

Code IDLD **Lombok Discovery**

Tour Dossier Introduction

Dossier Last Updated: 08-09-2014

Tour Code: IDLD

Duration: 7 nights / 8 days

Joining City: Sanur

Departure City: Senggigi

Nearest Joining International Airport: Denpasar Ngurah Rai Intl Airport (DPS)

Nearest Departing International Airport: Lombok Bandara Internatioanl Airport (LOP)

Please check this document just before departing in case of last minute changes to your tour.

Tour Documents

 PDF Document  Web Page

 [Indonesia Dossier](#)

What's Included

- Kerta Gosa
- Besakih
- Goa Lawah

- 7 nights in hotels, hostels & guesthouses
- 7 breakfasts
- Travel by Private Vehicle, 4WD, Train, Ferry
- Tucan Travel tour leader, English-speaking local guide(s) on included excursions

What's not Included

- International flights and departure taxes
- Domestic flight taxes if applicable
- Tips on included excursions, visas, travel insurance, personal items and single rooms.
- Airport transfers and pre and post tour accommodation
- Spending money – budget for meals, snacks, drinks, limited souvenirs, laundry, tips and any extras
- Optional excursions - Please see our optional excursions guide on the dossier page for a comprehensive list of optional activities and excursions available on this tour.

Detailed Itinerary

Day 1 to 1 - Arrive Sanur

The first day of your tour is simply an arrival day with no pre-organised activities. In order to allow time to relax and see some of the sights you may wish to add pre tour accommodation. On arrival please ask at the reception for information on when the pre departure meeting will be held.

Famous for its incredible sunrises, Sanur has some of the best sandy beaches in Bali. It boasts a laid back atmosphere filled with charm and hospitality. With two full days here, you can enjoy the shops, dine in the restaurants and snorkel and scuba dive in the waters. Northern Sanur is of historical

importance, used as an entry point during the intervention of Bali in 1906 and the Second World War.

Included Excursions: Kerta Gosa • Besakih • Goa Lawah

Optional Excursions: Surf lesson – from US\$15-35 for a 2 hour lesson including board hire • Sunset at Ulu Watu Temple and traditional dance – ~~\$15~~
Surf board hire – US\$2-3 for boogie board, US\$5 for surf board

Day 2 to 2 - Padang Bai

Departing the coast we will visit the formal court of justice Kerta Gosa in Klungkung. The ceiling is painted in typical Bali style images. We will then drive up to the slope of the Gunung Agung volcano where we visit the Besakih temple. This is the main temple for the Balinese and therefore also called the mother temple. The largest of the island's 11,000 or so Hindu temples, its 35 shrines and halls draw devotees from all over Bali in massive numbers each year. Before we get to Padangbai we will make another stop at Goa Lawa, also called the bat cave. The temple is built at the entrance of the cave and is an important temple as well, and connected with the Besakih temple.

The charming fishing village of Padang Bai, nestled in a small cove on the island of Bali, is outlined by beautiful white beaches. If you're in the mood to relax, wander over to the beach just north of the port known locally as Blue Lagoon. You will have plenty of free time to explore the town and its surrounds, You can also stop by the palace and museum at Klungkung, an area which is not visited so frequently by tourists.

Optional Excursions: Local workshops – price depends on workshop chosen and the number of people booked • Walks in Tirta Gangga (Water garden)/ You can also visit the Water Palace (open daily 7am-6pm at a price of US 20 cents). The Palace was built in about 1947 by Anak Agung Anglurah, the last rajah of Karangasem. It is an impressive terraced area of pools, water channels and fountains set in a garden. You can swim in an upper deeper pool for 50 cents or a lower, shallower pool. • Tenganan Bali Aga Village – free but donations are always welcomed. Tenganan is the most famous Bali Aga (original Balinese village) and is located close to Candi Dasa in East Bali. • There are various guided walks available – prices depend on group size
Waterfall walk of 3 or 5 hours • Temple tour • Weaving songket, coffee, snake fruit and cacao plantation tour • Rice field walk in Sidemen Valley • White sand b

Day 3 to 4 - Tetabatu & Optional Mt Rinjani Trek

We leave Padang Bai for Tetabatu. On the way, those that have opted to include the **optional** Mount Rinjani trek, will leave the group on arrival in Lembar Harbor (Lombok) and continue on to Senaru. If you decide you wish to hike up Mount Rinjani, please inform your Tour Leader at the beginning of your tour.

