

VISION TOURS Essential Information

How to Book

Complete the Enquiry Form with your choice of holiday and proposed dates, indicating whether you also require flights. This can be sent to us by post or transmitted through our website. We will check availability and prices for what you have chosen and send you a quotation with a booking form which you should complete and return together with the appropriate payment for deposits / balance (see Booking Conditions 3 and 4). It is also possible to book by telephone although the transaction will need to be completed by sending the completed booking form. We will then issue a Confirmation Invoice as soon as possible. If there are any problems with availability we will advise you immediately and offer you alternative dates or tour which you will have the option to accept or decline. If you are not happy with the alternative we will of course cancel your booking and refund any money paid.

Included in the Holiday Price

The price panel within each Tour Itinerary details exactly what is included in the Holiday Price, such as meals, entrance fees guides and transportation.

Please note the tour prices listed in our brochures are for the land content only. International flights are not included. This is because some of our clients do not require flights, and also the land prices are fixed and unlikely to change whereas the flight costs tend to fluctuate to a greater degree.

Flight Bookings

Vision Tours are happy to quote and book flights on behalf of clients but prices indicated in brochures are subject to availability and therefore costs can vary. We will wherever possible hold to the guidance price stated in our brochure or on our website, and may be able to provide alternative or cheaper options. Please ask our staff for more information.

Financial Security

- a) Flight inclusive holidays: Vision Tours holds Air Travel Organisers' Licence (ATOL) No. 9273 granted by the Civil Aviation Authority (CAA). In the unlikely event of Vision Tours insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to Vision Tours for an advance booking. For further information visit the ATOL website at www.atol.org.uk.
- b) Land Only holidays: To ensure that your holiday arrangements are fully protected in accordance with EU regulations all monies received as payment for holidays booked with Vision Tours are immediately deposited into a Clients' Trust Account and remain there until your holiday has been completed or the services comprising your holiday have been paid for in full by Vision Tours.

Pre-departure information

In addition to the information given below and that contained in the Tour Itinerary, Country Information and Booking Conditions, approximately 2 weeks prior to departure you will receive your tickets and travel pack together with important pre-departure information.

Passport / Visa

It is a standard requirement for entry into almost any country that you have a passport valid for at least 6 months beyond the date you complete your travels. If your passport has only a few months validity or only a few pages remaining, it may be wise to apply for a new one as soon as possible before your travel date.

Visa requirements vary from one country to another. They also vary according to nationality. It is **your responsibility** to ensure that you are in possession of all visas necessary for your travels. The relevant Tour Itinerary will contain information about the general visa requirements for your chosen tour.

To avoid possible delays or problems you should obtain your visa in advance, even though it may be possible to have it issued on arrival. Postal applications can take several weeks to process but it is possible in some cases to complete applications the same day or within 48 hours by calling personally or using our recommended special visa service (details available on request). Check your visa immediately upon receipt.

Health / Vaccinations

It is **your responsibility** to ensure that you obtain any vaccinations, precautionary or preventative medicines for the countries you are visiting (or any which may be required by your home country upon your return). To find out which, if any, vaccinations are mandatory or recommended for your destination contact your local doctor, Immunization Centre or Medical Centre for up-to-date information.

If you need to arrange vaccinations or a supply of preventative medicine (e.g. Malaria tablets), you should contact your doctor at least two months before you depart. Some inoculations require more than one visit and can take several weeks to administer.

Holiday Insurance

All Our clients must ensure they have adequate travel insurance cover before they embark on their tour. A suitable insurance policy should provide cover for medical expenses arising through illness or accident prior to or during their holiday and loss of holiday monies through cancellation or curtailment of the holiday for insurable reasons. This is **Mandatory** and without it you will not be allowed to travel on or join the holiday.

We can offer you comprehensive travel insurance cover specifically tailored to our travellers. A summary is given with our booking form and full details are available upon request.

Special Needs / Pre-existing Medical Conditions

Most of our holidays are, on the whole, not over-strenuous, but some of the activities we include may require a basic level of mobility and fitness.

All persons joining our tours are assumed to be in good health and to have a sufficient level of fitness to complete their chosen itinerary. If you have any special needs or an existing medical condition you must make this known at the time of booking, and if accepted onto the tour, you must also make your condition known to the Tour Guide. If in doubt ask our staff for assistance.

Holiday Content / Accuracy

All the information about each of our holidays has been carefully researched and checked. However, because planning of these holidays is sometimes done in excess of a year in advance, it is quite possible that altered circumstances beyond our control may mean a required change to the holiday planned. For example Airlines can sometimes change flight schedules unexpectedly or governments introduce new regulations.

Although we will keep you informed of any changes and do our utmost to stick to the original itinerary, we do reserve the right to alter any of the services or prices if necessary.

Special Group Tours

We run a number of Special Group Tours which are conditional upon achieving a certain minimum number in order to maintain the required price. Occasionally we find that this minimum number is not achieved which can lead to either cancellation, change of holiday or change of price – see Booking Conditions.

Data Protection Act

By making a reservation with us you agree to the use and disclosure of the information you provide for the following purposes: to enable us to process your booking (when it maybe transferred abroad); if you purchase insurance we may process your information and pass it to insurers; for market research and analysis; to avoid fraud; and to enable us to contact you by letter, telephone or email with details of our products or those of our suppliers.

Local Payments

On some tours there may be local payments which need to be made direct or via the guide which cannot be paid in advance from the UK. Typically these might be a special entrance fee, gratuity or on-the-road expense. These, if any, will be detailed in the Tour Itinerary and accompanying price panel.

Extras

Should you need to book transport to and from the UK airport, we can arrange domestic flights, coach, taxi or car-hire for you. Similarly we are able to arrange overnight accommodation at your departure airport if it is required. We can also arrange additional service at your destination such as extra nights (subject to flight amendment), car hire or other excursions. Please ask our staff for advice.

Booking Conditions

Please ensure you read the booking conditions carefully and retain a copy for your own use which you should carry with you when you travel. These will need to be accepted by the person making the booking on behalf of all the passengers in their group.

The Booking Conditions spell out the basis of the contract between yourself and Vision Tours and detail the rules and requirements which apply in certain circumstances.

Guides

Many of our holidays include the services of a local guide who will handle much of the on-tour administration as well as providing important information about the places you are visiting. They are there to make sure your holiday meets your expectations. However, they know the local environment better than any of us so their advice and instruction should be followed at all time.

Most communication will be via the guide or through our representative office in your destination, details of which will be supplied with your pre-departure information.

Responsible Travel / Sustainable Tourism / Elimination of Poverty

As part of our commitment to Responsible Travel, we encourage our travellers to show due respect for the destination, by appropriate dress and behaviour, avoiding polluting or damaging the environment and leaving it as untouched as possible.

It is important to Vision Tours that as well as our travellers enjoying a real and genuine experience and benefiting from it in a hopefully life-changing way, those in the destination also benefit in a similar way. We want to add something to the destination and community by ensuring they are not exploited but are allowed to earn a fare wage and that income is generated from tourism to allow them to develop their own economy. This money is reinvested in the local infrastructure so that the reason for tourism remains as unchanged as possible for long-term sustainability, whilst conditions are improved for the local inhabitants, leading to the relief and hopefully the elimination of poverty.