paid.

### PRICE MATCH

If you find an identical package holiday offered by one of our competitors (excluding any online special offers or arrangements made by yourself rather than through a tour operator) at a lower price within 7 days of booking with us our 'price match' will apply. Price match is also available on Make Your Own Way (MYOW) bookings by comparison to an equivalent tour-only competitor product. By identical, we mean another holiday which:

- Departs on the same day from the same port/airport using the same flight with the same carrier (if Flight-Inclusive).
- Visits the same destination(s).
- Has the same duration (i.e. number of nights).
- Offers the same number of included excursions.
- Features accommodation of the same category and board basis and, where applicable, the services of a Tour Manager/Local guide.

If this happens we will refund the difference between the cost of the Flight-Inclusive package/MYOW holiday that you have booked with us and the price of the identical holiday offered by our competitor. Plus we will give you an extra £100 per person towards a future booking. Refunds will be in the form of a credit towards future travel. Applicable to new bookings only.

### LOYALTY BENEFITS

If you qualify for a loyalty discount, the amount will depend on spend and tour type. The new booking must be made within 6 months of your return date and must depart within 12 months of the return date of your original holiday.

### PROTECTED DEPOSIT

On Just You holidays featured in this brochure, you may have the option of protecting your deposit payment.

**Protected Deposits:** If you cancel your booking of a Qualifying Holiday (as defined below) greater than 84 days prior to departure, and that cancellation is not a result of non-payment or any other breach of these Terms, the deposit amount will be held with us as a "Protected Deposit", subject to these Terms. Protected Deposits must be used within 2 years of cancellation date and may be applied towards payment of a deposit on another Qualifying Holiday. The Protected Deposit is not transferable and may only be used by you. Not all Just You holidays are included in the Protected Deposit offer. "Qualifying Holidays" means all Just You holidays with the exception of Global Explorer, Antarctic cruises and Festive holidays and any other holidays as specified by Just You.

For the avoidance of doubt, only the deposit amount will form part of the Protected Deposit. The Protected Deposit has no cash value. Only one Protected Deposit may be applied per person toward a Qualifying Holiday. A Protected Deposit must be applied to a new Qualifying Holiday booking that is of equal or greater value to the cancelled Qualifying Holiday for which the Protected Deposit was originally received. A Protected Deposit may not be applied to the same or similar dates of travel.

### FREE AIRPORT LOUNGE

Book a Just You Flight-Inclusive Worldwide holiday and, subject to availability, we will arrange free airport lounge access at the start of your holiday at your mainland UK departure airport. The location of the lounge will be as determined by our supplier at your UK departure airport. Access to the lounge cannot be guaranteed in peak season and use of the lounge will be in accordance with the terms and conditions of the service provider.

### BOOK TWO OR MORE TRIPS

Save an extra £50 per person when you book two or more different holidays at the same time on the same call, both 8 days or longer, for the same traveller.

This offer is combinable with other offers.

The additional £50 per person will be applied to the second and subsequent holiday(s) and will not be transferable should you cancel, unless you are re-booking on the same day. Normal cancellation penalties apply. This offer is for new bookings only and cannot be applied retrospectively.

### PROMOTIONAL OFFERS FOR JUST YOU FLIGHT INCLUSIVE HOLIDAYS

Promotional offers only apply to Just You Flight Inclusive holidays booked between 9th May 2019 and 30th June 2019. The offers apply to new bookings only, may be subject to limited availability and selected departure dates. We reserve the right to amend or withdraw the offers at any time.



## BEFORE YOU BOOK

We do hope that your Just You holiday will meet your expectations so it is very important that you choose the holiday that is right for you. Our Holiday Advisors are happy to share their knowledge; however, please also conduct your own independent research to ensure that you are happy with the arrangements made and are familiar with the up-to-date travel advice in the destination(s) you will be going to.

Please visit the Foreign & Commonwealth Office website at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) or [www.gov.uk/travelaware](http://www.gov.uk/travelaware). Packed with essential travel advice and tips, these websites offer a wealth of country specific information including the latest on security, local laws, passport and visa requirements. Keep informed on current travel health news by visiting [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk). The advice can change so please check regularly for updates.

## AFTER MAKING YOUR BOOKING

Please read your confirmation invoice carefully and let us know immediately if there are any corrections required. If you have not received a confirmation invoice within 7 days of booking your holiday please contact us immediately.

