

Bolivian Encounters

Country(ies): Bolivia

Tour type: Small Group

Transport: Local buses, sleeper bus & train

Group size: Min: 2 | Max: 18

Days: 15 Days

Start location: La Paz, Bolivia

End location: La Paz, Bolivia

Departs On: Various days

Meals: Breakfasts - 14, Lunches - 7, Dinners - 5

Highlights:

Bright & bustling La Paz, Uyuni & the world's largest salt flats, the churches of Potosi, colonial city of Sucre, flora and fauna of Madidi & the pampas

Places Visited: La Paz, Oruro, Uyuni, Potosi & Sucre



Itinerary

Day 1: Arrive into La Paz

Upon arrival our staff will meet you at the airport and transfer you to your hotel in La Paz for the start of your trip.

OVERNIGHT: La Paz Hotel

MEALS: None

EXTRAS: Extra day in La Paz - pre-tour

Day 2: La Paz

The trip begins this morning with a half day tour of La Paz. Situated high up in the Andes and surrounded by 6,000m peaks the capital of Bolivia is a bright bustling city unlike any other. Winding through the narrow streets we will visit Murillo Square & Cathedral, Government Palace, the Incan Gold Museum and the infamous Witches Market before ending the tour with a trip to the lookout point at Killi Killi for panoramic views over the city. The rest of the day is free to enjoy at your leisure.

OVERNIGHT: La Paz Hotel

MEALS: Breakfast

EXTRAS: None

Day 3: La Paz to Uyuni by train

The morning is free to explore La Paz before we take a bus ride to the mining town of Oruro from where we will board the train for the journey into the Salar (salt flats) arriving into Uyuni this evening.

OVERNIGHT: Uyuni Hotel

MEALS: Breakfast

EXTRAS: None

Day 4: Uyuni, journey into the Salt Flats

After breakfast we head out in 4WD vehicles to explore the vast Salt Flats full of stunning lakes, deserts and volcanoes. We start at the eerie Train Cemetery - a remnant of Bolivia's gold boom before travelling on to Colchani village for a brief stop before heading into the Salar proper. Our guide will explain how the unique area formed geologically as we make our way to Huasi Island in the shadow of the beautiful Tunupa Volcano to stop for lunch. The day ends as we arrive into San Juan village.

OVERNIGHT: Basic Accommodation

MEALS: Breakfast, Lunch, Dinner

EXTRAS: None

Day 5: Salt Flat exploration

Climbing back into our 4WD vehicles this morning we continue south along the Salt Flats passing further volcanoes until we reach Canapa Lagoon situated at a height of 4,130m. Look out for pink Flamingoes and other birdlife here at the lagoon. We also stop briefly at Hedionda (Stinky!) Lagoon, which certainly lives up to its name, due to the high sulphur content, as we travel on towards the Siloli Desert home to incredible natural rock formations eroded by years

of wind. This afternoon we arrive at the Red Lagoon, a breathtaking 40 square kilometre Wildlife Sanctuary home to 3 species of Andean Flamingo. We spend the night close to the shores of the lagoon in Wayllajara Village.

OVERNIGHT: Basic Accommodation

MEALS: Breakfast, Lunch, Dinner

EXTRAS: None

Day 6: Salt Flat exploration

We leave early this morning in order to catch first light over the Sol de Manana Volcano Crater as we venture up it. At almost 5,000m the dramatic landscape here is dotted with steaming geysers and brightly boiling volcanic mud pools. We stop for breakfast on the banks of Challviri Lagoon where those who want to can enjoy a hot spring! After breakfast we head down through the barren Dali's Desert which offers unrivalled views out over the southwestern tip of Bolivia. Look out for Licancabur Volcano cradling the beautiful Green Lagoon in the distance. Returning to Red Lagoon we travel through Rock Valley on our way back to Uyuni.

