

Useful Information

AT THE AIRPORT

You must check in AT LEAST 2-3 hours before your flight is scheduled to take off in accordance with your itinerary. If you fail to check in on time, the airline is entitled to refuse to allow you to board the flight. We cannot accept responsibility if such situations arise, and while we will endeavour to assist in making alternative travel arrangements to get you to your destination, any costs or loss incurred as a result will be your responsibility.

ARRIVAL

After passing through customs at the airport you will be met by one of our representatives and they will show you to your taxi taking you to your chosen accommodation.

TRANSFERS

Transfer timings for each resort are shown on the introduction page of each resort in this brochure. The times quoted are direct travelling times. You will be transferred from the airport to your accommodation on arrival and from your accommodation back to the airport on your departure.

DEPARTURE

Our representatives will advise you of your precise departure arrangements. Normally you will be expected to vacate your room by noon on departure day (with the exception of Nile Cruises where you may be expected to check out by 8am). In the case of a night flight, the vacating day is noon prior to the departure time. Please refer to 'Nights in Resort' below for further information.

LUGGAGE ON DEPARTURE DAYS

If you are vacating your accommodation at midday and have to wait some considerable time for your departure from resort, your luggage remains your responsibility during this time. Whilst our representatives may be able to suggest places where luggage can be stored, this will be entirely at your own risk. We cannot accept responsibility for any luggage that is left unattended.

OUR REPRESENTATIVES

Our representatives are carefully selected to offer you advice, useful tips and the benefit of their local knowledge. You will be given a contact telephone number for our representatives or local agents.

NIGHTS IN RESORT

Your accommodation is reserved for you from 12 noon on the day you leave the UK. For night flights departing after midnight, the day you leave the UK is deemed to be the previous day so that you have immediate access when you arrive. In most cases and by international convention, rooms must be vacated by 12 noon on the last day of your holiday. You may have to wait several hours before your return flight departs. Where possible, a room will be made available for changing and storing luggage. Some hotels may let you keep your room but they are entitled to make a charge for this service and this does not form part of your contract with us. This is not normally possible with apartments. Where half board, full board or all inclusive has been booked and flight timings may mean losing one meal, your holiday price has been adjusted to compensate.

ACCOMMODATION

Our accommodation is selected in accordance with our 150 point audit for accessibility. Each property is graded in accordance with our 'E' grading system which is fully explained on page 4.

All accommodation classifications and ratings are granted by the tourist authority of the country you are visiting. We have no influence over the ratings/classifications that are granted.

AVAILABILITY OF RESORT AND ACCOMMODATION FACILITIES

In some resorts, hotels and apartments it is possible that certain advertised facilities may not be available or fully operational in the early and late part of the season, due to the number of participating holidaymakers and weather conditions. Also air-conditioning and heating, where mentioned may be available only at certain times of the day or year at the hoteliers discretion and at an additional cost. Such situations are regrettably beyond our control.

NILE CRUISES

Itineraries and excursions may alter beyond our control. Delays can be experienced, particularly at locks and this may lead to the last minute cancellation of excursions or overnight cruising. Due to the number of boats on the Nile several may dock together (side by side) which may obscure the view from your cabin. Getting on and off boats may mean walking through/across boats docked adjacent to your own (levels may vary). Care should be taken on gangplanks and any uneven surfaces.

BREAKAGES AND DEPOSITS

You will be expected to pay for any damage or breakages caused to your accommodation or hotel room. This must be paid before you leave the resort. Property management reserve the right to evict you from the accommodation where deliberate damage/breakage has been caused. We will not accept any responsibility for your action in such cases. Some properties charge a deposit on arrival which is refundable at the end of your holiday (assuming there is no damage to the accommodation as a result of your stay).

