

 Wendy Wu Tours

LATIN AMERICA

YOUR TRAVEL GUIDE
AND PHRASEBOOK





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YOUR LATIN AMERICA HOLIDAY WITH WENDY WU TOURS

Latin America is home to amazing sights and wonders of the world. From the marvel of Machu Picchu to the lush Amazon rainforest; and the carnival rhythms of Rio to the barren expanses of the Atacama Desert, Latin America is a continent full of exciting contrasts. Spot exotic wildlife in Costa Rica, wonder at the engineering phenomenon of the Panama Canal, sip on rich Colombian coffee and feast on Argentinian steak. Whichever tour you're embarking on you are sure to have the trip of a lifetime! Your Wendy Wu Tours experience begins before you travel and we are there every step of the way until you return home. Our customers are our priority, and we will do all we can to ensure your holiday is one to remember.

This **Travel Guide** provides you with practical advice and cultural information to help you prepare for your holiday. We are aware that this can seem like a lot of reading material, but we ask that you take some time to familiarise yourself with this information prior to departure and refer to the contents within throughout your travels.

Your **Tour Dossier** provides a straightforward description of the physical activities involved in each day's sightseeing. If there are any challenges, from the length of time spent on your feet, the duration of drives and flights, to the standard of remote accommodation for our more adventurous tours; they will be explained there.

MORE ABOUT YOUR HOLIDAY

Almost everything will be different to what you may be used to. We have found that our passengers who embark on their journey with a sense of humour and adventure and who accept that things do not always go to plan, are those who find their experience most rewarding. Although Latin America is developing quickly, please note that health and safety standards overseas can differ greatly from those we enjoy at home, often of a lower standard. However, all of our suppliers meet local and national safety standards as a minimum.

A typical day's sightseeing may include the bustle and noise of a city street, sights and smells of a local market and interacting with the locals. Travelling in Latin America requires patience and potential delays are to be expected due to different standards of service. Although English is widely spoken throughout Latin America, especially in the hotels and tourist restaurants and bars, your National Escorts and Local Guides will be indispensable during your trip.

At Wendy Wu Tours we are continually working with our suppliers to maintain and improve safety standards by seeking good practice in health and safety and we will do our best to ensure that your holiday is safe and trouble free. Part of the enjoyment of travelling abroad is experiencing a different way of life and cultures, but it may also mean experiencing different safety and hygiene standards than those we are used to in the UK. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense as well as refer to notices and follow the advice from your National Escort.

Our tours are operated at a moderate pace with appropriate rest stops and are designed to be comfortable for people of all ages. A normal level of fitness and mobility is all that is required to enjoy our tours – unless stated in your Tour Dossier.

Our National Escorts and Local Guides always endeavour to provide the highest level of service and assistance, but they cannot be expected to cater for passengers who are unfit to complete the itinerary.

JOINING YOUR TOUR

Check-in Information: Most airlines allow online check in 24 hours prior to departure. Make sure you have your passport and airline reference number handy. Your airline reference number can be found on your e-ticket receipt. You will be able to select your seats and you must print your boarding pass. At the airport, go to the Bag Drop Area of your airline to check your luggage in. Please note that some airlines will allow you to pre-book seats outside the 24 hours but may charge you a fee which needs to be paid to the airline directly by phone or via their website. Please refer to your airline's website for further information. We recommend you arrive at the airport 3 hours prior to departure, even if you have checked in; this is due to the increased security measures now in place at all airports.

If you do not have access to the internet, we again recommend you arrive at the airport 3 hours prior to departure and you may either use one of the available check-in desks or use the self-service kiosks and take your luggage to the 'drop-off' area.

Baggage Information: We recommend that you do not exceed 20kgs of checked in baggage on your international flights as many of the domestic airlines within Latin America have a luggage allowance of only 20kgs. As a general guide, your main baggage should not exceed the following dimensions: 90cm x 75cm x 43cm (35.5ins x 29.5ins x 16ins), including the handle, pockets and wheels, and your cabin baggage should not exceed 55cm x 40cm x 20cm (22ins x 16in x 8ins), maximum weight 5kgs. For further information please refer to your airline's website. You must be able to carry your own bag.

Terminal Information: This is shown on your e-ticket.

National Escort: Should there be less than 10 people in total within the group, you will NOT have a National Escort; however, you will be met by the local guide on arrival and you will have one in each destination you visit on the tour. If you do have a National Escort they will meet you upon arrival and stay with you throughout your tour. Please refer to your Tour Itinerary.

WHILST ON TOUR

Every location on the itinerary will be visited with entrance fees to the main areas included, although the order may change depending on weather, traffic, last minute alterations or other conditions. If you wish to visit places that are not included in the itinerary, you may do so at your own cost, please check in advance with your Local Guide. After a day's sightseeing, you may sometimes be taken directly to dinner rather than have the opportunity to go back to the hotel to shower and rest first.

PUBLIC HOLIDAYS & FESTIVALS

As our tours visit various countries across an entire continent, there are so many public holidays that we cannot list them all. Some are observed on a regional basis while the important national days and major festivals are observed across the country. Most of the countries in Latin America are Catholic and so Christian religious holidays such as Easter and Christmas are of importance. If your tour coincides with a national or local holiday, you may find that transport and business open hours (e.g. shops or banks) are affected, and you may encounter large crowds.

TIPPING

Tipping is a firm and expected element in the tourism industry today and Latin America is no exception. We strive to establish trust with our guides who rely on and expect tips from passengers. If the guides are keen to work with our passengers regularly, they become familiar with our itineraries as well as the Wendy Wu Tours' philosophy and expectations we have of their work.



Many passengers are often uncertain of how much to tip so we have established a tipping system whereby every passenger gives a set amount (in US Dollars) to the National Escort who will distribute the amount appropriately. On multi-country tips, this amount will be paid in stages on arrival in each country. All group tour passengers are expected to contribute to the tipping kitty. (If there is no National Escort, please give the money directly to your Local Guides and tipping amounts for each city will be shown in your final itinerary).

The amount for the kitty is calculated for each tour depending on the length, group size and services used during the trip. Your final documents will specify the exact tipping amount for your group. The tipping kitty will cover hotel porters, local guides and drivers in each city/department, local and/or site guides and your National Escort.

For independent passengers, or group passengers with pre/post tour arrangements, you should allow USD 7-10 per person per day in Latin America.

Do not be surprised that you are constantly asked for tips or money, even if you know it has been paid. Your tips that you provide to the National Escort cover tips which should be paid on your behalf. Any others, such as tips for the toilet attendant and extra porters are your responsibility but NOT necessary to be paid. Such tips are not included in our tipping kitty because these people are actually trying to sell this service to you as a way of making a living. Luggage portage to your rooms is also at your discretion.

OPTIONAL EXTRAS

Several optional extra programmes/activities may be offered by your Local Guide whilst on tour, time permitting. Please feel free to ask your National Escort about any optional touring they may be planning over the next few days and the approximate cost so you can ensure you have the appropriate funds. All the optional extras must be paid for in local currency. Our philosophy is that these optional extras are only offered when there is sufficient time available, and they should never compromise the standard sightseeing. It is for this reason that it is difficult to pre-plan the optional extras because they depend on the time available.

If you do not wish to take part in any optional extras, please make arrangements with your guides to enjoy some free time at leisure or to return to the hotel.

In addition, you will also need to consider additional discretionary tipping for any Local Guide/vendor/driver who is involved in such activities. Please be aware also, that it is likely that the expected tipping in these situations is a fee to undertake the optional activity plus a tip for the driver/vendor.

