

# Essential INFORMATION

This Essential Information is to help you prepare and take any necessary actions prior to your forthcoming tour. Information contained in this section of the brochure and any other relevant information on the website, together with the Booking Conditions, form your contract with us.

## BEFORE YOU BOOK

We do hope that your Just You tour will meet your expectations so it is very important that you choose the tour that is right for you. Our Advisors are happy to share their knowledge. Please make sure you are familiar with the up-to-date travel advice in the destination(s) you will be going to. Please visit <https://travel.gc.ca/>. Packed with essential travel advice and tips, these websites offer a wealth of country specific information including the latest on security, local laws, passport, visa and entry requirements. Keep informed on current travel health news by visiting [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk). The advice can change so please check regularly for updates. You can also access Sherpa via our website at <https://www.justyou.com/information/travel-requirements-visa-service> an online tool that provides up to the minute entry requirements for the country you are visiting.

## AFTER MAKING YOUR BOOKING

Please read your confirmation invoice carefully and let us know immediately if there are any corrections required. If you have not received a confirmation invoice within 7 days of booking your tour please contact us immediately. The balance payment for your tour must be paid no later than 12 weeks before departure unless otherwise stated. The payment deadline will be clearly marked on your confirmation invoice along with details of how to pay online. Prior to departure we will send you further information to help you prepare for your trip. If you have any queries you can either email us at [northamerica@justyou.com](mailto:northamerica@justyou.com) or you can call our Customer Services Department 1-800-280-1795. Please check our website for the latest opening times.

## MAKE YOUR OWN WAY BOOKINGS

When you choose a Make Your Own Way (MYOW) vacation you will be responsible for making your own way to the first hotel on the Tour and your Tour will end at the final hotel in accordance with the

timings set out in the Tour itinerary. We will not be responsible for any services you do not book with us and your flights or transfers to/from the first and last hotels included in the Tour.

If you do not have flights arranged by us included in your vacation your booking will not be ATOL protected by Just You (G Touring Limited). Please make sure that you have read and understood the applicable parts of the Booking Conditions with regards to Financial Protection for vacations not including flights as only the arrangements booked through Just You will be financially protected by our Financial Protection Insurance.

We will not be responsible for expenses you incur or unused services in the event that your flights are canceled or severely delayed and this impacts your ability to join or participate in the Tour. Your flight organizer or airline should provide information on financial protection and repatriation as it relates to your flight arrangements. If they do not provide you with this please also see <https://travel.gc.ca/air> for information on passenger rights.

## PLANTERA DONATIONS

At Just You we believe it is our responsibility to give back to the communities we travel to. Customers can make a voluntary donation of C\$5.00 per passenger traveling. 100% of this donation will be passed to Planeterra. This donation will be added at time of booking. All donations will be matched by Just You up to the value of C\$5.00 per passenger. This can be removed until 14 days before departure, by request and you can let us know via [northamerica@justyou.com](mailto:northamerica@justyou.com). Requests to remove or change donations will be refunded until this time. Requests to change or remove donations after this time cannot be made. Minimum donation is C\$5.00 per booking. The donation value can be increased, please ask at time of booking or let us know via [northamerica@justyou.com](mailto:northamerica@justyou.com). If you cancel a booking, or your booking is canceled by us, then your total donation will be refunded to you. If you would like to continue with your donation, rather than receiving a refund please do let us know at time of cancellation. Otherwise, it will be refunded to you.

Planeterra is a registered nonprofit in Canada and a Charity in the US, however, they are not registered in

the UK and therefore Gift Aid does not apply in this instance.

## YOUR HOLIDAY DIRECTOR

You will be escorted by a knowledgeable Holiday Director. Please be aware of the following: Your Holiday Director will meet you at the accommodation you will be staying at for your first night on the tour.

## COACHES

When our packages include coach travel or any other transportation, all customers are required to abide by instructions given by the Holiday Director; Coach Driver or Representative with regards to their health; safety and wellbeing. Regular comfort stops will be taken to ensure a relaxing journey is experienced each day. Some coaches may be equipped with washroom facilities however, it cannot be guaranteed that they will be useable at all times.

Our customers health, safety and wellbeing is of paramount importance and customers are required to adhere to all health and safety requirements and guidelines. Please note that these may vary from country to country.

## RUNNING ORDER OF ITINERARIES

Occasionally we may have to make changes to the running order and inclusions of your tour itinerary. This could be due to a number of reasons such as public tours, festivals, weather, traffic conditions or operational reasons and may sometimes be at short notice.

