

CHINA TRAVEL INFORMATION

VISAS:

Depending on the passport you hold, a visa may be required for entry to China and is not included in the tour price. Please visit the China Visa Application Centre website below to find out more.

<https://www.visaforchina.cn/globe/>

INSURANCE:

It is a condition of booking with us that you take out suitable travel insurance. You must provide us with the name of your insurer, policy number and their 24-hour emergency contact number when you book with us or as soon as possible thereafter. These details will be available to your National Escort should they be required. Wendy Wu Tours will not be liable for any costs incurred by you due to your failure to take out suitable travel insurance from the date of booking.

GROUP SIZE:

Most of our groups consist of 10 travellers or more and will be accompanied by both a National Escort and local guides. There will be no more than 28 travellers on Classic Tours and no more than 18 on Go Beyond Tours in each group although you may encounter other Wendy Wu our groups while you are travelling.

All our departures are guaranteed to operate with a minimum of 10 travellers booked (unless cancelled due to factors beyond our control). However, at our discretion we may operate departures with a smaller group size as we try to operate advertised departures wherever it is viable to do so. For groups with fewer than 10 travellers, departures will operate with local guides only.

PHYSICAL RATING:

All our tours feature a physical rating to help you select the right holiday for you. To travel on any of our tours requires unaided mobility and the ability to stroll around the sights. Each tour is graded (found on the top of each tour page) with further information on the physical requirements.

EATING IN CHINA:

Chinese cuisine is one of the most influential, diverse and flavoursome culinary styles in the world with a legacy stretching back thousands of years. Often you'll find that the local Chinese style is very different from what you're used to at home. We welcome people on our tours with a wide variety of tastes and as such try to present an array of food to suit everyone in the group. Our schedule of meals is designed so that you can experience the local dishes, their individual flavours as well as the different ways they are prepared and cooked throughout China.

Dishes served in restaurants on our group tours are varied. Some will be vegetable-based with meat mixed in, and a few will be meat-based. Traditionally, Chinese people cook with a lot of vegetables because meat used to be hard to come by.

Dishes often come pre-seasoned with soy sauce or other sauces. Our restaurants are well aware of the western palate – there are plenty of non-spiced options. Most meals are served with plain rice on the side which is intended as an accompaniment to your meal.

Unlike the western world, Chinese people do not normally pre-heat their plates and food can be presented at a variety of temperatures, which is a typical Chinese way of doing things.

When eating meals on group tours, you will be seated around a circular table with other tour members. Dishes will be served in the traditional ‘family style’ on a lazy susan; meaning that various dishes will be laid out on a spinning turntable in the centre of the tabletop. These dishes are intended to be shared amongst the group – there is always more than enough to feed everybody. ‘Family style’ means that there is a pair of serving chopsticks for each dish which are used specifically to serve the food (please ask your server if you require a fork or spoon) and everybody will help themselves to all the dishes on the lazy susan. You will have an individual bowl, chopsticks and cup for your own use. Please be courteous and consider your fellow diners; if your favourite dish is on the other side of the table, it will make its way round to you soon! We find our customers really enjoy this sociable style of eating.

Your National Escort will do their utmost to cater for any special requests such as gluten free or vegetarian meals, however, people on restricted diets should expect complications. Although most Asian countries are now quite developed, only quite recently have they started to widely accept Western guests. Western food requirements are quite far removed from Asian food requirements, and even medical reasons can be quite difficult to explain. While our ground partners will do everything they can to cater for a wide range of dietary requirements on tour, we ask kindly for your patience and understanding that they cannot always be delivered to the standard you will be used to at home. It is recommended that passengers with food intolerances bring snacks or additional food items with them, especially when travelling further from major cities as not all dietary requests will be met due to the limited foods available. Please read your travel guide which you will receive with your final documents for more information about eating in China. We recommend that when it comes to Chinese food, you stay open minded, try to be adventurous and always have a go with the chopsticks!

PLEASE INFORM US OF ANY ALLERGIES AND/OR SPECIAL DIETARY REQUIREMENTS AT TIME OF BOOKING.

PUBLIC HOLIDAYS:

If you are travelling within the below Chinese Public Holidays please note that celebrations last for several days and during these times some businesses will be closed and coach, air and train travel may be affected. Tourist attractions will be open, but may be crowded. Chinese New Year is from 9 – 16 February 2024 and 28 January – 4 February 2025. Golden Week public holidays fall annually between 29 April – 3 May and 30 September – 7 October.

ACCOMMODATION:

Your accommodation is selected for convenience of location, comfort or character, and can range from a business hotel in one city to a family run guesthouse in a smaller town. In more remote areas, accommodation may be of a lower standard and may not have all western amenities.

Hotels are generally rated as local three to four-star standard, but please note that there is no international classification system for hotels and differences in facilities and quality do exist. All group tour hotels have private western bathroom facilities, air conditioning, TV and telephone. Due to environmental regulations, not all hotels in China provide toiletries in the rooms. Plumbing and electricity supplies can be erratic and quite often the power in hotel rooms is turned off while guests are out of the room. If you experience any difficulty, please speak to your National Escort/Local Guide. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners to ensure that standards meet your needs.

