

## Grand Tour of Morocco

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**Country(ies):** Morocco

**Tour type:** Shoestring

**Transport:** A/C minibus/coach, 4x4s

**Group size:** Min: 2 | Max: 45

**Days:** 10 Days

**Start location:** Casablanca, Morocco

**End location:** Casablanca, Morocco

**Departs On:** Saturday

**Meals:** Breakfasts - 9, Lunches - 1, Dinners - 8

**Highlights:**

Views of the impressive Hassan II Mosque in Casablanca, Historic Ismailian capital of Meknes, Roman ruins at Volubilis, Mazy souks of imperial Fes, Atlas Mountains, Erg Chebi sand dunes, desert villages, Todra Gorge, Ouarzazate, Ait Benhaddou, Marrakech

**Places Visited:** Casablanca, Meknes, Volubilis, Fes, Erfoud, Ouarzazate, Marrakech



# Itinerary

## Day 1: Arrive into Casablanca. Transfer to hotel

On your arrival in Casablanca airport (CMN) our representative will greet you and transfer you to your hotel. The rest of the day is free for you to settle in, relax after your flight, and have a first look around. Extra nights in Casablanca before the tour starts can be added on request. An upgrade to a higher level range of hotels is also available.

**OVERNIGHT:** Casablanca hotel

**MEALS:** Dinner

**EXTRAS:** Extra day in Casablanca - pre-tour

## Day 2: Casablanca, Meknes and Volubilis

Our tour starts this morning with a short tour of Morocco's economic capital, Casablanca. We'll see the outside of the Royal Palace, Mohamed V Square, the residential Anfa area, the 'New Medina' Habous district, and the exterior of the impressive Hassan II Mosque with its imposing location right on the seafront.

Departing Casablanca we drive towards Meknes, a Berber town that was the capital of Morocco during Moulay Ismail's reign. During this period he built the longest city walls in the country (40km) and transformed the town with beautiful gardens and gateways. During our tour we'll see the Jewish Quarter, Royal Stables and the Bab Mansour Gate.

Our third tour of the day is at the UNESCO World Heritage Site of Volubilis, home to some of North Africa's most impressive Roman ruins. We'll stop briefly on the way from Meknes for panoramic views of the holy city of Moulay Idriss, and after leaving Volubilis head on to the mediaeval city of Fez.

**OVERNIGHT:** Fes hotel

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 3: Fez, city tour

The city of Fez is over 1200 years old and has both a more modern half, as well as its ancient heart where the medina comprises a winding maze of tiny streets packed with shops and bazaars, mosques and workshops. We'll spend a full day in the city, taking in the exterior of the Royal Palace, Moulay Idriss mausoleum and Karouine Mosque, and also a Medersa (theological college) such as Attarine or Bou Anania. After lunch we head into the ancient Medina, stopping to see a leather tannery with its dye pits and finished leather goods, as well as tiny mosques, craft workshops and carpet shops

**OVERNIGHT:** Fez hotel

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 4: Cross the Atlas Mountains to Erfoud

We'll leave Fes behind us with reluctance today and drive through the Atlas Mountains via the cedar woods of Immouzzer Kandar and the charming ski resort of Ifrane. We'll continue past Azrou and the village of Midelt where we break for lunch, before descending through Errachidia and the Ziz valley which is dotted with palm trees that are the source for the annual date festival in Erfoud. On arrival after our long drive we spend the night with dinner in at hotel in Erfoud, on the edge of the desert.

**OVERNIGHT:** Erfoud hotel

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 5: Desert villages, Erg Chebbi Sand Dunes

We head out in 4WD vehicles today to explore the edge of the Sahara desert, starting by visiting the Gnawa people who originally came here as slaves from Sudan. We'll also see the lake of Merzouga, as well as the fossil gallery and souk at Rissani, which is a traditional town and cradle of the Alouite dynasty, as well as the meeting place of the old Caravan trading routes heading as far as Timbouctou in Mali. In the afternoon we'll drive to the famous Erg Chebbi sand dunes at Merzouga to enjoy the sunset, and to spend the night in comfortable tents at a Berber camp. An optional camel ride is available locally on the sand dunes. The standard camp can also be upgraded to a deluxe camp (advance booking required).

