

## Discover the Balkans

**Country(ies):** Greece

**Tour type:** Small Group

**Transport:** AC minibus/coach

**Group size:** Min: 2 | Max: 20

**Days:** 16 Days

**Start location:** Athens, Greece

**End location:** Athens, Greece

**Departs On:** Monday

**Meals:** Breakfasts - 15, Lunches - 0, Dinners - 0

**Highlights:**

The Acropolis, Meteora monasteries, Tirana, ancient Budva, spectacular Bay of Kotor, walled city of Dubrovnik, scenic Adriatic & Dalmatian coast, Split beaches, Sarajevo, Belgrade, Ohrid lake church, Stari Most bridge, Delphi

**Places Visited:** Athens, Meteora, Tirana, Budva, Kotor, Dubrovnik, Split, Sarajevo, Belgrade, Skopje, Thessaloniki & Delphi



# Itinerary

## Day 1: Arrive in Athens

Upon arrival at Athens Airport you will be met by one of our representatives and transferred to your hotel situated in the heart of the Greek capital. Depending on when you arrived, you have the rest of the day free to settle in after your flight and explore the city independently.

**OVERNIGHT:** Athens hotel

**MEALS:** None

**EXTRAS:** Extra day in Athens - pre-tour (EXGR2S) || Single Room Supplement (GRSGDB)

## Day 2: Free day in Athens

You have the day free to explore Athens at your leisure. There is a myriad of activities to delve into, from experiencing the delicious traditional food of Athens to shopping or immersing yourself in the ancient history and culture of Athens.

Be sure to visit some of Athen's most iconic sites, such as the Acropolis - a citadel which houses some of the greatest architecture of the classical world, the Temple of Athena Nike which was built around 420 BC, the Erechtheion and also the Parthenon - a former temple on the Athenian Acropolis, Greece, dedicated to the goddess Athena.

Optional guided tours are available to the Acropolis or the Corinth Canal.

**OVERNIGHT:** Athens hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 3: Athens to Meteora

We begin our day by bidding farewell to Athens as we travel to Meteora, a UNESCO World Heritage Site.

Meteora, which literally means 'middle of the sky', 'suspended in the air' or 'in the heavens above' is one of the largest and most important complexes of Greek Orthodox monasteries in Greece, second only to Mount Athos.

After spending some time in Meteora, we'll enjoy an evening in the traditional Greek village of Kalambaka, which is situated at the foothills of the towering Meteora rocks.

**OVERNIGHT:** Kalambaka hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 4: Meteora - Drilon Springs - Tirana

Leaving Greece behind, we begin our journey towards the capital of Albania - Tirana. Along the way, we will indulge in a relaxing break at the Drilon Springs, a national park which includes a unique lake with an island in the middle.

There are several restaurants in this area as well as rentable boats which allow you to explore this beautiful little lake. We then continue our journey to Tirana where we will be spending the night in a four-star hotel.

**OVERNIGHT:** Tirana hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 5: Tirana - Budva - Kotor

This morning, after breakfast we begin our travels to Kotor, stopping along the way in Budva, Montenegro. Famous for its historic monuments, bay islands and stunning beaches, Budva is a treasure chest of culture and history.

Budva Old Town lies on the small peninsula, crossed with narrow streets and squares and filled with iconic buildings such as the Churches of St Trojica, St. Ivan, St. Bogorodica and St. Sava.

After our stop in Budva, we continue our journey to Kotor which nests on the incredible Bay of Kotor - a UNESCO World Heritage site. Kotor offers a myriad of sites to see, such as the well-preserved Old Town and its city walls that you can walk along, providing you with a stunning vantage point of the city.

Kotor is also home to the Cathedral of Saint Tryphon which was built in 1166. We spend the night in the city of Kotor.

**OVERNIGHT:** Kotor hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 6: Kotor - Dubrovnik - Trogir

Continuing our adventures, we journey along the breath-taking Southern coast of Croatia to the city of Dubrovnik, another UNESCO World Heritage.

Dubrovnik is famous for its well-preserved stone walls and is known as the 'Pearl of the Adriatic'. Additionally, this beautiful city is synonymous with the popular television series Game of Thrones, as it was one of the main filming locations.

