13-Day Treasures of Sri Lanka

From AUD $2819 Land Only From AUD $3489 Air & Land

**Departures on Tuesdays and Fridays.**

*Note: your itinerary will change depending on the day of the week you depart. Click a day above to see what is included.*

**DAY 1, Tuesday - Depart for Sri Lanka**

Welcome to Sri Lanka, an enchanting island with a fascinating heritage known as the “jewel” of the Indian Ocean. Upon arrival at the airport in Colombo, meeting and transfer to the palm-fringed beach town of Negombo. The rest of the day is yours to acclimate to your new time zone and enjoy the relaxing setting and gentle sea breezes

**Overnight:**Negombo

**DAY 2, Wednesday - Beach Walk, Welcome Dinner**

Morning is at leisure in delightful Negombo, once the most important source of cinnamon during the Dutch era. Close to the seafront near the lagoon are the ruins of a Dutch fort dating back to 1678. On the green lawn of the Esplanade, perhaps watch children playing cricket – a big favorite in Sri Lanka! Meet your Tour Manager and fellow travelers for a delightful walk together on the nearby beach. Stop to share coffee, tea and local snacks before returning to the hotel. Tonight, attend an orientation meeting with your Tour Manager on the memorable journey that lies ahead, followed by a festive Welcome Dinner. Try favourite dishes created from a delectable blend of Portuguese, Dutch, Malay and Indian influences accented by
fragrant curries

**Overnight:**Negombo
**Meals:** Breakfast, Dinner

**DAY 3, Thursday - Negombo Fish Market, Habarana, Minneriya National Park**

The day starts early with a walk through the bustling Negombo Fish Market, where fishing boats arrive with their catch of the day. Watch the lively fish auctions on the beach before returning to the hotel for breakfast. After, travel to Hanarana and check into your hotel. In the afternoon, a great experience lies ahead on your travels through Minneriya National Park, one of the best places in the entire country to view wild elephants, often present in huge numbers. Dominated by the ancient Minneriya tank, a reservoir created by the Anuradhapura Kingdom, the park is abundant in lush tropical forest and wetlands that provide shelter for sambar deer, buffalo, and crocodiles. Drive along scenic roads back to your hotel in Habarana. Time to freshen up at the hotel before a lovely dinner together

**Overnight:**Habarana
**Meals:** Breakfast, Dinner

**DAY 4, Friday - Hiriwadunna Village, Home Hosted Lunch, Ancient Polonnaruwa**

Discover what life is like in an authentic Sri Lankan Village! Arrive in Hiriwadunna, a tiny settlement of less than 2,500 people where they grow all of their own food, raise cattle and barter their daily needs. Walk along paths where medicinal wild ginger grows, and laundry is strung between trees. See hundreds of colorful butterflies fluttering and hovering along the low shrubs. Life is simple here away from the stress of a bustling metropolitan city. Enjoy this tiny glimpse into the everyday life of the Hiriwadunna people. End the tour with a visit to a local house where you are warmly greeted by the family to join them for a typical Sri Lankan lunch with rice & curry. Afternoon drive to the UNESCO World Heritage Site of Polonnaruwa, where kings ruled the central plains of Sri Lanka over 800 years ago. The glories of that age can be found in the archaeological park, with hundreds of massive ancient structures. Return to the hotel for dinner.

