



Essential information about our Classic Discovery, Walking, Cycling and Family Tours

Please carefully read through the following information about booking an Explore trip.

When you book (whether by phone, travel agent or online), you will be asked to confirm that you have read and understood these pages, as well as our Trip Notes and Booking Conditions (www.explore.co.uk/booking-conditions).

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations. Therefore, you will benefit from all rights applying to packages. Explore will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by UK law for bookings made in the UK and Europe, Explore has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that the transport supplier becomes insolvent.

More information on your key rights under the Package Travel and Linked Travel Arrangements Regulations 2018 can be found here: www.explore.co.uk/travel-regulations.

Guaranteed departures

Almost all our trips are guaranteed although certain trips are excluded because they require a minimum number of customers to run. We guarantee that the advertised itinerary will not be cancelled or significantly changed once the first booking is confirmed unless we are forced to do so by a “force majeure” (as defined in our Booking Conditions). There is no minimum group size, but we appreciate that the group experience is important to many of our customers and therefore, in some cases where there is an opportunity to suggest an alternative departure date which affords you a wider group experience, we will offer this as a no obligation alternative. This guarantee does not apply to international or UK domestic flights, which may be subject to change or cancellation in accordance with our Booking Conditions.

Itineraries

From time to time, some elements of our trips may change from those that have been published. This could be the result of inclement weather, a change in the local political situation or in flight or train schedules or other circumstances beyond our control. We will keep you as well informed as possible about these changes. Significant changes

to your holiday will be notified as soon as we feasibly can. Minor amendments to your trip will be detailed on your final trip documentation, although our website will be regularly updated should you wish to check the information at any time. You will be provided with a provisional list of your accommodation shortly after booking. Whilst we expect to stay at the accommodation stated, please note that this is subject to change to an equivalent or higher standard at any time.

Group size

Whilst every group make up is different, the average group size on our adult tours is 11 people plus an Explore Tour Leader. The maximum group size differs across our tours depending on the nature of the trip, the transport, accommodation used and activities included, but will never be greater than 16 on our adult tours and is rarely smaller than 5. Our family tours usually have a group size of between 14–20 people, or 3–5 families, but on occasion may be smaller.

Eligibility for Family Adventures

For our purposes, a family is defined as having a minimum of two people, with at least one adult over the age of 18 and one person 18 years or younger.

Age limits

The minimum age on most group trips featured in this brochure is 16. Because of the active nature of our Family Adventures, we provide guidelines regarding the minimum age that we feel is most suitable for each Family trip. This starts at 7 years of age, at the time of travel depending on the level of activity involved and overall suitability. On certain trips there may be some flexibility to accept children from the age of 5. Please speak to our Sales team for details. Trips to certain destinations have a higher age limit. Please refer to individual Trip Notes and our website for further information where applicable. A parent or guardian must book for and accompany anyone under the age of 18.

Fitness and stamina are more important than age and we often find that some of our older travellers

are the fittest in the group. Whilst we do not have a maximum age, we do recognise that at some point during our customers' journey with us they will reach an age where we will have to review the fitness and ability to participate in the trips they've chosen to book. Should you be 80 years old or older at the time of travel, we will discuss the itinerary with you before booking you on the trip and may ask you additional questions about your health and fitness.

Fitness and trip participation

All our trips require some level of active participation. It is in the interests of all members of the group that everyone should be capable of fully participating in the activities of their chosen trip. With this in mind, please be aware that (as detailed in our Booking Conditions) if it is felt that any customer is not able to participate in a trip without endangering the health or safety of themselves or any other person (including other group members), or that the presence of any customer on the trip means we will be unable to provide the trip, in whole or part, to other members of the group as advertised and contracted, the Explore Tour Leader has the right to require them to leave the trip at any stage. To ensure that this is never necessary, please make sure that you have fully understood the level of fitness and ability required to complete the trip on which you are booking. It is your responsibility to let us know if you have any concerns related to this subject. If you have any medical condition or disabilities which may affect your trip arrangements in any way, you must provide us with full details at the time of booking. In certain circumstances, usually on more strenuous trips, we may require you to provide proof of medical fitness before travelling.

On some of our trips, there will be water-based activities, boat excursions or swimming opportunities. For your own personal safety and enjoyment, an ability to swim is therefore strongly recommended.

Several trips reach elevations of 2,500 metres or more. We allow time for acclimatisation and usually the body acclimatises well to spending extended

periods of time above this altitude. It is difficult to predict who is at risk from altitude sickness but if you have a heart or respiratory problem we advise you not to risk extended travel or trekking at high altitudes.

