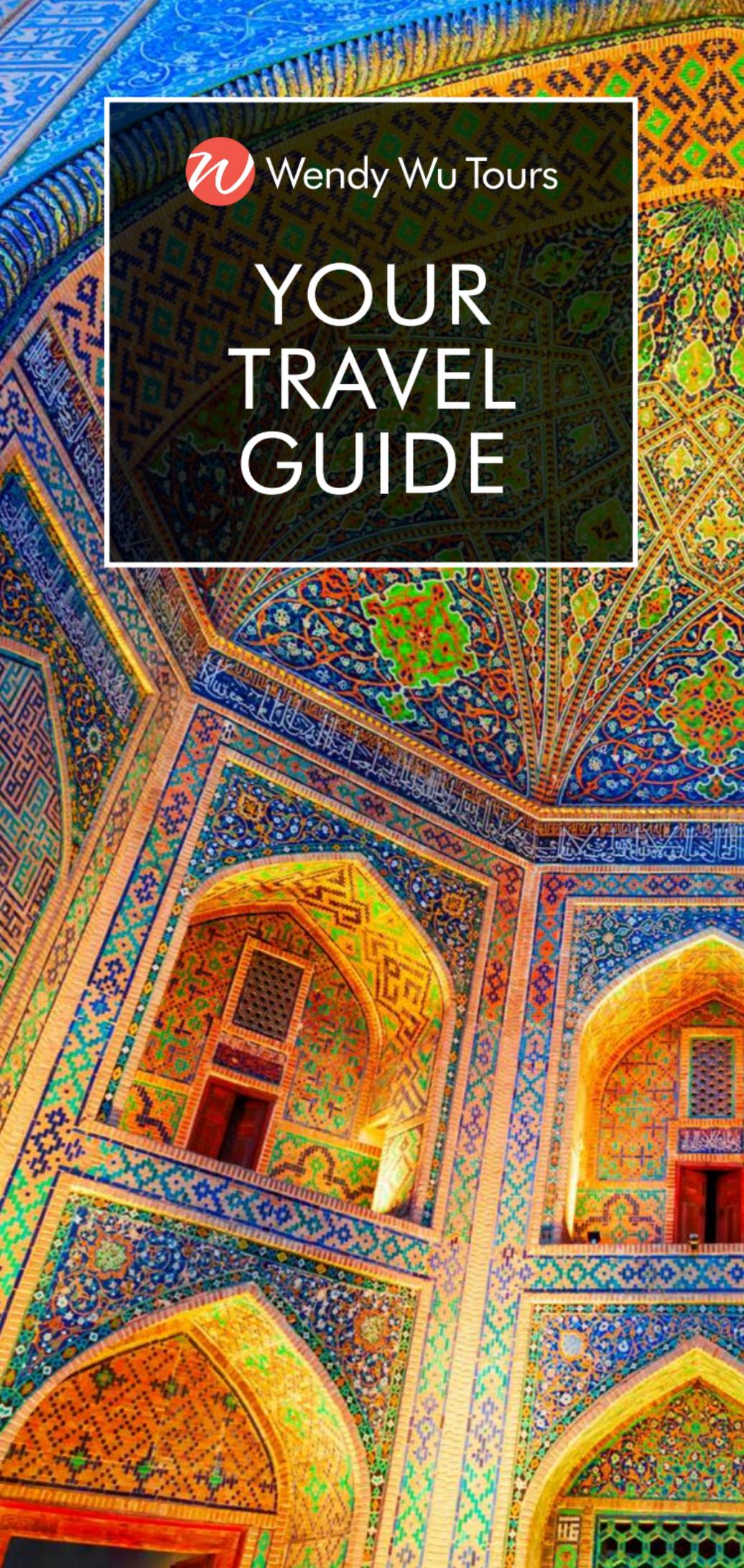




Wendy Wu Tours

YOUR TRAVEL GUIDE





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YOUR HOLIDAY WITH WENDY WU TOURS

With a whole, wide world out there just waiting to be explored, we are honoured and excited to take you on an adventure, the Wendy Wu Tours way.

Your journey with us begins before you travel, and we are there every step of the way until you return home. Our customers are our number one priority, and we will do all we can to ensure your holiday is one to remember.

This Travel Guide provides you with practical advice and other general information to help you prepare for your holiday. We are aware that this can seem like a lot of reading material, but we ask that you take some time to familiarise yourself with this information prior to departure and refer to the contents within throughout your travels.

