

# Got a question?

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

### What's included?

- Coach, mini-coach, van, train, canoe, flights & 'on tour' airport transfers listed in the 'What's included' section as specified.
- Accommodation, breakfasts, lunches & dinners listed in the 'What's included' section on tour pages.
- Sightseeing listed in the 'Included Sightseeing' section in each tour itinerary. Unless specified, entrance fees to these locations are included.
- Experienced Contiki Tour Manager & Local Guides.
- Tips for Local Guides & Local Drivers.

### What's not included?

- Personal expense money.
- Visas, passport fees, personal insurance & medical fees.
- Excess baggage fees & tips for porters.
- Sightseeing, visits & entrance fees & transport other than those specified on tour pages.
- Explore More optional activities such as mountain biking, speed boat rides etc.
- Lunches (unless specified under "What's included") & some dinners.
- Reciprocity Tax in Argentina for some nationalities – check [contiki.com/contikipedia](http://contiki.com/contikipedia) for more info.
- Departure Tax at airports

### Are flights included?

All flights on specified tour itineraries are included as part of the tour price. External flights to & from the tour are not included.

### Group size

Contiki's group size in South America averages around 30, a group size small enough to have an intimate South American experience but big enough to make the group dynamic rock.

### Will I get more information?

Upon receipt of final payment, your documentation will be released 21 days prior to your departure. Log onto [contiki.com/satg](http://contiki.com/satg) for our comprehensive "Travellers Guide" filled with all the info you need about South America & your tour. You'll also receive a comprehensive day-by-day itinerary including full details & costs of all optional activities available on your tour.

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 & passports.

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

### How much luggage can I bring?

Baggage is restricted to only one reasonably sized backpack/suitcase & one carry-on bag & luggage policies are strictly enforced. There are some things to consider when packing for a Contiki South America Tour, including leaving space for on trip purchases:

- Due to the large number of flights on Contiki South America tours, your luggage needs to meet the weight & restrictions imposed by airlines. These limits are imposed by the airlines, not by Contiki. Contiki is not responsible for any costs incurred by overweight luggage. Please refer to [contiki.com/luggage](http://contiki.com/luggage) for more info.

- You are responsible for carrying your own luggage. At times this will be in hotels without elevators (as is common in the region) or on various forms of transport.
- At hotels without elevators there may be porters but this is not guaranteed.

Please keep your luggage to a maximum suitcase size of 73cm x 50cm x 25cm (29" x 20" x 10") & maximum weight of 20kg (44lbs), plus one small handbag / daypack that can be used as an overnight bag for Machu Picchu Pueblo (see below).

**IMPORTANT:** Every Contiki trip to Peru includes a train journey round trip to Machu Picchu Pueblo where we overnight. Perurail, the train operator, have strict baggage allowances. You are allowed to carry as hand luggage a day pack/backpack with a weight of no more than 5kg/11lb & with a maximum size of 62 linear inches/157cm (length + height + width). Perurail will charge for excess baggage. A daypack/backpack of approx 26L capacity is suggested. Contiki will store your main luggage at our Cusco hotel during this time.

Baggage is carried at the owner's risk & baggage insurance is strongly recommended. Contiki includes the right to refuse to accept over-sized baggage on tour.

### 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 tour. Clients must have completed a tour before they can redeem the discount on a subsequent tour 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 tour accommodation rates & other selected products. The discount applies to brochured prices only & cannot be combined with any non-brochured special market promotions.

### How much money do I need?

You will need to ensure you allow enough money to cover optional lunches & dinners, souvenirs, shopping, drinks, optional activities, entrance fees to some attractions & evening entertainment.

When travelling within South America, you'll find that you'll often be using local currency, particularly in remote areas. The local currencies are the Nuevo Sol (Peru), Peso "Argentino" (Argentina), Real (Brazil).

The countries we visit rely largely on cash as opposed to credit cards or travellers cheques. In the larger cities you'll find that established stores will accept credit cards readily, with VISA as the most readily accepted & normally charging a surcharge. Local market stalls will operate on a cash only basis.

Local currency is available through cash (ATM) machines however you shouldn't depend solely on a credit/debit card for cash as they are not accepted in all areas & ATM maintenance is often neglected. ATMs are available in Lima, Buenos Aires & Cusco airports. We advise you carry cash in small denominations of both \$US & local currency. Please note that travellers cheques are generally only accepted in big cities at money exchanges or banks.

### Explore More Optional Activities

Contiki's Explore More optional activities are all operated by independent third party operators and it is at the clients own risk to participate in such activities whilst on tour.

It's important that you check your insurance includes your participation in adventure activities & be aware that some of our optionals can be physically demanding & therefore involve some risk.