OVERNIGHT: Uyuni Hotel

MEALS: Breakfast, Lunch

EXTRAS: None

Day 7: Uyuni, drive to Potosi

Leaving the spectacular Salt Flats and our 4WD vehicles behind, we travel by mountain road to Potosi. Upon arrival the day is free for you to explore the town including its many churches or take a locally available optional tour to the nearby Silver Mines (note - Health and safety is not to Western standards and we recommend reading up on the mines before choosing whether or not to visit).

OVERNIGHT: Potosi Hotel

MEALS: Breakfast

EXTRAS: None

Day 8: Potosi, drive to Sucre

This morning is free before we board the bus to one of Bolivia's most beautiful cities, Sucre. Known as 'The 4 Names City' because of its long and varied history it previously went by Charkas (its Indian name), La plata (The Silver), Ciudad Blanca (White City) before becoming Sucre. Home to charming streets full of whitewashed buildings and pretty patios it is a very pleasant place to wander around. Sucre is sometimes referred to as the heartbeat of Bolivia. It was here at Liberty House where Bolivia declared itself a free Republic in 1825.

OVERNIGHT: Sucre Hotel

MEALS: Breakfast

EXTRAS: None

Day 9: Sucre, free time, overnight bus to La Paz

Become a trainee palaeontologist this morning when we visit Cretaceous Park, home to thousands of remarkable dinosaur footprints including the biggest ever found. The afternoon is free to enjoy Sucre once more although many people choose to visit Asur, Bolivia's best Textile Museum, where some of the most precious and colourful pre-Incan textiles are kept with some over 1,500 years old. This afternoon we board the overnight sleeper bus for the trip back to La Paz.

OVERNIGHT: Bed Bus

MEALS: Breakfast

EXTRAS: None

Day 10: Arrive in La Paz, free day

Arriving back into La Paz we transfer to our hotel. The rest of the day is free to relax or explore the city at leisure.

OVERNIGHT: La Paz Hotel

MEALS: Breakfast

EXTRAS: None

Day 11: La Paz, fly to Rurrenabaque, Madidi National Park

We begin this morning with a transfer to the airport for our short flight to the jungle town of Rurrenabaque. We then head to the Beni River and board our boat to Madidi National Park. After lunch we take our first trip into the jungle, following the trails while our guides describe the local flora including various medicinal plants. Keep an eye out for beautifully coloured macaws, parrots and parakeets. In the evening we have the chance to see the jungle in a different light as we enjoy another slightly noisier jungle walk.

OVERNIGHT: Rurrenabaque Hotel

MEALS: Breakfast, Lunch, Dinner

EXTRAS: None

Day 12: Madidi to Pampas

We are able to enjoy the jungle this morning before we climb into our 4WD vehicles for the journey towards Yacuma River, passing by the picturesque towns of Reyes and Santa Rosa. Carrying on by boat towards our lodge we may well see alligators, turtles, squirrel monkeys and capybaras along the river bank.

OVERNIGHT: Pampas Lodge

MEALS: Breakfast, Lunch, Dinner

EXTRAS: None

Day 13: Pampas, jungle tours

Today we continue navigating the Yacuma River until finding an entrance to the Pampas. On the way we'll see more wild fauna, The pampas is another Amazonian Ecosystem well known as grasslands. Here we are going to walk in search of more wildlife, such as birds, alligators, and the famous Amazonian Anaconda. Later, we get back to the boat to continue exploring the river, and looking for a good spot for fishing piranhas and swimming with the extraordinary Pink Dolphins; known as Bufeo.

OVERNIGHT: Pampas Lodge

MEALS: Breakfast, Lunch, Dinner

EXTRAS: None

Day 14: Pampas to Rurrenabaque, fly to La Paz

We have the chance to take one more trip into the jungle this morning but this time looking for the various kinds of monkeys found in the area including howler monkeys, spider monkeys and squirrel monkeys. In the afternoon we travel back to Rurrenabaque to catch our flight back to La Paz.