On arrival in Dubrovnik we will enjoy a guided walk along the iconic city walls, indulging in scenic views of the glistening Adriatic Sea. We will also visit Big Onofrio's Fountain which was built in the 15th to supply water to the city.

After this, we will pay a visit to the 13th century Franciscan monastery as well as the Sponza and Rector's Palaces. This afternoon we drive along the Adriatic coast towards Trogir where we will be spending the night.

**OVERNIGHT:** Trogir Hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 7: Trogir - Split - Mostar

We begin our morning by heading towards Split after breakfast. After the short journey to Split, we will enjoy a walking tour of the city where we will visit Diocletian Palace, a Roman imperial palace and UNESCO World Heritage site.

Walking along the southern parts of the palace, we will see the Bronze Gates, Vestibul of the Emperor's Palace, The Mausoleum, St. Dujam's Cathedral, Cathedral Treasury, Temple of Jupiter, St. Martin's Church and then finally the Venetian Castle, Milesi Palace and the Monument of Marko Marulic.

This afternoon, we continue our Balkans adventure towards Mostar in Bosnia and Herzegovina.

**OVERNIGHT:** Mostar hotel

**MEALS:** Breakfast  
**EXTRAS:** None

## Day 8: Mostar - Sarajevo

We begin our morning in the beautiful city of Mostar with a guided tour of the city's most iconic sites. Mostar was heavily bombed during the war but has since been rebuilt and is now a UNESCO World Heritage site.

We will take you to visit the famous Stari Most Bridge which was built in the 16th century by the Ottomans. After this, we travel to Sarajevo, the capital of Bosnia and Herzegovina, where we'll overnight.

Sarajevo is a culturally mixed city proudly known as the European Jerusalem – within a very short walking distance you will come across Orthodox and Catholic churches, synagogues and mosques.

**OVERNIGHT:** Sarajevo hotel  
**MEALS:** Breakfast  
**EXTRAS:** None

## Day 9: Sarajevo

We start off our morning with a guided tour of Sarajevo, a city which is slowly asserting itself as one of Europe's most beautiful cities after it was heavily devastated by the war. Sarajevo comprises of a mixture of east and west as it is filled with mosques, bazaars, minarets and the enveloping aroma of coffee.

This evening, we encourage you to enjoy a delicious meal in Bascarsija which is Sarajevo's old bazaar. Try out the local speciality of 'bosanski cevapi' which consists of grilled minced meat mixed with mild spices. Optional tours of the Tunnel of Hope and Vrelo Bosne are available for this afternoon.

**OVERNIGHT:** Sarajevo hotel  
**MEALS:** Breakfast  
**EXTRAS:** None

## Day 10: Sarajevo - Belgrade

This morning we head towards the Serbian capital of Belgrade which is known for its magnificent Orthodox churches and museums. Once we arrive, we will enjoy a guided tour of Belgrade and visit the city's beautiful boulevards and squares as well as the historic, green heart of Kalemegdan Park.

Kalemegdan Park is also home to the Kalemegdan Fortress, which was built as a defensive structure on a ridge overlooking the confluence of the Sava and the Danube rivers during the 2nd to the 18th century.

**OVERNIGHT:** Belgrade hotel  
**MEALS:** Breakfast  
**EXTRAS:** None

## Day 11: Free time in Belgrade

Today is a free day and we encourage you to explore the sights and sounds of Belgrade. A good option would be to make your way down to Skadarska Street which is in the bohemian quarter of Skadarlija. Here, you can sample some of the local delicious food, enjoy the vibrance and culture of this unique place where Orthodox churches are situated next to fashionable nightclubs.

For those looking for something a little more structured, there are optional tours available of Novi Sad or Sremski Karlovci.

**OVERNIGHT:** Belgrade hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 12: Belgrade to Skopje

This morning we bid farewell to Belgrade and head towards the capital of Macedonia, Skopje. From there, we will enjoy an afternoon walking tour of the city center and pay a visit to Kale Fortress and the Church of the Holy Savior and its iconostas, the pinnacle of traditional walnut wood carving.

We will also explore the Old Bazaar and Stone Bridge before spending the night in Skopje.

