

## WAVERIDERS

### IMPORTANT INFORMATION

#### SECTION I – YOUR BOOKING

**Your holiday documentation:** Once you have booked we will send you a written confirmation invoice. Please check this carefully and if there are any errors or you are in any doubt regarding any aspect of your holiday then please contact us straight away. Approximately two weeks before your departure we will send, to the lead person on your booking, a travel pack which will include your ticket and flight itinerary, accommodation, transfers and water sports vouchers.

**Changes to your holiday:** If you have to alter your holiday arrangements before you depart then this will incur charges as set out in our Booking Conditions. If you change your holiday after departure then there may be additional costs which you will be asked to pay locally. Please also be aware that many of our contracts with suppliers do not allow for refunds on bookings that have been altered or cancelled without giving considerable notice. Refunds will generally not be provided for unused water sports tuition, car rental, and flight tickets or for no-shows or curtailment of your accommodation booking. However, you may be able to make a claim on your travel insurance if you have to cut short your holiday due to injury, for example.

**Changes to your flights:** Most airlines do not allow name changes for reasons of security. If you wish to transfer a holiday to another person, this will usually mean that you will have to purchase a new flight ticket. If you have taken advantage of group rates and a cancellation occurs taking you below the requisite number for a group, airlines require full payment of the cancelled flights. In this instance, cancellation costs as per our Booking Conditions will apply and we will recalculate the balance of the holiday accordingly. If you have taken advantage of special flight offers, you will be required to pay the usual deposit plus the full flight cost at the time of booking. If you subsequently cancel your holiday, cancellation charges apply and you will forfeit the cost of the flight.

Please note that if you independently cancel a sector of your flight or you are a “no show” for any sector of your flight, the airline will cancel all other sectors. For example, if you are unable to take your outbound flight booked through Waveriders and book another single outbound flight independently, the airline will assume a no show on the original outbound flight and will subsequently cancel the original inbound flight. Please contact us if you wish to make such changes.

Please note that if an airline has imposed a minimum night stay restriction in your destination country, you will not be able to reduce your stay to below the requisite number of nights.

**Travel insurance:** As a condition of booking your travel arrangements with us, you will need to have suitable travel insurance at the time of booking to cover pre-departure cancellation and the entire duration of your trip. If you do not already have travel insurance you may wish to consider Columbus Direct ([www.columbusdirect.com](http://www.columbusdirect.com)), one of the UK's leading travel insurance specialists offering comprehensive cover which is competitively priced. If your insurance policy does not as standard provide cover for all forms of kitesurfing in particular sea kitesurfing, windsurfing, surfing or the activity that you wish to partake in, please ensure that you obtain additional cover for these. If you are suffering from an existing medical condition that may affect your ability to participate in your activity, you are required to disclose this to your insurers and to the Kite Centres in resort. Please also ensure that baggage and kit loss is included in your policy. Waveriders cannot be held responsible for any such loss or expense. Please note that insurance provided by credit card companies and banks often has limited cover. Please check at the time of booking that the cover provided by such a policy complies with this condition. Waveriders cannot be held responsible or liable in any way for customers who fail to take out adequate travel insurance.

**Car rental:** Your car rental will be booked for a certain number of days as set out in your holiday confirmation. Day 1 is the 24 hour period following the collection time of the vehicle, with subsequent 24 hour periods counting as further days. In order to avoid being charged locally for additional days, it is important to return the car at the same time as, or before, the time at which the vehicle was collected.

Your rental car will be booked in the name of the lead passenger on your booking unless we are told otherwise at the time of booking. If more than one vehicle is being booked we will need to know your preferred driver name for each vehicle. The named driver/s will be required to present their UK driving licence, both the photo card and the paper sections, and a valid credit card in their own name. (NB: Cash or debit cards are not accepted for this).

Our standard car rentals include rental fees, Collision Damage Waiver (CDW) insurance or Loss Damage Waiver (LDW) insurance, tax and unlimited mileage. You may be offered locally other optional products such as Personal Effects and Personal Accident insurance, which would be covered by your general travel insurance policy, as well as a fuel purchase option and additional insurance top-ups, for example covering damage to windscreen and tyres. If you do decide to accept any of these optional charges you will pay for them locally. You will also be charged locally for items such as roof racks, sat nav systems, baby seats and one way rental fees, if applicable.

