

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 and any other relevant information on the website, together with the Booking Conditions, form your contract with us.

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 local airport your Tour Manager may not be travelling with you.
- Your Tour Manager may not accompany you on your homeward transfer to the airport on a Flight Inclusive holiday but they will advise you of the arrangements made.

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 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 twin occupancy of a double or twin bedded room with private facilities unless otherwise stated. Our reference to 'Hotel' covers all accommodation and does not necessarily distinguish between local classifications such as 'Motel' 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, and is a significant change to the confirmed arrangements 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

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

Swimming Pools: If your hotel 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.

Single Rooms: A limited number of rooms are available for most holidays. Single rooms do not often match the same requirements of twin bedded rooms in terms of size and facilities. For single room supplements please refer to the price panel on the brochure page or web site.

Triple Rooms: If your room has an extra bed (camp-style or roll away bed) the available floor space may be limited. In USA and Canada many rooms have two double beds sleeping up to 4 persons. If the hotels on your tour are able to accommodate a 3rd or 4th person sharing, the first 2 persons will pay the full rate based on sharing a twin room, we will then, if applicable, apply a discount per person for the 3rd and 4th person. Please ask your Holiday Advisor for details at the time of booking.

Please note: In some countries there are additional charges for 3rd and 4th persons sharing.

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.

OPTIONAL EXPERIENCES/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 experiences/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 and 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 Travelsphere (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 Travelsphere will be financially protected by our Financial Protection Insurance. We will not be responsible for expenses you incur or unused services in the event that your flights are cancelled or severely delayed and this impacts your ability to join or participate in the Tour. Your flight organiser or airline should provide information on financial 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 for information on passenger rights. Your Make Your Own Way itinerary may vary from those published. On some tours there are included experiences/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. For most of our tours this will be no more than 35 travellers and will be applicable for all departure dates on or after 6th April 2020. We have designed and contracted these holidays with the maximum number of customers in mind and expect and aim to be able 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. The exceptions to this are as follows:

- 'Discover More' modular Tours, where there is an overlap of customers joining or departing individual modules
- Oberammergau Passion Play & The Spectacular Austrian Lakes
- Holidays where there is a substantial element of 3rd party supplied &/or specialist services, for example any tour including 'Rocky Mountaineer', Ocean Cruise or River Cruise

ABOUT OUR FLIGHTS FOR TRAVELSPHERE 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 all our holidays is one piece of luggage/suitcase – with the dimensions of 76cm x 58cm x 25cm (30" x 23" x

10") maximum weight of 44lb (20kg) per person, plus one standard piece of hand luggage. Irrespective of individual airline allowances the above limits apply. They are set taking account of our wider operational requirements including ground transportations, portage, etc. To avoid any problems with our transportation providers, possible delays and inconvenience to you and your fellow travellers, please ensure these maximum baggage conditions are adhered to. 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. We will not be held responsible for any delays and/or additional costs arising from any breach of the above luggage allowances.

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, 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 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 and 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.

Seat Requests (Airlines & Trains): We strongly recommend (particularly if you are flying economy class) that you check in early if you have particular seat requests. Travelsphere 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. Although some airline/train companies offer the ability to book seats on line this may not be the case when booking a holiday through us, 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 forum for further information: www.ecigarette-politics.com/electronic-cigarettes-global-legal-status.html

BOOKING ADDITIONAL EXTRAS FOR YOUR HOLIDAY

It is usually advisable to leave booking travel arrangements to your UK departure point until you have received your final travel documents as timings may change. We can book non-flight arrangements for you and offer the option of cancellation/amendment insurance through our provider. Local and connecting flights should be booked as soon as they are available so please speak to our Holiday Advisors.

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.

Children and Infants: The following are the minimum ages of children we will accept on our holidays:

- Rail and Flight holidays to Europe and all long haul holidays, including the USA and Canada – 16 years old.
- Walking and Activity holidays to all destinations – 18 years old
- Cruising holidays – minimum age as governed by the cruise line and if there is a tour connected with the cruise, 16 years old.

PASSPORT INFORMATION

All costs incurred in obtaining relevant documentation must be paid by you.

Some countries don't allow you to enter with certain country stamps. For further information please visit www.fco.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.

Check the date that your passport expires. When travelling to the EU, 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

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.

Visa information for customers travelling to and via the USA - 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 <https://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 EHICs 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 and the relevant cancellation charges will apply.

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

Australia	£40	Cambodia	£75
Canada	£20	China	£151
Cuba	£50	India	£80
Kenya	£75	Laos	US\$40
Nepal	£65	New Zealand (NZeTA)	£47
Sri Lanka	£65 (no fee payable from 26 February until 30 April 2020)		
Tanzania	£85		
Tibet	Free (with Chinese visa)		
USA	£39	Russia	£101.40
Uzbekistan	Free of charge (for stays up to 30 days)		
Vietnam	£100 (Free single entry until 30 June 2021. Entering Vietnam twice within 30 days, first visit free, second visit £100)		
Zambia	US\$50 (single entry), US\$80 (double entry)		

Russia

Visa fixed into passport

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 you in every way we can and will send you guidance notes approximately 10 weeks prior to departure. Current processing time is 20 working days. 3 day express visa service is available at a cost of £170.60 per person. 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 £101.40 per person, plus an additional £13.80 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

Visa fixed into passport

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 you in every way we can and will send you guidance notes approximately 10 weeks prior to departure. We offer a form fill service for £25 per person, 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

CURRENCY

To get the latest exchange rates and currency information, please visit 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

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 refer to the panel on each page which details the items included in the price of each particular holiday.

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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