**OVERNIGHT:** Berber desert camp

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 6: Todra Gorge, Road of a Thousand Kasbahs

We rise early this morning and then head away from the desert and to the impressive Todra Gorge near Tinghir, whose rocks tower around 250 metres above you. Our journey then continues along the 'Road of a Thousand Kasbahs' crossing Kalaat M'Gouna and the Skoura Valley before arriving at Ouarzazate or 'place of no noise'. An incredibly dramatic landscape, this area has played host to countless well known films and is home to the famous Atlas movie studios.

**OVERNIGHT:** Ouarzazate hotel

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 7: Ouarzazate, Ait Benhaddou, Atlas Mountains

We'll take a short orientation tour of Ouarzazate this morning, including a panoramic photo stop at Kasbah Taourit as well as an optional visit of the Atlas Movie Studios. Before heading up into the mountains again, we'll stop at what is probably the most well-known kasbah in Morocco - Ait Benhaddou. The kasbah is a UNESCO protected monument and has appeared in countless movies. After exploring here, we'll take lunch and then take a scenic drive across the mountains of the high Atlas, passing through the Tich'n'Tichka pass at an altitude of 2260m on our way to Marrakech.

**OVERNIGHT:** Marrakech hotel

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 8: Marrakech, city tour

Today's tour of Marrakech, Marrakech's second oldest Imperial City, starts in the morning with visits to the Menara

Garden, the Koutoubia Mosque, home to the minaret which has become a symbol of the city, the Dar Si Said Museum, and the Bahia Palace which hosts intricate and beautiful Arabic craftsmanship. After a break for lunch in the hotel, we spend the afternoon exploring the old centre of the city. Home to many different types of traders these bustling and aromatic souqs and handicraft quarters provide a real taste of Morocco. The tour finishes at the Djemaa el-Fna Square, which is well worth revisiting later in the evening when it is packed with street food stalls, musicians and entertainers - one of Morocco's highlights.

**OVERNIGHT:** Marrakech hotel

**MEALS:** Breakfast, Lunch

**EXTRAS:** None

## Day 9: Marrakech to Casablanca

We drive back to Casablanca this morning, arriving in time for lunch. Your afternoon is then free today to head into the centre of Casablanca and do some final sightseeing and shopping. If you would prefer to finish the tour in Marrakech, we can arrange this for you. Please contact us for details.

**OVERNIGHT:** Casablanca hotel

**MEALS:** Breakfast, Dinner

**EXTRAS:** None

## Day 10: Casablanca, free time, transfer to airport for departure

You have some free time in Casablanca today until you are transferred to the Mohamed V Airport airport for departure.

**OVERNIGHT:** N/A

**MEALS:** Breakfast

**EXTRAS:** Extra day in Casablanca (Standard Level) - post-tour

## Included

- All accommodation in mid-range hotels (upgrade available)
- 1 night in a Berber desert camp (upgrade to deluxe camp available)
- 4x4 desert safari
- All transport and transfers
- 24-hour airport arrival & departure transfer service
- Local English (may be multilingual) speaking escort/guide
- Meals as indicated in the itinerary
- Entrances fees to monuments as stated

## Excluded

- International flights
- Visa fees
- Travel insurance (compulsory)
- Meals not indicated in the itinerary
- Drinks, snacks and other personal expenses (e.g. laundry)
- Tips for guide & driver
- Hotel upgrades and 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.

## Extra day in Casablanca (Standard Level) - post-tour

**Min numbers:** 1

This option adds an extra day to the end of your tour at the standard level of accommodation, staying in the same hotel as the main tour itself (subject to availability). Your airport departure transfer is still included. Prices shown are per person and based on two people sharing. Note: Please note that this option applies to the Standard level of accommodation. If you have booked the main tour at the Comfort or Superior level of accommodation and would like to remain in the same hotel for your extra nights, please select our comfort or superior level extra night options. Note: Single room and peak season supplements apply.

**Price:** Starting from - \$60

## Extra day in Casablanca - pre-tour

**Min numbers:** 1

This option adds an extra day to the start of your tour, staying in the same hotel as the main tour itself (subject to availability). Your airport arrival transfer is still included. Prices shown are per person and based on two people sharing. Note: Single room and peak season supplements apply.