**OVERNIGHT:** Skopje hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 13: Skopje to Ohrid

We begin our morning by driving to Ohrid, a UNESCO World Heritage site which is known as the 'Macedonian Jerusalem' because of its myriad of churches. It is situated along the shores of a large lake that is renowned for its crystal-clear waters.

From here, your guide will show you Ohrid's most popular attractions. We will pay a visit to the 11th century church of St. Sofia, a prominent medieval monument in Macedonia, known for its incredible Byzantine fresco painting. Next, we will see the St. Clement Church, with its icon of Annunciation and then we will spend the night in this amazing treasure chest of culture and history.

**OVERNIGHT:** Ohrid hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 14: Ohrid to Thessaloniki

This morning we begin our journey towards Thessaloniki, which is famous for its UNESCO listed Paleochristian and Byzantine Monuments situated at the foreshore and lined with restaurants and cocktail bars.

We will then stop off for a break in Bitola, where you will be able to indulge in a tasty lunch at one of the cafes in Sirok Sokak Street or Magnolia Square. There will also be an optional tour of Bitola available.

**OVERNIGHT:** Thessaloniki hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 15: Thessaloniki - Volos - Athens

This morning we head back to Athens. Along the way we will stop in Volos, which is a secret gem situated in Eastern Greece along the Pagasetic Gulf. Volos is overlooked by Mt. Pelion, the home of the Centaurs of Greek mythology.

We encourage you to hire a bike or take a leisurely stroll along the foreshore which is dotted with a myriad of cafes and restaurants. We will then continue our journey back to Athens where we will spend our final night of the tour.

**OVERNIGHT:** Athens hotel

**MEALS:** Breakfast

**EXTRAS:** None

## Day 16: Athens

All good things unfortunately must come to an end. After breakfast, you will be collected and transferred to the airport to board your flight back home. Additional nights accommodation are available in Athens if you would like to extend your stay here.

**OVERNIGHT:** N/A

**MEALS:** Breakfast

**EXTRAS:** Extra day in Athens - post-tour (EXGR2E)

## Included

- All accommodation as stated in the itinerary in approx. 3 to 4-star level hotels
- All transport and transfers in AC non-smoking vehicles
- 24-hour airport arrival & departure transfer service in Athens
- Services of a professional local tour guide for all sightseeing tours
- Meals as indicated in the itinerary (15 breakfasts)
- Tipping kitty (except driver & guide)

## Excluded

- International flights (available on request)
- Visa fees (if applied)
- Travel insurance (compulsory, available on request)
- Meals not indicated in the itinerary
- Entrance fees to sites visited (allow approx. EUR 47)
- Greece hotel residence tax (see tour notes)
- Drinks, snacks and other personal expenses (e.g. laundry)
- Tips for guide & driver
- Optional tours
- Any other items not mentioned above

# Options

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Our tours are designed to include all that you need to enjoy a really special time in the destination you're visiting.

However, we do also offer some extra options to complement the tour and add some additional sightseeing or activities, or some extra time at either end of the tour.

All accommodation based options (e.g. Single supplements, extra nights, cruise upgrades) should be booked and paid for in advance so that we can make the appropriate arrangements.

Other options may either be booked and paid for in advance or while you are on the tour, though we recommend booking in advance to ensure there are no issues with availability.

Many options are priced the same throughout the year, but some may incur single or high season supplements - full details are given on the tour reservation form or on request.

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## 1. Accommodation

Our tours visiting the Balkans we use a range of hotels mainly at the local 3 and 4-star level though some more boutique style properties or guesthouses may be used at times. Please check the Accommodation section for more information on the normal hotels used on this tour. This list is given as a guide though and hotels may change from time to time to others of a similar standard.

Please check the Single Room Supplement option for details on room sharing options and charges for solo travellers on this tour.

Accommodation levels and hotels may be slightly different in this region to those you are accustomed to at home. We regularly inspect all the hotels we use to ensure that the service you receive is as close as possible to your expectations. Please check your hotel room when you first arrive (hot water, cleanliness etc.), as our rep will wait in the hotel reception for around 15 minutes to help in case of any problems.

We will contact you with your arrival hotel details normally a couple of weeks before departure.