Your Tour Dossier provides a straightforward description of the physical activities involved in each day's sightseeing for your itinerary. If there are any particular challenges, from the length of time spent on your feet, the duration of drives and flights, to the standard of remote accommodation in our more off the beaten track destinations; they will be explained in your Tour Dossier.

MORE ABOUT YOUR HOLIDAY

Depending on your destination, you may find that much will be different to what you may be used to. We have found that our passengers who embark with a sense of humour and adventure, who accept that things do not always go to plan, are those who find their experience most rewarding.

Many of our destinations can be considered 'developing' countries, and although they are developing quickly, please note that health and safety standards overseas can differ greatly from those we enjoy at home and are often of a lower standard. However, all our suppliers meet local and national safety standards as a minimum.

A typical day's sightseeing may include the bustle and noise of a city street, the sights and smells of a local market and interacting with the locals. Travelling in general requires patience and potential delays are to be expected due to different standards of service. Where there is a low level of English spoken your National Escort/Local Guides will be indispensable during your trip.

At Wendy Wu Tours we are continually working with our suppliers to maintain and improve safety standards by seeking good practice in health and safety and we will do our best to ensure that your holiday is safe and trouble free. Part of the enjoyment of travelling abroad is experiencing a different way of life and culture, but it may also mean experiencing different

safety and hygiene standards than those we are used to in the UK. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense, pay attention to notices and follow the advice from your National Escort/Local Guides.

Our tours feature a physical rating graded from levels 1 to 5, designed to help you select the right holiday. They are shown on the tour page of our brochure, on our website and in the Tour Dossier. For more information on the more active aspects of our tours, please refer to your Tour Dossier.

JOINING YOUR TOUR

Check-in Information: Most airlines allow online check in 24-48 hours prior to departure. Make sure you have your passport and airline reference number handy. Your airline reference number can be found on your e-ticket receipt. You will be able to select your seats and print or download your boarding pass.

At the airport, go to the Bag Drop Area of your airline to check your luggage in. Please note that some airlines will allow you to pre-book seats outside the 24 hours but may charge you a fee which needs to be paid to the airline directly by phone or via their website. However, some airlines do not allow online check in. Please refer to the airline's website for further information. We recommend you arrive at the airport 3 hours prior to departure, even if you have checked in; this is due to the increased security measures now in place at all airports.

If you do not have access to the internet, we again recommend you arrive at the airport 3 hours prior to departure and you may either use one of the available check-in desks or use the self-service kiosks and take your luggage to the 'drop-off' area.

Baggage Information: In addition to your international airline baggage allowance, there may be local restrictions (e.g - domestic flights and trains). Please refer to your final itinerary for baggage details

Terminal Information: This is shown on your e-ticket.

On arrival in your destination, you will be met by your National Escort or Local Guide.



WHILST ON TOUR

Entrance fees are included at all paid attractions on your itinerary. However, the order in which you visit each site can change depending on weather, traffic, last minute changes or any other unexpected event that may arise. If you wish to visit places that are not included in the itinerary, you may do so at your own cost, please check in advance with your National Escort. After a day's sightseeing, you may sometimes be taken directly to dinner rather than heading to the hotel to shower and rest first. Whilst out sightseeing in some destination, toilets (particularly Western style) may be difficult to find in remote areas.

NATIONAL ESCORTS

Should there be less than 10 people in total within the group, you will NOT have a National Escort; however, you will be met by a Local Guide on arrival, and you will then have a Local Guide in each city you visit on the tour. If you do have a National Escort, they will meet you upon arrival and stay with you throughout your tour.

On multi-country tours, you will have a different National Escort for each country you visit. Our National Escort/Local Guides always endeavour to provide the highest level of service and assistance, but they cannot be expected to cater for passengers who are unfit to complete the itinerary.



FESTIVALS

There is always a chance that while you are travelling through your chosen destination/destinations, that you will get to enjoy the fun and frivolities of a national time of celebration. Experiencing these festivals in person can be a wonderful and joyous experience, but please be aware that tourist areas can get very busy, and many businesses are closed at these times.

TIPPING

In many of our destinations, tipping is a firm and expected element in the tourism industry and helps to support local communities. Many passengers are often uncertain of how much to tip, so on most Wendy Wu Tours we operate a tipping kitty whereby every passenger gives a set amount to the National Escort who will distribute the amount appropriately throughout your trip. In some of our destinations tipping is not expected or part of the culture. Please refer to your final itinerary for further details on tipping amounts and practices in your destination.

OPTIONAL EXCURSIONS

Occasionally there will be opportunities to partake in optional activities dependent on your itinerary. All optional excursions include return transfers and are accompanied by an expert local guide. These excursions are not included in the cost of your tour. Payments will need to be collected locally by our representative upon your arrival, once you are happy with your choice of tours. If you do not wish to take part in any optional excursions, please make arrangements with your guides to enjoy some free time at leisure or to return to the hotel.

