

General Information

The following notes are to be used in conjunction with our Booking Conditions on page 247 and with the various price panels for each country. Please take the time to read them. If you do not, we cannot be held responsible for any misapprehensions you may have about our holidays. Information contained in this brochure may change between its publication and any booking by a customer. Please check with us for changes prior to booking.

About Sunvil UK Ltd (trading as Sunvil Traveller - real latin america) & Bonding
The flights in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by The Civil Aviation Authority. Our ATOL Number is 9280. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any holiday money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk.

All holidays not including air travel are protected by a bond through the Association of Independent Tour Operators (AITO) Trust. This bond provides security for and is restricted to monies paid by its UK customers and for their repatriation to the UK in the event of Sunvil UK Ltd's insolvency.

Health and Safety standards

The safety standards and regulations in operation in Latin America are those of the country in question. The general standard of health and safety is lower than in the UK. Liability insurance requirements vary considerably from country to country, as does the responsibility placed on an organization by local law. Please therefore take all precautions to protect yourself and your family whilst on holiday. In particular, you should familiarize yourself with hotel fire escapes and always be aware of dangers involving swimming pools, balconies and hotel lifts, especially if travelling with children. Should you notice anything which causes concern, please point it out immediately to the hotel management or our local agent.

A Few Facts of Life

We believe the information contained in this brochure is true and correct and it is essential that you read our descriptions most carefully to avoid making a wrong decision in your choice of country or resort. Please note we do not own or manage any of the hotels featured in this brochure. A senior member of Sunvil's management has inspected each hotel and, in turn, these findings have been reflected in our descriptions. Photographs of bedrooms shown are normally supplied by the hotel, and the use of a particular picture does not guarantee that every room in the hotel will have the same interior fixtures and fittings. Furnishings may also vary from room to room. Furthermore, the owner of any given property may have decided to change the décor of the room since the picture was taken. If you are unsure of anything please ask to speak to someone from our office who has actually been to the area you are planning to visit. Our advice is impartial - we would far rather lose your booking to another company than allow you to visit a location completely unsuited to your needs. Having said that, we would also like to make our own position clear. Seasons change and so do resorts. What is quiet in June can be crowded in January. Tourist facilities depend on the time of year, weather and/or demand. Please bear this in mind before booking as it is impossible to qualify every statement on every page. Remember, too, that our prices tend to reflect these differences throughout the season. If you visit a Central/South American country you must be prepared to accept the local way of life which, due to the climate, can be totally different from ours. Buses tend to run very early in the morning, shops and offices may well close in the afternoon for a siesta. Plumbing is rarely perfect. Roads are largely unlit, often have no pavement and are unmade. So, if your accommodation is outside one of the towns be prepared and take a torch! Please bear in mind too that life must go on - buildings must be built, roads must be dug and children will play noisily in the streets. We are not trying to dissuade you from travelling with us but just pointing out that you must take the rough with the smooth when you visit any foreign country with any tour operator. Despite the above, we are certain you will have the holiday of a lifetime but, if you do experience some niggles, try to have patience and understanding and gracefully accept that you cannot live as you would at home.

Tailor-made Holidays

Our holidays can be very flexible. Some of the most popular arrangements are the following:

Extended Itineraries

Most of the holidays offered can be combined. Some suggestions are made on the journey combinations pages 22-29, but please telephone if you have any specific ideas not mentioned in this brochure.

Longer Durations

Any length of stay can be arranged. Please telephone us for a quotation.

Tailor-made holidays

For holidays at our chosen destinations in hotels not featured in this brochure, please ask us for a quotation. **Please note: when requesting a complicated quotation that may involve several countries or hotels not featured in this brochure - an initial research fee of £50 per person will apply if a booking is subsequently made with us, this will be deducted from the final holiday cost.**

Persons Travelling on Their Own

When clients are travelling entirely on their own, there may well be (depending on the individual holiday) an additional supplement for accommodation, transfers and car hire. The reason for this supplement is that our contracts with the suppliers are based on a price per room or per car while our holidays are sold per person, based on two sharing a room or car. We do not make additional or excessive profits from these sales; the prices merely reflect the real cost to us.

