

Code XGJ **Scenic Granada**

Tour Dossier Introduction

Dossier Last Updated: 13-01-2015

Tour Code: XGJ

Duration: 14 nights / 15 days

Joining City: Antigua

Departure City: San José

Nearest Joining International Airport: Guatemala City La Aurora Intl Airport (GUA)

Nearest Departing International Airport: San Jose Juan Santamaria Intl Airport (SJO)

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

Tour Documents

 PDF Document  Web Page

 [Costa Rica Dossier](#)

 [Guatemala Dossier](#)

 [Honduras Dossier](#)

 [Nicaragua Dossier](#)

 [Spanish Language Guide](#)

What's Included

- Guided tour of Copán ruins
- Roatán Island
- Ometepe Island
- 14 nights in hotels, hostels & guesthouses
- Travel by local public bus, boat, taxi, on foot, 1 flight(s)
- 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 Antigua

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.

A UNESCO World Heritage Site, Antigua is one of the most delightful colonial towns in Central America. To fully explore this beautiful town, we recommend booking pre-tour accommodation before the start of your tour.

The local indigenous can be seen throughout the cobbled streets and plazas of the city in their colourful costumes, selling their crafts and textiles. As the cultural centre of Guatemala, Antigua is an ideal place to experience the traditional music, architecture and art of the country. Rich in ornate churches, convents, parks, plazas, cafés, restaurants, bars and colourful street markets and surrounded by awe-inspiring volcanoes, Antigua is one place you will never forget.

Optional Excursions: Pacaya volcano climb – US\$15 • Horse riding in the hills behind the Cerro de la Cruz – US\$15 per hour • Cerro de la Cruz free • Cemetery – free • Walking tour (2.5 hrs) – US\$25 • Cooking school – US\$50

Day 2 to 3 - Copán

We leave Guatemala and cross into Honduras and the charming town of Copán. Within walking distance of the village is one of the best-kept and most intriguing of all the ancient Maya sites, the Copán ruins. On your guided tour you will see the intricately carved stelaes (carvings/statues) depicting the 16 rulers of this once magnificent and influential city, the spectacular staircase, ball courts and enormous main plaza.

In the afternoon you can enjoy a trip up to hot springs surrounded by the lush vegetation of the surrounding hills, a horse-trek through the countryside, or a coffee tour of a local plantation (all optional).

Included Excursions: Copán Ruins

Optional Excursions: Horse riding – US\$15 • Hot springs and BBQ – US\$25 • Coffee tour (includes lunch) – US\$30 • Butterfly and bird park

Day 4 to 6 - Roatán Island

From Copán we take a bus through coffee growing districts for the coastal town of Tela before moving on to La Ceiba for the trip by ferry across to Roatán. This is the largest of the beautiful sun-soaked Caribbean Bay Islands. Development on the island means there is plenty to do, but it is also easy to find a deserted beach lapped by warm Caribbean waters. Here you will find palm-fringed lagoons, turquoise water, friendly locals, lively nightlife and stunning underwater scenery, with some of the cheapest diving and snorkelling in the world! You can elect to swim with dolphins, a truly unforgettable experience, or get into the true Caribbean spirit with a sunset cruise (optional).

After a few days on Roatán, we fly to Tegucigalpa where we will drive to Leon, Nicaragua.

Optional Excursions: Snorkelling with dive boat – US\$15 • Scuba diving – US\$25 per dive • Scuba diving introduction dive (up to 15m) – US\$100

Botanical gardens – US\$5 • Swim with dolphins – US\$85 • Kayak rental – US\$5 per hour • Butterfly garden – US\$5 • Scooter rentals – US\$35 per day • Bike rental

Please note: For your flight from Roatan Island, Tucan Travel will cover the cost of your checked baggage up to 20kg, with each passenger entitled to check up to two bags. All baggage over 20kg may still be checked (based on availability), but charges will be the responsibility of the traveller. If there is no availability on that flight, any excess luggage will be sent on the next available flight.

Day 7 to 9 - León

Crossing the border into Nicaragua, the lovely town of León, with its colonial charm, is our next stop. We have plenty of free time here to take a break in the shady gardens and plazas. This is an especially good place to buy leather work souvenirs. There are various museums, churches the cathedral and the Plaza de la Constitution to explore. The Templo Expiatorio also has a collection of catacombs which are worth seeing.