Trip prices

The prices shown in this brochure are for guidance only. Prices represent the basic per person cost of the trip at the time of publication of this brochure. The price at the time of booking may be different. The latest guide prices for each trip departure can be found on our website: www.explore.co.uk.

NO SURCHARGE PRICE GUARANTEE

Once we have confirmed your booking we guarantee the price of your confirmed services won't change: we will not pass on surcharges of any kind. Unlike most other tour operators we will not pass on unexpected additional costs like fuel surcharges and tax increases.

What is included?

- ✓ Transport, meals and accommodation: all details are outlined in the individual Trip Notes.
- ✓ Explore Tour Leader: the services of an Explore Tour Leader are included on nearly all trips. In most cases they will accompany you for the full duration of the trip. On some trips a local representative may be provided instead (this will be outlined in the individual Trip Notes).
- ✓ Local crew: as well as drivers and local guides, interpreters, cooks, helpers and porters may be provided on some trips (details will be outlined in the individual Trip Notes).
- ✓ Bike hire is included on all cycling trips. Your included bike will be the correct frame size for your height. All bikes have a maximum rider's weight limit which varies but is usually around 120kg. Should you exceed this weight you must mention this to us at the time of booking to enable us to try to source a suitable alternative. E-Bikes can be hired (subject to availability) on some trips for an additional charge. See Trip Notes for details.
- ✓ Activities, equipment, sightseeing and visits: please see individual Trip Notes for details.

Transfers

We are pleased to be able to offer airport transfers on the majority of our tours, for customers arriving and departing on the trip's start and end dates, providing you provide your flights details to us no later than 30 days before you travel and keep us updated with any changes. Please refer to your Trip Notes or joining information for further details and visit www.explore.co.uk/transfers.

Parental responsibility on Family Adventures

Please note that Explore Tour Leaders are not expected to be child-minders. Parents and guardians booking on Explore Family Adventures agree to take full responsibility for any children travelling with them at all times. Any child under the age of 16 wishing to participate in the activities can do so only with the full consent of their parent or guardian.

What's not included?

The price of the trip does not include: visa fees, vaccination charges, passport costs, international departure taxes, insurance premiums, excess baggage charges, optional trips and excursions, hotel porters or meals (other than those we list as included). We also do not include items of a personal nature such as laundry, room service charges, drinks or phone calls. Tipping isn't included, nor is it compulsory, however it is customary to tip drivers, local crew and Tour Leaders who have done a good job. If you book on a trip only basis we do not include flights or trains from the UK or departure taxes.

Accommodation grades

We know that finding the right place to stay is just as important as the destination and activities. All our accommodation is carefully chosen for location and character. Countries have varying standards and on some holidays a range of grades are used.

Simple

These are often small, family run establishments or campsites which provide a no-frills experience with adequate amenities and service standards. Sleeping arrangements are simple, sometimes with en suite facilities.

Comfortable

Our comfortable, mid-range accommodation offers a good level of service, often with other amenities such as a restaurant, bar, garden or swimming pool. Generally rooms will have en suite facilities and heating or air-conditioning.

Premium

Our premium accommodation is handpicked for its character, location or local importance. These properties have excellent facilities and a higher level of comfort and service.

Other

On some trips a night or two may be spent in communal sleeping areas, for example in a village house or on an overnight train. Where this occurs it will be outlined in the Trip Notes.

Single rooms

Most trips are based on customers sharing twin-bedded rooms. If you book a group trip as an individual, you will share a room with someone of the same sex. On rare occasions mixed sex rooms may be necessary. If applicable, this will be stated on the relevant Trip Notes. However, on many trips we offer the opportunity to pay a supplement to pre-book a single room. On some of these trips a single room will be provided every night, on others it will be provided on some nights, but for logistical reasons not on all. Individual Trip Notes clarify this. Please note that on rare occasions it may be necessary for customers in single rooms to share bathroom facilities. Please note that due to the nature of the accommodation we use, the single room supplement will guarantee you sole occupancy of the room, however single rooms may differ in configuration and may be smaller than a standard twin/double room.

Rooming arrangements on Family Adventures

We will room your family in the most appropriate way using a mixture of twin, triple, double and single rooms as necessary. Please note that sometimes a triple room may be a twin room with an additional bed added. We will leave it to you to decide who shares with whom in your family group. We will do our very best to give you rooms close to each other but we can't promise this. In exceptional cases, where accommodation is limited, for example on boat-based trips, one or more of you may need to share with members of another family.