OVERNIGHT: La Paz Hotel

MEALS: Breakfast, Lunch

EXTRAS: None

Day 15: La Paz, departure transfer

Your time is free today for some last minute sightseeing or shopping until we transfer you to the airport for your departure flight.

OVERNIGHT: N/A

MEALS: Breakfast

EXTRAS: Extra day in La Paz - post-tour

Included

- All accommodation in simple hotels, guesthouses & jungle lodge as per itinerary
- 3-day/2 night 4x4 Salt Flats excursion with basic accommodation, meals & guide
- All local transport as per the itinerary including train from Oruro to Uyuni
- Internal flights
- Orientation tours in La Paz, Potosi and Sucre
- La Paz city tour
- All transfers, including 24-hour airport arrival & departure transfer service
- Services of a local tour escort throughout the tour
- Meals as indicated in the itinerary

Excluded

- International Flights
- Visa fees
- Travel Insurance (compulsory)
- Airport taxes
- Meals not indicated in the itinerary
- Optional excursions and entrance fees (see tour notes)
- Park entry fees (allow approx. US\$75)
- Drinks, snacks and other personal expenses (e.g. laundry)
- Tips
- Any other items not mentioned above

Options

Our tours are designed to include all that you need to enjoy a really special time in the destination you're visiting.

However, we do also offer some extra options to complement the tour and add some additional sightseeing or activities, or some extra time at either end of the tour.

All accommodation based options (e.g. Single supplements, extra nights, cruise upgrades) should be booked and paid for in advance so that we can make the appropriate arrangements.

Other options may either be booked and paid for in advance or while you are on the tour, though we recommend booking in advance to ensure there are no issues with availability.

Many options are priced the same throughout the year, but some may incur single or high season supplements - full details are given on the tour reservation form or on request.

1. Accommodation

We use good quality small & simple hotels & guesthouses on this tour as well as a bed bus that may have half or full reclining seats.

Accommodation is based on twin, triple or double en-suite rooms. We will endeavour to give all couples a private double room. Single travellers may choose to pay a single room supplement to guarantee themselves a single room throughout the tour. Alternatively, they may choose to share a room with one or two other travellers of the same sex. If there are no other single travellers available for you to pair up with at the time of your booking, then we will need to add the single supplement to your tour price, but will refund this or deduct it from your balance payment if we are able to pair you up later on.

2. Transfers

The tour includes a 24-hour airport meet & assist service in La Paz airport, your arrival and departure airport-hotel transfers and all other transfers.

3. International Flights

We want to give you as much flexibility as possible when it comes to booking your holiday with us. So, to take account of people with varying travel plans, we don't normally include international flights in the main tour price. We are however very happy to suggest flights to go with the tour. Please contact us with your preferred dates and departure airport and we'll give you a selection of airlines, times and fares to choose from.

Your airport arrival & departure transfers are included on the first and last days of the tour.

We do also sometimes advertise flight inclusive packages from selected airports. Where these are shown on our website, prices are correct at the time of quoting, but are subject to continued availability of the fare used. Prices will be reconfirmed at the time of booking, and we will also provide the flight times and airline details before tickets are issued.

Flight inclusive prices are based on the cheapest Economy ticket class available which is generally non-refundable and non-changeable unless the flight is cancelled for reasons such as Covid-19, in which case the airlines are more flexible. More flexible ticket options, as well as Premium Economy and Business Class tickets are available on request for an additional supplement. Any changes made to flight inclusive bookings will be subject to the airline rules on your ticket.

N.B. ON TOURS THAT VISIT THE JUNGLE, FLIGHT TIMES FROM THE JUNGLE CAN BE SUBJECT TO CHANGE (PARTICULARLY DURING THE RAINY SEASON) SO MAKE SURE YOUR INTERNATIONAL FLIGHT BOOKINGS ALLOW AT LEAST ONE SPARE DAY AFTER THE JUNGLE EXCURSION HAS BEEN COMPLETED!