**Check-in Times:** Official hotel check-in times are between 14.00 and 15.00. However, we do always try to ensure that if you arrive early, you can check into your room as soon as possible. We can nearly always get you into your hotel rooms by midday, but please understand that it is out of our control if the hotel is full and it takes a little longer. You will have full use of the hotel facilities while you wait if there is a short delay.

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## 2. Transport

Our trips feature a mix of different transport options. We want you to feel like you're really experiencing the country you're travelling through, but at the same time we want you to finish journeys refreshed enough to enjoy the next stage of the tour. The distances involved when travelling around the Balkans mean that we use private vehicles and tourist coaches throughout this tour.

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## 3. Transfers

Our tours in the Balkans include your arrival and departure airport-hotel transfers and all other transfers.

Your airport transfers are only included on the first and last day of the set tour itinerary, plus on any additional days if you book your hotel room with us. If you make your own arrangements for additional accommodation at either the beginning or the end of the tour then you will need to arrange your own airport transfers on these days.

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## 4. International Flights

We want to give you as much flexibility as possible when it comes to booking your holiday with us. So, to take account of people with varying travel plans, we don't normally include international flights in the main tour price. We are however very happy to suggest flights to go with the tour. Please contact us with your preferred dates and departure airport and we'll give you a selection of airlines, times and fares to choose from.

Your airport arrival & departure transfers are included on the first and last days of the tour. Please check your itinerary carefully for more information on where you should book your international flight into and out of as many of our Balkans tours start and end in different locations.

We do also sometimes advertise flight inclusive packages from selected airports. Where these are shown on our website, prices are correct at the time of quoting, but are subject to continued availability of the fare used. Prices will be reconfirmed at the time of booking, and we will also provide the flight times and airline details before tickets are issued.

Flight inclusive prices are based on the cheapest Economy ticket class available which is generally non-refundable



and non-changeable unless the flight is cancelled for reasons such as Covid-19, in which case the airlines are more flexible. More flexible ticket options, as well as Premium Economy and Business Class tickets are available on request for an additional supplement. Any changes made to flight inclusive bookings will be subject to the airline rules on your ticket.

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## 5. Group Size/Tour Leaders/Guides

We are committed to being a small group operator, as we feel this gives everyone in the group the best chance to get to know their fellow travellers and to hear and make the most of their guide. There's no point in us providing great guides if you've got to peer over 30-40 shoulders to see them! So, we won't ever put you in a 50-seater coach with 49 other people and just one guide. Instead, we set our group departures in the Balkans to have a maximum of 20 travellers.

On these tours we provide a fully trained, local English-speaking guide for all of the sightseeing tours. Our local reps in some of the towns and cities en-route are also at your service. At Encounters Travel we try to use local guides and reps as much as possible. We feel this gives you the best experience of the country and the sites you are seeing.

Please note that as we offer multiple tours in the Balkans you may be joined by new passenger part way through the tour or some passengers may only choose to do a part of the tour. Therefore the group size may change mid-way through your tour.

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## 6. Entrance fees, Hotel fees & permits

Our Small Group tours in the Balkans do not include entrance fees to the tourist sites mentioned in the itinerary. We do however normally include these in prices for Tailor-Made and Escorted tours. Please check the Inclusions and Exclusions section below the tour itinerary for details about your tour and the amount you may need to budget. This amount is subject to change and will be reconfirmed at the start of your tour.

**Greece Hotel Residence Fees:** The Hellenic National Tourism Organization has announced that a residence fee will be applied on all hotel accommodation, starting from 1st January 2018. The fees must be paid by guests directly to the hotel before the end of their stay and are therefore not included in the tour price. Fees are per room per night (not per person) and have been set at EUR 1.50 for 3\* hotels, EUR 3.00 for 4\* hotels and EUR 4.00 for 5\* hotels.

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## 7. Tipping

Tipping is common practice in many Balkan countries, and is always appreciated when good service has been provided. For basic restaurants, taxis and local markets, leave the loose change. For more up-market restaurants we suggest 5% to 10% of your bill. We include a 'tipping kitty' in your tour price which your tour guide/leader will use to tip a wide range of people along the way to help ensure the smooth running of the tour. This does not include local guides, your tour guide/leader, driver(s) or transfer staff though.

