

# GOT A QUESTION?

Answers to frequently asked questions & things you need to know:

## WHAT'S INCLUDED?

### TRAVEL DURING HOLIDAYS

Transport as specified on trip pages. Accommodation, breakfasts, lunches & dinners listed in the Inclusions section on trip pages. Sightseeing listed in the 'Itinerary & Sightseeing' section in each trip itinerary. Unless specified, entrance fees to these locations are included. Experienced team as detailed on p.13 & on trip pages.

### EXPLORER PACKAGES

Accommodation, meals listed in the Inclusions section on trip pages. Sightseeing trip as detailed on p.63-64.

## WHAT'S NOT INCLUDED?

Airport transfers to trip departure point. Some meals, as detailed on p.16-17 & in itineraries. Me Time optional activities such as white water rafting, helicopter flights etc. Sightseeing, visits & entrance fees other than those specified on trip pages. Personal expense money, personal insurance, medical fees & airport departure taxes.

## INCLUDED FLIGHTS

Flights as specified on individual trip itineraries are included as part of the price. As detailed within our Booking Conditions (p.67) under 'General' we rely on international conventions regarding air travel & other transportation as specified. Through enrolment & payment for your trip you acknowledge & accept such. Individual electronic tickets may not be issued to you prior to travel due to the group nature of the air/flight booking. In such circumstances you acknowledge that by receipt of any applicable boarding pass &/ or by boarding the aircraft you have accepted the airlines terms & conditions of travel & the application of all relevant International Conventions & applicable national & international law governing air transportation.

## DEPARTURE POINTS

All Contiki trips described in this brochure depart from one of the hotels detailed on [www.contiki.com/staylonger](http://www.contiki.com/staylonger). Please check your itinerary & travel voucher for departure information. Please check at the reception desk of your departure hotel for details of when & where to meet with your group. Refer to [www.contiki.com](http://www.contiki.com) for details of pre-departure get-togethers & trip departure times.

## DO I NEED A PASSPORT OR VISA?

You will need a machine readable passport & depending on your nationality, a Visa for travel to the USA, Canada & Mexico. It is now mandatory that all nationals, or citizens, of Visa Waiver program (VWP) countries who plan to travel to the United States for temporary business or pleasure under the VWP receive an electronic travel authorization through ESTA (Electronic system for Travel Authorization) prior to boarding a U.S. bound airplane or vessel. Applications must be filed online at least 72 hours prior to your departure date, at time of printing, the cost is US\$14. For more information please visit: [www.cbp.gov](http://www.cbp.gov) or [www.travel.state.gov](http://www.travel.state.gov) or talk to our travel agent.

## DO I NEED VACCINATIONS

At the time this brochure went to press (June, 2015), no vaccinations were necessary. However, it is wise to check up to date information with your travel agent prior to departure. Don't forget to bring with you any medication that you may require en route, e.g. antihistamines, antibiotics.

## WHAT ARE THE AGE RESTRICTIONS IN BARS & CASINOS?

Laws in the United States dealing with purchasing alcohol, entering nightclubs & bars & gambling in casinos are strictly enforced. In the United States, **you must be 21 years of age** to purchase alcohol, enter nightclubs & bars & gamble in casinos & you will be asked for identification. Acceptable forms of identification to prove age include a valid passport or United States driver's license. Laws in Canada differ from the United States, with 18 being the legal age in Alberta & Quebec & 19 being the legal age in British Columbia & Ontario for the above activities.

## CAN I STAY LONGER?

Planning a few extra days? See our Special Hotel Rates in Los Angeles, Chicago, Hawaii/ Waikiki, Las Vegas, New York, Boston, New Orleans, San Francisco & Vancouver detailed on [www.contiki.com/staylonger](http://www.contiki.com/staylonger).

## HOW MUCH MONEY DO I NEED?

All major credit & debit cards are accepted in the USA & Canada. Remember to budget for lunch, some dinners & breakfasts, entrance fees to attractions, optional activities, nightclubs, souvenirs & drinks. A full list of optional activities & approximate costs will be sent with your travel documents or can be found online at [www.contiki.com](http://www.contiki.com).

## ME TIME OPTIONAL ACTIVITIES

### WHEN DO I CHOOSE?

Optionals are arranged & paid for on trip. By leaving the final decisions until then you can choose at the same time as your new friends. You'll get great value as we get your great rates & your Trip Manager can offer personal advice. Some activities are seasonal & weather dependent as well.

### HOW DO I PAY?

You pay on trip with major credit cards or cash (US\$ in USA or C\$ in Canada, except trips that visit both the USA & Canada where US\$ will be accepted).

## WHAT SHOULD I PACK?

Comfortable, casual clothing for day wear & 'smart/casual' for dining & nights out. Remember that in Autumn/Winter you will need warmer clothing as well as a raincoat/jacket. A pair of comfortable walking shoes is essential. For further details, please refer to [contiki.com](http://contiki.com).

