

# General Information

The following notes are to be used in conjunction with our Booking Conditions on page 118-119 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 Air Travel Organiser's Licence 9280 granted by The Civil Aviation Authority. 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](http://www.atol.org.uk). All holidays which do not include 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 organisation by local law. Please therefore take all precautions to protect yourself and your family whilst on holiday. In particular, you should familiarise 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. 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. 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 itinerary suggestions are made on pages 10-13, 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 staying in hotels not featured in this brochure, please ask us for a quotation. **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 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 during 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.

## Amendments, Late Bookings Telephone and Communication 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.

## Children's Reductions & Infants

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 three bedded 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.

## 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. 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.

## 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](http://www.fco.gov.uk). If you have any concerns please contact our office.