Due to changes in river water levels, river cruise itineraries may occasionally be modified. On the rare occasions that this happens we will act in the best interests of our customers to ensure the enjoyment of their tour is not impaired.

## HOTEL ACCOMMODATION

The prices in our brochure/website are based on sole occupancy of a room with private facilities unless otherwise stated.

Our reference to 'Hotel' covers all accommodation and does not necessarily distinguish between local classifications such as 'Motel' or 'Inn'. It may occasionally be necessary to accommodate you in a different but equal category of hotel to that featured in the brochure/website. If this is known before departure and is a significant change to the confirmed arrangements, we will of course advise you. The confirmed hotel(s) will be advised in your final travel information.

**Porterage:** One bag per person is

included on most of our package tours as stated in the tour details.

**Voltage/Electrical Items:** The type of plug sockets you can use in your destination can be checked by visiting: [www.worldstandards.eu/electricity/plug-voltage-by-country/](http://www.worldstandards.eu/electricity/plug-voltage-by-country/)

**Swimming Pools:** If your hotel/s has a swimming pool, you may wish to take your own pool towel, as some hotels do not provide these. Please familiarise yourself with the depth of the pool and use the steps provided to access and exit the pool. Diving is not recommended.

**Additional Charges:** Payment for any extras such as drinks, laundry, telephone calls and meals other than those included in your package tour price are to be made directly to your hotel prior to check out.

On occasion noise from works in the local vicinity of your hotel may occur and these can be unavoidable and unknown to ourselves. We make every effort to ensure your hotel stay is free from disturbance, however this may be out of our control. In addition, unrelated events and local activities may also be taking place. If you do have a complaint at your hotel, or indeed any other service, you must inform your Holiday Director or the hotel direct who will try and resolve the matter as soon as possible.

**Air Conditioning:** In some hotels, air conditioning is operated according to individual hotel policy and/or, in some cases, local laws.

## OPTIONAL EXPERIENCES/ EXCURSIONS

We want to give you the opportunity to see as much as possible of the countries you are visiting so there will nearly always be a selection of optional excursions. Any optional excursions will of course operate subject to demand, traffic and weather conditions. Changes to the advertised excursion programmes are rare but the excursion providers reserve the right to change excursions and we reserve the right to amend the advertised prices at any time. We advise against the purchase of excursions from hotels or street vendors as these may not have been safety checked and may not meet required local standards or have adequate insurance cover in place. A list of approved excursions will be sent to you, in some cases these may include hotel excursions which have been checked. If you choose to partake in an excursion/activity which is not arranged by us, we advise you

check that your travel insurance covers you for that specific activity.

## MAXIMUM GROUP SIZE

Where we display a "Maximum Group Size" icon, the number given will be the maximum expected group size for the tour. Where this may differ is for the 'Discover More' modular tours. We have designed and contracted this tour with the maximum number of customers in mind and expect and aim to operate to this level. Under exceptional operational conditions, including force majeure, the expected group size may need to be exceeded. This Maximum Group Size is therefore not a condition of booking, though we will use best endeavors to ensure these stated group sizes are adhered to.

## TOURS BY RAIL

Where your tour includes rail travel, Standard Class fares are included unless otherwise stated.

**Please note: we are unable to provide portage at stations and you will be required to handle your own luggage.**

## SMOKING

**E-cigarettes:** Since their introduction, a number of countries have banned or limited the use of e-cigarettes. We recommend you consult with local government websites for the destinations you will be visiting for further information.

## BOOKING ADDITIONAL EXTRAS FOR YOUR TOUR

It is advisable to leave booking travel arrangements until you have received your final travel documents as timings can change. We can book non-flight arrangements for you and offer the option of cancellation/amendment insurance. Please speak to our Advisors for more information.

## HEALTH, SAFETY AND WELLBEING

**Holiday Suitability:** To enjoy our holidays to the full, it's important that all customers feel happy and comfortable whilst travelling with us. Please take a few moments to review our booking conditions, as well as your responsibility to provide accurate and up-to-date information relating to your health. For the enjoyment of the whole group, our Holiday Directors and team cannot provide one-to-one physical support or personal care to individuals. Our holidays visit a variety of destinations and varied itineraries. To ensure our group holidays are suitable and enjoyable experience for you, you

should be able to comfortably walk a mile, unaided, at a steady pace, navigating some degree of cobblestone streets or uneven paths, being on your feet for up to 3 hours. If you have concerns regarding the suitability of the holiday due to any health, medical or mobility matters, you should contact us to discuss these concerns.

