

Suggestions to begin your holiday on a high note

Dear Friends,

Thank You for choosing to travel with Air Tours Holidays. We appreciate the opportunity to take care of your holiday needs. To ensure you have a wonderful and smooth vacation, we have listed below some useful information and suggestions.



BAGGAGE

- We strongly recommend that you carry 01 set of clothes, basic toiletry (with out any sharp objects), and other accessories in your hand baggage. This is just in case your baggage is misplaced by the airline. Please do not keep any money / valuables in your check-in luggage since the airlines are not liable. Money and valuables should be kept with you on your person or in your hand baggage.
- It is important to note that all cities are prone to thefts and bag snatching, tourists especially being the most vulnerable. We suggest you to please take extra care of your belongings while on the tour, especially at hotels, airports, restaurants and sightseeing places.

CHECK IN BAGGAGE - FLIGHTS

As per the rules laid down by the airlines, you are allowed 01 piece of check in baggage with a maximum weight of 20 and 01 piece of cabin baggage, weighing not more than 05 kgs per person. Any sharp object like scissors, knives, etc. cannot be kept in the hand luggage. The same has to be kept in your check-in baggage. Please note that gels and other liquids should not exceed 100 ml and have to be carried in a quart size clear plastic zip lock bag.

Your itinerary has been designed in such a way that you get to see the maximum number of cities. Hence you would be checking in and out of hotels quite often. In view of this, we recommend that you travel as light as possible as there is no porter age included on your tour and heavy luggage would cause you great inconvenience.

- Most airlines in the USA have a baggage handling fees for check in baggage. The maximum allowable weight for the check in baggage is 23 Kgs. The allowance for cabin baggage is 01 piece weighing not more than 05 kgs per person. Any sharp object like scissors, knives, shaving kit etc. cannot be kept in the hand luggage. The same has to be kept in your check-in baggage. Please note that gels and other liquids should not exceed 100 ml and have to be carried in a quart size clear plastic zip lock bag.
- On domestic flights within USA as well as on International flights departing USA you cannot lock your check in baggage unless you use specially approved TSA locks. These can be purchased from India or from USA

QUARANTINE (AUSTRALIA AND NEW ZEALAND TOUR)

- It is mandatory to declare fresh and packaged food, cooked and raw food ingredients, packaged meals, including airline food, herbs and spices, traditional medicines, herbal tea, biscuits, cakes, fruit, eggs, meat, vegetables, seed and nuts, animals and plants and items made from plants or wood. Footwear, clothing and any items used in rural areas or carrying contamination from soil, faeces or plant material. Amnesty bins are available for unwanted items as you leave your aircraft, on arrival into Australia
- If you have declared any food, plant or animal items on your incoming passenger card, make sure you have them inspected
- Quarantine officers use detector dog teams, X-ray machines and random baggage checks to detect undeclared quarantine items. If you conceal items of quarantine you may receive on the spot fine or you could be prosecuted.



CLOTHES TO CARRY ON YOUR TOUR

European Countries and others like USA / China / Egypt could be quite cold. Warm clothing like sweaters, jackets are essential. Avoid carrying heavy woollens. You should also carry a cap, sunglasses, a folding umbrella and comfortable walking shoes (canvas or track shoes).

Countries like Australia / New Zealand will be experiencing summer. Comfortable clothing is recommended. Certain areas like Franz Josef in New Zealand will be cold and warm clothing will be required.

Countries like Thailand, Malaysia, Hong Kong, Singapore will be pleasant. Genting Highlands in Malaysia, could be cooler and some warm clothing may be required.



PUNCTUALITY

- We have designed your tour in a manner that you get to see the maximum number of places during your holiday and get value for your money. This can be achieved by your co-operation in being punctual.
- We have booked most of the sightseeing and excursions in advance for a particular time and duration. In case the group is delayed, the delay would actually deprive you of your own sightseeing time. Even the local guides have been pre-booked for certain durations and cannot extend their services beyond the specified time-limits. Please do understand that punctuality is solely in your interest and will ensure that you enjoy the full benefits of all services included in the package. Very often, the entire group may be delayed and may lose valuable time or opportunity due to a few people delaying the whole group.
- Due to the latest driver's driving regulations

policy, it is essential that the given days itinerary is completed within the stipulated driving hours of the driver. It is possible that, if the group is delayed for some reason, the free time given at certain sightseeing places could be curtailed.