Please note that these optional tours are subject to local conditions and might be cancelled at short notice, for example if the weather is very poor or minimum numbers for participation are not achieved. Your National Escort will be very happy to assist you with more information if required.

You will also need to consider additional discretionary tipping for any local guide/vendor/driver who is involved in such activities.



EATING ON YOUR WENDY WU TOUR

The cost of all meals is included on our Classic Group tours. For our Go Beyond tours, meal inclusions are listed on your itinerary. You may like to drink beer, wine, soft drinks, fruit juice or bottled water with your meals – please note drinks are not included in your tour price so payment for these is made directly to the restaurant staff. Please check before travelling whether the tap water in your destination is safe to drink.

Breakfast is served in the hotel and usually includes western dishes.

For lunch and dinner, you will experience either a local or western meal. Please be aware that on some days where a lot of sites are covered, dinner times may be early (from 5.30 - 6pm) and your tour group may head directly to the restaurant after sightseeing.

Dietary requirements (including allergies) must be advised prior to travel and will be passed to our local team. We also ask you to reconfirm your requirements with your tour guide during your welcome briefing. Unfortunately, we cannot guarantee food served will be allergen free.

Please bear in mind that dietary intolerances and choices may still be considered quite unusual in some destinations, particularly in rural areas – patience and understanding will go a long way when dealing with people who might not understand your requirements. Whilst travelling away from major cities, it is highly recommended that passengers with food intolerances bring their own additional food items, as dietary requests can't always be met due to the limited foods available.

TRANSPORT

We use a variety of transportation to operate your itinerary at the best pace and to give you an authentic travel experience, so you are not always 'removed' from the locals. Travel through many destinations may require patience as schedule changes can be common and the road conditions can be poor in some rural areas.

Coaches

Our coaches are comfortable, air-conditioned vehicles, although they may be less spacious than coaches in the UK. Please note – in many parts of the world, seatbelts are not compulsory by law and local people largely choose not to wear them. Wendy Wu Tours cannot guarantee that vehicles will be fitted with operable seatbelts. Where available we recommend seatbelts should be worn at all times while travelling. Please Note: Minibuses may be used for smaller groups (under 10 passengers).

Road Conditions & Traffic

In many countries, when driving in cities, especially where local transport may be more limited, there is always likely to be regular congestion on main roads particularly during rush hour in the morning and evening. Outside of urban areas, there may be rough roads covering vast areas of rural and mountainous regions which can result in existing road surfaces being affected by the heavy or seasonal weather.

Please keep in mind that major events or holidays and new construction projects create traffic that can interfere with your tour and mealtimes. Your National Escort/Local Guides will do their utmost to avoid possible delays, changes or in rare cases, cancellations to sections of your itinerary.



Boats

Your tour could include taking a ride in a wooden boat, a modern cruising ship or a ferry. To take part in any boat ride, you need to be of average mobility and able to climb on and off these boats unaided. To access some boats, you may need to cross between moving pontoons or other boats that have been moored together, climb steps and disembark onto makeshift docks – sometimes without assistance or handrails; or onto muddy riverbanks.

Bicycles / Motorbikes / Jeeps

If at any time you undertake an independent activity including a bicycle, 4x4, tuk-tuk or motorcycle ride, you must bear responsibility for yourself. Health and safety standards will not be at the same standard as your own country. You are responsible for checking that your own travel insurance will cover this form of activity.

Trains

Your tour may include travel by local, regular or high-speed trains, with your seats booked in standard class. There is limited space for storing luggage. While our guides are there to assist, you will need to load and unload your own luggage on and off the train. Trains only stop for several minutes at each stop, so you must be ready to leave the train when your guide instructs. We recommend you carry all valuables with you at all times.

ACCOMMODATION

Hotels

Group tour hotels are mainly 3½ – 4 star, located conveniently in the city, near markets or shops. Please note that we cannot always guarantee the availability of double beds. Hotel rooms will usually have private western bathroom facilities, television, air-conditioning (destination dependent) and a telephone (unless stated otherwise).

Some hotels may have hot water restrictions, operating for only a few hours at a time, usually in the mornings/evenings. It is not customary for hotels in some countries to have in-room fridges, tea/coffee making facilities and a safe deposit box. Most hotel rooms do not have irons or boards, but may offer a laundry service that can wash your clothes (typically in 24hrs).