SWIMMING POOLS

Most hotels and apartments do not employ a lifeguard. Please ensure that children and non-swimmers are supervised at all times and observe the pool rules at your accommodation. We do not recommend any diving, however if you wish to dive please check that the water is deep enough and that the property allows diving. You should also exercise caution around the pool areas since pool surrounds are often slippery when wet and you should not enter the pool after drinking alcohol. Please note that swimming pools may be temporarily withdrawn for maintenance purposes. Hoteliers and apartment owners may make a discretionary charge for facilities at their accommodation, e.g. pool and sun loungers.

MAID SERVICE

Overall the standard of cleaning in holiday accommodation is good and frequent. The frequency of the service may vary between different properties of differing classifications.

INSECTS

Insects are prevalent in hotter countries. It is advisable to take insect repellents with you on holiday in order to avoid mosquito bites.

DRINKING WATER

Although water is chlorinated in most destinations, we do not recommend that you drink it since not all countries treat tap water. We would recommend that you drink bottled water which is inexpensive and widely available throughout the resort.

ALL INCLUSIVE

In accordance with your room vacation at 12 noon on the day of departure, the all-inclusive package will also finish at this time. Some hotels may offer the facility to extend the all-inclusive but this must be arranged and paid for locally. Times/facilities available during all-inclusive terms of stay may vary in certain hotels.

SAFETY AND LOCAL STANDARDS

The safety standards and regulations in operation overseas are those of the country visited and often regrettably, do not aspire to the same levels as the UK. Therefore, the general standards of safety, hygiene, fire precaution etc. may be lower than your expectations. This is a matter for the authorities of that country and the overseas supplier of the services concerned.

FIRE SAFETY

Please read carefully all fire safety information which is available in your hotel or apartment. On arrival, always familiarise yourselves with the nearest fire exits to your room or apartment.

STANDARDS AND SAFETY OF BEACHES

Our brochure descriptions give a fair indication of the type of beach at the resort and the availability of any watersports or any other beach related activities. Although many holiday-makers prefer swimming pools and surrounding terraces to the beach, as a responsible company we feel it our duty to point out that the EC publishes a report annually which lists the beaches throughout Europe which do not meet the Commission's requirements to cleanliness. Swimming outside of designated beaches is very dangerous; there can be strong undercurrents where swimming in such areas has resulted in loss of life. We recommend that you swim off main beaches and should avoid remote rocky coastlines. Familiarise yourself with the local flag warning systems and seek local advice on which beaches are the safest. Check to see if the beach has lifeguards and swim parallel to the shore within your depth. Children should be supervised at all times and there should be no swimming at night. You should swim before eating and drinking and not immediately after. You should also be aware of any "zones" for jet skis and power boats and stay well away.

SCUBA DIVERS PLEASE NOTE:

IT IS IMPORTANT YOU DO NOT DIVE FOR 24 HOURS BEFORE TRAVELLING BY AIR. THIS MAY INVALIDATE YOUR TRAVEL INSURANCE IN THE EVENT OF ILLNESS.

BALCONIES

If you are travelling with young children, make sure they are not left unsupervised on balconies. Keep balcony furniture away from the railings so that they are not encouraged to climb up.

GLASS PANELS

Few hotels and apartments are legally obliged to install "toughened" or safety glass in their windows, doors and glass cabinets etc. Please take particular care when walking through patio doors. It can be difficult to spot if they are closed in bright sunlight. Identifying stickers should be in place on patio doors and other large glass doors. If they are missing, please bring this to the attention of the accommodation.

PLAYGROUNDS AND CHILDREN'S CLUBS

Some hotels and apartments in our programme feature playgrounds and other children's facilities including children's clubs. These are not always supervised and it is advisable that you supervise your children at all times, throughout your holiday.

ALCOHOL

Most people like to indulge during holidays. There are times however, when alcohol is best avoided. Egypt is a Muslim country, the majority of alcohol is imported and therefore more

expensive than in the UK. Local alcohol is much cheaper than imported varieties, however the quality may be lower. Soft drinks such as coca cola and lemonade are widely available and bottled water is recommended. You should not drink alcohol before swimming and it should be avoided during sunbathing, since it causes dehydration. Never drink if hiring a car, as drink-driving laws exist in most countries. Drunken behaviour in accommodation and on board aircraft can result in you being asked to leave the accommodation or the aircraft accordingly. In such cases, our contract with you will cease and we will bear no further responsibility for you.