Those who are trekking to watch the sunrise on the top of this mountain will be briefed on the logistics of the trek and advise you on how to prepare after arriving at the hotel..

If you have time during the afternoon or early evening you may like to take a walk to the famous Sendang Gila waterfall which is an easy 20 minute walk down a graded trail and steps from Senaru Village.

For those trekking, after breakfast the following day we will begin our trek of Mount Rinjani. Mount Rinjani is an active volcano and rises 3726 metres high, making it the third-largest volcano in Indonesia. Part of the celebrated 'Ring of Fire', the dramatic landscape has been created over millions of years of cone-building, violent explosions and erosion. Forested slopes rising directly from the sea create their own weather pattern and act as water collectors for the whole of the island of Lombok. The volcano and its sacred crater lake, Segara Anak, are protected by a picturesque national park. The highlands are covered in forest and are mostly underdeveloped. The lowlands are highly cultivated with verdant rice terraces and plantations of soybeans, coffee, tobacco, cotton, cinnamon and vanilla in the fertile soils.

The challenging Mount Rinjani trek is considered one of the best in South East Asia, but you need to be well prepared for mountain weather and steep, slippery track conditions. You must have a good general level of fitness and have good quality equipment as well as warm and windproof clothing. Before we begin the guide will be given a briefing describing the route details, local cultural traditions and what you might see, and will explain rubbish management and safety procedures.

We begin from Senaru Village Rinjani Information Centre hiking through open grassland before starting to climb. As we hike through the forest we will hear the calls of long-tailed grey macaque monkeys and a variety of birdlife, including cockatoos and beautiful butterflies. You might see orchids and, if lucky, the rare ebony leaf money. The day ends at the Senaru crater rim where we spend the night.

After an early rise to watch the sunrise, we descend back down the mountain and return to your hotel.

For those who do not wish to hike, you will instead enjoy a free day in Tetabatu. You can walk on some of the parks trails, enjoy numerous optional excursions in the area or relax at the hotel. The day is yours to enjoy.

Optional Excursions: Mount Rinjani Trek – from US\$195 per person for a minimum of two passengers. A three day excursion climbing Mount RinjaniA guide, meals, accommodation and entrance fees are including in the price.

Day 5 to 6 - Gili Islands

Once the trekkers have returned from Mount Rinjani, we take a boat over to the laid-back Gili Islands where you will have free time to explore or just simply relax in one of the countless little beachside cafes playing reggae and serving up banana pancakes.

Most local inhabitants live in the interior of the island. Automobiles and motorised traffic are prohibited on the islands so local people get around by bicycle or the horse-drawn carriage called a cidomo. You will have two free days to relax on these extremely beautiful and remote islands, walking, diving, snorkelling, or just relaxing on the beach as it's a great place to top up your tan before the end of your journey.

Day 7 to 7 - Senggigi

We spend a day on the beach in Senggigi as part of your tour. Here you can rest your sore legs, enjoy the beautiful waters and relax.

Optional Excursions: Walk to Batu Balong temple along the beach • Gili Trawangan - Bicycle hire is US\$8 for 24 hour • Horse and cart ride to sunset point (return) – US\$5.50-10 • Walk to sunset point (from the hill or from the beach) – free • Walk around the whole island! This should take about ninety minutes depending how often you stop to take a swim. • Various diving school options available for approximately – US\$35 per dive • Snorkelling – from US\$3 per day • Glass bottom boats – US\$9 for 5 hours • Shuttle boats to the other islands to explore. Various options from US\$1-5

Day 8 to 8 - Depart Senggigi

Your adventure of a lifetime comes to an end today. If you have a late flight or have lengthened your stay by adding post tour accommodation you will have more time to explore the sights.