COACH

- We have carefully chosen an air-conditioned video coach for your comfort and convenience since most of your traveling would be by coach.
- We however request you to assist us in keeping the coach neat and clean so that all of you can be comfortable during your holiday. Please do not eat foodstuff in the coach as there is a possibility of some leftover falling all over the coach.
- We regret that in the interest of fellow customers, smoking and drinking alcoholic beverages is not permitted on the coach.
- In London and certain cities, your coach will be air-cooled.



HOTELS

- Your hotels have been specifically chosen keeping in mind the location and space availability. Utmost care is taken to ensure accommodation of good quality.
- Hotels sometimes offer the facility of complimentary safe deposit lockers, which can be availed of.
- Please ensure that there are no damages done to your hotel room during your stay, since the same would be charged to you directly by the hotel.
- While checking into the hotels, wait in the lobby or coach as advised by the Tour Manager. Crowding near him would only delay the check-in process.
- Most hotels rooms in Europe are not air-conditioned.
- The check in time at all hotels is 1500 Hrs and check out is at 1200 Hrs.



ROOMS

- In case there are requests for adjoining/ adjacent/interconnecting rooms, the Tour Manager/Hotel Staff will do their best to arrange the same. However, there is no guarantee that the same will be available.
- In some hotels, there may be facilities like mini bar, pay television etc. These are not complimentary and you will be charged by the hotel directly. Also, please ensure that you do not cause any kind of damage to your room. In case there is any damage caused by you, you will be charged for the same.



MEALS

- Breakfasts as mentioned in the itinerary is included.
- There is a choice of Jain/vegetarian/non-vegetarian meals as per the Itinerary . The menus, however, are fixed in advance and a la carte is not possible.
- All Indian Meals are served in the finest Restaurants

- e) There is also a choice of local meals in some countries on the Europe Tours. However a combination of Indian and local meals is not possible. In case you choose to opt for the local meals the same has to be advised to the Tour Manager/Representative on DAY 01 of the tour.
- f) In case of early morning departure to the airport a boxed breakfast may be provided



CURRENCY

- Europe** : Euro (EUR) 1 USD = Approx 0.70 EUR
- Switzerland** : Swiss Franc (CHF) 1 USD = Approx 1.05 CHF
- UK** : Sterling Pound (GBP) 1 USD = Approx 0.60 GBP
- Australia** : Australian Dollar (AUD). 1 USD = Approx 1.10 Australian Dollar
- New Zealand** : New Zealand Dollar (NZD). 1 USD = 1.40 New Zealand Dollar
- Egypt** : Egypt Pounds (EGP). 1 USD = 5.50 Egyptian Pounds
- South Africa** : South African Rand (ZAR). 1 USD = Approx. 7.40 South African rand
- Kenya** : Kenya Shillings (KES). 1 USD = Approx. 75.70 Shillings
- China** : ChinaYuan (CNY). 1 USD = Approx.6.80 Chinese Yuan
- Hong Kong** : Hong Kong Dollar (HKD). 1 USD = Approx 7.75 Hong Kong Dollar
- Brazil** : Brazilian Reais (BRL). 1 USD = Approx 1.75 Brazilian Reais
- Peru** : Peruvian Nuevo Sol (PEN). 1 USD = Approx 2.65 PEN

Argentina : Argentine Peso (ARS). 1 USD = Approx 4.35 ARS

While changing money please :

- Avoid changing money at the hotels since they offer a very poor rate of exchange.
- Change only as much money as you feel you would require in a country. Every time you change and re-change your currency, you pay an exchange service charge and currency fluctuations, which is sometimes as high as 7-10%.
- Use all loose coins and smaller denomination notes in the same country, as these cannot be exchanged for another country's currency.
- If you are carrying Travellers Cheques, please keep the purchase receipt in a safer place, away from the original Travellers Cheques.



