

## SRI LANKA TRAVEL INFORMATION

### VISAS:

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Depending on the passport you hold, a visa may be required for entry to Sri Lanka and is not included in the tour price. Please visit the India Visa Application Centre website to find out more information and how to apply - <https://visa-sri-lanka.com/>.

### INSURANCE:

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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.

### EATING IN SRI LANKA:

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Sri Lanka is home to a melting pot of cuisine. Throughout years of colonisation and influence from other countries and a history of spice trading, Sri Lanka has cultivated its own distinct flavour. Meals as outlined in the itinerary (excluding drinks) are included in our tour. Please be aware that dishes selected for your meals reflect the cooking styles and signature dishes of the local area you are in.

Dishes served in restaurants on our tours are varied. Some will be vegetable-based and some meat-based. Our restaurants are aware of the western palate – there are plenty of non-spiced options. Dishes will usually be served either as a set menu with a few choices, or in a buffet style to allow you to sample many different options.

We recommend that when it comes to Sri Lankan food, you stay open-minded and try to be adventurous!

### DEVELOPMENT IN SRI LANKA:

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Although Sri Lanka 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 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 guide.

### ACCOMMODATION:

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All group tour hotels have private western bathroom facilities, TV, and a telephone. 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 Local Guide or National Escort.

Your accommodation has been 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 or a heritage-type hotel. In remote areas, accommodation may be of a lower standard and may not have western amenities. Hotels are generally rated as local three to four-star standard but do please note that there is no international

classification system for hotels and differences in facilities and quality do exist between UK and Sri Lanka. 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.

Please be aware that there are heightened security measures being carried out at all hotels, on guests and vehicles entering the properties.

### SOUVENIRS:

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

### TIPPING POLICY:

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Tipping while on holiday is common in most parts of the world and Sri Lanka 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. 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 and to ensure smooth operation of your tour.

### TRANSPORT:

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**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 Sri Lanka have a reputation for being very congested. For this reason, it may not always be possible to return to your hotel after sightseeing to freshen up before going to the restaurant for dinner. Roads in Sri Lanka have generally been 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 one or two kilometres as you may be used to. For this reason, the timings listed in the sections above are approximations only.

### APPROPRIATE DRESS:

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When visiting temples or mosques, both men and women should dress in conservative, non-revealing clothing. Full-length trousers with a shirt or t-shirt for men; and pants 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 mosques.

Religious sites and homes throughout Sri Lanka – for Hindus, Jains, Sikhs, Muslims, or Buddhists to name a few – require all visitors to remove their shoes to enter. Even if you then need to walk outdoors, over hot or rough ground, you will not be allowed to wear shoes. You will often find shoe storage rooms near the entrance of a site where it is customary to leave your shoes near the entrance. Occasionally there are ‘shoe minders’ who will offer to keep your shoes safe for a ‘tip’ – this is not compulsory so each customer can choose to tip for this service or not. If you do not want to remove your shoes, you will have to remain outside. We recommend shoes that easily slip on and off, and carry a pair of thick, old socks in your daypack, which you can wear to protect your feet from any rough or hot surfaces. The itinerary above will indicate when you need to consider this.

### **VACCINATIONS AND YOUR HEALTH:**

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We recommend that you contact either your GP for advice on vaccinations and travel health.

Wendy Wu Tours is committed to always providing a safe and healthy environment for all passengers.

<https://www.wendywutours.co.uk/help-and-advice/travel-health/>

### **ITINERARY CHANGES:**

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It is our intention is 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 will make the best possible arrangements whilst maintaining the integrity of your trip.

### **AFTER YOUR BOOKING:**

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Once you have booked with Wendy Wu Tours, you will receive a confirmation invoice including a visa application form (if applicable), and a help sheet. Your final documentation pack will be sent to you approximately 2-3 weeks prior to departure.

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