Day by Day Itinerary

Day	Activity	Country	Meals	Single Room
Day 1	Sanur	Indonesia		
Day 2	Padang Bai		B	✓
Day 3	Tetabatu		B	✓
Day 4	Tetebatu		B	✓
Day 5	Gili Islands		B	✓
Day 6	Gili Islands		B	✓
Day 7	Senggigi		B	✓
Day 8	Senggigi		B	

(B - Breakfast, L - Lunch, D - Dinner included)

For tours that include the option of a single supplement, a ? will indicate in which destinations single rooms are available. The detailed and day by day itineraries above are provided in good faith and it is our intention to adhere to the published route. Changes may be made before or during your tour for operational or safety reasons or to incorporate improvements. Impromptu changes may also occur whilst you are travelling as a result of one-off circumstances such as an excursion being closed on a particular day, weather conditions or transport. Delays are rare but occur occasionally and for this reason and the reasons above this itinerary should be considered as a guide only. Published transport times are approximations and may vary depending on local conditions.

Travel Style

This is an Adventure Tour, we see a destination from the locals' perspective using a variety of transport and staying in small locally owned accommodation. There is a maximum of 16 travellers with an average group size of 8-12. All our Adventure Tours are priced per person on a shared room basis meaning there is no compulsory extra payment for those travelling on their own. Please read the Adventure Tour travel style dossier to ensure you understand the style of travel you are undertaking: <http://www.tucantravel.com/travel-styles/dossier/adventure-tours>

I'd like my own room

If you are a solo traveller, a single room is available on most occasions at an extra cost. Price information can be found on the price page of each tour. This must be booked in advance.

Joining your tour

Your joining location is:

Jakarta

Bintang Griyawisata Hotel,
Jalan. Raden Saleh No. 16,
Jakarta 10430,
Indonesia

Ubud

Panorama Hotel
Jl. Raya Pengosekan Mas Ubud-Bali
Ubud
Tel: +62 361-973320

Sanur

If your tour departs on the dates, *1st Feb, 1st Mar, 5th July, 2nd Aug, 27th Sep, 11th Oct and 22nd Nov*, your joining location is below:

Sukun Bali Cottages
Jl. Danau Poso No. 102
Sanur 80228
Phone: +62 361-288834

If your tour departs on the dates, *29th Mar, 26th April, 24th May, 21st June, 19th July, 30th Aug, 13th Sep, 25th Oct, 20th Dec*, your joining location is below:

Puri Kelapa Cottages
Jl. Segara Ayu 1
Sanur
80228
Phone: +62 361-286135

Senggigi

Graha Beach Senggigi Hotel,
Raya Senggigi,
Lombok Barat,
Senggigi,
Indonesia

There are safe deposit boxes for your use (you will get an itemised receipt). Please leave all of your important documents, money and travellers cheques here when you go out but remember to carry some form of ID and a photocopy of your passport with you.

It is advisable not to wear chains or expensive looking watches or jewellery while in major cities. You should also keep your camera concealed when not in use and carry daypacks on your front for extra safety.

Arriving in Indonesia

When arriving at the International Airport we recommend that you obtain some Indonesian rupiah as soon as you arrive. There is an international ATM inside the airport. The rate will always vary slightly depending on where you go, it may be worth changing a small amount of money at the airport for your transport, and then finding a bank or money exchange within the town centre. There are many ATM's close by to the hotel should you want to change them after checking into the hotel.

Airport Transfers

Airport transfers are not included in the tour price and must be booked separately in advance through Tucan Travel. If you have booked an airport/hotel transfer with us, please look out for someone with a sign which has your name, Tucan Travel, or both after exiting the customs hall.

If you have booked an arrival transfer with us and you are going to be delayed by more than two hours, you must advise us of the delay at least six hours before arrival. If we are advised in time, we will make every effort to reschedule your transfer and your driver will be asked to wait for two hours after your

new expected arrival time. However, if we are not made aware of any change, the driver will only wait for two hours after the original scheduled arrival time and after this point it will be up to you to arrange transport to your hotel at your own expense. Please contact us on the emergency contact details below if you are likely to be delayed.

If you have booked an arrival transfer from Denpasar Airport, walk out of the arrival terminal, turn left and walk through the Duty Free Shop to exit, walk past the Information Desk on your left and then go towards Kopitiam-Coffee Bar where your driver will be waiting for you holding a Tucan Travel sign with the main passenger's name.