EATING IN LATIN AMERICA

The cost of your tour includes most meals, however on occasion you will have the opportunity for some free time around meal times to experience the local restaurants for yourself. At these times meals will be at your own expense. The meals which are included in your tour are clearly stated on each individual day of the itinerary. Breakfast could include a combination of western and local dishes. Lunch and dinner are served in a banquet style or at local restaurants, so you can try the variety of specialty dishes. The amount of food served is more than ample for the whole group. We aim to cater to the tastes of most people, so dishes are not too spicy or unusual in their taste. On our group tours, we use a variety of local and hotel restaurants, which provide variety in both the dishes and methods of cooking. If you like South and Central American food from home, you will have no problems as it is similar, only more flavoursome. In tourist centres, some restaurants and hotels may also serve western dishes to provide variety. You may also prefer to bring comforts like cereal, biscuits, muesli bars and tea/coffee from home. Drinks will be at each tour member's own expense. Beer and wine is widely available. Bottled drinking water, soft drinks and fruit juices are also widely available and hotels will usually serve tea and coffee at breakfast or other meals. Please be aware that on some days where a lot of sights are covered, dinner times may be early (around 5.30pm) and your tour group may head directly to the restaurant after sightseeing. Additionally, long driving distances or flight times, for example, may delay/alter your mealtime.

Packed meals: On some days, your National Escort may arrange for a simple, packed meal for your group. It may be a matter of schedule (on long driving days), hygiene (on train journeys), or your location (in remote areas) and we ask you to bear this in mind. Although this is not a full meal, most of our passengers seem to enjoy this change from the large portions and more elaborate banquets enjoyed most days.

Any food allergies/diet requests MUST be specified at the time of booking and should be reiterated to the National Escort when you meet them – they will do their utmost to cater for any special requests, such as vegetarian meals or food to be avoided in case of allergies. We unfortunately can give no guarantee that special requirements can be met and whilst travelling away from major cities, it is highly recommended that those passengers with food intolerances take additional food items with them as not all dietary requests will be met due to the limited foods available.

Argentina

Argentinian food incorporates many European influences predominantly from Italy and Spain. The Argentinian barbeque (asado) with steak and ribs is widely recognised as the countries national dish, however in Patagonia lamb, goat and seafood are popular. Empanadas, stuffed pastry parcels, are a traditional snack and Dulce de leche (similar to caramel) features heavily in desserts throughout the country. Lunch usually seen as the main meal of the day in Argentina with dinner being a lighter dish.

Brazil

Brazilian food is strongly influenced by European and African cuisines, whilst there is not a single national cuisine there is an assortment of regional traditional dishes. In Rio and Sao Paulo the Brazilian Feijoada is the traditional dish, a stew made from meat and black beans. In Northern Brazil Cassava (a root vegetable) features heavily in meals. Popular dishes throughout the country include rice and beans, served with meat and salad, fresh tropical fruit is a common dessert. Typical snacks include Pao de queijo (cheese bread), Coxinha which is a chicken croquette, and Kibe which is a bulgar wheat and beef croquette. Whilst we strongly recommend trying as many local dishes as possible, Brazil also has a wide range of international foods available, pizza is widely known as a favourite amongst many Brazilians.

Chile

The diversity of the landscape, provides Chile a tremendous amount of produce, meat and seafood, essentially unparalleled in the rest of the world. The unique environments are well represented in Chilean cuisine, being equally as varied. Typical dishes are hearty and filling, containing a combination of meat or seafood and vegetables, often put into a crust. A great example of Chilean cuisine are empanadas, which are fried beef, onion and olive dumplings, served all throughout the country. Others include a thick stew called cazuela de ave and an indigenous recipe of corn, onions cooked in cornhusks called humitas. Because of its long coast, seafood is a staple in many dishes, especially across the centre and south. Chile's supply is funnelled into Spanish-influenced dishes such as marinated shrimp and paella. Meals in Chile are culturally considered as a time for families to gather at home, especially around lunchtime, which is the primary meal of the day.



Colombia

Colombian cuisine is extremely diverse and will vary depending on the region you're in. In some places you'll find delicacies like cooked ants or guinea pigs, whilst in others, Colombians would never consider eating this. Most Colombian dishes feature a lot of meat. Along the coast, you'll find a great variety of seafood like fish and lobster, prepared with coconut milk sauces. Breakfast is quite important in Colombia and will consist of plenty of juices made from all the fresh fruit available throughout Colombia – there are so many varieties that you most likely haven't heard of many yourself! A typical main meal is ajiaco, a chicken soup with a special herb guasca, partnered with arepa, a cornmeal bread, the traditional side dish to any meal.

Costa Rica and Panama

Food in Costa Rica and Panama is a combination of influences of both the colonial Spanish and Afro-Caribbean's. Staple foods include rice and black beans, which are served at most meals, alongside plantain and grilled or sautéed meat or fish. Typical breakfasts include Gallo Pinto – rice and beans stir-fried together and served with eggs and sour cream or cheese, whilst a typical lunch, casado, is rice and beans (not mixed) with meat and a salad. Both are delicious and seasoned beautifully with local herbs and vegetables. The indigenous people of the Central American region ate corn as a large part of their diet, and it still features today. Tamales, for example, were introduced by the Aztecs and are still eaten at celebrations, especially Christmas. These are a dough of cornmeal, lard and spices stuffed with meat, rice and vegetables and steamed in a leaf. Another food not too miss are empanadas, a delicious snack. Similar to a Cornish pasty but with a corn-based dough, these are filled with beef, chicken, cheese or fruit. Whilst we strongly recommend trying as many local dishes as possible, Costa Rica and Panama also offer a wide range of international foods available – Chinese and Italian are particularly popular.

Peru

Peruvian food incorporates dishes introduced by the indigenous population and from a wide variety of immigrant populations from Europe, Asia and Africa. The four traditional staples of the diet are corn, potatoes, legumes and grains such as quinoa. The diversity of climates and altitudes in Peru have a strong influence on what is eaten – close to the sea, ceviche containing fish is popular, whilst in the Andes, meat from indigenous animals such as alpacas and guinea pigs are eaten. A typical dish from this region is pachamanca, a variety of meats, herbs and vegetables slow cooked underground with heated stones. Savour the food in Lima, it is Latin America's gastronomic capital! Peru also has plenty of international cuisine options.



TRANSPORT

We use a variety of transportation to operate your itinerary at the best pace and to give you an authentic travel experience so you are not always 'removed' from the locals. The same advice applies to all modes of transport. Always carry all valuables with you – a money belt is recommended - and make sure a passenger always remains with your belongings. Keep a lock on your main luggage.

Domestic Flights

Wendy Wu Tours utilises several domestic carriers within Latin America. Planes are very similar to what you would travel on domestically at home with allocated seats. Depending on flight duration meals may/may not be provided. Group members may not necessarily be seated together. The flight schedule of domestic airlines within Latin America change frequently, and while the utmost care will be taken to ensure your final documents are correct, these are always subject to change. Boarding passes can be collected directly at the airport, upon check-in. Flights booked will always reflect the best timings to suit the touring itinerary, however due to limited schedules some flights may require very early departures or late arrivals. Direct flights will be booked wherever possible. Please ensure that all valuables and any medications you may need for the rest of the day are taken onboard with you. The luggage limit is 20kg per passenger, and bags must be locked. All seats are economy class. Airlines currently do not allow liquids (alcohol, spirits, wine, water, perfume etc) or sharp objects to be carried on-board the aircraft in hand luggage and these will be confiscated.

Coaches

Our coaches are comfortable, air-conditioned vehicles. It is recommended that where seatbelts are available customers must always use them and remain seated whilst the vehicle is moving. Wendy Wu Tours cannot guarantee that vehicles will be fitted with operable seatbelts. There will also be some instances where smaller vehicles such as jeeps are used to access certain areas. If this is the case this will be stated in your itinerary.

Trains

The Panoramic Peru and Ultimate South America tours will include an exciting train journey through the mountains as part of the itinerary. These are comfortable trains, through incredible landscapes and will be a real highlight of your trip. Your National Escort will try to organise the whole group to be seated in the same carriage but in busy periods of travel this may not be possible.

Boats

Some tours – Essence of Argentina and Brazil, Ultimate South America, and the Colours of Costa Rica itinerary - will include taking a boat ride through the rainforest or crossing lakes in larger cruise vessels. To take part in any boat ride, you need to be of average mobility to be able to climb on and off all these boats unaided; able to disembark onto makeshift docks without handrails, or onto muddy riverbanks.