Day 10 to 11 - Granada

After passing through the capital, Managua, and the tobacco growing regions, we arrive in Granada, on the shores of Lake Nicaragua. Granada is one of the most characteristic and colourful colonial towns in Central America. Founded in 1524 at the foot of the Mombacho Volcano, due to its Moorish feel, this lovely town will remind many of its Spanish counterpart. Here there are many optional excursions to visit the surrounding countryside, including a visit to the Masaya National Park, with its double-crested active volcano, and the Masaya handicraft markets nearby (great for buying hammocks). Alternatively, you can choose to go for a boat tour of the islands on the lake or a trek and/or zipline through the Mombacho Volcano Cloud Forest.

With two free days in Granada you also have plenty of time to take a day trip into Managua to explore. After years of civil war and the devastating earthquake of 1972, the city centre was left in shambles. There are still buildings with huge cracks and weeds growing through them, the strange old Cathedral being one. However, this now peaceful city is in the process of rebuilding itself. The recently restored National Palace offers a fascinating tour

into the past.

Optional Excursions: Horse and cart – US\$2 per hour • Masaya markets and volcano – price depends on numbers • Isletas tour – US\$15 • Mico canopy tour – US\$45

Day 12 to 13 - Ometepe Island

Travelling onwards, we cross the vast Lake Nicaragua, the largest lake in Central America. This lake was once a large ocean bay, but seismic activity caused the land to rise, cutting it off from the sea. This has left the lake with fresh water sharks and other salt-water species. We take a boat to the unspoilt and tranquil island of Ometepe, located in the middle of the lake. This is the 'true heart of Nicaragua', and is the perfect place to escape from the fast-paced normalities of life.

The name of the island means "between two hills" and was formed by the two volcanoes, Concepción and Madera. The fertile volcanic soil provides the local population with perfect farming conditions for the many crops grown. You may choose to hire a local guide and spend your free time touring the island and searching for ancient stone statues and petroglyphs which have been found all over the island. Those feeling athletic can go for volcano hikes or horseback riding on the black sand beach, while the less energetic can spend their time lying in hammocks, or taking a dip in the lake or the nearby freshwater spring. Either way, you can be sure that Ometepe Islands beauty, tranquillity, and kind-hearted residents will make this a highlight of your trip.

Optional Excursions: Horse riding – US\$17 for three hours • Volcano Maderas trek – US\$23 • Volcano Concepcion trek (8-10 hrs, you must physically complete this walk) – US\$23

Day 14 to 14 - San José

The capital city of Costa Rica, San José, is nestled in a fertile valley among coffee and sugar-cane farms. There is not much left of the colonial era architecture, due to the damage done by earthquakes, but it is certainly worth seeing the National Theatre, built in 1897. Maybe you'll be lucky enough to catch a performance whilst you're here. The Gold, Jade and National Museums are also particularly recommended for a visit

There are plenty of interesting optional day trips that can be undertaken within a close vicinity of San José such as visits to the Poás or Irazú volcano, white water rafting, the Turu BaRi Topical Park or the Rain Forest Aerial Tram.

Optional Excursions: Jade Museum – US\$15 • Museum National – US\$4 • Butterfly farm – US\$6 • Teatro National – US\$5

Day 15 to 15 - Depart San José

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	Antigua	Guatemala		✓
Day 2	Copán	Honduras		✓
Day 3	Copán			✓
Day 4	Roatán Island			✓
Day 5	Roatán Island			✓
Day 6	Roatán Island			✓
Day 7	Leon	Nicaragua		✓
Day 8	León			✓
Day 9	León			✓
Day 10	Granada			✓
Day 11	Granada			✓

Day 12	Ometepe Island		✓
Day 13	Ometepe Island		✓
Day 14	San José	Costa Rica	✓
Day 15	San José		

(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:

Hotel Posada Los Bucaros
7a. Avenida Norte No. 94
La Antigua
Guatemala

Tel: (+502) 7 832 2346

Please note: Occasionally, some tours may stay at an alternative hotel located nearby. If this is the case, you will meet as normal at Hotel Posada Los Bucaros and you will be escorted to the alternative hotel, which may be Hotel Las Campanas or Hotel Casa Florencia.

The hotel has 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 many Central American cities. You should also keep your camera concealed when not in use and carry daypacks on your front for extra safety.