Contact your arrival transfer:

Contact: Yasa

Call: +62 (0) 813 3761 8480

Pre-Departure Meeting

When you arrive on day one of your trip, you should find some local information at the hotel lobby. Your tour leader will be staying in the hotel and should have put up a welcome note to let you know what room they are in. A pre-departure meeting is usually held in the afternoon or early evening of day one. You will need to bring the following important items to the meeting with your tour leader:

- Your passport, including any necessary visas and at least one photocopy to give to your tour leader
- Vaccination certificates if relevant to any destinations on your tour
- Travel insurance policy and a photocopy to give to your tour leader
- Your travel voucher
- Your local payment in US\$ cash (Budget Expeditions only)

Missing the tour departure

If you miss the start of your tour, please ask at the reception of the hotel for a message from your tour leader which will give you instructions on how to catch up with the group. Any associated costs will be at your own expense (although, depending on the reason, you may be able to claim these from your travel insurance so ensure you keep all receipts).

If you know in advance that you are unlikely to arrive on time, please contact Tucan Travel immediately so we can inform the tour leader. Tucan Travel cannot be held responsible should your airline/boat/coach be delayed and we are unable to refund any unused portion of your tour.

Time Keeping

Punctuality is very important and throughout the tour your tour leader will give you the time to meet in reception. Tour leaders will often post notes at reception with meeting times, so remember to always look out for these.

Although rare, delays can occur and we therefore advise you not to arrange your onward travel too close to the end of the tour. We take no responsibility for any missed flights or additional expenses if the group arrives late into the departure city at the end of the tour.

Emergency Contact Details

In the unlikely event of an emergency, please contact our Asia Destinations Manager on +44 (0)203 129 3763

Emergency contact details are a service for emergency calls only. We respectfully request that you consider the urgency of your enquiry. Non-urgent enquiries should be made during office hours. Visit [contact us](#) page for office hours.

Keeping in Touch

Your tour leader will point out internet cafes in all major cities and towns and Wi-Fi may be available in some hotels. Mobile phones may not work locally depending on your network. If you have an unlocked phone you may be able to purchase a local SIM card. Hotel details, apart from the joining hotel, are not given in advance and are subject to change, so if someone needs to contact you urgently during your tour the best method is to contact our office who can pass a message on to the tour leader.

Money

For personal spending money we recommend bringing US dollars, Pounds Sterling or Euros to exchange for or use alongside local currency. Travellers cheques are not accepted everywhere and can be expensive to exchange, but offer a more secure way of transporting funds. While bank cards provide a very good way to access funds overall, it is not recommended to rely on them as your sole source of funds as cash machines do not always work and may not be available in remote locations. Carry a mix of cards and cash with you, including notes in small denominations.

ATMs are fairly commonplace and pay out in local currency, except in Cambodia where US dollars is the main form of currency. If the ATM doesn't work after the first two attempts, find another machine as it may retain your card the third time. Always make sure no one else sees your PIN number when using ATMs.

Your spending money should cover some meals, optional excursions, souvenirs, drinks, laundry, border and airport taxes and any visas obtained locally. We provide guideline prices for optional excursions in the itinerary to help you budget, but ultimately the amount you will need to budget for your trip very much depends on your individual requirements. We recommend bringing extra money to cover emergencies or unexpected situations.

Tipping

Tipping is a part of the life in Asia, but you should not feel obliged or pressured to tip if you have not received good service. A gratuity of 10% of the total bill is recommended in restaurants. Gratuities are usually expected for local guides on included and optional excursions. Tips are also appreciated by Tucan Travel tour leaders at the end of your tour and we recommend an average of \$2-\$4 per person per day for the duration of your tour. This is only if you feel that their service was up to standard and is completely at your own discretion.

Packing List

The best advice when packing is to travel light and leave space for souvenirs in your bag.

Luggage

It is important to bring luggage you can carry and lift comfortably, potentially up several flights of stairs in hotels where elevators are not available and between bus/train stations and hotels. There may be times when you have to get your luggage through crowded streets which may be cobbled or store your luggage in lockers. Luggage too large for lockers will have to be left insecurely or carried for the duration of the day.

We recommend a frameless backpack or a sports type shoulder bag which fits comfortably on your shoulders, as they are less bulky and easier to handle than rigid suitcases or framed backpacks. Suitcases are not suitable for our tours and are not recommended. Tucan Travel takes no responsibility for damage to your luggage while on tour.