## HOW MUCH LUGGAGE CAN I BRING?

Baggage is restricted to **ONE REASONABLE SIZED SUITCASE** 73cm x 50cm x 25cm (29" x 20" x 10") & maximum weight of 20 kilos (44lbs). Trips with internal flights may incur a fee by the airline for 1 piece of luggage (determined by airline policy and it is subject to change without notice) and will be additional or overweight bags & it is the client's responsibility to pay. Fees range from US\$25-\$100. Contiki reserves the right to refuse to accept larger suitcases on trip. Any baggage over the restricted size or amount can be stored with Contiki in Los Angeles at no charge. Baggage is carried at the owner's risk & baggage insurance is strongly recommended.

If you have your own ski/boarding equipment, you may bring one pair of boots & skis or boots & snowboard. Otherwise, your Trip Manager can help arrange these for you in Lake Tahoe & on the Powder Rush trip.

**Note:** Contiki is not responsible for any fees in regards to luggage, ski equipment or overweight bags.

## PAST TRAVELLER 5% DISCOUNT

Eligibility for this discount is based on clients having booked & travelled with Contiki (or one of our Travel Corporation sister brands, visit [www.thetravelcorporation.com](http://www.thetravelcorporation.com) for details) within 5 years of their last trip. Clients must have completed a trip before they can redeem the discount on a subsequent trip booking. Only one discount can be redeemed per past traveller annually. A deposit must be received before the discount can be applied to the booking. It is not available on pre- & post-trip accommodation rates & other selected products. The discount applies to brochured prices only & cannot be combined with any non-brochured special market promotions.

## BROCHURE AUTHENTICITY

We have put a great deal of effort into producing this brochure. The information given & literature produced by Contiki has been compiled with care & is published in good faith. Sometimes, because of circumstances outside our control, we have to alter some activities due to seasonal closing or repairs to buildings, etc, especially early or late in the season. If this happens, alternative activities will be arranged.

## NO COMPULSORY TIPPING - REWARD ONLY EXCELLENCE!

Every country in the world has different tipping customs & in the USA & Canada, within service industries, tipping is common practice. Tipping is totally optional & only given if you feel the service has exceeded your expectations.

If you think your Contiki Team have done an exceptional job then you may wish to tip them.

**This is entirely discretionary – it's completely up to you. No compulsory tipping – reward only excellence!**

## GOLD SEAL PROTECTION

**Coverage for Cancellation & Return Flight Security:** Most trip operators are interested in their passengers only after they reach their destination. With Contiki, however, you get a great deal even before you leave home.

**Pre-paid Cancellation Option A\$99 per person:** By paying A\$99 per person Cancellation Option fee with your deposit, the full amount of your deposit &/or payment to Contiki Holidays will be refunded should you cancel your trip for any reason prior to departure from Australia. This cancellation option covers the land arrangements made by Contiki Holidays only.

**On Your Trip:** Should you, or your travel companion, leave at any time during the trip for personal sickness reasons or be required to return to Australia due to injury, sickness or death, you & your companion will be refunded A\$40 per person per day for the unused portion of the trip. (Please note that in some cases hotels require a one night cancellation fee). A Doctor's certificate is required.

The Cancellation Option Fee is not refundable for any reason.

**Return Flight Security:** If you or a member of your direct family in Australia should fall sick\* while you are on your Contiki trip, we will take care of the additional cost of tickets for your earlier or later return home in the same class of air travel on the first available flight, provided you hold round-trip airline tickets on Contiki's recommended airline(s) booked through Contiki Holidays (Australia) Pty Ltd from Australia. \* Medical certificates as proof of all illness claims must be supplied.

## TRAVEL INSURANCE

Cancellation, unexpected medical expenses, injuries, theft, lost luggage or money can significantly disrupt & ruin your holiday. Contiki very strongly recommends that you take out comprehensive insurance cover for cancellation, medical expenses, evacuation & repatriation expenses, personal accident, personal baggage, money & public liability before you travel. In some instances, you may not be accepted on a Contiki holiday unless you have arranged satisfactory insurance. You also agree to indemnify us against all third-party claims, actions, damages & remedies against us arising from your participation in your holiday. For insurance details, please speak to your travel agent or Contiki when you are booking your trip.

## PHOTOGRAPHY CREDITS

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## WILL I GET MORE INFORMATION?

Upon receipt of final payment, your trip documentation will be released 21 days prior to your departure. Make sure you visit [contiki.com](http://contiki.com) for our travellers guide. It's packed full of essential info for your holiday. You'll also receive a comprehensive day-by-day itinerary including full details & costs of all optional activities available on your trip. Your free Contiki document wallet\* & luggage tag will be sent to you with your travel documents. The wallet is a safe place for your tickets & passport.

\* Contiki reserves the right to substitute an alternative travel accessory for the Contiki document wallet.

## MANAGE BOOKING

Ready, set, go! You're booked & it's nearly go time, however just like when you're taking a flight, it's important you provide us with your all your details before you can travel. Check out [contiki.com/managebooking](http://contiki.com/managebooking) to log into your booking.

## BOOKING SECURITY

Contiki has been running trips for young people since 1962 & is a member of the Australian Federation of Travel Agents (AFTA). The members include all the major trip operators who are financially bonded for your security & who maintain the highest standards. With the guarantees of these organisations, you know your holiday & money are secure with Contiki.

## IMPORTANT INFORMATION

Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the "Travel Advisories" put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation. Please refer to our Terms and Conditions for further information in this regard. You must accept these risks involved in travel to any country that may experience security difficulties and accept responsibility for your own travel decisions.