Arriving in Guatemala City / Antigua

There is no airport in Antigua, Guatemala so you must fly to Guatemala City and then get a transfer, bus or taxi from Guatemala City to Antigua (45km). Please make sure that your flight is into Guatemala City, Guatemala, **NOT** Antigua in the Caribbean.

We recommend that you obtain some local currency (the quetzal) as soon as you arrive – although US dollars will usually be accepted. There are numerous international ATMs inside Guatemala City airport, as well as money exchange offices offering a good rate. The rate will always be slightly lower at the airport than in the city centre, but remember it may be inconvenient to find an exchange office open in the city.

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.

Contact your arrival transfer:

Contact: Rosanna

Phone: 502 5200-0090

Making your own way

If you would prefer to make your own way to and from your hotel, taxi services are readily available within the immediate vicinity of the airport. These taxi services will be cheaper than a pre-paid service, however you may have to face bargaining and language barriers with the driver. Guatemalan taxis do not have meters, so you should agree on a price before getting into the taxi. A taxi to Antigua should cost US\$20-25, but of course they will try to charge you more. A shuttle bus should cost approx. US\$10 per person, and they usually need at least three people to depart. Public buses are very cheap, but extremely difficult to take if you don't speak Spanish. Taking everything into consideration we do not recommend this as an option when you arrive in Guatemala City.

Driving time from Guatemala City to Antigua can take anything from 40mins to 2hrs depending on traffic and other circumstances. Whichever way you decide to make the journey, you should be prepared for crazy Guatemalan drivers. Even if you have a safe and slow driver for your vehicle, other drivers on the road may put you a bit 'on edge'. Guatemalans tend to overtake on hair-pin curbs, drive at ridiculous speeds, and honk their horns a lot. Remember, this is all part of the adventure. It is a good idea to learn how to ask the driver to slow down in Spanish: *Por favor, vaya más despacio* (pronounced: por fa-vor, va-ya mas des-pa-cio).

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 case of an emergency before you meet your tour leader, please contact Rolf Stanley, Latin American Destination Manager:

Tel: (+51) 984 76 21 64 (phone only)

Email: sacrew@tucantravel.com

In the unlikely event that you are unable to reach the number above, please contact Keiko on (+51) 984 65 3726

Please note that these numbers 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. Please be considerate of time zones.

Opening Hours: Monday-Friday 9am-5.30pm; Saturday 9am-1pm (based in Peru)

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 you should bring US dollars or Euros in Cuba to use alongside the local currency (where applicable). 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. We recommend you bring along a minimum of US\$200 cash in small denominations (no \$100 notes). Make sure all notes are the new style, and are not damaged, defaced, rubber stamped or written on, as many places will refuse them if they are not in perfect condition. It is a good idea to try to maintain a supply of small notes and change in the local currency for tipping or small purchases.

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 Central America, 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. If your tour includes regional flights, there may be a weight limit to the amount of luggage you can take. Please see your detailed itinerary for more information.

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 including at least one pair of warm trousers and thinner sweaters/fleeces which you can layer. Nights can be cold in some locations such as Guatemala and San José at certain times of year, 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.

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 and plug types in Central America vary from country to country. The power supply in Belize, Guatemala, Honduras, Nicaragua, Costa Rica and Panama is 110-120 volts. Mexico is 127 volts and Cuba and Belize generally have 110V/220V dual voltage but you should check with the hotel. All countries typically use a two pin flat pronged plug (non grounded) or 3 pin grounded plug used in the United States. Belize may also use the British plug and socket type and Cuba may use the European standard. 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.

For areas with malaria, make sure you pack sufficient prophylactics for the duration of your tour and the incubation period after. As of 2013, the vaccination against Yellow Fever is only recommended in some parts of Panama. This must be acquired before departure and takes ten days for your body to build up a resistance. This certificate must be taken with you on your tour with a photocopy stored somewhere safe. You do not require a vaccination to enter any countries in Central America unless you are coming from a Yellow Fever zone.

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

Central America 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.

A word of warning: Do not take shots of military and police buildings or at borders. Some locals particularly dislike having their photos taken, especially some indigenous people in Mexico.

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/central-america-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 your purposes of medication, please inform your tour leader and ensure that you carry a copy of your prescription or letter from your doctor.