Hotels in many destinations may have the reception staff collect your passports each time you check-in and the hotel will keep them safely for a few hours or overnight. Please keep this in mind if you need to exchange money.

Depending on your destination, check-out time may be between 10am and 12 midday and check-in time is usually between 2pm-4pm. Please keep this in mind on the days when you are travelling between cities as it may result in a delay of access to your room or a change of itinerary. Hotels often cannot guarantee late check-out. At many hotels, the reception staff speak very little English. If you require help, please contact your tour guide.

Hotel Ratings

Worldwide star ratings identify the standard of quality for hotels, however not all star rating systems are created equally. Countries throughout the world adopt various classification systems for hotels in accordance to their chain name and the type of hotel. No international classification system exists. In many destinations, a three-star rated hotel cannot be compared to a three-star UK rated hotel. Attempts at unifying the classification system have been made so that it becomes an internationally recognised and reliable standard. However, differences do exist in the quality of accommodation which plays an integral part in defining which hotel category the specific accommodation fits into. Please be advised that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our operators so that high standards of quality and safety are maintained.

In regional areas where hotels may not always have the same quality standards and infrastructure that you will find in the bigger, more developed areas, Wendy Wu Tours endeavours to provide the best quality available within the 3½ – 4-star range.



ELECTRICITY

Most countries have an electricity supply between 110 and 240 volts and there is no universal power point - they may vary not just from one country to the next but from one hotel to another. So to use your appliances safely abroad you will need adaptors, also known as conversion plugs, which you can buy from hardware, department and duty-free stores.

In some regions electricity may only be available only a few hours each day from the town's supply or from a diesel generator. Whenever there is limited electricity supply this will also mean limited hot water supply. Remote and village areas also experience power surges or outages, both of which can make re-charging electrical appliances very difficult.

LUGGAGE

All passengers are limited to two items of luggage each:

- One suitcase or backpack.
Your main luggage must have a lock on it.
- One piece of hand luggage.

It is advisable that your hand luggage consist of a 'daypack' – a small bag which you can access during the day and carry items like your camera, bottled water, toilet paper, hat etc.

We have included suggested packing lists at the back of this travel guide.

MONEY

Please research your destination's currency and conversion rates before your departure. This information can be easily found online.

Spending Money: We recommend you take local currency as well as sterling and/or US dollars. We also recommend taking a debit and/or credit card. Please ensure you have sufficient funds to pay for personal expenses such as drinks, snacks, souvenirs, additional tipping and optional extras. On an average two week tour, we would recommend approx. £300-£400 per person spending

money depending on your needs. Outside of major cities, local banks may not have any ATMs and may not be licensed to exchange foreign currency.

Please ensure that you organise your spending money before you leave a major town and take enough cash in local currency or USD to exchange or spend during your stay.

Plan ahead: Be prepared with enough cash in hand for the next few days. Once you have started your tour, you will quickly get a sense of how often or how much you need to exchange money. Try not to leave this to the last minute: exchange desks can close, ATMs can run out of cash and your group could be scheduled to leave your hotel at 7am tomorrow morning!

Keep some of your exchange receipts: You may be able to convert any unused notes into USD at the international airport exchange desks when you depart. You may need to present your passport, airline ticket and some receipts of the money exchanged/withdrawn in your destination. Some banks in the UK may be able to convert your money back into sterling, however, please check before departing the UK.

Counterfeit Cash: This can be a problem in some regions of the world, so shop owners and clerks at banks or exchange desks are very cautious and can refuse to accept notes in bad condition. When purchasing cash in the UK or when exchanging during your holiday – it is a good idea to stand at the desk to count and check the condition of each note. Do not accept any notes which are torn, very faded, a different shade, have ink stamps or any writing on them. If you accept the notes and sign the exchange receipt, then notice a problem, you will not be able to exchange them.

Outside of major towns banking becomes less reliable and requires you to plan ahead. If you are travelling to remote areas, you should take cash in USD as sterling currency is not always recognised.

Travellers Cheques

We do not recommend taking any travellers cheques on your holiday.

Credit/Debit Card

Taking one credit/debit card is recommended in case of emergency and can also be used for large purchases in most hotels, department stores and souvenir stores. The most widely accepted credit cards include Visa, MasterCard and American Express.

However, please do not rely on a credit/debit card as your only source of spending money and keep a photocopy of your card(s).

We always recommend that you have access to more than one source of money – bringing a combination of cash and a credit/debit card will give the most security and flexibility while travelling.

SHOPPING

Shopping can be a fun and entertaining component to any travel adventure, and our destinations have a vast array of shopping opportunities for those who love to seek out a bargain.