The balance payment for your holiday must be paid no later than 12 weeks before departure (4 weeks before departure for Just You UK City Breaks and Just You UK Christmas Market breaks). The payment deadline will be clearly marked on your confirmation invoice along with details of how to pay on line: [www.justyou.co.uk/payments](http://www.justyou.co.uk/payments).

Prior to departure we will send you further information to help you prepare for your trip.

If you have any queries you can either email us at [enquiries@justyou.co.uk](mailto:enquiries@justyou.co.uk) or you can call our Customer Services Department 01858 415 258. Service lines are open Monday to Friday 9am to 6pm and Saturday 9am to 5pm. Closed Sunday.

## YOUR TOUR MANAGER

On the majority of our Flight-Inclusive package holidays you will be escorted by a knowledgeable Tour Manager. Please be aware of the following:

- On some of our Flight-Inclusive package holidays your Tour Manager will meet you at your UK airport, on others they will meet you at your overseas airport or in your resort.
- If you choose to fly to your destination from a regional airport your Tour Manager may not be travelling with you.
- Your Tour Manager may not accompany you on your homeward transfer to the airport but they will advise you of the arrangements made on a Flight-Inclusive holiday.

## COACHES/COACH SEAT ALLOCATION

On our package holidays that include coach travel, we operate a rotational seating policy. All customers are expected to abide by this policy and adhere to the instructions given by the Tour Manager to ensure that all customers are given the opportunity to move seats. We do believe seat rotation will enhance your travelling experience and create a positive group atmosphere.

Regular comfort stops will be taken to ensure a relaxing journey is experienced each day. Some coaches may be equipped with washroom facilities however, it cannot be guaranteed that they will be useable at all times.

## RUNNING ORDER OF ITINERARIES

Occasionally we may have to make changes to the running order and inclusions of your holiday itinerary. This could be due to a number of reasons such as public holidays, festivals, weather, traffic conditions or operational reasons and may sometimes be at short notice.

Due to changes in river water levels, river cruise itineraries may occasionally be modified. On the rare occasions that this happens we will act in the best interests of our customers to ensure the enjoyment of your holiday is not impaired.

## HOTEL ACCOMMODATION

The prices in our brochure/website are based on sole occupancy of a room with private facilities unless otherwise stated. Our reference to 'Hotel' covers all accommodation and does not necessarily distinguish between local classifications such as 'Hotel' or 'Inn'. It may occasionally be necessary to accommodate you in a different but equal category of hotel to that featured in the brochure/ website. If this is known before departure, we will of course advise you. The confirmed hotel(s) will be advised in your final travel information.

**Portage:** One bag per person is included on most of our package holidays as stated in the holiday details.

**Voltage/Electrical Items:** The type of plug sockets you can use in your destination can be checked by visiting: [www.worldstandards.eu/electricity/plug-voltage-by-country/](http://www.worldstandards.eu/electricity/plug-voltage-by-country/)

**Swimming Pools:** If your hotel/s has a swimming pool, you may wish to take your own pool towel, as some hotels do not provide these. Please familiarise yourself with the depth of the pool and use the steps provided to access and exit the pool. Diving is not recommended.

**Additional Charges:** Payment for any extras such as drinks, laundry, telephone calls and meals other than

those included in your package holiday price are to be made directly to your hotel prior to check out.

**Air Conditioning:** In some hotels, air conditioning is operated according to individual hotel policy and/or, in some cases, local laws.

## EXCURSIONS

We want to give you the opportunity to see as much as possible of the countries you are visiting so there will nearly always be a selection of optional excursions. Where a pre-bookable package is available as indicated in the holiday details, this is offered at a discounted price. Alternatively you can book & pay your Tour Manager or Local Guide in resort, where applicable. Any optional excursions will of course operate subject to demand, traffic and weather conditions. Changes to the advertised excursions programmes are rare but the excursion providers reserve the right to change excursions and we reserve the right to amend the advertised prices at any time.

We advise against the purchase of excursions from hotels or street vendors as these may not have been safety checked and may not meet required local standards or have adequate insurance cover in place. A list of approved excursions will be sent to you, in some cases these may include hotel excursions which have been checked. If you choose to partake in an excursion/activity which is not arranged by us, we advise you check that your travel insurance covers you for that specific activity.