ROAD CONDITIONS & CONSTRUCTION

Road conditions are improving and your National Escort will do their utmost to avoid possible delays but cannot guarantee against changes or – in rare cases – cancellations of sections of your itinerary. Please keep in mind that traffic is increasing in the cities and towns and may affect the timing of your tour and meal times. Major events or holidays and new construction projects can also create traffic. In remote areas, there are rough, unsealed roads covering a vast section of the rural regions.

ACCOMMODATION

We use a range of accommodation during your tour to enhance your experience in Latin America, selected for convenience of location, comfort or character, and can range from business hotels to rainforest lodges. All group tour hotels have private bathroom facilities and air conditioning where needed. If you experience any difficulty, please speak to your National Escort. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners to ensure that standards meet your needs.

Hotels

All group tour hotels are mainly local three to four-star standard and located conveniently in the city, or near markets or shops. All rooms will have private bathroom facilities, television, air-conditioning and a telephone. If an in-room safety deposit box is not provided, please use the security boxes at reception. Usually check out time is 12 midday and check in time is 2pm. Please keep this in mind on the days when you are travelling between cities as it may result in a delay of access to your room, or a change of itinerary. Delays due to previous night's guests are out of our control. Hotels cannot guarantee late checkout.

Hotel Ratings

Countries throughout the world adopt various classification systems for hotels in accordance to their chain name and the type of hotel. No international classification system exists. Typically, a three-star Latin American rated hotel cannot be compared to a three-star UK rated hotel. Attempts at unifying the classification system have been made so that it becomes an internationally recognised and reliable standard. However, differences do exist in the quality of accommodation which plays an integral part in defining which hotel category the specific accommodation fits into. Please be advised that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners so that a good standard of quality and safety are maintained.

ELECTRICITY

Please see below for information about the electricity in each country. You can buy adaptors, also known as conversion plugs, from hardware, department and duty-free stores. If you are visiting several countries on your tour it might be wise to buy a worldwide adaptor. See an adaptor diagram on following page.

Argentina – Voltage 220V

May use either the standard European rounded two prong plug (Type C), or the 3-prong plug used in Australia (Type I).

Brazil – Depending on the region, voltage might be 110 V to 220V. Brazil uses many different outlets, some areas use a European round pronged outlet (Type C), others the American two/three-pronged outlet (Type A).

Bolivia – Voltage between 115 V and 230 V

Either the European style plug (Type C) or the American (type A).

Chile – Voltage 220V

European two prong plug (Type C) as well as a third rounded prong plug (Type L).

Colombia – Voltage 120V

American two prong plug (Type A).

Costa Rica – Voltage 120V

American two prong plug (Type A).

Panama – Voltage 110 V

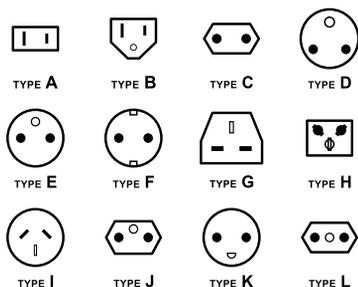
American two prong plug (Type A).

Peru – Voltage 220V

Either the American two prong plug (Type A) or the European (Type C). Many outlets have been designed to accept both types of plug.

Uruguay – Voltage 230V

Uruguay uses either the European (Type C) plug or the Australian 3-prong (Type I).



LUGGAGE

All passengers are limited to two items of luggage each:

- ✓ One suitcase or backpack, with a maximum weight of 20kg. Your main luggage must have a lock on it, and you must be able to carry your own bags
- ✓ One piece of hand luggage, with a maximum weight of 5kg

It is advisable that your hand luggage consist of a 'daypack' – a small bag which you can access during the day and carry items like your camera, bottled water, toilet paper, hat etc.

SUGGESTED PACKING LIST

We recommend that you check the weather forecast prior to your departure so that you can pack accordingly. We have included a temperature chart and climate information later in this booklet for your reference. As the climate can vary dramatically between different parts of Latin America, even within parts of the same country, it is important to check this so that you can plan your packing accordingly. The Chile Top to Toe and Ultimate South America itineraries particularly will vary dramatically as you travel from humid jungle down to freezing temperatures.

Remember that at higher altitude, no matter the time of year sudden and unpredictable drops in temperature, snow or storms can hit on the mountain passes. The sun is also much stronger so you can get sunburnt more quickly.

Consider your packing carefully. Loose fitting, lightweight cotton materials are the most comfortable for humid weather, while layers of warmer clothes are advised for cooler climates. A waterproof jacket will be required for the wetter conditions. The dress code throughout the tour is casual, however smart casual clothes are recommended for evenings.

Example packing list:

- ✓ Travel documents and passport – including a photocopy of your passport in case it is lost or stolen abroad. Keep one photocopy at home and take another photocopy on your trip with you
- ✓ Main luggage & luggage padlocks
- ✓ 'Day bag' - a smaller bag to carry with you during the day
- ✓ Money belt to carry passport, cash, credit cards, airline tickets, etc
- ✓ Lightweight trousers or shorts/skirts for women
- ✓ Light jumpers/thermals are great for layering, including gloves and scarf
- ✓ Shirts or long-sleeved tops of light cotton material
- ✓ Walking shoes and socks – it is important to have sturdy and comfortable shoes for sightseeing every day
- ✓ Sun protection – hat, sunscreen and lip balm
- ✓ Personal medical kit including insect repellent – we advise using a mosquito repellent
- ✓ Antibacterial Gel - to clean hands before eating
- ✓ A water/windproof jacket
- ✓ Torch and spare batteries
- ✓ Scarf or bandana – useful to protect your face against dusty winds at high altitude
- ✓ Spare glasses – it is difficult to get any prescription lenses repaired or replaced in Latin America
- ✓ Toiletries (soap, shampoo, lotion) for personal use
- ✓ Snacks – tea bags/coffee, milk powder or sachets, instant soups or noodles, or anything else you can't live without!
- ✓ Camera and spare film/memory card
- ✓ Travel adaptor
- ✓ Dry Bags/Rucksack Liner – Handy when travelling to Latin American countries during the wet season.



MONEY

Here is a reference table of local currencies and very approximate exchange rates (for up to date exchange rates, please check before you travel):

	Local Currency	GBP £1 =
Argentina	Peso (ARS)	50
Belize	Dollar (BZD)	2.5
Bolivia	Boliviano (BOB)	8.5
Brazil	Real (BRL)	5
Chile	Peso (CLP)	865
Colombia	Peso (COP)	4150
Costa Rica	Colón (CRC)	695
Guatemala	Quetzal (GTQ)	10
Honduras	Lempira (HNL)	30
Panama	Balboa (PAB) or US Dollar (USD)	1.20
Peru	Sol (PEN)	4.20
Uruguay	Peso (UYU)	42

(Source: www.xe.com correct as 15th August 2019)

We recommend that you have access to more than one source of money – bringing a combination of cash and a credit/debit card will give the most security and flexibility while travelling.

Plan ahead: Be prepared with enough cash in hand for the next few days. Once you have started your tour, you will quickly get a sense of how often or how much you need to exchange money. Try not to leave this to the last minute: exchange desks can close, ATMs can run out of cash and your group could be scheduled to leave your hotel early morning!

Spending Money: We recommend you take some local currency for the country you are visiting as well as US Dollars. We also recommend taking a debit and/or credit card. Please ensure you have sufficient funds to pay for personal expenses such as drinks, snacks, souvenirs, additional tipping and optional extras.



Counterfeit Cash: It is a good idea to stand at the desk to count and check the condition of each note. Do not accept any notes which are torn, very faded, a different shade, have ink stamps or any writing on them. If you accept the notes and sign the exchange receipt, then notice a problem, you will not be able to exchange them.

Credit/Debit Card: Taking one credit/debit card is recommended in case of emergency and may be used for large purchases in most of your hotels, department stores and souvenir stores. The most widely accepted credit cards include Visa and MasterCard. However, please do not rely on a credit/debit card as your only source of spending money and keep a photocopy of your card(s).

Travellers Cheques: We do not recommend taking any travellers cheques to Latin America.

ATMs: We do not recommend you rely on ATMs entirely as they can be unreliable, and overseas withdrawal fees for credit and debit accounts can be very high (we recommend checking your bank's fees before departing the UK).