**Price:** Starting from - \$60

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## 1. Accommodation

We use good quality hotels rated at the Moroccan 3 and 4-star level on this tour. Local star ratings may vary slightly from international standards and where 4-star hotels are used these can be considered around the 3-star level. Accommodation is based on double or twin en-suite rooms with air conditioning. All couples will have a private double room. Single travellers may choose to pay a single room supplement to guarantee themselves a single room throughout the tour. Alternatively, they may choose to share a twin room with another traveller of the same sex. If there are no other single travellers available to pair up with at the time of your booking, then we will add the single supplement to the tour price, but will refund this or deduct it from your balance payment if we are able to pair you up later on.

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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 terrain and public transport options in Morocco mean that we use private AC minibuses or coaches throughout this tour, subject to the final size of the group. When we get to Erfoud we switch to 4WD vehicles for our desert safari before rejoining the coach after our night in the desert.

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## 3. Transfers

Many of our Morocco tours include a 24-hour airport meet & assist service in Casablanca/Marrakech airports (depending on the exact itinerary), your arrival and departure airport-hotel transfers and all other transfers. Some tours however many not include airport transfers, please check the tour inclusions/exclusions for information on which transfers are included on your specific trip.

Where transfers are included, these are only included in our tour prices on the first and last day of the set tour itinerary. We will be happy to arrange transfers 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.

On our Shoestring group tours we do offer optional hotel upgrades. This may mean that additional pick-up and drop-offs are required each day. We do endeavour to ensure that all hotels used are close to each other and to streamline and time arrangements to limit any extra driving time as much as possible.

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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 include your 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. Airport transfers on any days before or after the main tour will incur a supplement. Our Morocco tours either start/finish in Marrakech (RAK) or Casablanca (CMN) airports.

Some packages on our website are sold as flight inclusive and in this event you will see the departure airport listed on the Dates & Prices section. Airlines may vary on these packages, and baggage fees may be subject to an extra fee. 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.

Check in times for international flights to Morocco are generally 2 or 3 hours before departure depending on the airline - we recommend you aim to get to the airport 3 hours before departure to allow for any delays en-route and in passing through security checks. Online check in is available with most airlines from 24 hours before departure, though low-cost airlines may allow this straight after booking. Seat selection can be done at the point of checking in, either online or at the airport, or by calling the airline direct.

We do also sometimes advertise flight inclusive packages from selected airports.

### **Flight CO2 Emissions:**

Traveling by air is an amazing way to explore the world, but flights also contribute to carbon dioxide (CO2) emissions that impact the environment. By considering the airline's CO2 emissions when you choose your flight, you can help minimize your travel footprint.

When selecting your international flights and airline, we do therefore recommend that you try and also take into account the flight CO2 emissions. Some airlines and flight search websites (eg. Google Flights, Skyscanner) do publish this information, so you can compare between your flight options and make an informed decision. Thankfully, many airlines are working towards sustainability efforts, and choosing a greener option allows you to contribute to positive change while still enjoying your incredible adventure.

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## **5. Group Size/Tour Leaders/Guides**

On our Shoestring tours we allow for larger groups than our other trips, and this tour can run with a maximum of 45 travellers. We may also share this departure with travellers booking through other operators so you may join with travellers booking with different companies and from different countries. This can make for some really interesting groups and new people to meet.

The minimum number of travellers required for the tour to run is 2.

In Morocco we provide fully trained, local English-speaking guides for all of the sightseeing tours. Please note that whilst explanations for all the sightseeing tours will be given in English we may use multi-lingual guides who will also accommodate guests from other countries.

At Encounters Travel we aim to only use local Moroccan guides and reps. We feel this gives you the best experience of the country and the sites you are seeing and many people rate our Moroccan guides as one of the highlights of their tour.

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## **6. Entrance Fees**

The tour price includes entrance fees to all the tourist sites mentioned in the itinerary. You will need to cover the cost of entrance to any other extra sites that you may wish to visit.

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## **7. Tipping**

Tipping and Haggling is an accepted and usual part of life in Morocco and other countries in the region. Wages for service staff are very low and tips are a necessary supplement to meagre incomes. If you are visiting from a country where this is not the case, then we have given some guidelines below which will hopefully prove helpful. .

### **Tipping Kitty**

On our **Small Group Tours** we implement a Tipping Kitty for your convenience and to remove the hassle of being asked for tips by main people you may come across during the tour. This kitty will be collected in US Dollars cash at the start of the tour, and administered by your tour guide. You may ask for information on who they are tipping along the way if you wish as often they will do it out of sight for politeness. However, the tipping kitty amount covers people like hotel porters, hotel waiters, local guides for city tours, airport drivers, Berber camel herders and restaurant tips. It does not cover your main tour guide.