NB - you must check the rental agreement carefully before signing as any charges signed for will not be refunded.

NB - Car hire companies will not guarantee the availability of a particular vehicle. All cars are booked by group and the car shown on your voucher is for guidance only and may be substituted for an alternative similar or upgraded car (at no extra cost).

**Check-in and nights in residence:** The standard international practice is to let rooms from midday to midday. However times do vary. Check-in times are usually between 2pm and 3pm, checkout times between 11am and 12 noon on the day of departure. Therefore, if you check in immediately after a night flight this would normally count as one night's accommodation. Similarly, if your return flight is at night you will normally be required to vacate your room at 12 noon prior to leaving for the airport. Day rooms are subject to availability/cost and should be arranged locally with the accommodation management.

**Local representation:** As most of our customers are independent travellers, we do not have local representatives in the resorts that we offer. Consequently, we encourage you to book lessons or rentals that you require before you depart. We have an emergency phone in the UK which is manned 24/7 should you require assistance, the details for which are provided in your holiday documentation.

**Transfers and child seats:** Unless you have specifically booked a private transfer then they will be shared with other customers who are arriving or departing around the same time as you. Transfer vehicles may not be fitted with seat belts, so if this is a concern then we must be made aware before departure. Where they are fitted they must be used. Equally, child and infant seats are not routinely provided and certain transfer vehicle types do not have the means to secure seats. Please discuss any requirements you may have with us and we will do our best to accommodate them. If we have to make changes to your transfer arrangements as a result then additional charges may be incurred. If you or members of your party will be taking your own water sports equipment, please let us know so that we can book a vehicle with sufficient luggage space. Please note that in some cases there may be an extra charge for the carriage of water sports equipment.

## **SECTION 2 – FLIGHTS AND AIRLINES**

**Airline websites and on-line services :** Most airlines now offer a range of services through their websites which can greatly enhance your flight experience, for example up to date flight information, meal and seating requests and on-line and telephone check-in. We strongly recommend that you use these services.

**Baggage allowances:** Baggage allowances are often changed with respect to hand/hold luggage and sporting equipment. We advise that you check your airline's website and/or your e-ticket prior to departure for the latest information on baggage allowances and hand luggage restrictions. We recommend you pre-book your sports kit at the time of booking as it is carried subject to space available and all airlines require you to book it minimum of 5 days prior to departure.

If you exceed the luggage allowance, you may be liable for excess baggage charges.

Please note that ALL airlines flying into and out of the UK do not accept bags weighing more than 32kgs. Any baggage item in excess of the maximum 32 kgs, on all routes, will be subject to re-packing or refusal of carriage and applicable excess baggage charges will be levied.

**Meal requests:** Any meal requests made on your booking information form will be made by us on your behalf. Any subsequent meal requests should be submitted to us in writing. Please note that requests cannot be guaranteed. Nut allergies - airlines do not guarantee that products offered on board their flights will be nut free and do not provide nut free meals.

**Seating and contact information:** The airlines release only a certain number of seats for pre-allocation on each flight, the remainder being allocated on check-in. Unfortunately we are not able to do pre-seating for you. However you can do this directly with some airlines either by phone, or in some cases on their website, quoting your flight locator (given on your holiday confirmation invoice). Please note that airlines reserve the right to amend seating requests and to change aircraft types and schedules without notice.