In keeping with most people's interests whilst on holiday, your tour will include a reasonable number of opportunities to shop for local goods and souvenirs. We have included visits to establishments that not only provide an opportunity to purchase a locally produced, great-value souvenir; but you'll witness first-hand how these local products are made, their history and how they support the local economy. We are aware that people like to take home souvenirs, so we endeavour to ensure the shops you visit have a reputation for quality, honesty and authenticity – we do our best to ensure that you don't get ripped off. Most establishments will also have somewhere you can buy refreshments and take a break.

Wendy Wu Tours, our staff, National Escorts and Local Guides are not qualified nor permitted to guarantee the quality or value of any goods purchased during your holiday. All passengers who make purchases during their holiday must accept responsibility for their decision regarding the item's value, authenticity, as well as the risk and process of credit card purchase and/or shipping.

It is recommended that you double check any items purchased before leaving the store (the item and any credit card receipts) and if you are having a large item shipped, make sure you take a photo of your purchase and the contact details of the store. We encourage all passengers to enjoy their local shopping expeditions but to take care and buy wisely. We cannot assist in returning or refunding goods in any circumstances, including purchases made at shops or factories which you may visit as part of your tour with us.

HAGGLING OR BARGAINING

In local shops, markets and street stalls all over the world, haggling is the accepted way to agree on a selling price. It can be a great way to save money, as well as a wonderful way to interact with some local people you may not otherwise meet. However, some foreign visitors find it too confronting and prefer to shop in the more upmarket tourist shops or department stores, where prices are set.

CUSTOMS & DUTY FREE

Please thoroughly research the customs allowances for your destination of choice, especially if you plan to bring cigarettes, tobacco, alcohol or a large amount of cash into the country with you.

KEEPING IN TOUCH

Calling the UK

To call the UK, the international access code is 00, followed by the country code 44, then the local area code (omitting the first 0), then the number. **To call Wendy Wu Tours, the number is 00 44 800 630 0888. The Emergency 24-hour telephone (out of office hours) is 00 44 1888 288 288.**

Please bear in mind that SMS and call rates can be expensive. We recommend that you contact your mobile phone network if you intend to use international roaming during your holiday and ensure you investigate all associated costs before you leave the UK. It is possible to use mobile phone applications such as Skype and WhatsApp through complimentary Wi-Fi connections to contact friends and family back home free of charge.

Hotels will have phones where you can make calls back home, however please be aware that the cost of these calls may be expensive and rates will vary between hotels. Therefore, always check the costs and procedure with hotel reception beforehand. Calling from a hotel is almost always the most expensive option. If the hotel does enforce a call charge, you will be unable to refute it after making your call.

Postage

We recommend that you use the Post Offices, rather than your hotel to post items. You may need to take any packages to the Post Office unsealed as they may need to be inspected (also forms completed and fees paid) beforehand. From some destination, even from capital cities or major towns, airmail letters and postcards can take up to 10-20 working days to arrive, and from smaller towns, they can take over a month. We advise you to use a courier service (e.g. E.M.S from Post Offices) to send anything valuable or important.

Internet & Email

The majority of hotels now have Wi-Fi connections available. The exception may be those in more rural locations and homestays. Please note that some hotels will only provide free Wi-Fi in the hotel lobby, and internet access in your hotel room may come at an additional cost. There may also be Wi-Fi zones in coffee shops and public spaces, though Wi-Fi is not always as widely available as in the UK.

INSURANCE

It is a condition of booking a holiday with us that all travellers take out comprehensive travel insurance. Please ensure you have the appropriate cover for your holiday as overseas medical costs are expensive. It is a good idea to check all your policy's inclusions and conditions in full – including overseas medical expenses. It is essential that you inform your insurance company of all pre-existing conditions. Any undeclared conditions could invalidate your policy. Please inform our office of your relevant policy number and keep details of the policy in your travel documents including policy number, 24-hour emergency number and next of kin details.

If you are taking out travel insurance with your credit card company, you need to investigate the policy's inclusions and conditions fully. You should receive a policy number, an international access phone number to contact them in an emergency and a copy of full conditions.

All travel insurance providers require you to contact them as soon as possible in the event that you need medical treatment, hospitalisation or change travel plans, to inform them of your situation. They will then decide the best course of action in regard to further treatment and/or repatriation and make appropriate booking arrangements. Our staff in your destination will be able to assist you in contacting your travel insurance company.