Flight CO2 Emissions:

Traveling by air is an amazing way to explore the world, but flights also contribute to carbon dioxide (CO2) emissions that impact the environment. By considering the airline's CO2 emissions when you choose your flight, you can help minimize your travel footprint.

When selecting your international flights and airline, we do therefore recommend that you try and also take into account the flight CO2 emissions. Some airlines and flight search websites (eg. Google Flights, Skyscanner) do publish this information, so you can compare between your flight options and make an informed decision. Thankfully, many airlines are working towards sustainability efforts, and choosing a greener option allows you to contribute to positive change while still enjoying your incredible adventure.

4. Group Size/Tour Leaders/Guides

We are committed to being a small group operator, as we feel this gives everyone in the group the best chance to get to know their fellow travellers and to hear and make the most of their guide. So, our South America group departures are set to have a minimum of 2 and a maximum of 14 travellers.

In South America we provide fully trained, local English-speaking tour leaders to accompany all our Peru and Bolivia tours. These leaders will arrange your accommodation, meals, travel arrangements, as well as pre-booking some excursions and guides and helping you to find the best deals, socialise. Generally they are there to run the trip and make sure everything goes as smoothly as possible. While they are experienced and knowledgeable about the country and places you're visiting and travelling through, they are not tour guides as such. In most historical areas visited there are specialist local guides available if you wish (your tour leader will assist in booking these). We also have some local representatives in towns and cities en-route who are also at your service. Additional guides may also be used for some of the trekking and jungle sections.

Note: Some of our tours in Peru and Bolivia work as different sections. So, it is possible that you may not be with the same entire group for the whole trip (for example, in Peru some travellers may start their trip in Cuzco, or head to the Amazon after the Inca Trek while some go on to Lake Titicaca. In Bolivia some people may finish the tour early and not continue on into the jungle for the final section.

5. Entrance Fees

The tour price includes entrance fees to all the tourist sites mentioned in the itinerary. You will need to cover the cost of entrance to any other extra sites that you may wish to visit.

6. Tipping

Tipping is common practice in Bolivia & Peru, as a sign of appreciation for services provided. You may therefore wish to tip your guide and driver at the end of the tour. You should not feel obliged to tip any particular amount, and should consider your personal budget. We are often asked to provide a guide however, and can suggest that approx. £5 per person per day would be appropriate.

7. Health and Vaccinations

You should ensure you are fully insured for medical emergencies including emergency evacuation and repatriation.

Recommended vaccinations and other health protection measures vary according to the country you are visiting and where you are travelling from. We recommend you contact your GP/medical practitioner or a travel clinic for current information on vaccinations needed for your destination. You should ensure that you are up to date with vaccines and boosters recommended for your normal life at home, including for example, vaccines required for occupational risk of exposure, lifestyle risks and underlying medical conditions. In addition, additional courses or boosters normally recommended for the countries in this region are:

Peru: Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Not required. Please read the [WHO guidance](#).

Bolivia: Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if entering from a country with risk of yellow fever and if transitting through an airport in one of those countries for more than 12 hours. Please read the [WHO guidance](#).

Malaria: Vaccinations are not available against Malaria, which is a disease transmitted by mosquitoes that can be very serious and sometimes fatal. You should avoid mosquito bites by covering up bare skin with clothing such as long sleeves and long trousers and applying insect repellents to exposed skin. When necessary, sleep under a mosquito net. Mosquitoes are most active during and after sunset. You should consult with your GP/medical

practitioner/travel clinic about the most appropriate malaria prophylactic medication to take for the regions you are visiting. In general malaria risk is present throughout the year in rural areas below 2000m. Risk is highest in the department of Loreto in the Amazon. Risk is variable in other areas below 2000m. Risk is low west of the Andes including Lima (with the exception of the district of Piura) and at altitude (including the Inca Trail, Cuzco, Machu Picchu and Lake Titicaca).