TOUR MANAGER

We request you to kindly cooperate with the Tour Managers and abide by his/her instructions for a successful and memorable tour.



OPTIONAL

In case you are opting for optionals like Lido show in Paris, Grand Canyon in USA etc, the monies for the same have to be paid on DAY 01 of the tour to the Tour Manager. Please note no credit cards will be accepted for the Optionals.

TIPPING

Tipping is something that is expected of anyone providing you a service, for example: Coach Driver. Since your coach driver spends a large part of the day driving you safely, loads and unloads your baggage onto the coach, it is mandatory to tip him a nominal amount of EURO 02 on Europe Tours and USD 02 per person per day on other Tours for the duration of the tour, the same have to be paid on day 1 of the tour to the tour manager, including portrage if any applicable. Please do note that the coach driver plays a very important role in making your tour a memorable one.



ESSENTIAL ITEMS TO BE CARRIED ON TOUR

- Please carry sunglasses, alarm clock, an additional pair of spectacles if you are using one, umbrella, sufficient camera rolls, medicines with prescriptions if required and mobile chargers, in case you are carrying your mobile along, with a multi-plug adapter.
- Please carry a photocopy of your passport including, valid visas and keep them separately from the original, e.g.: photocopy in the suitcase and the original passport in the pouch provided to you or on your person.
- Your original Insurance copy.
- Most hotels in Europe and other destinations do not provide electric kettles. In case you want to make tea / coffee in your hotel room you should carry a electric kettle along with tea bags and sugar. However, please ensure you do not cause any damages to your hotel property
- If carrying a mobile phone in USA please ensure the mobile phones are tri band

AVERAGE TEMPERATURE CHART (in degrees Celsius)

EUROPE	APR		MAY		JUNE		JULY		AUG		SEPT		OCT	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Belgium	14	25	18	28	22	35	24	36	23	36	18	30	15	24
The Netherlands	14	22	16	26	18	28	18	30	18	30	14	26	12	22
Germany	14	22	18	28	20	30	20	30	20	30	18	29	16	24
Switzerland	10	18	15	26	22	30	22	30	23	31	22	28	15	22
Leichtenstein	07	15	12	24	17	28	20	31	19	29	15	26	12	20
Austria	07	18	14	26	15	28	18	31	19	30	15	28	13	22
Italy	08	15	12	20	18	30	20	30	20	32	18	28	15	22
France	10	18	16	26	20	30	20	32	22	32	18	26	15	22
UK	07	11	11	20	14	24	18	30	18	28	14	22	12	20
Portugal	12	20	13	21	15	23	17	26	17	26	16	25	14	22
Spain	10	18	14	24	18	28	18	28	20	30	17	28	14	24
Czech Republic	02	11	03	16	9	20	12	22	10	22	07	19	03	14
Hungary	06	16	11	21	14	24	15	26	14	26	11	22	07	16
Poland	02	12	07	18	11	21	13	23	12	22	08	17	04	12
AMERICAS	APR		MAY		JUNE		JULY		AUG		SEPT		OCT	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
New York	06	14	12	20	16	25	19	28	19	27	16	26	14	22
Washington DC	07	18	12	24	17	28	20	31	19	29	15	26	13	22
Niagara Falls	07	18	12	24	17	28	20	31	19	29	15	26	12	20
Orlando & Bahamas	16	28	18	31	22	32	22	33	23	32	22	32	20	28
Las Vegas	10	25	15	31	20	37	24	40	23	38	18	34	15	28
Los Angeles	10	25	12	21	14	22	18	29	17	28	14	27	13	22
San Francisco	10	21	12	22	11	21	18	29	17	28	14	27	12	22
Argentina	14	23	11	16	08	14	06	14	08	15	10	18	13	23
Peru	17	24	16	21	15	20	15	19	15	19	15	19	16	20
Brazil	22	31	20	30	19	29	18	28	19	29	20	30	21	31
AUSTRALIA	APR		MAY		JUN		JUL		AUG		SEP		OCT	
	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max.
AUSTRALIA	16	25	17	27	20	28	23	28	24	28	22	26	14	22
NEW ZEALAND	11	15	13	17	14	20	17	21	17	21	15	18	11	18
CHINA	9	16	16	25	22	32	21	30	21	31	21	30	08	19
HONG KONG	24	28	25	28	27	33	25	32	24	30	22	27	24	28
SOUTH AFRICA	12	23	10	20	08	18	07	18	08	18	09	20	11	12
KENYA	14	24	13	23	11	22	10	21	10	22	11	24	13	25
EGYPT	14	28	18	32	20	34	22	35	22	34	21	33	18	30