SAFETY & SECURITY

All travellers should maintain a high level of personal security. Although our destinations are considered safe for travellers, please keep in mind that cash or wallets in pockets, obvious jewellery, swinging handbags etc may attract unwanted attention. Keep your belongings with you at all times and beware of pickpockets in market areas and at train stations. Do not leave any valuables unattended in your hotel room or on the coach. Lock away cash you do not need during the day/evening, credit cards, airline tickets, passports, jewellery etc either in your room's safe or at reception; as not all hotels will have an in-room safe deposit box. Likewise whilst travelling each day, do not leave any valuables unattended on the bus. It is your own responsibility to ensure that you carry your money and valuables on you at all times. Wearing a money belt under your clothing is strongly recommended. We advise you not to bring valuable jewellery etc with you on your trip and keep a photocopy of your passport and debit/credit card(s).



TRAVEL ADVICE

We recommend that you check www.gov.uk/foreign-travel-advice for up-to-date travel information and advice from the UK Foreign, Commonwealth & Development Office for your destination before departure.

TRAVEL HEALTH

We strongly recommend that you see a doctor/travel health nurse for the latest health advice at least six weeks prior to your holiday to allow time for any necessary vaccinations etc. Remember to take your itinerary with you to the appointment.

The website www.fitfortravel.nhs.uk is a great place to start researching what vaccinations are recommended for your destination.

Drinking Water

We strongly recommend that you research whether tap water is safe in your destination and if it is not, that you do not drink the tap water, and avoid ice in your drinks. There may be a kettle or even flasks of boiled water in your hotel room – boiled water is suitable for drinking and cleaning teeth. Safe, bottled drinking water is readily available for sale everywhere – from small shops, supermarkets, restaurants and hotels. It is not customary for hotels to provide complimentary bottled drinking water. Always ensure that the seal is unbroken.

Toilets

In some destinations, toilet facilities can be very basic and it may be rare that you will find a 'western' style toilet (except in hotels). 'Squat' toilets can be very common in public places and toilet paper may not be supplied. We suggest that you carry toilet paper in your day backpack, and don't turn down the opportunity to use a 'nice' toilet when you see one.

PERSONAL MEDICAL KIT

Take all pharmaceutical products that you may require on your tour; do not rely on being able to purchase these during your holiday. You may see pharmacies all over your destination, but in some regions they are more likely to stock local traditional medicine and many unregulated brands of western medicine. You are also very unlikely to find anyone who can speak English, nor any products with English writing. Consider taking a 'personal medical kit' containing any medication or medical equipment you may need during your time away:

- 📍 All prescribed medication
(with a cover note from your doctor)
- 📍 Headache tablets
- 📍 Anti-diarrhoea tablets
- 📍 Cold and flu tablets
- 📍 Travel sickness tablets
- 📍 Lozenges
- 📍 Insect repellent and sunscreen
- 📍 Antibacterial hand wipes and/or hand wash
- 📍 Spare pair of glasses/contact lenses

If you need to purchase any pharmaceuticals or medical equipment while on your tour – you may ask your National Escort, Local Guide or hotel staff to help you locate a pharmacy, identify medication or to translate from the local language to English. If you need medical attention, they will be able to arrange a call from a doctor, usually one who speaks English. However, the decision to purchase or take any non-prescribed (either western or traditional local medicine) is entirely your own.

The staff at Wendy Wu Tours (in the UK and in country) are not medically qualified. Therefore they are neither able, nor allowed to give any medical advice, recommendations or administer medications.

TRAVEL WITH CONSIDERATION

Wendy Wu Tours takes Responsible Tourism seriously. We are aware that tourism can impact the natural, economic and social environment and are committed to mitigating our impact wherever possible without compromising our customers' experience.

Gifts & Begging

Wendy Wu Tours does not condone the practise of giving gifts such as sweets, coins and souvenirs to local people while on tour. Instead, we encourage our customers to donate to a responsible local charity.



Taking Photos

“Tourists stick their cameras in our faces and promise they’ll send photos back, but they never do.” We encourage you to think about how you would like to be treated by camera-wielding tourists – always check that it is ok before taking a photograph of a local person. Simply indicate to your camera to ask and never take the photograph if someone gestures or says that they do not want you to.

Observe Local Rules

Being aware of your destinations social rules and customs is not only a way to respect the local people but is a way to make your own experience more culturally immersive. Social etiquette is very important in many cultures, and whilst visitor indiscretions are generally forgiven by kind and welcoming locals, it is good manners to comply with the social norms as much as possible.

Please take the time to research the basic social rules for your destination.

Dress Appropriately

In many countries you’ll find that the locals are well presented and conservative in the way that they dress. Brief shorts or skirts can be offensive – no matter how hot the weather, so erring on the side of modesty is usually the best course of action. For men, full length cotton trousers or shorts that cover the knees are acceptable. For women, skirts or trousers that reach below the knee are ideal, worn with tops that cover the shoulders.

