

SOUTH AMERICA TRAVEL INFORMATION

VISAS:

Depending on the passport you hold, a visa may be required for entry to South America and is not included in the tour price. Please visit the relevant Visa Application Centre websites for each country visited 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 SOUTH AMERICA:

South American cuisine is a diverse fusion of indigenous traditions, European influences, and regional flavours. Staple ingredients like corn, potatoes, and beans blend with meats introduced during colonization, creating iconic dishes such as Argentine asado, Brazilian feijoada, and Peruvian ceviche. Each country boasts its specialties, from Colombia's arepas to Chile's pastel de choclo. Street food thrives, offering a taste of local favourites like empanadas and grilled meats. Beverages like mate and pisco showcase unique cultural traditions, while desserts like dulce de leche tempt with their sweetness. South American cuisine is a celebration of heritage, biodiversity, and culinary creativity.

ACCOMMODATION:

Your accommodation is selected for convenience of location, comfort or character, and can range from business hotels to rainforest lodges. 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 may exist between United Kingdom and South America. All group tour hotels have private bathroom facilities and air conditioning where needed. If you experience any difficulty, please speak to your National Escort. 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.

PORTERAGE:

Please be aware that portering is not included on our tours in Latin America. You will therefore need to be able to handle your own luggage within the hotel and when using transportation like trains and coaches.

TRANSPORT:

Coaches: Coaches with air conditioning are used on our group tours for city short excursions to the countryside and longer transfers between destinations. Roads in South America have generally been improved over recent years, but please be aware traffic and/or weather conditions may extend driving times. There may be sections of road where the surface may be comparatively bumpy but our drivers will do their utmost best to lessen the impact.

Planes: Internal flights are based on economy class, with reputable airlines. Within Latin America flights are often changed multiple times before departure, both timings and flight numbers. The utmost care will be taken to ensure that your final documents will have the latest information; however, your local guide will confirm this in the destination. Boarding passes can be collected directly at the airport. The flights booked as part of your itinerary will always reflect the best timings to suit the touring itinerary, with direct flights wherever possible; however, due to limited schedules some flights may require a fairly early departure or late arrival

TIPPING POLICY:

Local tipping is customary in Latin America; however, this can often lead to awkwardness in knowing when it is appropriate to tip and how much, as well as ensuring you have a suitable amount of change available at the time. For your convenience, with years of experiences in providing the best customer service, Wendy Wu Tours operates a kitty system on our Group Tours so your National Escort will look after this aspect of your trip for you. It also ensures that the amounts paid are reasonable for you but still fair for the local people. The amount is stated on each Group Tour page and will be advised again on your final documentation. Tipping is in US Dollars and will be collected by your National Escort on arrival and distributed throughout the tour on your behalf. Any additional tipping on any of our tours is welcomed at your discretion. Further guidance for tipping contributions will be outlined in your final documentation.

We generally find that most customers appreciate the convenience of our tipping policy, but we do recognize that it may not suit everyone. 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.

SOUVENIRS:

We want to be able to give you an opportunity to buy souvenirs, so we include some stops at museums or exhibitions which demonstrate 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. We trust you will enjoy these opportunities to learn about local arts and crafts and understand their historical and cultural importance.

GROUP SIZE:

Most of our groups consist of 10 travellers or more and will be accompanied by a National Escort. There will usually be no more than 18 travellers in each group.

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.

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 five kilograms. It is essential that your luggage is lockable. 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. Please note luggage restrictions apply when travelling to Machu Picchu by rail, please refer to the information listed under IMPORTANT INFORMATION ABOUT MACHU PICCHU in this document.

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.