## MAKE YOUR OWN WAY HOLIDAYS

When you choose a Make Your Own Way (MYOW) holiday you will be responsible for making your own way to the first hotel on the Tour and your Tour will end at the final hotel in accordance with the timings set out in the Tour itinerary. We will not be responsible for any services you do not book with us and your flights or transfers to/from the first and last hotels included in the Tour. If you do not have flights arranged by us included in your holiday your booking will not be ATOL protected by Just You (G Touring Limited). Please make sure that you have read and understood the applicable parts of the Booking Conditions with regards to Financial Protection for holidays not including flights as only the arrangements booked through Just You will be financially protected by our financial failure insurance. We will not be responsible for expenses you incur or unused services in the event that your flights are cancelled or delayed, and this impacts your ability to join or participate in the Tour. Your flight organiser or airline should provide information on financial failure protection and repatriation as it relates to your flight arrangements. If they do not provide you with this, please also see [www.caa.co.uk/passengers](http://www.caa.co.uk/passengers) for information on passenger rights. Your Make Your Own Way itinerary may vary from those published. On some tours there are included excursions during the transfers from or to the airport on your first or last day. These will not be included as part of your itinerary, these exceptions have been reflected in the Make Your Own Way price reduction.

## 'DISCOVER MORE' MODULAR TOURS

All our holidays are designed to enable you to maximise your overall experience. On some of our holidays the opportunity exists to tailor your experience through combining different itineraries, or through pre-tour or post-tour additions. A few of our holidays are purposefully designed to operate as inter-linking modules, or 'modular tours', which enables us to ensure the nature and style of our group holidays is delivered as best as possible. On these 'modular tours' the number of customers may vary as customers may join or leave at different times. At the point where, individual modular tours connect the number of travellers may exceed the 'Maximum Group Size' due to joining or departing customers overlapping.

## MAXIMUM GROUP SIZE

Where we display a "Maximum Group Size" icon, the number given will be the maximum expected group size for the tour. Where this may differ is for the 'Discover More' modular tours. We have designed and contracted this holiday with the maximum number of customers in mind and expect and aim to operate to this level. Under exceptional operational conditions, including force majeure, the expected group size may require to be exceeded. This Maximum Group Size is therefore not a condition of booking, though we will use best endeavours to ensure these stated group sizes are adhered to.

## ABOUT OUR FLIGHTS FOR JUST YOU FLIGHT INCLUSIVE TOURS

The prices for the Flight-Inclusive Tours set out in our brochures/website are based on planned group flights from London. The actual selling price may vary from that published due to numerous factors including but not limited to; additional taxes or fuel surcharges being introduced, the airline only allowing us to hold a limited number of seats at a pre agreed group rate or because alternative flights are being used.

**Limited availability seats:** Holiday prices are based on limited availability special air fares. Whilst these fares are correct at the time of going to press they may have sold out by the time you make a booking. In this case further seats will usually be available at a supplement. Such supplements if any will be confirmed at the time of booking.

By booking early you maximise your chances of

getting on our group flights which ensures you are getting the benefit of our group costs and also reduces the chance of you ever having to pay any flight related supplements or additional costs.

**Baggage Handling and Allowance:** The baggage allowance for most of our holidays is 44lb (20kg) per person, plus hand luggage, although this varies with each airline. Airlines do change their requirements therefore, we suggest that you check the airlines website for details on any restrictions or dimensions of hand and hold baggage. You are responsible for the carriage and care of your luggage throughout your holiday except for such times as it may be in the hands of the airline, here in such circumstances the airline specific terms and conditions relating to the carriage of luggage apply or when portage at a hotel on arrival and departure is included. Please ensure that your luggage is loaded on to all transport and be careful to take the correct luggage with you when you leave any mode of transport.

**Airport Taxes:** Any airport taxes and security charges which are payable in advance and therefore form part of the scheduled air ticket have been calculated and included in the price of your holiday. These include the UK Government Airline Passenger Duty and various overseas airport and airline charges where applicable.

At some airports there are also passenger charges which are payable locally. Where possible these will be paid by us on your behalf and included on your confirmation invoice. Some taxes have to be paid locally and we will advise you as soon as we are aware of such charges.

**Fuel Surcharges/Environmental Taxes:** Airlines generally pass on any fuel price increases to customers directly or tour operators when they occur. Occasionally we have no choice but to pass on all or part of these directly to our customers. You will be informed of any fuel related surcharges or new and additional taxes, airport or security charges in place or other sums payable in addition to the advertised price at the time of booking.

**Flight Routings:** On some routes we use a number of indirect flights which may require you to change planes en-route. This may be because we cannot obtain a block allocation of seats on a direct flight or it may be the only option. If you are interested in booking a direct flight with a supplement (where available) please ask one of our Holiday Advisors.