In mosques, temples, pagodas, churches or any other current or former place of worship, female travellers particularly should wear modest clothing that covers knees (even the whole leg in some cases) chest and shoulders. In some places women may also be required to cover their head. A ‘modesty shawl’ – either a large shawl or sarong – can be useful to carry in your daypack while sightseeing.

The Environment

Whether the tap water in your destination is safe to drink or not, please consider bringing your own reusable bottle to save buying lots of bottled water, and to lower the number of plastic bottles being thrown away. Wooden chopsticks also have a negative environmental impact – these are likely to be supplied in restaurants. Perhaps consider taking your own pair of reusable chopsticks (or even a knife and fork if you are chopstick-challenged!) that you can carry with you and use at lunch and dinner.

CUSTOMER HEALTH & SAFETY INFORMATION

We Care

At Wendy Wu Tours we are continually working with our suppliers to maintain and improve safety standards by seeking good practice in health and safety and we will do our best to ensure that your holiday is safe and trouble free. Part of the enjoyment of travelling abroad is experiencing a different way of life and cultures, but it may also mean experiencing different safety and hygiene standards than those we are used to in the UK. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense as well as refer to notices and follow the advice from your National Escort and/or Local Guide.

At Wendy Wu Tours we are continually working with our accommodation and transport providers to endeavour to raise safety standards as much as possible and we will do our best to ensure that your holiday is safe and trouble free, but we do ask that you take that little bit of extra care whilst you are away.

Flight Safety

- Do not place flammable liquids, lighters, matches, gasses or aerosols in your suitcase
- Always carry medication in your hand luggage
- Keep your passport safe and have a photocopy with you just in case
- Pay attention and follow any in flight safety information
- To avoid DVT, drink plenty of water and follow simple exercises or occasionally move around the cabin

Transport Safety

- In vehicles always wear a seat belt if one is provided – though it is not compulsory in some destinations to do so. We cannot guarantee that vehicles will be fitted with seat belts
- In minibuses never place luggage in the aisles or foot wells
- Ensure you know where your nearest emergency exit is.
- Check the location of the fire extinguisher, first aid kit and break glass hammer

- Follow any safety instructions provided by your driver/guide

Road Safety

- Car hire is also not recommended in most areas
- Traffic in some countries travels on the opposite side of the road to the UK. Ensure you look both ways before crossing the road
- In many countries vehicles do not automatically stop at crossings
- Often paving can be uneven and loose with kerbs higher than in the UK. Please take more care whilst walking around cities and resort areas
- Crash helmets are often not provided with mopeds and motorbikes – we do not recommend you hire these vehicles

Fire Safety

- Ensure you know the location of your nearest fire exit
- Check the location of the nearest fire extinguisher
- Study the fire instructions in your room
- Identify how to raise the alarm if a fire occurs
- Do not smoke in bed
- If a fire occurs, leave immediately, do not stop to collect your belongings
- Proceed to an assembly point well away from the building

Glass Safety

- Glass doors and windows may not be toughened glass
- Take care in bright sunlight, it may not be obvious doors/windows are closed
- Check to see if anti-collision stickers are in place at adult & child height

Balcony Safety

- Never lean over, sit or climb on the balcony
- Families with small children should request ground floor rooms whenever possible
- Do not climb or stand on balcony furniture
- Keep all balcony furniture away from the wall/railings

Pool Safety

- Familiarise yourself with the pool and its layout, deep and shallow ends
- Make note of the depth markings and any hazards
- Most pools do not have life guards, so please take care
- Shower before entering the pool
- Do not swim, if suffering from an upset stomach
- Observe pool rules and information signs at all times

- Do not swim at night, even if it is lit
- Do not swim immediately after a meal or when drinking alcohol
- Pool surrounds can be slippery, don't run around them
- Observe No Diving signs at all times
- Never jump or dive from raised pool features
- In the event of an emergency ensure you know how to raise help

Food Safety

In order to avoid the possibility of stomach upsets

- Make sure your food has been thoroughly cooked
- Hot food should be hot, cold food should be cold
- Avoid any uncooked food, except fruit and vegetables, (notably those you can peel or shell yourself)
- Always drink bottled water and ensure the seal is intact when purchasing
- Use boiled or bottled water for brushing your teeth
- Avoid ice in drinks as this is generally made from unsafe tap water
- Exercise judgement when purchasing street food; we cannot vouch for the health and safety of the food and drinks they provide