Dengue Fever: Unlike the malaria mosquito, which will bite around dawn, dusk and at night, the mosquito that carries dengue fever bites during the day. There are occasional outbreaks in some areas we visit and we therefore advise that you take precautions during the day to avoid being bitten as well as at night. No vaccine is available.

Yellow Fever: This disease is spread by infected mosquitoes that bite during the day. A Yellow Fever Certificate of vaccination may be required as a condition of entry depending on which country you are arriving from, or that you have travelled or transited through recently (including connecting flights with stopovers of over 12 hours). You can view this [US CDC information](#) about where the virus is present and follow the links to further information detailing which countries need you to have a Yellow Fever vaccination as part of their entry requirements. Please ensure you have this certificate with you and a photocopy to hand if necessary.

Please inform us of any pre-existing conditions such as diabetes or asthma and any prescription medicine you may be taking. We also need to know about any food allergies or physical disabilities that you may have.

8. Passports and Visas

Passports should be valid for at least six months after your departure from the country. Please do not bring an almost full or almost expired passport; your passport should have at least 1 blank page for every country you are visiting on your trip. Please bring two photocopies of your passport with you to give to your tour leader at the start of your tour. Visa arrangements are the responsibility of the traveller, and requirements are subject to change by the local authorities.

Peru: Many nationalities (including UK, European, Australian, New Zealand, South Africa, USA) do not need to obtain a visa to enter Peru as long as your stay is for less than 6 months. Other nationalities should check with their local consulate or embassy.

Bolivia: Many nationalities (including UK, Australia, New Zealand, Canada) do not currently need to obtain a visa to enter Bolivia as long as your stay is for less than 3 months. US citizens can obtain a visa on arrival for 360 Bolivianos (approx. US\$55) - a photocopy of your passport, a 3cm x 4cm passport photo, and the fee in local currency will be required. South African citizens are recommended to obtain their visa in advance - the fee is 360 Bolivianos. Other nationalities should check with their local consulate. It is your responsibility to ensure that you have the appropriate visa to enter Bolivia if one is required.

On arrival you will be given an immigration card. You should keep this safe with your passport as you will need it again when you leave the country (a fine may be payable if you lose it).

If you are flying through the USA en-route to South America then before you travel you will need to obtain either a USA visa or an ESTA (electronic system for travel authorisation) if your country is part of the visa waiver program).

9. Time

The time in Peru is GMT minus 5 hours.

The time in Bolivia is GMT minus 4 hours.
Daylight saving adjustments are not applied.

10. Voltage

Peru: Sockets are mainly two round or flat pronged and 220 volts (Type A,B,C).

Bolivia: Sockets are again mainly two round or flat pronged (Type A,C) but the voltage can range from 115, 220 or

230 volts.

Universal adaptors are available in most airport shops if you don't have one already. Standard European adapters should work fine, though sometimes they may feel a little loose in the sockets. Most hotel rooms have electrical sockets where you can re-charge cameras, phones etc. Hair dryers are sometimes available on request from the hotel reception if not in your room already but cannot be guaranteed.

If you have US appliances (110 volts) you will need a voltage converter as well as a plug adapter.

11. What to take

Luggage: Whatever you're doing in Peru or Bolivia, you'll find that large rigid wheeled suitcases are cumbersome - you may be able to wheel them inside the airport and your hotel, but due to the condition of roads and pavements that's often about it. As most of our tours involve a degree of adventurous activity, we strongly advise you to bring a more practical bag for these i.e. a rucksack or holdall. These are easier for both your porters/ponies (if trekking), and yourself to carry around. Suitcases are OK if your tour does nothing but cultural sightseeing, but please aim to bring small or medium sized ones rather than very large. If you are trekking, or doing a lot of travel throughout the country, then as little as possible is the basic message. A rucksack or holdall (50-80 litre approx.) for your main luggage, and a daypack for you to use during the day should be plenty. While trekking your ponies will carry your main luggage, leaving you with just a daypack with things you'll need during the day. You can also leave some luggage locked safely in the pre-trek hotel if you wish. We recommend that couples plan to leave one main bag behind, and pool their remaining luggage in their other bag for the ponies to carry.