Preparing for your holiday

Travelling to far-flung corners of the earth involves adapting to living conditions that are often very different from your own. Please be prepared for unusual situations, local differences and unpredictable events. The very nature of adventure holidays means your most enjoyable moments are likely to come from the unexpected. You need to be sure you are happy to swap luxury for experience when joining an Explore trip. If you are someone who prefers things to go as planned and enjoys some pampering along the way, then maybe think twice about an adventure holiday. You should also be aware that some countries around the world have security problems. Unsavory characters are

likely to be active in big cities and street markets and certain areas may be considered 'out-of-bounds' for tourists. However, most crime is opportunistic. Using your common sense will reduce the risks. Unfortunately, no destination can be guaranteed to be safe from terrorism. We constantly monitor the political situation in the regions we visit and will re-route or cancel a trip if we feel it is necessary. Whilst we endeavour to provide as much information as possible in our brochure and individual Trip Notes regarding the areas our trips travel to, we would always recommend that you undertake some background research about the places you will be visiting and the type of climate and local conditions you can expect in order to get the most from your holiday.

Foreign Office travel advice

Foreign Commonwealth and Development Office (FCDO) Travel Advice Unit provides detailed information about your destination including current entry requirements. We strongly recommend that you read their comments about the country you are planning to visit, both when you book and again just before you leave, and that you sign up to the government travel alert service. For the UK, the FCDO alert service can be found here:

www.gov.uk/foreign-travel-advice/email-signup.

We monitor FCDO travel warnings and advice, and based on them, may cancel trips before departure, or re-route or make other changes to trips operating in or throughout the country concerned. Any decision we take about whether to operate or cancel a trip or make other changes will always be in the interests

of your safety and security. We will make these decisions at least four weeks before departure, unless we believe that local conditions will improve before the start of the trip.

Travel insurance and pre-existing medical conditions

You must have valid travel insurance. You will need to confirm to your Explore Tour Leader that you are covered by a travel insurance policy at the start of the trip. Please ensure that your documentation shows you as the named policyholder and that the cover is valid for the entire period of travel. It must also indicate that you have cover for (at least) Medical Expenses and Emergency Repatriation in the event of illness or injury. Please ensure that a 24 hour contact telephone number for your Insurance Company is written on your documentation in case of an emergency. If you are unable to provide this information at the start of the trip you will not be able to continue with us unless you purchase a suitable insurance policy.

If you, your travelling companions, or anyone upon whom your travel depends (such as a friend or family member) have a pre-existing medical condition, you must disclose this to your travel insurer's medical screening helpline when you purchase your insurance policy. Failure to do so may result in your claim being declined. Please ensure that you receive written confirmation from them that the condition is covered. You must take this written confirmation with you on the trip, in addition to the insurance policy itself. If you don't, you may not have appropriate cover. We reserve the right to cancel your booking at any point if you do not fully insure your pre-existing medical condition. Please also tell us about any pre-existing medical conditions at the time of booking.

Changes to flight information

When you book flights through Explore, your holiday confirmation will contain provisional flight details. The timings, flight numbers or route could change several times before departure. We will confirm final timings with your final documents. We will notify you immediately of any significant airline schedule change which occurs after your tickets have been issued. We recommend that you defer booking any connecting travel to the airport or arrangements



such as car parking or overnight hotels until you have received your final documents, with confirmed travel times. Where Explore is arranging domestic regional flights, these will be automatically be rebooked to connect with your international flights.

We strongly recommend that you do not purchase non-flexible, non-refundable connecting rail, air or bus tickets, as they usually incur cancellation or penalty charges in the event of a change to the departure time or date.

UK air safety list

In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of The UK Air Safety List which contains details of air carriers which are subject to an operating ban within the UK. The List is available for inspection at <https://www.caa.co.uk/media/5fwfpd4s/uk-air-safety-list-31-may-2023.pdf> In accordance with EU Regulations we are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your international flight(s) to and from an EU airport at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban and, as a result, we or the carrier are unable to offer you a suitable alternative, the provisions of our Booking Conditions "If we change or cancel your trip" will apply. Please note that we will not book our customers onto banned airlines whose flights may be available for general sale and accessible to the public.

Aircraft weight restrictions

For the purposes of flight safety, it is essential that you adhere to the luggage weight restrictions imposed by the airline you are flying with, particularly when flying on internal flights on smaller aircraft.