In Remote Areas: Banking facilities are very basic and you will need to plan ahead with more care. ATMs in remote areas or rural regions are unreliable and should not be used as a source of money. Few hotels, restaurants or shops are able to take credit/debit cards and the sterling currency is not well recognised.

SHOPPING

Shopping can be a fun and entertaining component to any travel adventure, and Latin America has a vast array of shopping opportunities for those who love to seek out a bargain. In keeping with most people's interest whilst on holiday, however Wendy Wu Tours, our staff, and National Escorts are not qualified nor permitted to guarantee the quality or value of any goods purchased during your holiday. All passengers who make purchases during their holiday must accept responsibility for their decision regarding the item's value, as well as the risk and process of credit card purchase and/or shipping. Unfortunately, we cannot assist in returning or refunding goods in any circumstances.

Wendy Wu Tours does not believe that your sightseeing itinerary should be compromised by a shopping opportunity not already in your itinerary. There have been a number of occasions recently where groups and individuals have been 'encouraged' by some guides to visit particular shops, sometimes in detriment to the designated sightseeing and itinerary inclusions. Wendy Wu Tours specifically prohibits this practise on their tours. Unless the visit is detailed in the itinerary, all shopping stops or opportunities are to be done at the local shops and markets.

If a majority of your group does not wish to shop, the Local Guide must arrange for those passengers to be returned to the hotel instead. Should guides make a change to your set itinerary without valid cause and suggest instead a visit to a shop, we would ask that you contact our Ground Operator's office – see back page. We also ask that you include any such event on your tour evaluation form upon your return.

Haggling or Bargaining

In some local shops, markets and street stalls haggling is the accepted way to agree on a selling price. It can be a wonderful way to interact with the locals. Follow a simple rule: Enjoy the thrill of coming away with a good deal after the cut and thrust of haggling, but well-made goods deserve to be sold for a fair price.

Shipping Items to the UK

Items that you purchase while on holiday and ship back to the UK are subject to the following charges upon receipt: UK customs clearance fee, VAT on value of purchase, import handling charge, UK haulage, and UK import handling use of deferment charge. The amounts will vary according to size and value of purchase. The seller you purchase the item from in most incidents will not be aware of all these UK charges so you need to add an extra sum into your value calculation. Please accept that these charges are beyond our control and we will not be able to refund any monies you will have to pay. The item will not be delivered to your door unless all monies have been paid to the relevant UK border agencies.



Clothing Sizes

Clothing and shoe sizes can vary greatly from the UK, so this is something to be aware of when purchasing shopping.

Men's shoe sizes							
UK	6	7	8	9	10	11/12	13
Brazil	37/38	39	40	41	42	44	46
Europe	38/39	40	42	43/44	44	46	48

Women's shoe sizes							
UK	3	4	5	5.5	6	7	8
Brazil	33/34	35	36	37	38	39	40
Europe	35/36	37	38	38.5	39	41	43

Men's clothes sizes (waist)							
UK	32	34	36	38	40	42	44
Brazil	38	40	42	44	46	48	50
Europe	40	42	44	46	48	50	52

Women's clothes sizes							
UK	6	8	10	12	14	16	18
Brazil	36	38	40	42	44	46	48
Europe	32	34	36	38	40	42	44

CUSTOMS AND DUTY FREE

Argentina

You can bring up to 200 cigarettes and 25 cigars and 1 litre of alcoholic beverages. Be careful of bringing foodstuffs into the country as it is prohibited to bring meat or meat products, dairy products, bee products, fresh fruit or vegetables.

Bolivia

You can bring up to 400 cigarettes and 50 cigars and 3 litres of alcoholic beverages.

Brazil

You can bring up to 400 cigarettes and 25 cigars and 25 litres of alcoholic beverages. Fresh fruit and vegetables, plant and plant products, dairy products and fish products are prohibited. Local and foreign currency greater than BRL 10,000 will need to be declared when entering or leaving the country.

Chile

You can bring up to 400 cigarettes and 50 cigars and 2 litres of alcoholic beverages. Edible products of animal origin, flowers, fruits and vegetables are only permitted with a certificate issued by the Department of Agriculture, so it will be better if you do not take any of this into the country.

Colombia

You can bring up to 200 cigarettes and 50 cigars. Vegetables, plants and plant materials, meat and animal based foodstuffs are banned from entry.

Costa Rica

You can bring up to 400 cigarettes and 50 cigars and 5 litres of alcoholic beverages.

Panama

You can bring up to 200 cigarettes and 3 litres of alcoholic beverages. Fruit, vegetable and animal products are prohibited.

Peru

You can bring up to 200 cigarettes and 5 cigars and 3 litres of alcoholic beverages. Some meats including raw ham from Italy and Portugal is prohibited.

Uruguay

You can bring up to 400 cigarettes or 50 cigars and 2 litres of alcoholic beverages. Plants and any parts or products thereof, fruits and vegetables, soil, seeds, flowers and trees and parts thereof, fresh dairy products, honey and meat of any kind is prohibited.

Please note that this information is by no means exhaustive, and is subject to change. It is advisable to check the relevant country's government website for up-to-date information on customs allowances and regulations.

KEEPING IN TOUCH

Phone Calls

Calling to the UK (from Latin America)

To call the UK the international access code is 00, followed by the country code 44, then the local area code (omitting the first 0), then the number.

Emergency 24 hour telephone (out of office hours) is 00 44 1888 288 288.

Calling from the UK (to Latin America)

To call to the UK: dial 00 followed by the following country code, then area code (omit first zero) then the number.

Argentina	54	Costa Rica	506
Bolivia	591	Panama	507
Brazil	55	Peru	51
Chile	56	Uruguay	598
Colombia	57		

Mobile Phones

We recommend that you contact your mobile supplier if you intend to use international roaming during your holiday and ensure you investigate all associated costs before you leave the UK, as this can be expensive.

Postage

We recommend that you use the Post Offices, rather than your hotel to post items. From large cities or major towns, airmail letters and postcards take 5-10 working days to arrive and from smaller towns, they will take over a month. We advise you to use a courier service from Post Offices to send anything valuable or important.

Internet & Email

There are internet cafes in cities and small towns alike, where you can access your email or place an internet phone call. Most hotel Business Centres have internet access at slightly higher rates. This is often the easiest and cheapest way to keep in touch.

In Remote Areas

You will rarely be able to access phone or internet facilities and mobile phones are not likely to have reception. We advise that you let friends and family at home know that you will be out of phone contact during these sections of your itinerary.

Time Difference

Argentina – GMT -3 hours

Belize – GMT -6 hours

Bolivia - GMT -4 hours

Brazil – GMT -2 hours to GMT -5 hours

Chile – GMT -4 hours to GMT -6 hours (Easter Island)

Colombia - GMT -5 hours

Costa Rica - GMT -6 hours

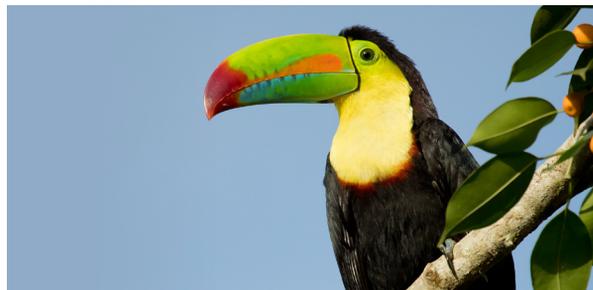
Guatemala – GMT -6 hours

Honduras – GMT -6 hours

Panama - GMT -5 hours

Peru - GMT -5 hours

Uruguay - GMT -3 hours



INSURANCE

It is a condition of booking a holiday with us that all travellers take out comprehensive travel insurance. Please ensure you have the appropriate cover for your holiday as overseas medical costs are expensive. Please inform our office of your relevant policy number and keep details of the policy in your travel documents including policy number, 24 hour emergency number and next of kin details.

If you are taking out travel insurance with your credit card company, you need to investigate the policy's inclusions and conditions fully. You should receive a policy number, an international access phone number to contact them in an emergency and a copy of full conditions.