Airline	Calling in the UK	Book your sports kit
<b>Air Mauritius</b>	0207 434 4375	Not applicable
<b>BA</b>	0844 493 0787	0844 493 0787
<b>British Midland</b>	0870 607 0555	0870 607 0555
<b>Easyjet</b>	<b>0871 244 2366</b>	<b>0871 244 2366</b>
<b>Egyptair</b>	0208 759 1520	0208 759 1520
<b>Kenya Airways</b>	0208 283 1818	Not applicable
<b>Monarch Airlines</b>	0871 940 5040	0158 255 6331
<b>Thomas Cook</b>	0871 230 2406	0844 855 0515
<b>Thomson Airways</b>	0871 231 4691	0870190 0737

**Flight schedule changes:** Please note that flight schedule changes are commonplace and it is likely your flight timings will change between booking your holiday and when you travel. This is completely out of our control. However, the vast majority of these changes are very minor and will not affect your itinerary. If there is a flight schedule change of more than 30 minutes then we will advise you of this as soon as possible and take appropriate action. In view of this situation we do ask you to check your flight tickets/itinerary very carefully when they are sent through in your travel pack. It is also advisable to call the airline or check their website the morning of your departure to ensure your flight is on time.

**Flight delays and cancellations:** The Denied Boarding Regulations 2004 require airlines in certain circumstances to provide assistance to passengers and/or compensate in the event of denied boarding, cancellation or long flight delay. Where your flight is delayed or cancelled, please contact the relevant airline – we have no liability to provide assistance or compensate in this event. For further information on this regulation visit [www.dft.gov.uk](http://www.dft.gov.uk)

**Data Protection:** Please be aware that your flights are booked using a variety of flight booking systems, including the CRS (Central Reservation System) Worldspan. Worldspan processes and stores personal data required to book your flights on behalf of Waveriders which is necessary to complete your travel arrangements. The data processing and storage are conducted in accordance with the Worldspan privacy policy which is available for review at [www.worldspan.com/privacy](http://www.worldspan.com/privacy). Please also note that airlines reserve the right to pass on any personal information contained within your flight booking to the relevant authorities as required.

**Advance Passenger Information:** Many airlines request Advance Passenger Information (API) before departure. This is the collection of specific information from every passenger travelling with this airline. This information is required for the purposes of ensuring aviation safety and security. Although you can provide API information at check-in if necessary, we strongly recommend that you provide it on-line in advance of travel to minimise hassle and speed up your check-in. Adding API information to your booking in advance is necessary if you wish to use the self-check-in kiosks or to check-in on-line.

You will need your flight booking locator to allow you to retrieve your booking; this is provided on the flight itinerary which you will receive with your travel documents. The following is a list of information required (most of this is displayed on your machine-readable passport):

- Full name (last name, first name, middle name if applicable)
- Gender
- Date of Birth
- Nationality
- Country of residence
- Travel document type (normally passport)
- Travel document number (expiry date and country of issue for passport)

### **SECTION 3 – TRAVELLING WITH MINORS, HONEYMOON TRAVELLERS**

**Travelling with minors:** If you are travelling with your own child/children but the other parent is not travelling with you it is essential to obtain a letter from the non-travelling parent giving their consent for the child/children to travel, as this may be requested at immigration. This applies whether the child/children share your surname or not. In addition, if your child/children do not share your surname it is advisable to take their birth certificate/s with you to prove that you are a legal guardian. If you are travelling with minors who are not your own children then a letter signed by both parents should be obtained and taken with you.

**Honeymoon travellers:** We find that newly married couples often wish to travel under their married name on honeymoon. Unless you have enough time to get a full passport in your new married name before travelling we do not recommend this. It is easier and less stressful, albeit not as romantic, to book flights in a maiden name and keep your existing passport and then make the necessary changes when you return home.

### **SECTION 4 – PASSPORT, VISA AND HEALTH INFORMATION**

It is important to verify you and your party can satisfy the entry requirements to match your intended travel arrangements. Be aware that with the introduction of machine-readable and biometric passport requirements to countries such as the USA, having incorrect documentation can prevent travel. Also, some countries require that passengers' passports be valid for at least six months after completion of their journey. Whilst this is not the case everywhere, it's as well to be sure. For more information on ordering a new passport and how long it takes visit [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports).

The passport, visa and other entry requirements for British citizens, residing in the UK, visiting the countries featured in our program are listed below/overleaf. Please check the relevant country/countries to ensure you can satisfy the requirements of destinations you will be visiting during your trip. Foreign nationals should make their own enquiries to ensure they can satisfy all relevant entry requirements.