Trip only packages

Our trip only packages start and finish at the designated overseas joining and ending point. Trip only packages do not include any connecting flights to or from the joining or ending point. If you are planning to book a trip only package on one of our tours, then we strongly recommend that you only purchase flights/train/bus tickets that are totally flexible and refundable. This is because by their very nature, adventure holiday itineraries can change and it's important that you're able to amend your connecting travel arrangements should the need arise. In the event of a trip being cancelled, it is important that you are able to get a refund if you no longer wish to use the associated flight, bus or train. We regret that we cannot accept liability for any connecting travel arrangements that you make (including any cancellation or amendment charges) in the event of any change to, or cancellation of, our trip; or for any other reason that makes you unable to use your booked travel arrangements.

Consumer peace of mind



We've been named a Gold Trusted Service Award Winner for the second year in a row. These awards are based purely on independently-moderated feedback from customers via Feefo.

It shows that we're delivering time and again for our customers, placing customer service at the heart of what we do.



Explore has met ethy's standards for verified sustainability claims.

By achieving ethy

certification, Explore is demonstrating contribution to the UN Sustainable Development Goals and helping consumers make informed decisions. See our ethy ecolabels here: explore.co.uk/ethy



Explore is proud to be the first tour operator to be approved by Trading Standards.

Explore is a fully bonded Tour Operator licensed by the Civil Aviation Authority (CAA) and by ABTOT. We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 2595). All the flights and flight-inclusive holidays* in this brochure or on our website are financially protected by the ATOL scheme. When you pay, you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to www.atol.org.uk/ATOLCertificate. *The flights and flight-inclusive holidays we arrange are ATOL protected providing they are made available in the UK.



The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Explore Worldwide Ltd, Member 5207 and in the event of their insolvency, protection is provided for:

Non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Explore Worldwide Ltd.



In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on **01702 811397** and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/uksi/2018/634/contents/made>

Brochure / Website / Advertising material accuracy

The information contained in our brochure, on our website and in our other advertising material is believed correct to the best of our knowledge at the time of printing or publication. However, errors may occasionally occur and information may subsequently change. You must therefore ensure you check all details of your chosen trip (including the price) with us or your travel agent at the time of booking.

Explore Worldwide Ltd.
Registered Office: Nelson House,
55 Victoria Road, Farnborough,
Hampshire, GU14 7PA, UK.
VAT No. 358 7552 13.

PASSPORT, VISA AND ENTRY REQUIREMENTS

Passport information

Please note it is your responsibility to ensure you have the correct, current information in good time before departure and that you act on it. Please ensure that you are in possession of a full passport, with the correct validity and appropriate number of blank pages for your chosen destination. Please note that passport information is subject to change at any time.

Visas

It is your responsibility to ensure you have the correct visas required for all countries that you will enter or pass thorough on your trip. Many countries require a visa to be obtained before travel or on arrival. A summary of requirements for British passport holders can be found on the individual Trip Notes but please note that visa information is subject to change at any time. If required, visas can be obtained through a Visa Service or the relevant Embassy or Consular Office.

General Note

Some countries refuse admission to travellers not meeting their accepted standards of dress or appearance (even if they hold a visa). Entry may also be refused to some countries if your passport bears stamps or visas (valid or expired) from certain countries. Please bear this in mind when booking/travelling to these destinations as it can negatively impact your future travel plans. Further information can be found on our Trip Notes where applicable.

Travcour

We have partnered with Travcour; a company who specialise in visa processing. Please visit their website to download visa application forms, follow links to important embassy websites or make general enquiries about their visa service.

Please call **020 8543 1846** for more information or visit www.travcour.com.

Vaccinations

It is your responsibility to ensure you have the correct vaccinations required for all countries that you will visit on your trip. Explore Trip Notes detail the recommended vaccinations for each trip but you must consult with your doctor or a travel health clinic to ensure you have the most up to date advice. Please note that some inoculation programmes require multiple injections, administered up to four weeks apart. You should leave plenty of time for this. As a general rule, please note that health requirements and recommendations may change and you must check the current requirements in good time before departure. Further information can be found at www.fitfortravel.nhs.uk. For country-specific advice <http://nathnac.net> is an excellent source of information on health risks.

Under 18 immigration guidance

Please note that some countries require proof of parental consent when travelling overseas with under 18s. Please check requirements with the relevant embassy or consular office well in advance of travel if this applies to your party.

Lone parents travelling with children

Single parents or other adults travelling alone with children should be aware that some countries require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country. For further information on exactly what will be required at immigration please contact the consulate of your destination country (this information can be found on the Foreign & Commonwealth Office website www.gov.uk/foreign-travel-advice).