Luggage limits: Most international airlines allow 20-23kg per person of hold luggage. Domestic flights often have smaller allowances around 15kg. As airline rules vary we recommend that you take no more than 20kg of luggage if your tour just includes international flights, and no more than 15kg if there are any domestic flights included in your itinerary. Please ask us for details if you are unsure. Any excess baggage fees will be your responsibility to cover. Most airlines allow between 5kg and 10kg for hand luggage so we suggest that you take no more than 5kg unless you have confirmed that your airline(s) will allow more than this.

Clothing & Climate: Peru and Bolivia have a climate that ranges widely depending on where and when you visit. Nights will be cold in the deserts and mountains, and the weather may be hot during the day. It can get down to -15C in the Andes, and up to 47C and 90% humidity in the jungles. The rainy season in the Andes is mostly between November and April with heavy downpours once or twice a day with the remainder of the day mostly warm and sunny. You may be lucky and get no rain at all. The dry season runs from April to October and this is when you'll get the best mountain views. Generally expect it to be warm or hot during the day but very cold at night in the mountains. In the deserts in Peru the hottest time of year is between October and May, but the nights can be cold all year round. The Amazon is very hot and humid with regular rains or showers all year round. Overall, you need to pack for all conditions, from cold to hot, and with at least a light raincoat in case of showers or heavier rains.

A large variety of relatively cheap trekking gear is available in Cuzco (fleeces, waterproofs etc.) and buying some here can save you carrying it with you, and support the local economy. However, you should definitely bring your own walking boots.

What to bring:

- Toiletries - Most available to buy on trip
- Sleeping Bag - 4 season bag, (these can be hired for the Inca Trail and in Bolivia, but most people prefer to bring their own) and a sleep sheet for comfort (especially if you plan to hire a sleeping bag)
- Small day-pack or small bag to carry daily items
- Soft rucksack or holdall (NOT a large rigid suitcase)
- Soap, shampoo, toothbrush/paste, antibacterial hand wash, lip balm & moisturiser
- Sun block (35+) and after sun, sun hat & sun glasses
- Tampons/pads (can buy in most places)
- Contraception

Clothes & Personal Effects

- One pair of trainers or boots, plus Sandals/flip flops/jandals/thongs
- Underwear/socks T shirts/shirts Shorts/swimwear
- Jeans/trousers/jog pants/leggings
- Skirt or dress
- Sweat shirt/jumper
- Jacket/fleece & waterproof jacket
- Camera with protective case, spare batteries, film/memory card
- Torch & spare batteries (head torch is best)
- Alarm clock
- Travel adaptor plug/charger (for cameras & mobile phone batteries)
- Money belt
- Towel &/or sarong

Recommended Medical Kit List (especially for longer or more out of the way tours)

We advise you to bring a small personal medical kit for general everyday use, as well as any personal over-the-counter medicines that you may wish to keep with you. Our guides are familiar with the nearest pharmacies, doctors and hospitals throughout the trip if you need to seek medical attention. It will be your own responsibility to carry your medical kit on included excursions and optional activities as some local operators may not have medical kits to hand.

- Antiseptic ointment/Antihistamine cream & tablets
- Nurofen or equivalent pain-killer
- Eye-drops/bath
- Anti-diarrhoea treatment
- A couple of bandages (elasticated & triangular)
- Medication for personal allergies/asthma etc
- Insect repellent containing Deet
- Re-hydration sachets/vitamin tablets
- Assorted plasters
- 1 - 2 Sterile syringes
- Some suitable antibiotics as recommended by your doctor for infected cuts or to treat severe dysentery

Please note that in the winter months (June-August) it can be very cold, especially at altitude, so we would recommend that you bring extra layers or be prepared to purchase some when you are in Peru & Bolivia.