Customers who arrive at the airport and do not have the correct documentation will be refused travel. If this is the case, the rules of the ticket purchased still apply. If the customer holds a restricted ticket which is non-changeable and non-refundable, they will be bound by the rules of the ticket and will be required to purchase a new ticket before they can travel.

## **EGYPT**

**Passport:** British passport holders require a passport of validity of at least 6 months after completion of their journey. For non-British nationals, please contact the Egyptian Embassy.

**Visa:** British passport holders travelling to Egypt require a visa. However if you hold a British passport and are travelling to Sharm El Sheikh, Dahab, Nuweiba and Taba resorts only, for up to 14 days, you do not require a visa. You will receive a free entry permission stamp upon arrival. If you intend to travel out of the mentioned resorts or overstay, you must obtain a visa. Visas can be obtained on arrival by payment of £10. For non-British nationals, please contact the Egyptian Embassy regarding visa requirements.

**Health:** Please contact your GP at least 2 months prior to travel who will advise of any required vaccinations.

## **TURKEY**

**Passport:** British passport holders require a passport of validity of at least 6 months after completion of their journey. For non-British nationals, please contact the Turkish Embassy.

**Visa:**

British passport holders require a visa to enter Turkey which can be obtained on arrival at a cost of £10.

Non British citizens should check with their Embassy or consulate to obtain details of the relevant requirements.

**Health:** There are no recommended vaccinations for travel to Turkey, however all travellers are advised to ensure that tetanus and polio vaccinations are kept up to date. Recommendations do change from time to time so it is important to discuss your personal requirements with your doctor.

## **GREECE**

**Passport:** A valid British passport must be held for entry to and exit from Greece. There is no minimum passport validity requirement but you should ensure that your passport is valid for the period of your stay. For non-British nationals, please contact the Greek Embassy.

**Visa:** British passport holders do not require a visa. For non-British nationals, please contact the Greek Embassy regarding visa requirements

**Health:** There are no recommended vaccinations for travel to Greece, however all travellers are advised to ensure that tetanus and polio vaccinations are kept up to date. Recommendations do change from time to time so it is important to discuss your personal requirements with your doctor.

## **KENYA**

**Passport:** British passport holders require a passport of validity of at least 6 months after completion of their journey. For non-British nationals, please contact the Kenyan Embassy.

**Visa:** British passport holders need a visa to enter Kenya. Kenyan authorities state that you need sufficient space in your passport for your visa. If you arrive with a passport that is full you will be refused entry. We advise that you have at least two blank pages in your passport on arrival. Visas may be obtained on arrival. For non-British nationals, please contact the Kenyan Embassy for visa requirements.

**Health:** Please contact your GP at least 2 months prior to travel who will advise of any required vaccinations.

## **SPAIN**

**Passport:** A valid British passport must be held for entry to and exit from Spain. There is no minimum passport validity requirement but you should ensure that your passport is valid for the period of your stay. For non-British nationals, please contact the Spanish Embassy.

**Visa:** British passport holders do not require a visa. For non-British nationals, please contact the Spanish Embassy regarding visa requirements.

**Health:** There are no recommended vaccinations for travel to Spain, however all travellers are advised to ensure that tetanus and polio vaccinations are kept up to date. Recommendations do change from time to time and it is important to discuss your personal requirements with your doctor. It is recommended that you obtain a European Health Insurance Card (which has replaced the E111) from your local post office. This is not a substitute for medical or travel insurance but it entitles you to emergency treatment and immediately necessary healthcare at reduced cost.

## **VENEZUELA**

**Passport:** British passport holders require a passport of validity of at least 6 months after completion of their journey and a valid return ticket. For non-British nationals, please contact the Venezuelan Embassy.

**Visa:** British passport holders require a free of charge Tourist Entry Card which is issued on arrival for up to 90 days. You will need to pay around \$75 departure tax to leave the country. For non-British nationals, please contact the Venezuelan Embassy regarding visa requirements.

**Health:** Please contact your GP at least 2 months prior to travel who will advise of any required vaccinations.

## **DOMINICAN REPUBLIC**

**Passport:** British passport holders require a passport of validity of at least 6 months after completion of their journey. For non-British passport holders, please contact the Dominican Republic Embassy.