Please check the 'Not Included' section of the tour notes for details of the tipping kitty amount for your tour. This amount is payable per person (for adults only - children on family tours do not need to pay it).

This tipping kitty system works well on small group style tours. However, due to the different numbers of people travelling, we do not use it on our **Shoestring** or **Private/Tailor-made** tours.

### **Other tips**

Your main tour guide is not included in our Tipping Kitty. On group tours we suggest you budget around USD 2-4 per person per day to cover the main guide's tip, subject to your personal budget, and your satisfaction with the level of service provided. On private/tailor-made tours we recommend you budget a bit higher.

Throughout your trip you may at times also have a local guide in addition to your main guide. These are covered in the Tipping Kitty on our small group tours, but on other tours we suggest budgeting around USD2-3 per per day. The same applies to drivers on our Shoestring and Private/Tailor-made tours.

In local markets, and basic restaurants you can leave the loose change. For more up-market restaurants we suggest 5% to 10% of the bill.

### **Haggling**

Haggling is a traditional necessity, so never pay too much regard to initial prices. Instead fix an item's value in your mind then negotiate towards it unhurriedly (Moroccans never rush their bargaining), and don't be afraid to simply walk away if the price isn't right. However, if you do mention a price, then you should be prepared to pay it or risk causing offence.

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## **8. Health and Vaccinations**

You should ensure you are fully insured for medical emergencies including emergency evacuation and repatriation.

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. In addition, additional courses or boosters normally recommended for the countries in this region are:

**South Africa:** Additional vaccinations: Hepatitis A. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted through an infected area.

**Namibia:** Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from an infected area.

**Botswana:** Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted or travelled through an infected area.

**Zimbabwe:** Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted through an infected area.

**Zambia:** Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted through an infected area.

[Malawi](#)



: Additional vaccinations: Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted through an infected area.

[Tanzania](#): Additional vaccinations: Diphtheria, Hepatitis A, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted through an infected area.

[Kenya](#): Additional vaccinations: Diphtheria, Hepatitis A, Poliomyelitis, Tetanus, Typhoid. [Malaria map](#). Yellow Fever certificate: Required if arriving from an infected area.

[Uganda](#): Additional vaccinations: Diphtheria, Hepatitis A, Tetanus, Typhoid, Yellow Fever. [Malaria map](#). Yellow Fever certificate: Required if arriving from an infected area.

[Sudan](#): Additional vaccinations: Diphtheria, Hepatitis A, Tetanus, Typhoid, Yellow Fever. [Malaria map](#). Yellow Fever certificate: Required if arriving from or having transitted through an infected area. A certificate may also be required for those departing Sudan.

[Morocco](#): Additional vaccinations: Hepatitis A, Tetanus, Typhoid. Malaria not normally present. Yellow Fever certificate not required.

The above information can change at short notice. For up to date health information & vaccination requirements we recommend that you contact your medical practitioner or a travel clinic.

**Malaria:** Vaccinations are not available against Malaria, which is a disease transmitted by mosquitoes that can be very serious and sometimes fatal. You should avoid mosquito bites by covering up bare skin with clothing such as long sleeves and long trousers and applying insect repellents to exposed skin. When necessary, sleep under a mosquito net. Mosquitoes are most active during and after sunset. You should consult with your GP/medical practitioner/travel clinic about the most appropriate malaria prophylactic medication to take for the regions you are visiting.

**Yellow Fever:** This disease is spread by infected mosquitoes that bite during the day. A Yellow Fever Certificate of vaccination is often required as a condition of entry depending on which country you are arriving from, or that you have travelled or transitted through recently (including connecting flights with stopovers of over 12 hours). You can view this [US CDC information](#) about where the virus is present and follow the links to further information detailing which countries need you to have a Yellow Fever vaccination as part of their entry requirements. Please ensure you have this certificate organised in advance and with you and to hand during the trip.

Please inform us of any pre-existing conditions such as diabetes or asthma and any prescription medicine you may be taking. We also need to know about any food allergies or physical disabilities that you may have.

If you are travelling on an Overland tour or your trip includes wildlife safaris then please bear in mind that you may be travelling on bumpy roads and/or rough ground for several hours at a time. This can be very uncomfortable or painful if you have a bad back, and make such conditions worse. Please contact us if you have any concerns.