Hotel Accommodation

Room furnishings in most cases, rooms are furnished with twin beds and when a double bed is requested, we pass the preference to the hotel. Most hotels do have some rooms with double beds - if they do not, they can usually successfully push two single beds together. Soap and towels are provided, but not always beach towels - please bring your own.

Sea view Ocean view can be guaranteed only where a supplement is charged. Otherwise, we can request ocean view rooms and the hotel will try to honour the request.

Triple rooms Three bedded rooms are available in all hotels but, as they are often twin rooms with an extra bed, they may be rather cramped. We cannot be held responsible if you find the room too crowded.

Single rooms Single rooms are sometimes smaller, tend to be without much of a view, and sometimes less well appointed. They are also difficult to book in high season. In the low season you may well, however, have a twin for sole use, although it is very much luck of the draw. We do not know which room you will be given as the hotel normally only allocates the rooms the day before arrival.

Beach and sports facilities

These usually have to be paid for locally. In the low season (this varies from country to country), not all advertised facilities may be available. If you are holidaying in this period and you feel a particular facility is vital to the enjoyment of your holiday, please ask us to check with the hotel at the time of booking.

Activities and Excursions

Where activities are pre-booked as part of your package it is our responsibility to take reasonable steps to check the provider complies with local health and safety regulations. However, local regulations may well differ from those applicable in the UK. For instance, you will not normally be offered a helmet when riding horses or bikes.

Air-conditioning

Where air-conditioning is mentioned this is provided at the discretion of the management and may not necessarily operate all day and every day.

Maps & Resort Guides

Please note that the maps in this brochure are for guidance only and they are not to scale. Should you require more detailed information, please contact us.

Car Parking

Many of the hotels featured have their own car park, although some may have limited spaces which are allocated on a 'first come first served basis'.

Vacation of rooms

In accordance with international practice, hotel rooms should be vacated by midday on the day of departure (unless your hotel states otherwise). However, luggage storage and bathroom facilities will normally be made available. Price Accuracy It is very rare that our prices are wrong. However, from time to time we make errors or need to change them and gremlins do get into the computer system. You should check the price with our reservations department before booking your holiday and not assume that the brochure price is 100% accurate. Economic conditions in Latin America can be extremely volatile which can lead to price changes to tourism services in any given country. Please check with our office.

Validity of Programme

This brochure is valid for departures from 1st January 2011 until the 31st December 2011 and was published in August 2010.

Amendments, Late Bookings Telephone and Fax Charges

A fee of £25 per booking will be charged for each amendment to a confirmed booking to cover administration costs. In the case of a minor amendment (eg. cancellation of a pre-booked hire car) this charge is per booking; in the case of a major amendment (eg. change of holiday dates, accommodation or resort) this charge is per person. Fax and telephone fees may also be charged when bookings are altered. For an alteration within 8 weeks of departure, we reserve the right to treat the alteration as a cancellation of the original holiday (attracting cancellation charges) and regard it as a new holiday booking.

Fly-Drive Holidays and Safety in Resorts

Bag snatching and theft from cars is prevalent in most countries in the world including the UK. Please do not take valuables with you. If you do, keep them out of sight, never leave them in your hired car and make sure they are kept in the hotel safe when you are out of your room. Valuable items should always be separately insured or left at home. Please avoid unlit areas at night and unsavoury parts of cities. Use your common sense and be vigilant at all times.

Children's Reductions & Infants

Children: Children's reductions vary and apply on the basis of one child per two full fare paying adult passengers. Children must be under the age of 12 years on the date of departure to qualify, and in hotels they must occupy the third bed in a threebedded room. Infants under 2 years of age on the date of departure do not have their own seat on the aircraft or a baggage allowance. Infant prices are available upon request. Cots should be requested on the booking form and are normally payable locally. All food, also, is payable locally. Under the terms of our insurance policy, infants under the age of two on departure are insured free of charge providing the other members of the party are insured with us.