**Flight Schedule Changes:** When you book one of our Flight-Inclusive Tours, your holiday confirmation will contain provisional flight details. We aim to make this as accurate as possible from the start, however, the timings or the flight numbers can change before departure. We will monitor all changes and inform you as soon as possible if there is a change which affects your departure by a considerable time or moves the tour to a different day or significantly affects the tour itinerary. Final timings will be sent about ten days before you travel. If we notify you of a significant change to your holiday and you do not accept the change you must tell us within 14 days of us advising you of the significant change to your holiday. Details of what constitutes a major or minor change is contained within Booking Conditions.

**Airlines and Aircraft:** All prices in our brochures/ on the website are based on air travel in economy class. Passenger travel on scheduled airlines is provided under the conditions of the airline. For a copy of these terms and conditions please go to the appropriate airline's website.

**Change of Airline:** Due to the ever changing nature of the airline business, airlines selected and used for our tours can change after your booking is made, as can flight schedules and timings. This can be for a number of reasons such as the airline withdrawing the flight or operating with smaller aircraft than first planned. Where this is the case we will endeavour to find an alternative with the same carrier or similar flights with another carrier.

**Flight Meals and Medical Equipment Requests:** Although meals are provided on most long haul flights you should be aware that most airlines do not provide complimentary food on shorter flights within Europe. We therefore cannot guarantee that meals will be provided on all flights. Please note, we also cannot guarantee that the airline will be able to fulfil your request for a special dietary meal and any such requests are not a condition of booking. If you require a special dietary meal due to an allergy such as a nut allergy, and the airline provides complimentary meals, we will need you to fill in a medical questionnaire to send to the service provider. The airline will not be able to guarantee that their aircraft meals are 100% nut free and will require you to carry any special medication (such as an EpiPen) in your hand luggage.

If you need to carry a CPAP machine or oxygen cylinders please let us know at the time of booking so we can ensure this request is sent through to the relevant airline. It can take up to 6 weeks for airlines to confirm whether medical requests can be accommodated.

**Flight Seat Requests:** We strongly recommend (particularly if you are flying economy class) that you check in early if you have particular seat requests. Just You has no control over the allocation of seats by the airline. Even if a request has been made to pre-book seats, no guarantee can be made that they will be available on departure. The provision of

particular seats does not constitute a term of your contract with us. Please note, suppliers operate older and more modern aircraft within their fleets and we cannot guarantee which type you will travel on as this may be subject to change and general availability. Although some airline companies offer the ability to book seats on line this may not be the case when booking a holiday through us, as we offer holidays based on special tour operator fares and booking conditions. If this is particularly important to you then please ask about our upgrade options.

## HOLIDAYS BY RAIL

Where your holiday includes rail travel, Standard Class fares are included unless otherwise stated. **Please note: we are unable to provide portage at stations and you will be required to handle your own luggage.**

You can choose to upgrade your seats on Eurostar to Standard Class Premier. This upgrade also includes first-class tickets for the remainder of your journey aboard local trains, where applicable.

## TAILOR-MADE, EXTENSIONS & ADD-ONS

Once you have booked your package holiday, for an initial non-refundable fee of £25 per person, our Holiday Advisors can assist you should you wish to make a minor change to your holiday such as extending your stay in the hotel where the tour finishes or change your flight to return at a later date than the main tour. Please note: Additional charges will apply for accommodation and changes to your flight may also incur extra charges. Please ensure your travel insurance covers you for the whole duration of your holiday, including any add-ons.

## SMOKING

**E-cigarettes:** Since their introduction, a number of countries have banned or limited the use of e-cigarettes. We recommend you visit this website, which is an information form for further information: [www.ecigarette-politics.com/electronic-cigarettes-global-legal-status](http://www.ecigarette-politics.com/electronic-cigarettes-global-legal-status).

## BOOKING ADDITIONAL EXTRAS FOR YOUR HOLIDAY

It is advisable to leave booking travel arrangements to your UK departure point until you have received your final travel documents as timings can change. We can book non-flight arrangements for you and offer the option of cancellation/amendment insurance. Please speak to our Holiday Advisors for more information.

## WELFARE, HEALTH & SAFETY

**Walking on Tour:** We are happy to give you more detailed information to enable you to choose the right holiday for your individual needs. Our tours can have a comprehensive sightseeing element, visiting places with cobbled streets, inclines and including medium to long walking distances. This can make navigating these streets or keeping up with the group difficult for anyone with reduced mobility, especially in warm climates. It is important to be aware of the amount of walking involved and the degree of fitness and mobility required to take part in these sightseeing visits or excursions.