All travel insurance providers require you to contact them ASAP in the unlikely event that you need medical treatment, hospitalisation or change travel plans, to inform them of your situation. They will then decide the best course of action in regards to further treatment and/or repatriation and make appropriate booking arrangements. Our staff in Latin America will be able to assist you in contacting your travel insurance company.

It is essential you inform your insurance company of all pre-existing conditions.

SAFETY & SECURITY

All travellers should maintain a high level of personal security. Although the Latin American countries we visit in our itineraries are considered safe for travellers, please keep in mind that cash or wallets in pockets, obvious jewellery, swinging handbags etc may attract unwanted attention. Keep your belongings with you at all times and beware of pickpockets in crowded areas.

Make sure your valuables and cash are secure and inconspicuous. Do not leave any valuables unattended in your hotel room. Lock away cash you do not need during the day/evening, credit cards, airline tickets, passports, jewellery etc either in your room's safe or at Reception; as not all hotels will have an in-room safe deposit box. Likewise, whilst travelling each day, do not leave any valuables unattended on the bus.

It is your responsibility to ensure that you carry your money and valuables on you at all times.

Wearing a money belt under your clothing is strongly recommended. We advise you not to bring valuable jewellery with you and keep a photocopy of your passport and debit/credit card(s).

Earthquakes

While planning your trip to Latin America, it is a good idea to be aware that a number of earthquakes occur across the continent each year. Earthquake safety should not be a big concern when travelling in Latin America, but in the unlikely event that an earthquake does occur, it is best to be prepared. Small tremors occur fairly regularly, and larger earthquakes that do damage are far less frequent. Your National Escort will advise you at the beginning of the trip on the safety procedures.

TRAVEL HEALTH

Visit a doctor before travelling

We strongly recommend that you see a doctor at least six weeks before your holiday to allow time for any necessary vaccinations etc. Remember to take your itinerary with you to the appointment. You can also refer to www.fitfortravel.nhs.uk for further travel health information. For the very latest travel advice, please check www.fco.gov.uk before you depart the UK.

Immunisations

Confirm primary courses and boosters are up to date as recommended for life in Britain. In addition, the following immunisations are normally also advised.

	Recommended
Argentina	Tetanus
Bolivia	Hepatitis A; Tetanus
Brazil	Diphtheria; Hepatitis A; Tetanus
Chile	None advised; please check with your doctor
Colombia	Hepatitis A; Tetanus
Costa Rica	Hepatitis A
Guatemala	Hepatitis A; Tetanus
Honduras	Hepatitis A; Tetanus
Panama	Hepatitis A; Tetanus
Peru	Hepatitis A; Tetanus
Uruguay	Tetanus

This information is given as a guide only and no responsibility can be taken for any errors or omissions

Source: www.fitfortravel.nhs.uk Always seek your doctor's advice.

Yellow fever vaccination certificate

Some countries will require for travellers arriving from countries with risk of yellow fever transmission. Please check the list of these countries on the NHS website: www.fitfortravel.nhs.uk.

Malaria, Zika (ZIKV) and Dengue Fever

Some of our Latin America itineraries will visit countries where malaria, zika virus and dengue fever are a moderate risk in some parts. You cannot be vaccinated against any of these illnesses, but please check with your doctor if they advise the use of malaria tablets. As all three are transmitted to humans by mosquitos, travellers should always exercise care to avoid bites by wearing covered clothing and using insect repellent, especially in the evenings.

Rabies

You may also want to consider getting a rabies vaccination; please check with your doctor if this is recommended. However, this is not an immunisation and medical advice should still be sought immediately if an animal or bat bite is sustained, even if you have had the rabies injection.

Drinking Water

In most places it is not safe to drink the tap water, nor take ice in your drinks, however, safe bottled drinking water is readily available for sale everywhere from small shops, supermarkets, restaurants and hotels. Always ensure that the seal is unbroken.

Altitude

Some of our tours reach areas of high altitude. Your Tour Dossier will list altitudes reached each day. Please refer to this information to satisfy yourself that you are physically able to undertake your chosen itinerary. AMS (Acute Mountain Sickness) occurs in some people of varying ages and fitness levels when they travel to altitudes over 3,000m. Symptoms include dizziness, fatigue, nausea or loss of appetite, breathlessness or headache. These usually develop over the first 36 hours at altitude and not immediately on arrival. Usually the symptoms will subside after a day, however; if symptoms



worsen you should seek medical advice and descend in altitude immediately. It is recommended to drink more water, non-alcoholic and non-caffeinated drinks and avoid exertion after arriving over 3,000m. Our itineraries ensure you will stay overnight at least 100m below the maximum altitude reached during that day, another effective method for combatting AMS.

TRAVEL ADVICE

We strongly recommend that you check www.fco.gov.uk for up to date travel information and advice from the UK Foreign and Commonwealth Office for the Latin America countries you are visiting before departure.

PERSONAL MEDICAL KIT

Take all pharmaceutical products that you may require on your tour; do not rely on being able to purchase these during your holiday. Consider taking a 'personal medical kit' containing any medication or medical equipment you may need during your time in Latin America:

- ✓ All prescribed medication (with a cover note from your doctor)
- ✓ Headache tablets
- ✓ Anti-diarrhoea tablets
- ✓ Cold and flu tablets
- ✓ Travel sickness tablets
- ✓ Lozenges
- ✓ Insect repellent and sunscreen
- ✓ Antibacterial gel and/or hand wash
- ✓ Small first-aid kit
- ✓ Spare pair of glasses/contact lenses

If you need to purchase any pharmaceuticals or medical equipment while in Latin America– you may ask your National Escort or hotel staff to help you locate a pharmacy, identify medication or to translate from the local language to English. If you need medical attention they will be able to arrange a call from a doctor. However, the decision to purchase or take any non-prescribed medicine is entirely your own.

The staff at Wendy Wu Tours (in the UK and in Latin America) are not medically qualified. Therefore they are neither able, nor allowed to give any medical advice, recommendations or administer medications.

RESPONSIBLE TRAVEL

Wendy Wu Tours takes Responsible Tourism seriously. We are aware that tourism can impact the natural, economic and social environment and are committed to addressing these wherever possible without compromising our customers' experience.

Gifts & Begging

Wendy Wu Tours does not condone the practise of giving gifts such as sweets, coins and souvenirs to local people while in Latin America.

Taking Photos

"Tourists stick their cameras in our faces and promise they'll send photos back, but they never do." We encourage you to think about how you would like to be treated by camera-wielding tourists – always check that it is ok before taking a photograph of a local person. Simply indicate to your camera to ask and never take the photograph if someone gestures or says that they do not want you to.

Dress Appropriately

You can dress as you would at home across most of the locations we visit in Latin America, however when visiting cathedrals and churches, it is advisable to dress respectfully.

READING LIST

- ✓ Bolivar: The Epic Life of the Man Who Liberated Latin America – Marie Arana
- ✓ Open Veins of Latin America – Eduardo Galeano
- ✓ The Rough Guide to South America
- ✓ Wild Coast: Travels on South America's Untamed Edge – John Gimlette
- ✓ In Patagonia – Bruce Chatwin
- ✓ The Old Patagonian Express – Paul Theroux
- ✓ Turn Right at Machu Pichu – Mark Adams
- ✓ The White Rock: An Exploration of the Inca Heartland – Hugh Thomson
- ✓ Falling off the map – Pico Iyer
- ✓ The Honorary Consul – Graham Greene
- ✓ At the Tomb of the Inflatable Pig – John Gimlette

CLIMATE CHARTS

Argentina

Various regions of Argentina have very diverse climates especially in Ushuaia and El Calafate where all four seasons can be experienced in one day.