**Visa:** British passport holders require a tourist card, which can be obtained before travel through the Embassy of the Dominican Republic or on arrival at the airport at a cost of US\$10 or equivalent. For non-British nationals, please contact the Dominican Republic Embassy regarding visa requirements.

**Health:** Please contact your GP at least 2 months prior to travel who will advise of any required vaccinations.

## **CAPE VERDE**

**Passport:** British passport holders require a passport of validity of at least 6 months after completion of their journey. For non-British passport holders, please contact the Cape Verde Embassy.

**Visa:** All British Nationals require a visa to enter Cape Verde which can be obtained on arrival in Sal. For non-British nationals, please contact the Cape Verde Embassy regarding visa requirements.

**Health:** Please contact your GP at least 2 months prior to travel who will advise of any required vaccinations.

## **MOROCCO**

**Passport:** British passport holders require a passport of validity of at 6 months after completion of their journey. For non-British passport holders, please contact the Moroccan Embassy.

**Visa:** British passport holders do not require a visa. For non-British nationals, please contact the Moroccan Embassy regarding visa requirements.

**Health:** Please contact your GP at least 2 months prior to travel who will advise of any required vaccinations.

## **USA**

**Passport:** For British passport holders travelling under the Visa Waiver Programme (see below), a passport is required to be valid for at least one day beyond the intended departure date from the USA. The passport must be a machine readable passport (MRP). An MRP has the holder's personal details e.g. name, date of birth, nationality and passport number contained in two lines of text, numbers and chevrons at the bottom of the photo page. This text is machine readable. Passports issued after 26 October 2005 must contain a digitalised photograph (all British passports issued after 2003 contain digitalised photos). Passports containing photos that are glued or laminated will not be accepted for travel. In addition, all passports issued on or after 26 October 2006 must contain biometric data (this may be for example data about the holder's face, fingerprints and iris details). The UK Passport Service now issue biometric passports as standard to all applicants.

Children should obtain their own machine readable passport (with digitalised photo if issued after 26 October 2005 and with biometric data if issued after 26 October 2006) to benefit from the Visa Waiver Programme.

**Visa:** Most British citizens do not need a visa to visit the US for stays of less than 90 days as long as they have a machine readable passport, with digitalised photo if issued after 26 October 2005 and with bio-metric data if issued after 26 October 2006 (see above). If your passport is issued before 26 October 2006 you may continue to travel visa free under the Visa Waiver Program provided the passport is machine readable and you are otherwise qualified for visa free travel.

Passengers travelling to the USA with a passport that does not comply with these requirements must obtain a valid US entry visa, even if they are citizens of a country within the Visa Waiver Programme. Currently these countries are: Andorra, Australia, Austria, Belgium, Brunei, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Japan, Rep. of Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland and UK.

Children travelling on a parent's passport (be it machine readable or non-machine readable) cannot benefit from the Visa Waiver Programme. Applying for a US visa is a lengthy process which can take several weeks. Therefore, it is strongly recommended that:

- All Visa Waiver nationals who hold a non-machine readable passport obtain a machine readable passport before their next visit to the USA.
- Children travelling on their parent's passport obtain their own machine readable passport prior to travelling to the USA.

## **Electronic System for Travel Authorisation (ESTA)**

The USA has changed its entry procedures for travellers to the USA under the Visa Waiver Program (which includes those travelling on a UK passport) and has introduced ESTA, the Electronic System for Travel Authorisation.

Visa Waiver Programme visitors are required to get authorisation to travel to the US before they travel. This system has replaced the green I-94 landing cards that previously had to be completed before arriving in the US.

An on-line ESTA application must be completed by/for each member of your group/family - you are required to give personal details, flight details and the address of your accommodation in the USA.

Applications should be made a minimum of 72 hours before departure - we recommend that you apply as soon as possible and that you keep a printed copy of your authorisation. The current cost for an ESTA application is \$14.

Please note that ESTA is in addition to the Advance Passenger Information which you are required to provide to your airline.