### Acceptance of risk

It's important that you acknowledge that at times travelling on a Contiki South America tour may be more adventurous and presents greater challenges than your normal daily life. The civil infrastructure, medical facilities, transportation, telecommunications & accommodation standards may not be what you are used to, and cleanliness and hygiene standards also vary. As such there is some degree of personal risk inherent in travelling South America and as a Contiki traveller you accept this.

### 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.

### Do I need vaccinations?

At the time this brochure went to press (April 2011) the following immunisations are recommended for travellers in South America by the CDC (The Centre for Disease Control):

Travellers should be up to date with their routine vaccinations: Measles/Mumps/Rubella (MMR) Diphtheria/Pertussis/Tetanus (DPT), Poliovirus etc. Recommended for Argentina, Brazil & Peru: Hepatitis A, Hepatitis B, Typhoid & Rabies, Malaria & Yellow Fever are also an issue in Puerto Maldonado, Iquitos & Iguassu Falls. You should consult your local doctor or travel agent on what vaccinations &/or preventative medicines would be required. Don't forget to bring with you any medication that you may require en route such as antihistamines, antibiotics, etc.

### Do I need visas?

Depending on your nationality, you may require visas to enter certain countries included in your tour. You are fully responsible for obtaining all necessary visas prior to the departure of your tour. Contiki is not legally permitted to knowingly allow anybody who does not have a valid visa to join a tour.

Visa & other entry & exit conditions (such as currency, arrival/departure taxes, customs & quarantine regulations) change regularly. Visit [contiki.com/visas](http://contiki.com/visas) for more information. Alternatively, consult your travel agent or visit your local embassy to determine which visas you require.

Your passport must have at least six months validity at time of travel. Local immigration authorities may deny entry & deport people who do not meet this requirement, even if they intend on staying only for a short period. Important to consider:

1. Visas can take up to six weeks & a fee is normally charged.
2. Failure to obtain all necessary visas could cause you to miss part of your tour & will result in you incurring considerable expense & inconvenience.
3. It is better to apply for all visas through your travel agent before you leave home.
4. It is very important that the entry & exit dates are correct on the visa. Your travel agent will contact Contiki for full details.

### Am I expected to tip on tour?

Every country in the world has different tipping policies & in South America within service industries, tipping is common practice. Although it may not be customary to you, it is of considerable significance to the people who will take care of you during your travels. Tipping is optional & only given if you feel the service has exceeded your expectations. Your Tour Manager will assist you with any questions about this. **Tips for Local Guides & Drivers are included in the cost of the tour.** Be aware that services & standards in South America may not be equivalent to those you find at home. If you think your Contiki team have done an exceptional job than you may wish to tip them. This is entirely discretionary – it's completely up to you.

### Booking Security

Contiki has been running tours for young people since 1962 & in all countries we fully comply with local Travel Industry Laws.

### Travel Insurance

Cancellation, unexpected medical expenses, injuries, theft, lost luggage or money can significantly disrupt your holiday. It is compulsory that you take out comprehensive travel insurance before you travel. Contiki have the right to refuse passengers without the required insurance cover to join our tours.

Your insurance must cover personal injury, death, medical expenses, repatriation expenses and evacuation expenses. We strongly recommend your insurance also covers cancellation, personal liability and loss of personal property. If you intend to participate in adventure sports and activities when travelling then please ensure your policy covers such. Some policies exclude certain adventure activities.

### Photography credits

**Photos courtesy of Dan Lumelski:** P.9 Girl eating lunch. **Photos courtesy of Ella Becroft:** Front Cover, ladies with Lama. P.2-3 Local boys with tourist. P.5 Weaving hands, local ladies with baby llamas. P.10 & 12 Kayaking on the Tigre. P.17 The Andes. P.25 Llama at Machu Picchu, View over Rio, Lapa Steps. BC, boys with llamas. **Photos courtesy of Hugh McMillan:** P.12 Learn to Samba. P.18 View over Machu Picchu. P.23 Dancing couple, Argentina. **Photos courtesy of Julie Spedding:** P.5 Inca ruins, P.6 Snorkellers at Buzios. P.19 Machu Picchu. P.23 Machu Picchu. **Photo courtesy of Kylie Kerkin:** P.6-7 Iguassu Falls. **Photos Courtesy of @OCEANNA:** Juan Cuetos P.15 Marine life **Photo courtesy of Shelley Hodgson:** P.2 Lopez Beach, Rio de Janeiro. **Photos courtesy of Tess Murphy:** P.17 Viva el Peru. P.18 Inca Trail Trek. P.20 Group with surfboards. P.21 Sailing tour