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## 9. 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. We recommend that you contact your closest Moroccan consulate or embassy for current information for your nationality.

Currently, many nationalities (including USA, Canada, UK, European, Australian, New Zealand) do not need to obtain a visa to enter Morocco as long as your stay is for less than 3 months. Other nationalities should check with their local consulate.

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## 10. Time

The time in Morocco is the same as GMT (plus 0 hours). Daylight saving adjustments are generally applied between the end of March and the end of October, making the time GMT plus 1 hour. During this period the time may revert back to GMT during Ramadan. Exact dates vary from year to year and sometimes the changes may be scrapped altogether.

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## 11. Voltage

Sockets are two round pronged and 220 volts (Type C/E). 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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## 12. Money

The local currency in Morocco is the Dirham. We recommend you bring some cash in a hard currency (US Dollars, GB Pounds, Euros) and a good ATM card. Most major currencies can be converted at most banks, but it's not wise to carry too much. Euros and US Dollars are welcomed more than GB Pounds. Travellers cheques are not easily exchanged. It can be awkward outside of Marrakech to find an ATM machine that takes your card as many Moroccan banks have ATMs that only work with Moroccan cards. Don't put your card in an ATM unless you see the symbol that matches your card on the machine, as you might lose your card! We also suggest trying to avoid using Post Office ATMs. In some smaller towns there are no ATMs that take foreign cards, so be sure you get enough cash to carry you until the next major city. BCM seems to be the best bank, accepting foreign cards in most of their ATMs.

While in Morocco you will need sufficient funds to cover meals not included in the itinerary, drinks, snacks, souvenirs, tips and personal expenses such as laundry. These should generally all be paid for in Moroccan Dirham. It is difficult to recommend a level of personal spending money which will suit everyone as this can differ greatly, but as a guideline, we would suggest allowing USD 15-25 per person per day as a minimum. Allow more if you plan on doing lots of shopping, or buying many alcoholic drinks.

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## 13. What to take

**Luggage:** Small or medium sized suitcases, rucksacks or fabric holdalls are all fine to bring with you to Morocco. You should also bring a small daypack/bag to take out during the day. Your main luggage will often be left in the hotel during your sightseeing trips - 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. However, 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:** The Moroccan climate varies according to season and region. The coast has a warm, Mediterranean climate tempered on the eastern coast by southwest trade winds. Inland areas have a hotter, drier, continental climate. In the south of the country, the weather is very hot and dry throughout most of the year, though temperatures can drop dramatically at night, especially in desert and mountains and in the months of December and January. Rain falls from November to March in coastal areas, and the rest of the country is mostly dry with high temperatures in summer and a cooler climate in the mountains. Marrakech and Agadir enjoy an average temperature of 21°C (70°F) in the winter. So, depending the time of year you are visiting you should pack for both hot and cooler conditions. Modesty rates highly in Morocco, especially for women, so to respect the local culture & people, please ensure all clothes are loose fitting and not revealing. Shorts (not hot-pants) are OK in tourist sites, as are T-shirts, but these should not show too much bare flesh (we suggest that your shoulders should remain covered). In the centre of towns and cities outside tourist areas, and when visiting any mosques, legs and arms should be covered.

**Other items:** If your tour includes a Berber desert camp then all bedding is provided. However, as sand has a nasty habit of getting everywhere, for comfort, we recommend bringing a light sleeping sheet or sleeping bag liner all year round, and a light sleeping bag in the winter months (November to February) when it can get very cold in the desert. We also recommend you bring a sun hat, sunscreen, sunglasses, a basic first aid kit, toiletries, money belt, small

torch, camera & charger.

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## 14. Dates & Prices

We run regular small-group departures on this tour starting approximately once a month throughout the year. All departures are guaranteed to run if a minimum of 2 travellers is reached. If we do not reach this minimum number (which happens very rarely), we will offer you the option to either pay a small supplement to do the tour exactly as planned, to change your date, to transfer to another tour, or we will provide you with a full refund. Departure dates and prices are listed on our website and in our brochure. Please check the website for the most up-to-date prices and any special offers.

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## 15. 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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## 16. 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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## **17. 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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## **18. 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 prejudice: 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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## **19. 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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## 20. 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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**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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