For further information and to submit an application please go to [www.visitusa.org.uk/visitors/esta.aspx](http://www.visitusa.org.uk/visitors/esta.aspx)

For passengers of other nationalities please check with the US embassy well in advance of your departure to check Visa requirements, or see [www.usembassy.org.uk](http://www.usembassy.org.uk).

On arrival in the USA the immigration officer will collect unique data from each visitor in the form of fingerprints using an inkless scanner and a digital photograph. This will take place at the normal immigration desk as part of the entry process and it is not expected that the arrival process will take any longer than usual. At some airports this procedure may be repeated on departure.

**Health:** There are no recommended vaccinations for travel to the USA however all travellers are advised to ensure that tetanus and polio vaccinations are kept up to date. Recommendations do change from time to time and it is important to discuss your personal requirements with your doctor.

## **SECTION 5 – GENERAL HEALTH INFORMATION**

In-flight health: For comprehensive information including DVT (Deep Vein Thrombosis) see [www.flihealth.org](http://www.flihealth.org)

General health information: We recommend that you consult your doctor before booking regarding your personal health requirements and any recommended vaccines. It is recommended not to approach cats and dogs and other animals as these may carry the rabies disease which can be passed on through bites and scratches. Stomach upsets are a fairly common occurrence in certain destinations. We strongly recommend that you ask your local pharmacist or medical practitioner for advice on medicines to take with you prior to leaving the UK and pack a small first aid kit. Don't forget to drink plenty of water to prevent dehydration. You should only drink bottled water, not tap water. If you become sick during your holiday you should see the hotel doctor. We suggest you keep a note with you of any significant medical condition you may have and details of any medication you are taking. We recommend that you and all members of your party have details of your travel insurance readily available in case of an emergency. You can also find comprehensive advice on your destination by visiting the Department of Health's website and leaflet entitled "Health Advice for Travellers" which can be found at [www.dh.gov.uk/en/index.htm](http://www.dh.gov.uk/en/index.htm).

**Sun protection and appropriate clothing:** We advise that you use a high factor sunscreen, wear UV protective sunglasses and a sun hat for protection from the high levels of UV in beach locations. We also advise that you wear protective clothing appropriate for the sport you are doing and that you drink plenty of water to avoid dehydration.

**Disabled travellers:** The majority of overseas hotels are not equipped to cater for the needs of many disabled holidaymakers. Furthermore the natural terrain and the layout of some resorts can sometimes make life difficult for wheelchair users. It is therefore important, if you have any disability, that the appropriate enquiries are made about the suitability of particular accommodation and resorts, and that you are fully satisfied you have made the correct choice before you book and confirm your holiday. Please note: if special arrangements need to be made for you an extra charge may apply.

## **SECTION 6 – SEA HAZARDS AND KITESURFING CODE**

**Injury:** There is a risk of injury attached to water sports, including kitesurfing. The risk can be minimised by making sure that you are fit before you travel and ensuring that you conduct windsurfing and surfing in a controlled fashion (see Kitesurfing Code below). Always check that wind and tidal conditions are suitable for water sports and make sure you comply with any restrictions imposed by the lifeguards or any other authority. If you suffer from any pre-existing injuries that may affect your ability to perform the water sports, please consult your doctor before you travel. If you are taking tuition whilst in resort, please inform the water sports school of any pre-existing injuries that may affect your ability to do the sport. We shall not be liable for any injury or loss of any kind attributable to your failure to comply with the above.

### **Kitesurfing Code:**

Please respect the Kitesurfing Code below and ensure that you are aware of the following:

- Please check in with the local kite centre to inform them that you will be kitesurfing from the local beach and ask what hazards such as tidal conditions, physical hazards that may be under the sea and importantly what local wind effects there are.
- If you are kitesurfing from a beach with no centre support you are solely responsible for your safety. Again find out about the local conditions / hazards from a local. If there is no-one kiting on the beach ask yourself why and consider not to kitesurf from there.
- Wear a helmet as not only do they protect you from injury but also from sunstroke.
- At some centres the beach assistants will set up your kite for you. **BE CAREFUL** and initiate pre-flight checks as you are the one in the harness at the end of the day.
- Please adhere to “rights of way” and general kitesurfing courtesies. Not all non-UK riders do but set a good example and show them how to kite properly.
- Don’t drink and swim. Alcohol and the sea do not mix.
- If the day’s conditions are beyond your ability don’t kitesurf, it will hurt!
- Self teaching or receiving instruction independently of the local centre is not allowed.