MOPEDS, MOTORBIKES AND JET SKIS

Mopeds are a major source of injury (and even death), especially when in the hands of inexperienced riders. Any insurance cover available when you hire may not be adequate in either of these events. Although mopeds and motorbikes look like fun, we strongly recommend you do not indulge. Pushbikes are a healthy option but be careful of motorised vehicles which ALWAYS have priority. Due to our own experiences in dealing with injured guests who have hired jet skis over recent years, we have been made increasingly aware of their possible dangers. We do not want to spoil your fun, but would like to highlight the potential hazards involved in hiring jet skis which in the past has resulted in serious injury.

PREGNANCY NOTE

Airline regulations state that women over 28 weeks or more into pregnancy, at the time of return travel, must have a medical certificate of fitness before travel. Normally after 32 weeks, permission to travel is refused.

CARRIAGE OF INFANTS

Infants must be over 6 weeks old to travel by air and must be under 2 years old on the date of return to qualify as an infant. Charges for the carriage of infants vary from airline to airline and relevant charges will be advised at the time of booking. There is no luggage allowance for Infants. British registered airlines will now allow infants to travel in one of four approved child car seats. The price charged will normally equate to the applicable seat-only price. You will not be charged for cots or food for any infant, at the time of booking. Cots and food are available in most resorts and accommodations but they must be paid for locally.

NOISE

Our experience has shown that if you are used to living in a quiet area, you are likely to find a resort described as "quiet" in this brochure, subject to a higher level of noise than you might expect. Local people will often start work as early as 6.30am. Motorbikes are very common and they can be heard all night. Many locals keep animals such as sheep, goats, dogs, chickens, cockerels and camels and it is not unusual to hear barking throughout the night and crowing in the early morning. In general, holiday makers like to stay up late and make use of all the night-time facilities. Entertainment in all resorts can be open-air and can go on until 2-3am. Please remember that life goes on even in the quietest resorts. If you are concerned about noise levels, it is important to read the description of the accommodation in resorts carefully. In addition in Muslim countries there is a call to prayer five times a day including calls at dusk and dawn.

TOURIST DEVELOPMENT

Tourism is a rapidly expanding industry and this has resulted in many new accommodations being built, as well as new holiday villages, roads, plumbing and sewer systems. This is in response to demands by the influx of tourists and there are still new buildings and roads being constructed in most popular resorts.

BUILDING WORKS

Since holiday resorts are constantly being developed and expanded, there may be building or construction work in the vicinity of your chosen accommodation or in the resort in general. The work may start early in the day, as per local practice, and it can occur during any time throughout the season. It is impossible to foresee the extent of such activity and we regret we cannot always issue information on these ever-changing local conditions. Whenever we are made aware of such work and if, in our opinion it is likely to affect your direct enjoyment of the holiday, we will endeavour to notify you as soon as possible. We ask you to bear in mind that as tour operators, we have no control over such work and should this happen close to you, please do not let it spoil your holiday.

PASSPORTS AND VISAS

Please refer to Section 15 of our Booking Conditions regarding Passports and Visas. As travel regulations constantly change, we as tour operators are unable to provide up-to-date information concerning such requirements. It is therefore your responsibility to ensure that you comply with all necessary travel regulations, especially visas and passports, either through your travel agent or directly with the appropriate consulate of the countries involved. Visas are required for all visits to Turkey and Egypt. For British passport holders, these can be obtained from the relevant Embassies in the UK or locally on arrival. Please note that if you choose to obtain your visa locally on arrival, it will have to be paid for in Pounds Sterling. Local currency will not be accepted for payment of a visa. All non-British passport holders should check with the relevant embassies in the UK prior to travelling.