**Drivers:** You may have a range of private drivers on your trip. For those you see for at least several days and who are more involved with the group, a tip of around EUR 1-2 per person per day is generally appropriate.

**Tour guide/tour leader:** If you think your tour guide and/or tour leader has worked hard and provided a good service then s/he will appreciate a tip of a few Euros. How much you tip is subject to your satisfaction with their service and your personal budget. You should not feel pressured to tip any particular amount. As a guideline, we can suggest that for good service, a tip of EUR 3-5 per day for local tour guides or local tour leaders would be fine.

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## 8. Dates & Prices

We run regular small-group departures on our Balkan tours between May and October. All departures are

guaranteed to run with a minimum of 2 travellers and a maximum of 20. Departure dates and prices for your specific tour are listed on our website.

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## **9. Health and Vaccinations**

You should ensure you are fully insured for medical emergencies including emergency evacuation and repatriation. EU travellers visiting other European Union countries including Croatia and Greece should also carry the European Health Insurance Card (EHIC) as it entitles travellers to reduced cost, sometimes free, medical treatment in most European countries.

Recommended vaccinations and other health protection measures vary according to the country you are visiting and where you are travelling from. We recommend you contact your GP/medical practitioner or a travel clinic for current information on vaccinations needed for your destination.

You should ensure that you are up to date with vaccines and boosters recommended for your normal life at home, including for example, vaccines required for occupational risk of exposure, lifestyle risks and underlying medical conditions. No additional courses or boosters are normally recommended for this region though you could consider Tetanus and Tick-borne Encephalitis.

More information for the countries included in this region can be found using the following links: [Albania](#), [Bosnia and Herzegovina](#), [Croatia](#), [Greece](#), [Macedonia](#), [Montenegro](#), [Serbia](#).

Malaria - there is low to no risk of malaria in this region, none in tourist areas.

Yellow fever certificates are not required.

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## **10. Passports and Visas**

Passports should be valid for at least six months after your departure from the country. Please do not bring an almost full or almost expired passport. Visa arrangements are the responsibility of the traveller, and requirements are subject to change by the local authorities.

Some foreign nationals require a visa to enter the countries included on our Balkan tours, though many do not (including UK, EU, US, CA, AU, NZ). More information for the specific countries included on our tours can be found using the links provided: [Albania](#), [Bosnia and Herzegovina](#), [Croatia](#), [Greece](#), [Macedonia](#), [Montenegro](#), [Serbia](#).

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## **11. Time**

The time in Albania is GMT plus 1 hour.

The time in Bosnia and Herzegovina is GMT plus 1 hour..

The time in Croatia is GMT plus 1 hour.

The time in Greece is GMT plus 1 hour.

The time in Macedonia is GMT plus 1 hour.

The time in Montenegro is GMT plus 1 hour.

The time in Serbia is GMT plus 1 hour.

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## **12. Money**

**Currencies:**

The currency of Albania is the Albanian Lek (ALL), in Bosnia and Herzegovina the Mark (BAM), in Croatia the Kuna (HRK), in Greece the Euro (EUR), in Macedonia the Denar (MKD), in Montenegro they have adopted the Euro despite not being a member of the EU (EUR) and finally in Serbia the Dinar is used (RSD). If you intend on bringing local currency with you on your Balkan tour then the most widely accepted currency is the Euro which can be used in Greece and Montenegro and is easily converted in other countries. Alternatively you can consider withdrawing small amounts of cash from ATM's in each country on arrival, though we would recommend that you check this with your bank first to ensure they don't place any blocks on your card and to check transaction fees.

### **Spending Money:**

It is difficult for us to specify the amount of money that you will spend per day, however, as a general rule EUR 25 to 50 per day can provide you with additional meals, tipping, snacks and drinks. Should you wish to purchase many souvenirs or other luxuries, of which there is a diverse range, you will have to budget for these.

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## **13. What to take**

**Luggage:** Suitcases, rucksacks or fabric holdalls are all fine to bring with you on our Balkan tours. You should also bring a small daypack/bag to take out during the day. Your main luggage will normally be left in the hotel during your sightseeing trips or within the vehicle if you making stops between cities; you will not need to carry it far, and there are nearly always hotel porters to assist.