TRANSPORT:

Trains: Many of our tours include travel on the high-speed “bullet” train journey. You will travel in second-class soft seats with air conditioning. For train journeys you must ensure that you pack liquids, aerosols and gels/lotions in your hand luggage as per recent regulations. Passengers are not allowed to carry any aerosols over 100ml. Passengers are also not allowed to carry flammable gases or liquids including styling gel, compressed air or insecticides; any explosives, magnetised material, knives (including Swiss Army knives), scissors or sharp items (medication is fine). Bag checks are conducted randomly and any of these items may be confiscated before boarding the train (in hand luggage or main luggage). The National Escort will inform you of specific details prior to boarding.

High-Speed Train Facilities: The second-class seats are in a 3 x 2 seating configuration. Facilities vary from train to train. Most carriages have a western style toilet. Most seats will have a foldable tray table and power socket for charging your electronic devices. There are dining carts on board if you wish to purchase your own additional food.

Coaches: Coaches with air conditioning are used on our group tours for city sightseeing, short excursions to the countryside and longer transfers where necessary. Roads in China have generally improved over recent years, but traffic and/or weather conditions may extend driving times. Road construction work usually covers an enormous section of road – not just 1-2 kilometres as you may be used to. For this reason, the timings listed in the itinerary are approximations only. There may be sections of road where the surface is bumpy but our drivers will do their utmost to lessen the impact.

Planes: Internal flight/s are based on economy class, with reputable airlines. Lithium Ion batteries, usually used in laptops, cell phones and digital cameras, must be carried in your hand luggage (not in your checked luggage). Portable chargers with a case that does not state the capacity or with a capacity of 160wh and more are not allowed on internal flights at all.

OPTIONAL ACTIVITIES:

On occasion, your guide will offer optional activities locally if time permits. A list of optional activities and approximate costs will be provided with your final documents. These can be arranged by your guide and are paid for locally.

SOUVENIRS:

We want to be able to give you an opportunity to buy souvenirs; so in each city, we will visit a workshop or factory which demonstrates a craft or product unique to that region with pieces available to buy. We understand that souvenir hunting is not for everyone so we aim to take you to places which hold local interest; for example, in Shanghai you will be able to see how silk is created all the way from the silk worm to beautiful garments; and in Xian we will take you to a workshop which creates replicas of the Terracotta Warriors, from tiny little warriors to seven foot behemoths! We trust you will enjoy these opportunities to learn about local arts and crafts and understand their historical and cultural importance.

TIPPING POLICY:

Tipping while on holiday is common in most parts of the world and China is no exception. However, it is not always clear who it is appropriate to tip and how much. Furthermore, travellers may not have the right amounts of cash available at the right time. In order to avoid any inconvenience, Wendy Wu Tours operates a tipping policy where a stated amount is given to your National Escort at the beginning of your tour and tips are disbursed to local guides and drivers throughout your tour. The amount is designed to be at a reasonable level for travellers while being fair to the local people and includes a gratuity for the National Escort.

If you are travelling in a smaller group with local guides only, then tipping is paid in each destination. To be fair to the guides we ask for slightly higher amounts per traveller with small groups. Yangtze cruise companies operate a service charge policy and this is paid separately when boarding the vessel.

We generally find that most customers appreciate the convenience of our tipping policy but we do recognize that it may not suit everyone. However, as this is a group tour we ask that everyone follows the same protocol to be fair to other group members and to ensure smooth operation of your tour.

LUGGAGE:

All travellers are limited to two items of luggage each: a suitcase with a maximum weight of 20kg and one piece of hand luggage with a maximum weight of 5kg. It is essential that your luggage is lockable. In general, we recommend packing only as much as you can lift as you will need to carry your own luggage on and off trains. Please note that authorities will only allow bottles onto the aircraft if they have been checked in as main baggage. Bottles in hand luggage may be confiscated.

DEVELOPMENT IN CHINA:

Though parts of China match the west in modernity and technological advances, it is important to remember that parts of China are still developing and as such, many aspects of tourism in China do not have the solid infrastructure and safety standards as seen here in the west.

VACCINATIONS AND YOUR HEALTH:

Wendy Wu does not give specific health advice, but we do recommend you see your doctor at least six weeks prior to travel for advice and to allow time for any necessary vaccinations. Please remember to take your itinerary with you.

For more information, we recommend you visit the NHS Fit for Travel website <https://www.fitfortravel.nhs.uk/home>

AFTER YOUR BOOKING:

Once you have booked with Wendy Wu Tours, you will receive an email with your confirmation invoice, along with a link to our website where you can find your visa information (if applicable) and other important information. Your final documentation pack will be sent to you approximately 2 weeks prior to departure.

ITINERARY CHANGES:

It's our intention to adhere to the day-to-day itinerary as printed; however, the order of events or sightseeing may change as we look to improve our tours or as local conditions dictate. In these circumstances we'll make the best possible arrangements maintaining the integrity of your trip.

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