Personal Safety

- Avoid walking in poorly lit areas
- Be aware, stay away from situations where you do not feel comfortable
- Avoid carrying too much money and/or valuables
- Use of a money belt is encouraged at all times
- Ensure your room is left secure when you go out
- Place all valuables in a safety deposit box, where available or with reception (use of these are often a condition of your insurance policy)
- Never leave windows or balcony doors open
- Ensure your main luggage can be locked when left unattended in rooms, carriages, luggage rooms etc.
- Do not take any valuable jewellery on holiday with you
- Do not leave valuable items or money on coaches

Sun Care

- Ensure you have adequate protection for your type of skin, high factor sunscreens should be utilised initially



- Re-apply sunscreen frequently
- Stay out of the sun during the hottest time of the day
- Drink plenty of water to avoid dehydration
- At the first sign of burning, cover up and get out of the sun
- Beware, you can still burn, dehydrate and get sunstroke in the shade or in the water
- Take a sunhat, sunglasses and lip salve

Insurance

- Ensure you have appropriate insurance for your holiday and that it covers any activity you intend to undertake
- If participating in any high risk activity, appraise yourself of the safety standards being operated by the supplier
- Avoid purchasing activities or excursions from anyone not connected to Wendy Wu Tours; they often lack public liability insurance and have unchecked safety standards
- Any accident or injury should be reported immediately to the National Escort or Tour Guide and a report obtained

Online Information

- For the latest Health & Safety information for travellers visit www.gov.uk/foreign-travel-advice

CLIMATE

We recommend you check weather conditions before you depart and consider doing some research into the climate of your destination at the time of your visit as part of your preparations for travel. Please bearing in mind that different areas and regions eg coast, highlands etc in the same country may have vastly different weather at the same time of year.

Freak weather conditions could result in delays, changes or in rare cases, cancellations to sections of your itinerary.



SUGGESTED PACKING LIST

Consider your packing carefully. You will need to bring clothing suitable for the climate of the country you are visiting so you may need to consider sun exposure and mild temperatures, water/windproof clothing for the cooler, wetter weather or warm coats, hats and gloves for destinations that are cold. Generally, casual clothes are recommended for your holiday. Loose fitting, lightweight cotton materials are the most comfortable for humid weather. The dress code throughout the tour is casual however, it is important that all passengers dress conservatively. Smart casual clothes are highly recommended for any evening banquets and shows..

Example packing list:

- 🧳 Your travel documents and passport- including a photocopy of your passport in case it is lost or stolen while you are abroad. Keep one photocopy at home and take another photocopy on your trip with you.
- 🧳 Main luggage & luggage padlocks.
- 🧳 'Day bag' - a smaller bag to carry with you during the day, both while driving and sightseeing. E.g. drinking water, hat, sunscreen, toilet paper, insect repellent, camera and spare batteries, jacket.
- 🧳 Money belt to carry passport, cash, credit cards, airline tickets, etc.

- 🧳 Lightweight trousers or shorts/skirts (for women) – please remember to respect local customs (knee length is recommended).
- 🧳 Shirts or long-sleeved tops of light cotton material.
- 🧳 Light jumpers - great for layering.
- 🧳 Thermals, thick socks, gloves and scarf - particularly if you are travelling during the winter months November – February.
- 🧳 Walking shoes and socks, or sandals – it is important to have sturdy and comfortable shoes for sightseeing every day.
- 🧳 Swimming costume.
- 🧳 Sun protection – hat, sunscreen and lip balm.
- 🧳 Personal medical kit including insect repellent.
- 🧳 Antibacterial wipes or gel to clean hands before eating.
- 🧳 Tracksuit/similar outfit of soft material is recommended for the overnight train journeys.
- 🧳 A water/windproof jacket.
- 🧳 Umbrella/raincoat/poncho - particularly if you are travelling during your destination's rainy season.
- 🧳 A 'modesty shawl' or sarong to wear in Muslim or conservative areas (for women).
- 🧳 Torch, conversion plug and spare batteries.
- 🧳 Scarf or bandana – useful to protect your face against dusty winds at high altitude.
- 🧳 Spare glasses – it can be difficult to get prescription lenses repaired or replaced while travelling.
- 🧳 Small bath towel is useful for overnight train journeys.
- 🧳 Snacks – tea bags/coffee, milk powder or sachets, instant soups or noodles, or anything else you can't live without!
- 🧳 Camera and spare film/memory card.
- 🧳 Sleeping sheet & small bath towel – can come in handy.
- 🧳 Toiletries (soap, shampoo, lotion) – for personal use.