**Luggage limits:** There is no luggage limit for this tour, though since you are travelling around a lot we would normally recommend trying to bring as little as possible. Most airlines restrict you to between 20kg and 25kg for your hold luggage and between 5kg and 10kg for hand luggage. Please check with your airline before travelling to the airport.

**Clothing:** In the region from late March to May, spring brings with it average temperatures of around 15C, though the weather does gradually warm up with sunny days interspersed with rain showers. From May to the end of October, the climate is hot and sunny, getting cooler as the year progresses. By the end of October you can expect the first of the winter snows. So you must pack for cool and potentially wet conditions late in the year. Most of our tours to the Balkans take place during the summer months when shorts and t-shirts will be the general attire.

**Other items:** We also recommend you bring a sun hat, sunscreen, sunglasses, a basic first aid kit, toiletries, money belt, small torch, camera and charger.

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## **14. Booking & Payment**

If you would like to book a place on this tour, please complete the online reservation form on our website (via the Dates & Prices tab on the tour page). You may make a deposit or full payment online, or just hold a reservation if you prefer (full payments are due 8 weeks before departure). We will then contact you with more details about how to complete your booking. Payments may be made by debit or credit card (subject to a card processing fee), or by making a bank transfer, or posting us a cheque/bank draft. Full details will be provided in your booking confirmation email. Please [contact us](#) if you would like any more information or have any questions before making a booking.

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## **15. Travel Insurance**

Travel insurance is compulsory on all of our tours and needs to cover personal accident & liability, medical expenses and repatriation, travel delay & abandonment. We also strongly recommend that you take out cover against cancellation and lost/stolen baggage. Personal medical insurance does not normally provide sufficient cover and is generally not suitable for travel on our tours. You will not be able to join your tour if you have not provided us with details of your insurance or if you arrive without cover in place (no refunds will be due in this event). [More information...](#)

You may arrange your own insurance, or you can take advantage of a comprehensive policy that we can arrange for you through Endsleigh Insurance which has been designed to be suitable for our tours. The policy is available to travellers of all nationalities and you do not need to live in the UK to take out the policy. For full details of cover provided, prices and to apply for one of our policies, please complete [travel insurance application form](#).

Note: Any country that borders the Mediterranean is considered as 'Europe' for the purposes of travel insurance (including Turkey, Israel, Egypt and Morocco). If you are doing a tour that visits one country in 'Europe' and one that is 'Worldwide' (for example, an Egypt and Jordan tour), then you need a 'Worldwide' policy. When completing the form you should enter your travel dates including any extra days involved in overnight flights or connecting travel between your home and the tour. Our policies are not able to cover any extra time or activities other than your tour and options booked with us and your travel to & from home.

Note - to comply with insurance sales regulations, our travel insurance policies are only available to customers booking directly with us. If you have booked through a travel agent you will need to arrange your own insurance.

If your tour includes car hire, or if you plan to arrange a hot air balloon flight locally or do some scuba diving during your tour, you should check the small print in your policy to make sure these are covered (these are covered in our policy). Please also check the maximum altitude that you will be reaching and that full cover including emergency evacuation is provided up to this altitude.

If you are taking expensive camera gear or other electronic equipment with you then please check the coverage and the fine print of your policy to ensure that you have sufficient cover.

*IMPORTANT: We must have your travel insurance details (policy number and type of insurance) before you depart or you may not be allowed to join the tour. If you haven't told us already, please let us know the details when you can. You should take a paper copy of your insurance policy with you as you may be asked to show this at the start of the tour.*

## **Covid-19**

**Before purchasing any travel insurance, please check the coverage provided for situations related to Covid-19, and for the rules about government travel advice. Your normal policy may not be suitable. Details about our own policies cover levels are given [on our website](#).**

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## **16. Financial Security**

We are a UK registered company and are committed to providing our customers with financial protection to provide peace of mind and to allow you to book with confidence.