Month	Temperature (deg C)	Rainfall (mm)
Buenos Aires		
Jan	24	100
Feb	22	90
Mar	22	90
Apr	18	100
May	15	80
Jun	12	30
Jul	11	50
Aug	13	50
Sep	15	50
Oct	18	80
Nov	20	80
Dec	23	90
Salta		
Jan	22	182
Feb	21	163
Mar	20	118
Apr	18	37
May	15	9
Jun	12	3
Jul	12	4
Aug	13	4
Sep	16	7
Oct	19	26
Nov	21	65
Dec	22	138
Mendoza		
Jan	26	50
Feb	25	40
Mar	22	20
Apr	17	20
May	13	10
Jun	9	10
Jul	9	10
Aug	12	10
Sep	15	10
Oct	20	10
Nov	23	10
Dec	26	20

El Calafate		
Jan	11	42
Feb	10	40
Mar	8	51
Apr	6	50
May	2	48
Jun	-1	47
Jul	-2	46
Aug	1	44
Sep	3	39
Oct	6	36
Nov	8	36
Dec	10	42

Ushuaia		
Jan	10	40
Feb	10	30
Mar	8	30
Apr	6	40
May	3	30
Jun	1	40
Jul	2	30
Aug	2	30
Sep	4	20
Oct	6	30
Nov	8	20
Dec	9	30

Iguazu		
Jan	26	190
Feb	25	160
Mar	26	160
Apr	23	170
May	18	180
Jun	17	150
Jul	17	100
Aug	19	140
Sep	20	180
Oct	23	190
Nov	24	210
Dec	26	190

Chile

Chile is incredibly diverse in its climate especially in the Atacama Desert and in the Torres del Paine National Park where all four seasons can be experienced in one trip.

Month	Temperature (deg C)	Rainfall (mm)
Santiago		
Jan	21	10
Feb	20	10
Mar	18	10
Apr	15	10
May	12	50
Jun	9	40
Jul	9	80
Aug	10	40
Sep	12	20
Oct	15	10
Nov	17	10
Dec	20	10
Puerto Montt		
Jan	11	38
Feb	10	32
Mar	9	44
Apr	6	45
May	4	45
Jun	2	36
Jul	2	35
Aug	3	36
Sep	4	30
Oct	7	26
Nov	8	31
Dec	10	35
San Pedro		
Jan	20	0
Feb	20	0
Mar	19	0
Apr	19	0
May	16	1
Jun	14	1
Jul	14	1
Aug	13	3
Sep	16	2
Oct	19	1
Nov	21	1
Dec	22	0

Puntas Arenas		
Jan	11	38
Feb	10	32
Mar	9	44
Apr	6	45
May	4	45
Jun	2	36
Jul	2	35
Aug	3	36
Sep	4	30
Oct	7	26
Nov	8	31
Dec	10	35

Easter Island		
Jan	23	80
Feb	23	100
Mar	23	120
Apr	22	130
May	21	120
Jun	19	110
Jul	18	140
Aug	17	130
Sep	19	110
Oct	19	90
Nov	20	60
Dec	22	70

Lima		
Jan	23	73
Feb	24	56
Mar	23	61
Apr	22	12
May	20	24
Jun	19	12
Jul	18	0
Aug	17	24
Sep	18	35
Oct	19	49
Nov	20	12
Dec	22	24

Puno		
Jan	15	130
Feb	15	110
Mar	15	100
Apr	15	40
May	15	20
Jun	15	10
Jul	15	10
Aug	16	15
Sep	15	25
Oct	18	40
Nov	17	15
Dec	15	80

Peru

Peru's climate is heavily influenced by its geography and the time of year. The desert coast is very hot between December and March, and cooler and misty from April to November. In the Andes, the seasons are more recognizable with a rainy season from December to March, and a dry period from June to September.

Month	Temperature (deg C)	Rainfall (mm)
Arequipa		
Jan	15	10
Feb	15	20
Mar	15	10
Apr	15	10
May	15	10
Jun	14	10
Jul	14	10
Aug	15	10
Sep	15	10
Oct	15	10
Nov	15	10
Dec	15	10

Cuzco		
Jan	11	155
Feb	11	136
Mar	11	120
Apr	11	46
May	9	8
Jun	8	2
Jul	7	4
Aug	9	8
Sep	10	23
Oct	11	40
Nov	11	68
Dec	11	116

Puerto Maldonado		
Jan	27	290
Feb	27	310
Mar	27	300
Apr	27	330
May	27	300
Jun	26	250
Jul	26	200
Aug	26	200
Sep	27	230
Oct	27	250
Nov	27	270
Dec	27	300

Belize

Belize experiences a tropical climate of warm weather year-round and particularly hot and humid from May to October. This is also the wettest part of the year.

Month	Temperature (deg C)	Rainfall (mm)
Belize City		
Jan	24	135
Feb	24	60
Mar	25	40
Apr	26	55
May	28	110
Jun	28	200
Jul	27	165
Aug	28	170
Sep	28	245
Oct	27	305
Nov	25	225
Dec	24	185



Brazil

The various regions of Brazil have diverse climates especially whilst in the Amazon Rainforest.

Month	Temperature (deg C)	Rainfall (mm)
Rio		
Jan	28	114
Feb	27	105
Mar	26	103
Apr	25	137
May	23	86
Jun	22	80
Jul	21	56
Aug	22	51
Sep	22	87
Oct	23	88
Nov	24	96
Dec	25	169
Salvador		
Jan	28	110
Feb	28	115
Mar	28	130
Apr	28	320
May	27	320
Jun	26	260
Jul	25	205
Aug	25	140
Sep	26	110
Oct	26	115
Nov	27	115
Dec	28	120
Iguacu		
Jan	27	110
Feb	27	100
Mar	26	80
Apr	23	90
May	20	70
Jun	18	110
Jul	18	4
Aug	20	4
Sep	21	7
Oct	24	26
Nov	25	65
Dec	27	138

Manaus		
Jan	30	270
Feb	30	290
Mar	30	310
Apr	30	300
May	30	270
Jun	31	110
Jul	31	90
Aug	32	60
Sep	32	80
Oct	32	120
Nov	32	190
Dec	31	220

Colombia

In Colombia you will experience a variety of climates from an average moderate temperate in Bogota, humid and often damp weather in the coffee region to the tropical climate in Cartagena.

Month	Temperature (deg C)	Rainfall (mm)
Bogota		
Jan	14	30
Feb	13	40
Mar	15	50
Apr	15	90
May	15	80
Jun	14	40
Jul	14	40
Aug	14	40
Sep	14	70
Oct	14	110
Nov	14	70
Dec	12	50
Medellin		
Jan	16	30
Feb	17	40
Mar	17	50
Apr	17	90
May	17	80
Jun	17	40
Jul	16	40
Aug	16	40
Sep	17	70
Oct	16	110
Nov	16	70
Dec	16	50

Cali		
Jan	22	160
Feb	22	160
Mar	22	165
Apr	21	190
May	21	145
Jun	22	100
Jul	22	30
Aug	23	30
Sep	23	100
Oct	22	280
Nov	22	310
Dec	22	280

Periera		
Jan	22	140
Feb	22	135
Mar	22	200
Apr	22	225
May	21	250
Jun	21	185
Jul	21	125
Aug	22	130
Sep	21	190
Oct	21	270
Nov	21	270
Dec	21	180

Costa Rica

The climate is tropical, humid and warm, particularly Manuel Antonio on the coast whilst other parts of the country can be diverse especially in terms of the rainfall, such as the cloud forests of Arenal.

Month	Temperature (deg C)	Rainfall (mm)
San Jose		
Jan	22	10
Feb	25	10
Mar	25	10
Apr	25	0
May	24	140
Jun	23	170
Jul	23	180
Aug	23	190
Sep	23	240
Oct	22	220
Nov	22	160
Dec	22	50

Arenal		
Jan	27	6
Feb	28	4
Mar	28	5
Apr	28	30
May	27	195
Jun	27	220
Jul	27	190
Aug	26	230
Sep	26	290
Oct	26	270
Nov	26	135
Dec	26	30

Manuel Antonio		
Jan	27	60
Feb	27	30
Mar	28	45
Apr	28	170
May	27	430
Jun	27	420
Jul	26	445
Aug	26	485
Sep	26	550
Oct	26	620
Nov	26	390
Dec	26	155



Bolivia

The wet season officially runs from October to March, but throughout the year the weather – including rainfall – is unpredictable and varies across the country. Even in summer it can still be cool in the evening.