Airtours Holidays' booking procedure

How do I book my tour with Airtours Holidays \ Vacations Exotica?

It is very simple to book a tour with Airtours Holidays \ Vacations Exotica. You can book your tour:

- Through our Associate Partner Vacations Exotica.
- Through our Airtours Holidays or www.airtoursinholidays.com.

How do I confirm my holiday?

The booking procedure:

- Once you decide to book your holiday on any of the Airtours Holidays \ Vacations Exotica tours, you will have to fill up the Airtours Holidays Booking Form. Please read the "Terms and Conditions" of the tour, stated behind the Booking Form. Our Sales staff/Associate Partners will be more than happy to assist you in filling in the same.
- While booking any of our tours, along with the booking form, it is mandatory to enclose a non-refundable, interest-free deposit amount of USD 500/- if the tour price is less than USD 3,000 and USD 1,000/- if the tour price is more than 3,000 per person (adult, child).

When should I make the balance payment?

The balance payment towards tour cost should be made at least 60 days before the actual tour begins. On receiving the total tour cost from you, we will be able to issue your air tickets and your final documents. In case the above condition is not fulfilled, then there will be a delay in issuing your air ticket and subsequently arranging your visas. In case we do not receive the total tour cost at least 60 days before departure, your booking deposit may be forfeited and your booking stands automatically cancelled.

What documents do I need to carry?

Passport:

You need to be in possession of a passport, which is valid for six months prior to the date of travel.

Visas:

It is mandatory to be in possession of valid visas for the country/ies to be visited for travel on your tour.

In case I wish to cancel my holiday, what would be the cancellation charges applicable?

Due to unavoidable circumstances if you have to cancel the tour, the same must be intimated to us in writing. As per the booking conditions of the tour we are constrained to levy the following cancellation charges per person:

when cancellation is made:	Charges:
• 60 days or more prior to the departure of the tour	Non-refundable booking deposit.
• 60-30 days prior to the departure of the tour	50% of the total cost.
• 30-15 days prior to the departure of the tour	75% of the total cost.
• 15 days or less prior to departure of the tour Or a "No show" on the tour	100% of the total cost.

Airtours Holidays \ Vacations Exotica reserves the right to cancel any tour prior to the departure without assigning any reason.

All monies paid by you will be fully refunded in USD only, but no compensation is payable.

How important is overseas medical insurance?

We strongly recommend you to purchase Travel Insurance for your tour abroad, to cover against any possible risks such as damage, loss or accident, injury to life or property while on tour ensuring you a tension free holidays.

Refund, if any?

Refunds (if any) for amendments and /or cancellations will be paid directly to you by the concerned Airtours Holidays \ Vacations Exotica Branch Office/Associate Partners through whom you have forwarded your payments to us. It would take minimum 60 days to process refunds. For cases where an airline tickets is issued, it would take at least 90 days to process the refund (if due). There is no refund payable for any unutilized services e.g. meals entrance fees, optional tours, hotels, sightseeing etc. The company is not liable for any payments due to difference in the exchange rates.

Your Suggestions:

If you have any suggestions, which you might want to share with us, do write in to us at this Address: Customer Service Cell, AirTours Holidays or e-mail us at info@airtoursinholidays.com and we will ensure to incorporate the same.