Tours described as 'Active' are not suitable for anyone with any limited or mobility issues. If you would like further information to allow you to make a more informed choice please speak to one of our Holiday Advisors.

**Altitude:** On certain tours you will travel to places at high altitude. If you suffer from heart or respiratory conditions or have any other concerns please consult your doctor.

**Prescribed Medication:** Carry all prescribed medication in your hand luggage.

**Safety:** Although we take every precaution to look after you on tour the responsibility for your personal safety and welfare and the care of your possessions is obviously the same as that which you would exercise whilst at home. It is advisable to avoid carrying your passports/extra cash/ credit cards etc. during day to day activities unless required. Whenever possible leave valuables in your hotel safe. Extra care should be taken when walking around cities, especially at night and we recommend that you stay in well lit, populated areas. It is also wise to avoid carrying valuables or wearing expensive jewellery.

Please review the Foreign and Commonwealth Office advice on safety and security for your destination: [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). The Tour Manager/ Guide will be on hand to provide any local notifications. For further information on staying safe overseas, please visit: [www.travelhealthpro.org.uk/personal-safety/](http://www.travelhealthpro.org.uk/personal-safety/)

**Age restriction:** You must be 18 years or over to travel on a Just You holiday.

## PASSPORT INFORMATION

**Passport information:** You must ensure that you have a valid passport. All costs incurred in obtaining such documentation must be paid by you.

Some countries don't allow you to enter with certain country stamps. For further information please visit [www.fc.gov.uk](http://www.fc.gov.uk).

If you are not currently in possession of a valid passport please make sure you leave plenty of time before your holiday to apply for this document. Our recommendation is that you should apply for one at least three months before your holiday. The

UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this. For further information visit [www.fco.gov.uk](http://www.fco.gov.uk).

Check the date that your passport expires. When travelling to the EU after 29th March 2019, the UK Government recommends that you have 6 months left on your passport on the date of your arrival to an EU country. You should also check when your passport was renewed. If you renewed a 10 year adult passport before it expired, extra months may have been added to your passport's expiry date. These extra months over 10 years will not count towards the 6 months that must be remaining. The UK Government has published a website tool to check the validity of your passport under these new rules [www.passport.service.gov.uk/check-a-passport](http://www.passport.service.gov.uk/check-a-passport).

Note: In many countries, it is now a legal requirement to show some form of identification if requested by the police or authorities, therefore, it is advisable to carry a photocopy of the data page of your passport when out and about.

**Passport and Visa information for customers travelling to and via the USA** - you must have an e-passport with a digital chip containing biometric information about the passport holder to travel under the visa waiver programme. Please check the front of your passport to see if it contains this symbol. 

If your current passport does not have this symbol you will need to apply for a new e-passport.

The US Visa Waiver programme allows British Citizens to travel to the US without having to obtain a visa. There are restrictions to this programme. Please visit [www.esta.cbp.dhs.gov/esta](http://www.esta.cbp.dhs.gov/esta) for further information.

## EUROPEAN HEALTH INSURANCE CARD

The European Health Insurance Card (EHIC) allows any EU Citizen to access state medical care when they are travelling in another EU Country. In the event of a no deal Brexit, UK registered EHIC's will no longer be valid. Even if they continue to be valid, there are limitations to the EHIC card. You should make sure, and it is a requirement of booking, that you have appropriate travel insurance.

## VISA REQUIREMENTS

British Citizen passport holders need a visa to visit the countries we have listed below. In most cases we are able to arrange this for you and we will add the cost of the visa plus a small handling fee to your Confirmation invoice. If you hold any other type of passport it is your responsibility to check passport and visa requirements with the Embassy of the country you are visiting. We may still be able to arrange a visa for you but additional charges may apply. We are unable to accept any responsibility if you cannot travel because you are not granted a visa.

If you have ever been arrested or convicted for a crime, been refused a visa before or have been affected by a disease of public significance or a mental disorder you will need to declare this on your visa application and further information will be required. You may be required to attend an interview before your visa is granted.

If you have opted for our visa service, we will email your application forms and information 10 weeks prior to your holiday. The application process can take up to 28 days depending on the country.

Please note that prices and information regarding visa requirements are correct at the time of publishing but subject to change.