Month	Temperature (deg C)	Rainfall (mm)
La Paz		
Jan	9	130
Feb	9	90
Mar	8	80
Apr	8	40
May	7	10
Jun	5	10
Jul	5	10
Aug	6	10
Sep	7	30
Oct	8	40
Nov	9	50
Dec	9	70
Uyuni		
Jan	11	45
Feb	11	40
Mar	11	25
Apr	9	1
May	6	1
Jun	5	1
Jul	4	1
Aug	6	1
Sep	8	2
Oct	10	1
Nov	10	6
Dec	10	20



Panama

The climate in Panama can be quite tropical due to its position between the Pacific Ocean and Caribbean Sea.

Month	Temperature (deg C)	Rainfall (mm)
Panama City		
Jan	27	68
Feb	28	32
Mar	28	21
Apr	29	99
May	28	279
Jun	28	272
Jul	27	282
Aug	27	276
Sep	27	280
Oct	26	310
Nov	26	400
Dec	26	235

Uruguay

The weather can vary from the hotter, wetter months October to April through to the cooler, drier months May to September.

Month	Temperature (deg C)	Rainfall (mm)
Montevideo		
Jan	24	100
Feb	22	90
Mar	22	90
Apr	18	100
May	15	80
Jun	12	30
Jul	11	50
Aug	13	50
Sep	15	50
Oct	18	80
Nov	20	80
Dec	23	90

Guatemala

Guatemala enjoys a mild temperate climate, however it does have heavy rain in the summer months.

Month	Temperature (deg C)	Rainfall (mm)
Guatemala City		
Jan	22	48
Feb	23	36
Mar	24	38
Apr	26	56
May	25	145
Jun	23	246
Jul	23	218
Aug	24	200
Sep	23	254
Oct	22	196
Nov	22	91
Dec	22	58

Honduras

Honduran weather is mild year-round, with the wetter months being between May and October.

Month	Temperature (deg C)	Rainfall (mm)
Tagucigalpa		
Jan	21	10
Feb	22	10
Mar	23	10
Apr	25	20
May	25	100
Jun	24	110
Jul	24	60
Aug	24	100
Sep	24	120
Oct	23	110
Nov	22	80
Dec	21	30

CUSTOMER HEALTH & SAFETY INFORMATION

We Care

At Wendy Wu Tours we are continually working with our suppliers to maintain and improve safety standards by seeking good practice in health and safety and we will do our best to ensure that your holiday is safe and trouble free. Part of the enjoyment of travelling abroad is experiencing a different way of life and cultures, but it may also mean experiencing different safety and hygiene standards than those we are used to in the UK. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense as well as refer to notices and follow the advice from your National Escort. At Wendy Wu Tours we are continually working with our accommodation and transport providers to endeavour to raise safety standards as much as possible and we will do our best to ensure that your holiday is safe and trouble free, but we do ask that you take that little bit of extra care whilst you are away.

Flight Safety

- Do not place flammable liquids, lighters, matches, gasses or aerosols in your suitcase
- Always carry medication in your hand luggage
- Keep your passport safe and have a photocopy with you just in case
- Pay attention and follow any in flight safety information
- To avoid DVT, drink plenty of water and follow simple exercises or occasionally move around the cabin

Transport Safety

- Although we cannot guarantee that vehicles will be fitted with seat belts, always wear a seat belt if one is provided
- In minibuses never place luggage in the aisles or footwells
- Ensure you know where your nearest emergency exit is
- Check the location of the fire extinguisher, first aid kit and break glass hammer
- Follow any safety instructions provided by your driver/guide

Road Safety

- In many countries vehicles do not automatically stop at crossings
- Traffic in most Latin American countries travels on the opposite side of the road to the UK, so always ensure you look both ways before crossing the roads
- Often paving can be uneven and loose with kerbs higher than in the UK. Please take more care whilst walking around cities and resort areas
- Crash helmets are often not provided with mopeds and motorbikes – we do not recommend you hire these vehicles

Fire Safety

- Ensure you know the location of your nearest fire exit
- Check the location of the nearest fire extinguisher
- Study the fire instructions in your room
- Identify how to raise the alarm if a fire occurs
- Do not smoke in bed
- If a fire occurs, leave immediately, do not stop to collect your belongings
- Proceed to an assembly point well away from the building

Glass Safety

- Glass doors and windows may not be toughened glass
- Take care in bright sunlight, it may not be obvious doors/windows are closed
- Check to see if anti-collision stickers are in place at adult & child height

Balcony Safety

- Never lean over, sit or climb on the balcony
- Families with small children should request ground floor rooms whenever possible
- Do not climb or stand on balcony furniture
- Keep all balcony furniture away from the wall/railings

Pool Safety

- Familiarise yourself with the pool and its layout, deep and shallow ends
- Make note of the depth markings and any hazards
- Most pools do not have life guards, so please take care
- Shower before entering the pool
- Do not swim, if suffering from an upset stomach
- Observe pool rules and information signs at all times
- Do not swim at night, even if it is lit
- Do not swim immediately after a meal or when drinking alcohol
- Pool surrounds can be slippery, don't run around them
- Observe No Diving signs at all times
- Never jump or dive from raised pool features
- In the event of an emergency ensure you know how to raise help

Food Safety

In order to avoid the possibility of stomach upsets

- Make sure your food has been thoroughly cooked
- Hot food should be hot, cold food should be cold
- Avoid any uncooked food, except fruit and vegetables, (notably those you can peel or shell yourself)
- Always drink bottled water and ensure the seal is intact when purchasing

- Use boiled or bottled water for brushing your teeth
- Avoid ice in drinks as this is generally made from unsafe tap water
- Avoid purchasing food from street vendors, we cannot vouch for the health and safety of the food and drinks they provide

Personal Safety

- Avoid walking in poorly lit areas
- Be aware, stay away from situations where you do not feel comfortable
- Avoid carrying too much money and/or valuables
- Use of a money belt is encouraged at all times
- Ensure your room is left secure when you go out
- Place all valuables in a safety deposit box, where available or with reception (use of these are often a condition of your insurance policy)
- Never leave windows or balcony doors open
- Ensure your main luggage can be locked when left unattended in rooms, carriages, luggage rooms etc
- Do not take any valuable jewellery on holiday with you

Sun Care

- Ensure you have adequate protection for your type of skin, high factor sunscreens should be utilised initially
- Re-apply sunscreen frequently
- Stay out of the sun during the hottest time of the day
- Drink plenty of water to avoid dehydration
- At the first sign of burning, cover up and get out of the sun
- Beware, you can still burn, dehydrate and get sunstroke in the shade or in the water
- Take a sunhat, sunglasses and lip salve

Insurance

- Ensure you have appropriate insurance for your holiday and that it covers any activity you intend to undertake
- If participating in any high risk activity, appraise yourself of the safety standards being operated by the supplier
- Avoid purchasing activities or excursions from anyone not connected to Wendy Wu Tours they often lack public liability insurance and have unchecked safety standards
- Any accident or injury should be reported immediately to the Local Guide and a report obtained