We have therefore partnered with Trust My Travel Ltd., which provides financial protection services to over 2000 partners around the world. Funds paid to us by our customers are protected via an Insurance policy held by Trust My Travel. Each traveller and the description of services sold is declared against Trust My Travel's insurance policy directly against our financial failure. In the event of our insolvency, you will be refunded for any unfulfilled products and/or repatriation to the UK (where applicable). Please see [our website](#) or [booking conditions](#) for more information.

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## **17. Responsible Tourism**

It is impossible not to have an impact on the local environment, cultures and eco-systems when you travel. However, it is very possible to try and ensure that these impacts are as limited, or positive as possible. We are committed to ensuring that we try to leave our host countries in a better state than we found them and encourage and assist our travellers to help us with this.

The following are a few simple tips that require very little effort on your part but which will help ensure that any effect you have on the locations you visit is positive rather than negative.

- Don't prejudge: Things in different countries will almost certainly be different. That doesn't make them worse

or inferior, just different.

- **Communicate:** Don't expect locals to speak your language. Take the trouble to learn a few words or phrases of the local language. Don't worry about sounding silly. Most locals are patient and accommodating and appreciate you making the effort to communicate in their language.
- **Conserve energy:** Be careful not to waste valuable resources. Use local resources sparingly. Switch off lights, air-conditioning and fans when you leave the hotel room and don't waste water. Remove superfluous packaging. Many countries have far less efficient waste disposal systems than ours. Remove packaging from newly acquired items before leaving home.
- **Don't litter:** No matter how untidy or dirty the country you're travelling in may look to you, avoid littering, as there is no need to add to the environment's stress. Many of the countries we visit have a tough challenge dealing with rubbish and waste. Please consider taking home as much plastic waste as you can (e.g. water bottles).
- **Choose environmentally friendly products:** By using environmentally friendly (bio degradable) sun creams, shampoos and detergents you can help reduce pollution.
- **Respect local customs and traditions:** As you are a guest in these countries, you should also comply with the local customs. If you are friendly and well mannered, the locals will reciprocate and it will only enhance your experience. It's important to follow dress and behaviour guidelines especially when visiting religious or sacred sites (your tour leader will advise you how best to do this).
- **If a client commits an illegal act the client may be excluded from the tour and Encounters Travel shall cease to have responsibility to/for them. No refund will be given for any unused services.**

All porters are employed and equipped following guidelines set by the International Porter Protection Group (IPPG).

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## 18. Follow Us Online

You can stay in touch with us online by following us on Facebook and Twitter. We post updates on relevant travel news in our destination countries, special offers and discounts and other interesting travel related news and information.

[www.facebook.com/encounterstravel](https://www.facebook.com/encounterstravel)

[www.twitter.com/encounterstravl](https://www.twitter.com/encounterstravl) (yes, without the 'e')

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## 19. Before you travel

It is important when considering and preparing to travel anywhere in the world that you have a good understanding of the country you are visiting, its laws and customs, and the possible risks and situations that may occur. This includes specific risks related to your itinerary (eg. does it involve water & can you swim, are you fit enough for the activities included), as well as more general risks such as terrorism and natural disasters.

General details and links to more information about health risks, visa requirements, money, and travel insurance are given in these tour notes. We recommend that you re-read all these before your departure as well as the small print of your travel insurance policy so you know exactly what is covered and what is not.

You should take copies of your important travel documents with you and ideally also store them online securely as a backup. Make sure that you have given us your emergency contact details and told that person where and when you are travelling. Ensure you take enough money with you and that you have access to emergency funds.

Finally, you should read through and stay updated with the current [official government travel advice](#) for your destination. We are registered partners with the UK Foreign Office's '[Travel Aware](#)' campaign which provides further useful and invaluable information.

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## 20. Voltage

Sockets are two round pronged and 220 volts (Type C). Universal adaptors are available in most airport shops if you don't have one already. Standard European adapters will work fine, though sometimes they may feel a little loose in the sockets. All hotel rooms have electrical sockets where you can re-charge cameras, phones etc. Hair dryers are normally available on request from the hotel reception if not in your room already.

If you have US appliances (110 volts) you will need a voltage converter as well as a plug adapter.

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**Note:** Please [download an up-to-date copy](#) of these tour notes shortly before you travel as itineraries and information does change from time to time.

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