Local Representatives and Agents

As we feature tailor-made holidays for seasoned travellers, we have no local representative. We have local agents in each country who can give any necessary help and guidance and can always be contacted. However, due to the wide-reaching nature of our programme, we cannot have agents in every far-flung regional spot in the countries we feature, so do not expect a visit. Generally, holidays in this brochure are aimed at the independent and experienced traveller. Please remember that wherever you are, most hotel managers, owners and receptionists are often only too keen to help you with local information. Any problems you experience must be reported locally so that we are given the opportunity of solving them. If you cannot reach our local agent then try us in London on our direct number during office hours or on our emergency line out of office hours.

Group Travel

We are experienced in making arrangements for groups and welcome genuine enquiries for special interest groups such as bird-watching or incentive travel.

How to book

Our holidays can be booked through most travel agents excluding (at the time of going to press) the multiple chains of Thomson, Thomas Cook and Mytravel with whom we have no commercial agreements. Alternatively, you can book direct. You or your agent should either select a holiday

from the brochure or ask us for a tailor-made quote. Once you have received the information and if you wish to proceed, please send us a signed booking form and deposit. For bookings within 8 weeks of departure, the full holiday price is payable with the booking form. We will then hold this payment until we have 100% confirmation of your holiday from our local agent. We will then send a confirmation invoice, giving full holiday details and the balance due. We would ask you to check this carefully, as mistakes become harder to rectify the longer they are left. **NO OTHER REMINDER INVOICE WILL BE SENT.**

Payment and Ticket Despatch

The balance of your holiday cost, as detailed on your confirmation and account, is due 8 weeks before departure. No reminders are sent, but should you require a receipt, please enclose a stamped addressed envelope with your payment. Your tickets and travel documents will be sent about 14 days before departure. Please check these carefully, particularly where flight/ferries are included, as timings may have slightly altered from those stated in the brochure or on your confirmation invoice.

Credit Cards

Please note a 2 % charge is made for payment by credit card (Mastercard/Visa). There is a 3% charge for Amex. This charge may rise if the credit card company increase their charges.

Passports, Visas, Health Requirements

VALID PASSPORTS are required and it is safer to ensure they have at least 6 months to run. If you are a foreign national living in the UK, please ensure that you have all the correct papers before leaving the UK. If your paperwork is not in order, you will be refused re-entry into the UK and fined a minimum of £2,000 per person. We cannot be held responsible for the consequences. If you do not hold a United Kingdom passport, you must inform us of this fact when booking a holiday. We can then tell you if a visa is especially required in your case. If we are not informed, we cannot be held responsible for any trouble or delay at foreign airports. For detailed health and visa requirements, please see the relevant country pages of the brochure. It is, however, advisable to check with your doctor at least four weeks before departure. From 5th October 1998 it was no longer possible to include or add children to a British Passport. From that date, all children (including babies) who are not already included on a valid 10 year passport need to hold their own passport if they are to travel abroad. Children who are already included on an existing passport may continue to travel with the passport holder until: a) the child reaches the age of 16, or b) the passport on which the child is included expires, or c) the passport on which the child is included is submitted for amendment. If you do not hold an EEC Passport, please inform us of this fact when you book your holiday and check with the relevant High Commission/Embassy as to whether a visa is required in your case. Should you be taking any form of medication, take adequate supplies with you and carry them, as well as items like contact lenses, in your hand luggage only. Pregnancy If you are more than 28 weeks pregnant on the date of return travel, most airlines require a medical certificate of fitness to fly. If you are more than 32 weeks pregnant you will not normally be allowed to travel.

Hurricane Season

The Hurricane season in the Caribbean normally runs from June to November although weather patterns are increasingly more volatile. It can affect both the Pacific and Atlantic coasts of Central America and some northern sections of South America. We recommend that you monitor local and international weather updates from the World Meteorological Organisation and the National Hurricane Centre. Heavy rains can cause flooding, landslides and collapsed roads and bridges. Roads can become blocked at very short notice. If you have any concerns please contact our office.

Foreign & Commonwealth Advice (FCO)

We recommended that you check and consult the frequently updated advice on the FCO website on www.fco.gov.uk. If you have any concerns please contact our office.