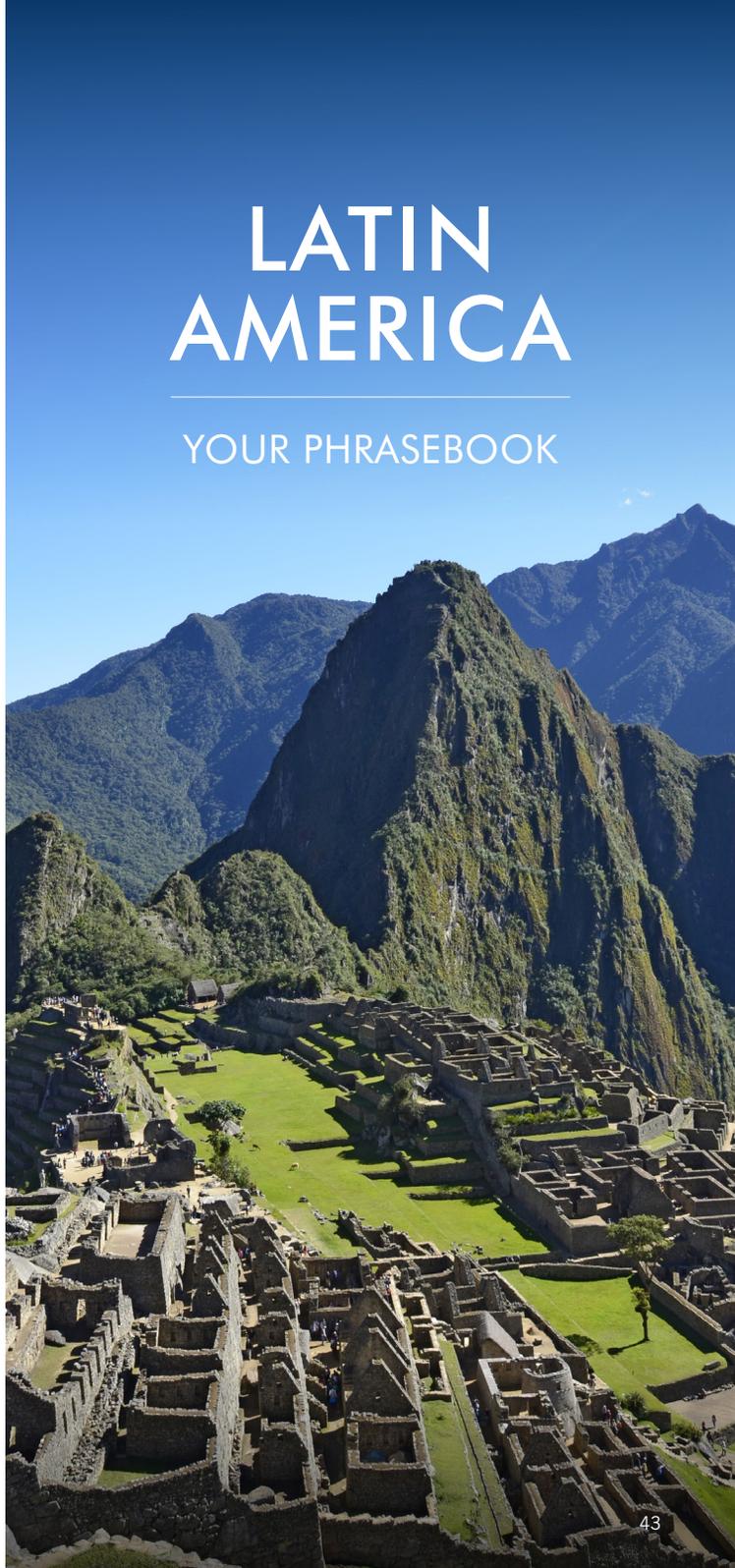
Online Information

- For the latest Health & Safety information for travellers visit www.fco.gov.uk

The information contained within this travel guide is correct at June 2018 and is subject to change.

LATIN AMERICA

YOUR PHRASEBOOK



GUIDE TO PRACTICAL SPANISH & PORTUGUESE

English is widely spoken through most of Latin America, especially the main tourist sites so you should have no difficulty in finding your way or visiting restaurants and shops during your tour. However, there may be occasions, especially in small towns and rural areas where you may find the ability to communicate in the local language to be helpful and a great way to make friends with the warm and hospitable Latin American people. The two main languages spoken in Latin America are Spanish (Argentina, Bolivia, Chile, Colombia, Costa Rica, Panama, Peru and Uruguay) and Portuguese (Brazil). Origins of these languages come from colonial times however, over time, differences between Latin American and European Spanish and Portuguese developed so that today there are marked differences in dialects, and some grammar and vocabulary.

As you are visiting such a diverse and cosmopolitan, vast continent on a whole there will also be other languages spoken throughout the countries visited, including indigenous languages. Equally, regional variations in pronunciation, accent and vocabulary will be apparent.

However, to assist you in simple communication we have prepared this brief phrase book, containing some words and phrases that you are most likely to need. You will see the word written in English first, then Spanish and finally Portuguese. We have also added space at the back of this booklet for you to write down any other words you may need; ask your Local Guide for a word and write it down and you are set to go.

GETTING STARTED

Hello

Hola
Olá

Good morning

Buenos días
Bom dia

Goodbye

Adiós
Tchau

How are you?

¿Cómo estás?
Como você está?

I'm fine

Estoy bien
Estou bem

Excuse me

Disculpe
Com licença

Sorry

Lo siento
Eu sinto muito

Please (when asking)

Por favor
Por favor

Thank you

Gracias
Obrigado

Yes

Sí
Sim

No

No
Não

I don't understand

No entiendo
Eu não entendo

Do you speak English?

¿Habla usted Inglés?
Você fala Inglês?

Where is the...?

Dónde está el...?
Onde está...?

I am called...

Soy de
Eu sou de

What is your name?

¿Como te llaman?
Como você é chamado?

Where are you from?

¿De donde eres?
De onde você é?

I'm from...

Soy de
Eu sou de

How much is this?

¿Cuánto cuesta este?
Quanto é este?

I'm just looking

Solo estoy mirando
Estou apenas olhando

What time is it?

¿Que hora es?
Que horas são?

Can I sit here?

¿Puedo sentarme aquí?
Posso sentar aqui?

I would like...

Me gustaría...
Eu gostaria...

I'm allergic to...

Soy alérgico a...
Eu sou alérgico a ...

I'm a vegetarian

Soy vegetariano
Eu sou um vegetariano

Cheque, please

La cuenta, por favor
A conta por favor

With (something)

Con
Com

Without (something)

Sin
Sem

When?

Quando?
Quando?

Where?

¿Dónde?
Onde?

Who?

¿Quien?
Quem?

What?

¿Qué?
O que?

You

Tú
Você

I

Yo
Eu

Foreigner

Extranjero
Estrangeiro

Okay

De acuerdo
Está bem

Beautiful

Hermosa
Bonita

Market

Mercado
Mercado

Restaurant

Restaurante
Restaurante

Menu

Menú
Cardápio

Bar

Bar
Bar

Coffee Shop

Cafetería
Café

Tea

Té
Chá

Coffee

Café
Café

Beer

Cerveza
Cerveja

Water

Agua
Agua

Knife

Cuchillo
Faca

Fork

Tenedor
Garfo

Spoon

Cuchara
Colher

Bowl

Cuenco
Tigela

Plate

Plato
Placa

Glass

Vaso
Vidro

Bottle

Botella
Garrafa

Breakfast

Desayuno
Café da manhã

Dinner

Cena
Jantar

Cold

Frío
Frio

Warm

Calentar
Caloroso

Meat

Carne
Carne

Beef

La res
O Bife

Chicken

Pollo
Frango

Pork

Cerdo
Porco

Seafood

Mariscos
Frutos do mar

Fish

Pescado
Peixe

Vegetables

Vegetales
Legumes

Fruit

Fruta
Fruta

Salt

Sal
Sal

ATM

Cajero automático
ATM

Bank

Banco
Banco

Credit card

Tarjeta de crédito
Cartão de crédito

Debit Card

Tarjeta de debito
Cartão de debito

Post office

Oficina postal
Agência dos Correios

Hotel

Hotel
Hotel

Room

Habitación
Quarto

Toilet

Baño
Banheiro

Airport

Aeropuerto
Aeroporto

Train station

Estación de tren
Estação de trem

Train

Tren
Trem

Subway

Subterráneo
Metrô

Platform

Plataforma
Plataforma

Ticket

Boleto
Bilhete

Taxi

Taxi
Táxi

Bus

Autobús
Ônibus

Ship

Enviar
Navio

Photograph

Fotografía
Fotografia

Cathedral

Catedral
Catedral

Garden

Jardín
Jardim

River

Río
Rio

Mountain

Montaña
Montanha

Rainforest

Selva
Floresta tropical

Pharmacy

Farmacia
Farmacia

Help

¡Ayuda!
Socorro!

Police

Policía
Policía

Dangerous

Peligroso
Perigoso

NUMBERS

1
uno
uno

2
dos
dois

3
tres
três

4
cuatro
quatro

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