In addition to your main bag, you will need a small daypack for your everyday excursions. Try to keep this bag as light as possible and make sure that all main sections of your bags can be padlocked. This daypack should have enough room to carry food and snacks for long hikes and treks and space to carry belongings for overnight excursions.

Sleeping Sheet

Sleeping bags are not required on this tour, but a sleeping bag liner/sleep sheet is optional if you wish to bring one along. Some passengers like to use them on long bus journeys and overnight trains.

Clothing and Footwear

We recommend packing lightweight and durable clothes. Nights can be cold at higher altitude, so it is a good idea to bring at least one pair of warm trousers plus several thinner sweaters / fleeces which you can layer. Please avoid military or camouflage-patterned clothing as it can cause problems and in some countries may be illegal. In some sacred and religious areas you will be required to cover your shoulders and knees as a sign of respect (this often applies to men as well as women). A sarong or light scarf can be very useful in these scenarios.

Good, comfortable walking shoes are essential. These do not need to be expensive boots, but they should have good ankle support and grip, be worn in and ideally waterproof.

Essential items:

- A lightweight water/windproof jacket with hood
- Easy to pack wide-brimmed hat or cap
- Towel - you will need a towel for most overnight excursions
- Swimwear
- Sandals or thongs/jandals/flip flops

Suggested items:

- | | |
|--|---|
| <input type="checkbox"/> Money belt | <input type="checkbox"/> Plastic bags for waterproofing |
| <input type="checkbox"/> Sunglasses | <input type="checkbox"/> Inflatable pillow |
| <input type="checkbox"/> Small calculator | <input type="checkbox"/> Swiss army type penknife |
| <input type="checkbox"/> Small collapsible umbrella | <input type="checkbox"/> Binoculars |
| <input type="checkbox"/> Universal washbasin plug | <input type="checkbox"/> Travel plug adaptor with a USB port |
| <input type="checkbox"/> Head torch or flashlight | <input type="checkbox"/> Small sewing kit |
| <input type="checkbox"/> Travel alarm clock | <input type="checkbox"/> Insect repellent (DEET 35% min) and bite cream |
| <input type="checkbox"/> Lip balm, sun block with high UV factor | <input type="checkbox"/> Antibacterial hand clensing gel |
| <input type="checkbox"/> Wet wipes | <input type="checkbox"/> Ear plugs and sleep mask |
| <input type="checkbox"/> Cheap plastic watch | <input type="checkbox"/> Travel sickness tablets |
| <input type="checkbox"/> Plenty of spare memory cards for your camera | <input type="checkbox"/> Spare pair of spectacles or contact lenses and solution |
| <input type="checkbox"/> Spare rechargeable batteries for camera | <input type="checkbox"/> Hard drive or USB stick to back up your photos |
| <input type="checkbox"/> Writing materials, address book and diary | <input type="checkbox"/> Pocket size phrasebook |
| <input type="checkbox"/> Travel games, cards and a couple of paperbacks | <input type="checkbox"/> Pegless washing line & travel laundry detergent (bio-degradable preferable) |
| <input type="checkbox"/> Toilet paper (best to carry a roll with you at all times and/or tissues) | <input type="checkbox"/> As gifts for local children - pens, coloured pencils, small notepads. To discourage a begging mentality we recommend that you try to give these gifts at schools or childcare centres rather than on the street. |
| <input type="checkbox"/> Small medical kit with diarrhoea remedy, rehydration salts, antiseptic cream, sterile dressings, plasters, bandages, pain-killers, safety pins etc. | |

Laundry

There are usually laundromats or laundry services in or near most of our hotels. Hotel services can be pretty costly however your tour leader will be able to recommend cheaper options. If you wash clothes yourself take care not to be too obvious where you hang them as most hotels do not like guests washing and drying their clothes in the hotel rooms.

Electricity Supply

The power supply in Asia differs not only from country to country but sometimes from region to region within a country.