**Customers with Reduced Mobility:** We want to ensure you make the correct choice before you book your holiday with us, and we provide suitability advice detailed above. If you have any concerns regarding the suitability of the holiday due to reduced mobility we would encourage you to contact us to discuss these concerns. Our holidays include a comprehensive sightseeing programme, due to the natural terrain of the locations we visit these may be a challenge for anyone with reduced mobility. We also sometimes use different modes of transport to complete our itinerary which includes though not limited to, boats, trains and jeeps these may also pose a challenge for anyone with reduced mobility. For example, when boarding and disembarking boats and ships, this may involve navigating moving or narrow gangplanks. Regrettably motorised scooters are not allowed on our holidays.

**Altitude:** On certain tours you will travel to places at high altitude. If you suffer from heart or respiratory conditions or have any other concerns please consult your doctor.

**Prescribed Medication:** Carry all prescribed medication in your hand luggage.

**Safety:** Although we take every precaution to look after you on tour the responsibility for your personal safety and welfare and the care of your possessions is obviously the same as that which you would exercise whilst at home. It is advisable to avoid carrying your passports/extra cash/ credit cards etc. during day to day activities unless required. Whenever possible leave valuables in your hotel safe. Extra care should be taken when walking around cities, especially at night and we recommend that you stay in well lit, populated areas. It is also wise to avoid carrying valuables or wearing expensive jewellery. Please review the Foreign, Commonwealth & Development Office advice on safety and security for your destination: [www.gov.uk/foreign-traveladvice](http://www.gov.uk/foreign-traveladvice). The Holiday Director/Guide will be on hand

to provide any local notifications. For further information on staying safe overseas, please visit: [www.travelhealthpro.org.uk/personal-safety/](http://www.travelhealthpro.org.uk/personal-safety/)

**Age restriction:** You must be 18 years or over to travel on a Just You holiday. Please also note our Booking Terms and Conditions.

## PASSPORT INFORMATION AND ENTRY REQUIREMENTS

**Passport information:** You must ensure that you have a valid passport. All costs incurred in obtaining such documentation must be paid by you. Some countries do not allow you to enter with certain country stamps. For further information please visit <https://travel.gc.ca/>. If you are not currently in possession of a valid passport please make sure you leave plenty of time before your tour to apply for this document. Our recommendation is that you should apply for one at least three months before your tour.

**Note:** In many countries, it is now a legal requirement to show some form of identification if requested by the police or authorities, therefore, it is advisable to carry a photocopy of the data page of your passport when out and about.

It is your responsibility to ensure that you understand and adhere to all entry requirements for the countries you're visiting (and what's required upon your return to the UK).

## TRAVEL AND VISA REQUIREMENTS

We have partnered with Sherpa, online self service industry experts who can guide you with extensive information around visas and travel restrictions to ensure that you have the right travel documentation and all the up-to-date travel requirements that will ensure you have the best tour experience.

Travel requirements per country, can change, Sherpa is the complete service that will ensure you have all the current information so that you are good to go. We recommend that you check the information regularly, in order to familiarise yourself with any requirements. We're unable to accept any responsibility should you not be able to travel if as you have not complied with any passport, entry and immigration requirements.

This comprehensive service will ensure you have a worry free and stress free tour. You can purchase your visa or check your travel requirements on [www.justyou.com/information/](http://www.justyou.com/information/)

[travel-requirements-visa-service/](#)

## MEDICAL QUESTIONNAIRE

It is a requirement of the terms and conditions that you complete a medical questionnaire as required to assist Just You to ensure it complies with national and local regulations regarding public health. Failure to complete a questionnaire if required in the stipulated time frames may jeopardise your ability to travel. In these circumstances if you are denied or unable to travel due to non compliance normal cancellation terms and conditions will apply as contained within these terms and conditions.

This does not replace any official documents you are required to complete in order to travel.

## PUBLIC HOLIDAYS

Experiencing a public holiday in your chosen destination can really enhance your tour experience, especially if there are local festivals or celebrations. Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your package tour and some religious holidays such as Ramadan, which is observed in many Muslim countries, may result in a reduction of facilities, services and entertainment. We suggest that you take this into consideration when selecting your departure date.

## WEATHER

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your package tour or any other tour arrangement due to bad or unusual weather conditions.

## BROCHURE/WEBSITE DETAILS

We have taken great care to ensure that the details in the brochure/ website are correct at the time of their publication. Please bear in mind however that the availability of certain services may vary particularly outside high season periods. This may be for a variety of reasons, for example, lifts need servicing, swimming pools must be cleaned and outdoor amenities such as chair lifts and cable cars can be affected by weather or lack of demand. Some images may have been altered using AI technology.