Cameras and Electrical Equipment

Any easy to use 'point and shoot' or even a smartphone with a good camera will get you some good photos. For more creative and higher standard shots its worth bringing an SLR camera, but do make sure you're familiar with it first. There are internet cafes in many towns and cities where you can download/upload your photos to online storage. However, we suggest you bring several memory cards in case this isn't possible. A padded camera case or bag and zip lock plastic bags are useful to protect your equipment, especially in the sandy deserts. Polarising filters are good for SLRs to prevent over-exposed looking photos. ard to find USB cable - to connect in internet cafes or for downloading We can recommend Clock Tower Cameras for second hand cameras and lenses.

Important: In Peru and Bolivia it is strictly forbidden to take photos of any military installations or equipment. Border posts, bridgets and anywhere around airports are also sensitive so please avoid taking photos of any of these (or risk having your camera confiscated). We recommend asking first before taking photos of people, and if doing so, please act respectfully and with discretion.

12. Booking & Payment

If you would like to book a place on this tour, please complete the online reservation form on our website (via the Dates & Prices tab on the tour page). You may make a deposit or full payment online, or just hold a reservation if you prefer (full payments are due 8 weeks before departure). We will then contact you with more details about how

to complete your booking. Payments may be made by debit or credit card (subject to a card processing fee), or by making a bank transfer, or posting us a cheque/bank draft. Full details will be provided in your booking confirmation email. Please [contact us](#) if you would like any more information or have any questions before making a booking.

13. Dates and Prices

We run regular small-group departures on this tour from April to November each year. All departures are guaranteed to run with a minimum of 2 travellers. Departure dates and prices are listed on our website and on a separate dates & prices sheet available on request.

14. Travel Insurance

Travel insurance is compulsory on all of our tours and needs to cover personal accident & liability, medical expenses and repatriation, travel delay & abandonment. We also strongly recommend that you take out cover against cancellation and lost/stolen baggage. Personal medical insurance does not normally provide sufficient cover and is generally not suitable for travel on our tours. You will not be able to join your tour if you have not provided us with details of your insurance or if you arrive without cover in place (no refunds will be due in this event). [More information...](#)

You may arrange your own insurance, or you can take advantage of a comprehensive policy that we can arrange for you through Endsleigh Insurance which has been designed to be suitable for our tours. The policy is available to travellers of all nationalities and you do not need to live in the UK to take out the policy. For full details of cover provided, prices and to apply for one of our policies, please complete [travel insurance application form](#).

Note: Any country that borders the Mediterranean is considered as 'Europe' for the purposes of travel insurance (including Turkey, Israel, Egypt and Morocco). If you are doing a tour that visits one country in 'Europe' and one that is 'Worldwide' (for example, an Egypt and Jordan tour), then you need a 'Worldwide' policy. When completing the form you should enter your travel dates including any extra days involved in overnight flights or connecting travel between your home and the tour. Our policies are not able to cover any extra time or activities other than your tour and options booked with us and your travel to & from home.

Note - to comply with insurance sales regulations, our travel insurance policies are only available to customers booking directly with us. If you have booked through a travel agent you will need to arrange your own insurance.

If your tour includes car hire, or if you plan to arrange a hot air balloon flight locally or do some scuba diving during your tour, you should check the small print in your policy to make sure these are covered (these are covered in our policy). Please also check the maximum altitude that you will be reaching and that full cover including emergency evacuation is provided up to this altitude.

If you are taking expensive camera gear or other electronic equipment with you then please check the coverage and the fine print of your policy to ensure that you have sufficient cover.

IMPORTANT: We must have your travel insurance details (policy number and type of insurance) before you depart or you may not be allowed to join the tour. If you haven't told us already, please let us know the details when you can. You should take a paper copy of your insurance policy with you as you may be asked to show this at the start of the tour.

Covid-19

Before purchasing any travel insurance, please check the coverage provided for situations related to Covid-19, and for the rules about government travel advice. Your normal policy may not be suitable. Details about our own policies cover levels are given [on our website](#).