- Vietnam, Thailand & Laos require a European plug with two circular metal pins
- Singapore and Malaysia requires a three square pin power sockets as in the UK.
- Japan requires a plug with two flat parallel prongs similar to those used in North and Central America. However, the Japanese plug has two identical flat prongs.
- China use a Japanese-style plug with two parallel flat blades; Australian-style plug with two flat angled blades and one vertical grounding blade; British-style plug with two flat blades and one flat grounding blade; South African/Indian-style plug with two circular metal pins above a large circular
- Cambodia uses a European plug with two circular metal pins or Japanese-style plug with two parallel flat blades.
- Nepal uses 2 or 3 round prongs as found in the US. You will also need a voltage converter.
- India use South African/Indian-style plug with two circular metal pins above a large circular grounding pin.
- Central Asia, Indonesia, Russia and Mongolia use a European plug with two circular metal pins.

We recommend bringing a universal plug adaptor with you.

Health, Fitness & Safety

Vaccinations

It is important to consult your doctor or travel clinic in good time before your tour departs to determine what vaccinations you require. You may need several vaccinations and/or malaria tablets and you should be aware that some inoculations require more than one visit and can take several weeks to administer. Always carry your International Certificate of Vaccination with your passport.

Malaria can be found in some parts of Asia. The risk is greater in rainforests or other areas at sea level. If required make sure you pack sufficient prophylactics for the duration of your tour and the incubation period after. You should take a good insect repellent (with DEET) and apply liberally and regularly. Flying-insect spray or mosquito coils (containing a pyrethroid insecticide) can help clear rooms of mosquitoes and may be worth bringing.

Pack a Medical Kit

A medical kit is handy for minor wounds and ailments. In areas with limited or dubious medical facilities, an emergency medical kit containing sterile syringes is also advisable. By law our staff are not allowed to administer first aid or give drugs to travellers, so please be prepared with your own supplies.

If you are taking medication, please ensure you bring an adequate supply and a letter from your doctor to avoid potential issues at border crossings.

Fitness & Suitability

This is a public transport-based tour so it is essential that you be able to carry your bags over distances between bus and train stations and hotels, generally for up to 20 minutes. Disruptions happen and while your tour leader will make every effort to ensure your trip runs smoothly, patience, a sense of humour and willingness to get involved and help your tour leader are essential ingredients for a successful and happy group.

If you have any pre-existing medical conditions please let us know at the time you book or as early before departure as possible. Depending on the severity of the condition, you may be asked to produce a medical certificate from your doctor approving your participation in this tour. While this would only happen in very exceptional circumstances, if we consider you incapable completing this tour or you have concealed an existing medical condition which is affecting your ability to participate in the tour of Tucan Travel reserve the right to turn you away without reimbursement.

Safety & Security

Asia is generally safe, even more so in a group. Reasonable precaution is advised; do not bring valuable jewellery or watches (even fakes can catch the eye of a thief), do not walk by yourself at night, heed your tour leader's advice and always keep an eye and a hand on your camera and bags in public places. Tucan Travel cannot accept responsibility for any valuables left in safe deposits in hotels or on public transport.

Travel Guides

If you would like to discover more about your destination, including history, geography, climate and language, please have a read of our country travel guides available here: <http://www.tucantravel.com/destination-travel-guides/asia-travel-guides>.

Documents

Passport

Your passport should be valid for at least 6 months after you have finished your tour with sufficient blank pages for visas and immigration stamps. Photocopy your passport, leaving one copy at home and taking one with you on tour. If you lose your passport while on tour, you will be responsible for any expenses incurred such as extra accommodation and transport while replacing your passport and will not be entitled to a refund of any unused portion of your tour.

Tour Documents

Before you depart you will be issued with a voucher for your tour and separate vouchers for any extra services such as airport transfers and pre/post tour accommodation. Please print these out and bring them with you. This dossier is updated regularly, so we recommend checking our website for the latest version just prior to the start of your tour.

Final Balance

The balance for your tour is due no later than 60 days prior to the start of your tour and no tour vouchers will be issued until this is received. In addition please send the following details at least 60 days before you depart:

- Passport number, date of issue, date of expiry, nationality and place of issue
- Your full name and date of birth
- Flight arrival details in your starting city
- Special requirements, e.g. special dietary requirements or allergies

Please let us know if you are travelling with another person on the tour but have made separate bookings and we will endeavour to make suitable rooming arrangements.

Visas

All countries have visa requirements that are subject to change at short notice. A general guideline for visa requirements is available here: <http://www.tucantravel.com/before-you-go/visa-guide>, but you must check with your local embassy or consulate for the very latest visa requirement information based on your nationality. It is your responsibility to ensure that you have all necessary visas for your tour. If you would like help applying for visas, we have recommended visa agencies on our visa page that we work with regularly.

