

MIDDLE EAST TRAVEL INFORMATION

VISAS:

Depending on the passport you hold, a visa may be required for entry to Middle East and is not included in the tour price. Please visit the relevant Visa Application Centre websites as per the countries you are visiting on the tour to find out more information and how to apply.

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 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 8 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.

EATING IN THE MIDDLE EAST:

Middle Eastern food combines many different elements of Lebanese, Turkish, Syrian, Greek and French dishes.

It is not advisable to drink tap water throughout the Middle East. Please ensure you have bottled water with you at all times and remember to use the bottled water supplied or your own bottle.

Those with dietary requirements will be well catered for – just make sure to inform us of any specific requirements well in advance of your trip.

ACCOMMODATION:

Your accommodation has been selected for convenience of location, comfort or character. Our Middle Eastern hotels are generally rated as local four to five-star standard, but do please note that there is no international classification system for hotels and differences in facilities and quality do exist between Ireland, the UK and the Middle East. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners to ensure that standards are met.

All group tour hotels have private western bathroom facilities, air conditioning, TV and a telephone. Electricity supplies can be erratic and occasionally 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 or Local Guide.

TRANSPORT:

Coaches: Coaches with air conditioning are used on our group tours for city sightseeing, short excursions to the countryside and longer transfers where necessary. Main and inner-city roads in Egypt have a reputation for being very congested. Roads in Egypt have generally been improved over recent years, but traffic and/or weather conditions may extend driving times.

Planes: Internal flights are based on economy class, with reputable airlines.

TIPPING POLICY:

Tipping while on holiday is common in most parts of the world and the Middle East 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 amongst your main service providers (for example 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. Any other tipping, such as tips for bathroom attendants or hotel porters that are taking luggage to your room, is at your discretion based on satisfaction of services received, as are gratuities for additional requested special services.

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.

DEVELOPMENT IN MIDDLE EAST:

Although the Middle East is developing quickly, it still lacks the international standards of civil infrastructure and tourist facilities. Concepts of personal responsibility are also different to those in the UK. Consequently, tourist and public facilities may not uphold the same safety standards as in the UK; for example, you may see a hole in the road without a warning sign or safety barricade. All of our suppliers meet local safety standards as a minimum. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense, refer to notices and follow advice from your National Escort or Local Guides.

APPROPRIATE DRESS:

When visiting religious sites, both men and women should dress in conservative, non-revealing clothing. Full-length trousers with a shirt or t-shirt for men; and trousers or skirts well below the knee with a top that covers the shoulders and upper arms for women. Women might also consider carrying a 'modesty shawl' in their daypack – this could be a sarong or light scarf – which they can wear over their shoulders and heads to feel more comfortable while sightseeing at religious sites

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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