Lif jackets and buoyancy aids are really important items when having fun in/on the water and need to be the right size and fitted correctly Boating or boarding is unpredictable and if you find yourself in the water, a lifejacket or buoyancy aid could save your life

### **Beach courtesies:**

- Never kitesurf in congested areas with swimmers, boats or other craft or obstacles.
- Do not lay kite lines across anyone’s path.
- Do not launch or land in sun bathing areas.
- Do not self launch.
- When returning to the beach secure your kite with ballast and if you are going to be away from your kite for a while then wrap up your lines.

### **If you are in trouble:**

- Remain calm and make sure that the kite lines are not tangled around you.
- Start your deepwater pack down and get to your kite safely.
- **DO NOT** deflate your kite but wait for boat assistance to reach you.
- Do not leave your kite to rescue your board as your kite is your life saver!
- Do not exhaust yourself - if you are being swept out to sea, swim diagonally to the shore, not against the tide.

### **If you see someone in trouble:**

- Find the nearest lifeguard and / or raise the alarm at your kite centre.
- Do not attempt a rescue yourself unless you are trained in life-saving or rescue techniques, you could end up needing to be rescued yourself.

## **SECTION 7 – GENERAL INFORMATION ON TRAVEL**

**Travel advice:** The Foreign & Commonwealth Office website has accurate and updated information about the holiday destination you are visiting. We recommend that you check this prior to travel at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel).

**Local safety standards:** The accommodation on our programme operates to its own country's standards. These health and safety standards may not be to the same level that we enjoy in the UK. For instance, the design and height of balconies may differ and you should pay particular attention to this if you are travelling with children. You should familiarise yourself with fire procedures, including emergency exits in your accommodation, the swimming pool area(s) and any unfamiliar cooking appliances. If in doubt, ask an appropriate member of staff at the accommodation.

**Swimming pools:** Every pool is different and most hotels/apartments do not employ life guards, so you are strongly recommended to familiarise yourself with the pool layout, identifying the deep and shallow ends before using. Do not use the pool after dark or when the pool is closed, even if the pool has underwater lights. You should never swim when you have been drinking alcohol. If you are travelling with children, please ensure that they are supervised at all times while using the pool.

**Cultural events:** In Muslim countries you may find that there are restrictions on alcohol consumption, restaurant facilities and entertainment during the month of Ramadan. Regular calls to prayer may be audible 5 times a day throughout the year. Religious festivities and public holidays are likely to influence the provision of services and facilities within the hotels and around holiday resorts at certain times.

**Local customs:** You should respect local traditions, customs, laws and religions at all times and be aware of your actions to ensure that they do not offend other cultures or religious beliefs. In Muslim countries, you should dress modestly, especially when visiting traditional areas like mosques and souqs (markets). Women's clothes should cover their legs and upper arms. Public displays of affection are frowned upon. What may be acceptable in the tourist resort areas may be frowned upon in other areas. Drinking in the street and anywhere other than a licensed restaurant or bar is not allowed and can lead to arrest.

**Women travellers:** Women are advised to take extra caution when travelling alone and are advised against walking alone at night.

**Travelling with children:** Always supervise your children at the beach and around the swimming pool, especially toddlers. If your child is using an inflatable, make sure they are being supervised and that the inflatable is secured to the shoreline; ideally held by an adult. An inflatable can easily be blown away from the shore even with a slight breeze. Remember beaches can be busy, confusing places. Always keep your children in sight.

**Driving:** Certain countries have poor road safety records. Accidents are especially frequent on busy major routes but also on narrower secondary roads. All drivers should take extra care when overtaking, particularly where there are no hard shoulders. You are advised to leave plenty of time to reach your destination and to stay well within speed limits. Please see [www.theaa.com](http://www.theaa.com) for detailed information on driving in your destination country.