Visa fees shown below are subject to change

<b>Australia</b>	<b>£40</b>
<b>Burma</b>	<b>£80</b>
<b>Cambodia</b>	<b>£75</b>
<b>Canada</b>	<b>£20</b>
<b>China</b>	<b>£151</b>
<b>Cuba</b>	<b>£50</b>
<b>India</b>	<b>£120</b>
<b>Laos</b>	<b>US\$40</b>
<b>Nepal</b>	<b>£65</b>
<b>Russia</b>	<b>£108.40</b>
<b>Sri Lanka</b>	<b>£65</b>
<b>Tanzania</b>	<b>£85</b>
<b>Tibet</b>	<b>Free (with Chinese visa)</b>
<b>USA</b>	<b>£39</b>
<b>Vietnam</b>	<b>£100 (Free single entry until 30 June 2021. Entering Vietnam twice within 30 days, first visit free, second visit £100)</b>
<b>Zambia</b>	<b>US\$50 (single entry), US\$80 (double entry)</b>

## Electronic visas (we will require a photocopy of your passport)

Australia  
Burma  
Canada  
India  
Sri Lanka  
USA

## Visa fixed into passport (we will require your passport)

Cambodia  
Nepal  
Tanzania  
Vietnam

## Visa issued on arrival

Laos  
Tibet (Group visa held by Tour Manager)  
Zambia

## Visa card

### (we will require a photocopy of your passport)

Cuba

## Russia

British Citizens require a visa to travel to Russia. Your application must be arranged in person at an application centre as finger prints need to be taken. We will assist in every way we can and will send you guidance notes approximately 10 weeks prior to departure. We have an appointed visa service agent who will check your application form and outline what you need to do next, for a fee of £25 per person (Fee paid direct to agent). The application centres are based in London, Manchester and Edinburgh. Russian consulate fee for visa is currently £108 per person, plus an additional £98.00 per person if you wish to have your passport returned by post. (Visa and postage fees are paid direct to the consulate and are subject to change).

## China

British Citizens require a visa to travel to China. Your application must be arranged in person at an application centre as finger prints need to be taken. We will assist in every way we can and will send you guidance notes approximately 10 weeks prior to departure. We offer a free service completing the online application on your behalf, making sure all documents are correct for lodging. The application centres are based in London, Manchester, Edinburgh and Belfast. China fee for visa is currently £151 per person.

**Note: Visa requirements may change and you must check the up to date position in good time before departure.**

## PUBLIC HOLIDAYS

Experiencing a public holiday in your chosen destination can really enhance your holiday experience, especially if there are local festivals or celebrations. Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your package holiday and some religious holidays such as Ramadan, which is observed in many Muslim countries, may result in a reduction of facilities, services and entertainment. We suggest that you take this into consideration when selecting your departure date. To discover the national holidays in your destination, please visit: [www.timeanddate.com/holidays/](http://www.timeanddate.com/holidays/)

## CURRENCY

To get the latest exchange rates and currency information, please visit [www.xe.com](http://www.xe.com). Cash and cheques can be exchanged at most hotels. Banks and exchange offices will also be able to exchange money for you. Major credit cards are usually accepted in hotels, larger shops and restaurants. We would recommend that you inform your bank/ card company of your forthcoming holiday. It is advisable to take more than one means of payment (cash, credit card etc.) and to have some form of payment for emergencies or unexpected delays.

## SHOPPING

Our tours will sometimes incorporate local shops, markets and factory shops which sell a range of goods. Please make sure you have a clear understanding of any price you agree with vendors as well as the conversion rate being used, prior to purchasing items. If you are arranging the delivery of an item to your home address, please be mindful of shipping costs and customs taxes.

## CLIMATE & CLOTHING

Temperatures can vary greatly depending on altitude, time of year and the region you are visiting. If specific clothing or footwear is required this will be detailed in your final itinerary. We recommend checking the weather forecast prior to travel.

We advise against taking travel electrical equipment such as kettles or irons as many hotels do not allow their usage and they can be a fire hazard.

## TIME ZONES

You can find the time zone for the country you are visiting here: [www.timeanddate.com/time/map/](http://www.timeanddate.com/time/map/)

## WEATHER

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your package holiday or any other holiday arrangement due to bad or unusual weather conditions.

## BROCHURE/WEBSITE DETAILS

We have taken great care to ensure that the details in the brochure/website are correct at the time of their publication. Please bear in mind however that the availability of certain services may vary particularly outside high season periods. This may be for a variety of reasons, for example, lifts need servicing, swimming pools must be cleaned and outdoor amenities such as chair lifts and cable cars can be affected by weather or lack of demand.

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