Your Privacy

Explore takes your privacy extremely seriously. We are committed to doing everything we can to protect any personal information provided to us when you enquire about or book a holiday or another travel service with us, when you visit our website, or when you engage with us by other means. This equally applies if someone else makes arrangements on your behalf.

For full details of what, why and how we collect and use your personal information, how we protect it and how you can contact us, see our online Privacy Centre at www.explore.co.uk/privacy-policy or call us on **01252 379438** so that we can send the details to you.

If you handle the arrangements for other travellers, please ensure they are aware of the information contained within our Privacy Centre and they consent to you acting on their behalf in your dealings with us.

To enable us to make holiday arrangements for you, we may ask you to provide information such as:

- your name, gender, date of birth, contact details;
- your preferred rooming arrangements and other special requests (including special categories of personal data such as dietary requirements, which may disclose health matters or your religious or philosophical beliefs, and information about any disability or medical condition which may affect the chosen holiday arrangements);
- the name and telephone number of an emergency contact person (whom we will only contact in urgent circumstances while you are away);
- your passport and travel insurance details;
- details of your payment card or your bank account (this information is processed using a third party payment services provider and is not stored by us).

When you call us or correspond with us about your booking, we may record the call for training and quality control purposes and/or keep information on why you contacted us, and the advice we gave you.

On your return from holiday we email a satisfaction questionnaire to you. This gives us specific feedback on any issue you may have experienced, and statistical data we can amalgamate in order to monitor the quality of our holidays. We may share your holiday feedback with third party review companies.

We will need to share your data with third party service providers, used in the delivery of your purchased holiday arrangements, some of which may be based outside the EEA. These providers include accommodation, restaurants and transport providers, local ground partners and agents, equipment hire operators, including our cycling partners and guides, and local attractions where booked on your behalf.

We keep the information related to your booking for a period which enables us to handle or respond to any complaints or queries and to fulfil our obligations to our third party suppliers who provided your holiday arrangements. The information may also be retained so that we can continue to improve your experience with us while you engage with and purchase from us. By law we have to keep basic information about our customers for legal and tax purposes for up to 7 years after they cease being customers.

If you fail to provide personal information

Should you fail to provide data required either by law, or necessary to provide your chosen travel arrangements, we will not be able to provide the services you have booked or are attempting to book. This may result in Explore being unable to process your booking and being forced to cancel the booking. In this case, we will treat this as a 'cancellation by you' in accordance with the relevant Booking Terms & Conditions and notify you accordingly.

Marketing communications

We may use your information to provide you with brochures, newsletters and other communications if you have provided your prior consent or we are permitted under an identified and assessed legitimate interest.

We sell our holidays directly to customers and so sending out brochures and other marketing communications by post from time-to-time is very important to the way we do business. We use data we have collected from bookings, brochure requests and other forms of engagement to decide what marketing information our customers may like to receive, and we have identified this as in our legitimate interest.

We do provide an opportunity to opt-out of this direct marketing during the booking or enquiry process and in subsequent communications, or you may contact us at any time to do so.

If you ask us to stop sending marketing information, you may continue to receive communications for up to 4 weeks after your requested change while our systems are fully updated.

Images

From time-to-time, our staff, customers and suppliers may take photographs and video footage of trips in progress, including photos and video footage of our customers. You will be invited to sign a model release form to consent to this. These images may be used in future marketing materials and stored physically and digitally. If you do not wish to be filmed or for your pictures to be taken or used in this manner, please advise your Explore Leader and/or the photographer at the start of your trip.

Website use

In order for us to provide you with the optimum service, we use 'Cookies' on our website. Cookies are small text files sent to your computer when you access our site. Cookies used on our site are anonymous and contain no personal information, but do identify your computer so that you can navigate our site more easily and our website can remember your preferences. For more information about what cookies we use and how to manage them please refer to our Cookie Policy at www.explore.co.uk/privacy/cookies.

Contact us

It is important that the personal data we hold about you is accurate and current. Please keep us informed if any of the details you provide to us should change during the course of your relationship with us.

If you need further assistance, would like to make a comment or update your marketing preferences, you can contact us:

- By telephone on **01252 379438**
- By email: Dataprivacy@explore.co.uk
- By mail to **Data Privacy Manager, Explore, Nelson House, 55 Victoria Road, Farnborough, Hampshire, GU14 7PA, UK.**

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO). You can contact them on **0303 123 1113** or go online to www.ico.org.uk/concerns.