15. Financial Security

We are a UK registered company and are committed to providing our customers with financial protection to provide peace of mind and to allow you to book with confidence.

We have therefore partnered with Trust My Travel Ltd., which provides financial protection services to over 2000 partners around the world. Funds paid to us by our customers are protected via an Insurance policy held by Trust My Travel. Each traveller and the description of services sold is declared against Trust My Travel's insurance policy directly against our financial failure. In the event of our insolvency, you will be refunded for any unfulfilled products and/or repatriation to the UK (where applicable). Please see [our website](#) or [booking conditions](#) for more information.

16. Responsible Tourism

It is impossible not to have an impact on the local environment, cultures and eco-systems when you travel. However, it is very possible to try and ensure that these impacts are as limited, or positive as possible. We are committed to ensuring that we try to leave our host countries in a better state than we found them and encourage and assist our travellers to help us with this.

The following are a few simple tips that require very little effort on your part but which will help ensure that any effect you have on the locations you visit is positive rather than negative.

- Don't prejudge: Things in different countries will almost certainly be different. That doesn't make them worse or inferior, just different.
- Communicate: Don't expect locals to speak your language. Take the trouble to learn a few words or phrases of the local language. Don't worry about sounding silly. Most locals are patient and accommodating and appreciate you making the effort to communicate in their language.
- Conserve energy: Be careful not to waste valuable resources. Use local resources sparingly. Switch off lights, air-conditioning and fans when you leave the hotel room and don't waste water. Remove superfluous packaging. Many countries have far less efficient waste disposal systems than ours. Remove packaging from newly acquired items before leaving home.
- Don't litter: No matter how untidy or dirty the country you're travelling in may look to you, avoid littering, as there is no need to add to the environment's stress. Many of the countries we visit have a tough challenge dealing with rubbish and waste. Please consider taking home as much plastic waste as you can (e.g. water bottles).
- Choose environmentally friendly products: By using environmentally friendly (bio degradable) sun creams, shampoos and detergents you can help reduce pollution.
- Respect local customs and traditions: As you are a guest in these countries, you should also comply with the local customs. If you are friendly and well mannered, the locals will reciprocate and it will only enhance your experience. It's important to follow dress and behaviour guidelines especially when visiting religious or sacred sites (your tour leader will advise you how best to do this).
- If a client commits an illegal act the client may be excluded from the tour and Encounters Travel shall cease to have responsibility to/for them. No refund will be given for any unused services.

All porters are employed and equipped following guidelines set by the International Porter Protection Group (IPPG).

17. Follow Us Online

You can stay in touch with us online by following us on Facebook and Twitter. We post updates on relevant travel news in our destination countries, special offers and discounts and other interesting travel related news and information.

www.facebook.com/encounterstravel

www.twitter.com/encounterstravl (yes, without the 'e')

18. Before you travel

It is important when considering and preparing to travel anywhere in the world that you have a good understanding of the country you are visiting, its laws and customs, and the possible risks and situations that may occur. This includes specific risks related to your itinerary (eg. does it involve water & can you swim, are you fit enough for the activities included), as well as more general risks such as terrorism and natural disasters.

General details and links to more information about health risks, visa requirements, money, and travel insurance are given in these tour notes. We recommend that you re-read all these before your departure as well as the small print of your travel insurance policy so you know exactly what is covered and what is not.

You should take copies of your important travel documents with you and ideally also store them online securely as a backup. Make sure that you have given us your emergency contact details and told that person where and when you are travelling. Ensure you take enough money with you and that you have access to emergency funds.

Finally, you should read through and stay updated with the current [official government travel advice](#) for your destination. We are registered partners with the UK Foreign Office's '[Travel Aware](#)' campaign which provides further useful and invaluable information.



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Note: Please [download an up-to-date copy](#) of these tour notes shortly before you travel as itineraries and information does change from time to time.