Important things to check when applying for visas:

- Does the validity of the visa cover the duration of your time spent in the country?

- Do you require a single or multiple entry visa(s) for your tour?
- Are you required to show additional documentation when you arrive in a country? (Examples include proof of onward travel and travel itinerary)

Some visas are only valid for entry within three months of the date of issue which means on some of our longer tours the visa would expire before you are scheduled to enter the country. In these cases you must obtain the relevant visa during your tour. If it is necessary for you to obtain any visas en-route, please contact Tucan Travel or your travel consultant and inform your tour leader at the start of the tour. If you do not have the appropriate visas, Tucan Travel will not reimburse any expenses incurred in acquiring visas or any unused portion of the tour.

It is best to apply for visas in your home country if possible. If applying for visas by post, please allow plenty of time before departure and send your application by registered mail. Postal applications tend to be given a lower priority than in person applications and can take longer to process.

Special Note: If you have dual nationality it is advised not to obtain different visas in different passports. Although this may sometimes be cheaper, you may encounter problems at border crossings if your exit stamps from one country are not the same as your visa for the next.

Travel Insurance Policy

Travel insurance is compulsory for all tours. You must be adequately insured for medical, hospital, baggage and personal expenses, any necessary extra travel (rejoining tour or repatriation) as well as curtailment and cancellation.

We strongly recommend that all clients carry a copy of their full policy document with them at all times, together with any certificate showing the policy number and emergency contact details. Your tour leader will also ask for a photocopy of your insurance document, so please take this to the pre-departure meeting at the start of your tour. You will not be able to commence your tour unless you can provide proof of insurance to your tour leader.

Document Checklist

- Tour Voucher & Vouchers for extra services
- Passport (with photocopies of information pages and visas)
- Tour Dossier
- Cash & credit/debit cards (best to take a mixture and more than one card in case one does not work)
- Travel Insurance Certificate and photocopy for tour leader
- Travel consultant's phone number and email address
- Proof of onward travel, ie airline ticket

Optional Excursions

Optional excursions are not operated by Tucan Travel and while every effort is made prices may not be up-to-date and are intended as a general guide to help you budget for your trip. Prices for vehicle-based excursions such as game drives are approximate based on the optimum number of participants and the actual price may vary depending on group size.

Sufficient safety equipment such as helmets and life jackets are sometimes not available and Tucan Travel is unable to provide this equipment. If you intend to participate in an optional excursion you may like to consider bringing your own safety gear.

Excursions are run by a local operator or third party with both Tucan Travel and the Tour Leader acting as a booking agent only. Optional activities are not part of the tour and Tucan Travel's booking conditions do not apply to them. It is your responsibility to ensure you have the correct travel insurance for the excursions you intend to take part in and Tucan Travel is not liable for any injuries incurred.

Responsible Travel

We work hard to ensure our tours are sustainably and ethically run. You can read our responsible travel policy and advice on how you can travel responsibly here: <http://www.tucantravel.com/about-us/responsible-travel>.

Meet Up

Our free Meet Up app, available on Facebook, on iTunes and Google Play is an opportunity to chat with others passengers before you depart or keep in touch when you arrive back from tour. Information on the app is available here: <http://www.tucantravel.com/before-you-go/meet-up>

Add-ons & Extras

On many of our Group Tours, we spend one night in our arrival and departure cities. If you want to explore these cities more we can book pre and post tour accommodation, city tours and airport transfers for you. Price information can be found on the price page of each tour. We also have **Add-ons** - short

packages that can be booked alongside a tour or on their own and have been carefully designed to ensure you don't miss out on popular highlights.

Illegal Drugs

The possession or use of illegal drugs will not be tolerated on our tours. When overseas you are subject to local laws and the penalties for breaking these laws can be harsh. In order to safeguard the interests of the group as a whole, our tour leaders have been instructed to insist that any person found with illegal drugs leave the tour immediately – without refund. The tour leader's decision on this matter is final. If you need to carry certain drugs with you for purposes of medication, please inform your tour leader and ensure that you carry a copy of your prescription or letter from your doctor.