**Overnight:**Habarana
**Meals:** Breakfast, Lunch, Dinner

**DAY 5, Saturday - Sigiriya Rock Fortress, Temples of Dambulla, Cooking Demo, Kandy**

A fascinating day awaits you in the cultural center of Sigiriya, where thriving ancient cities once existed. At the Sigiriya Rock Fortress, dating back 1500 years, delight in exhilarating views over the surrounding area of covered moats, lily-ponds nestled in water gardens and quiet shrines. Rising from the central plains, this iconic rocky outcrop is surely Sri Lanka's most dramatic sight! Near vertical walls soar to a flat topped summit that contains the ruins of an ancient civilization, thought to be once the epicenter of the short lived kingdom of Kassapa. Continue to the UNESCO World Heritage site of Dambulla to view the golden temples, statues, grottoes and huge wall paintings in this extraordinary rock sanctuary, inspiration for Buddhist pilgrims. Then, a change of pace as you walk leisurely through the stalls of the food market to buy fresh vegetables for the chef-led cooking demonstration. You’ll learn some of the secrets of typical and unique Sri Lankan cooking methods using coconut milk, curry and spices, followed by a delicious lunch of regional favorites at a local restaurant. Next, drive east along roads lined with fragrant spice plantations. Stop to visit Euphoria spice garden which displays most of the spices Sri Lanka is famous for and then proceed to Kandy, the last capital of Sri Lankan kings. Tonight is at leisure in Kandy.

**Overnight:**Kandy
**Meals:** Breakfast, Lunch

**DAY 6, Sunday - Temple of the Tooth Relic, Kandy Market, Home Hosted Dinner**

Morning visit to the gold-roofed Temple of the Sacred Tooth Relic, a UNESCO World Heritage Site. Considered one of Sri Lanka’s most sacred sites. This Buddhist temple is believed to house a tooth of Buddha. Explore the temple housed in the royal palace complex of the former Kingdom of Kandy visited by both locals and tourists bearing flowers and incense throughout the day in this genuine place of worship. In the afternoon, time to stroll through the Kandy Market where every lane reveals colorful treasures. This is the perfect place to shop for beautiful handmade Batik Sarongs and Sarees. See local artists creating their craft and bargain to your heart’s content! Tonight, you’re invited to the home of a local family for a specially prepared dinner of local favorites. Learn more about life in this lovely city as you’re welcomed with typical warm Sri Lankan hospitality.

**Overnight:**Kandy
**Meals:** Breakfast, Dinner

**DAY 7, Monday - The Tea Experience in Nuwara Eliya**

Today, travel to Nuwara Eliya via Ramboda. Learn about the growing and harvesting of tea as you walk through the terraced fields to a Tea Estate & factory to observe the processing of the leaves, how they are graded and packed along with a sampling of many different varieties of “Ceylon” teas. Afterward, proceed to Nuwara Eliya, nestled in the center of Sri Lanka’s tea country, surrounded by breathtaking views of bright green rolling hills, meadows, mountains and rushing waterfalls. This hill town was a popular 19th century resort and escape for the hard-working English and Scottish pioneers of Sri Lanka’s tea industry. Free time at the hotel before a late afternoon walk through the charming center of the city with its old brick Post Office and country houses that evoke nostalgia of Colonial British Ceylon. A “tuk tuk” ride takes you to the Old Church with its pretty rose garden. After a visit to the church, return to the hotel. Tonight, is at leisure to explore the restaurants in Nuwara Eliya on your own.

**Overnight:** Nuwara Eliya

**Meals:** Breakfast

**DAY 8, Tuesday - Ella, Yala National Park**

This morning, travel through mountains and valleys covered with velvet green tea plantations to the hill town of Ella\*. Leaving the tea plantations behind, disembark at the Ella Gap, and stop for photos at stunning Ravana Falls, the widest waterfall in the country. The day ends at magnificent Yala National Park, a nature reserve with a national park that encompasses a vast wilderness of grassy plains, scrub jungle, lakes, and wetlands with the highest density of leopard in Asia. Dinner together at the lodge in Yala National Park.

*\*Some departures will travel to Ella by train while others will take a scenic road by coach.*

**Overnight:**Yala National Park
**Meals:** Breakfast, Dinner

**DAY 9, Wednesday - Jeep Safari in Yala National Park**

Linger this morning and savor your leisure time in this wildlife paradise. Get ready for the sights and sounds of the afternoon Jeep Safari -- you’ll experience the best of the country’s natural wildlife and natural landscape. Set out in a 4x4 with an expert guide, that will share facts about the wildlife. Spot colorful storks perched at the shores of the lagoon near dozing crocodiles. If you’re lucky, gaze at distinct Sri Lankan leopards, which can be seen throughout the park. See crocodiles by the water and spot a variety of bird life at many of the water holes. Catch sight of raptors, including crested serpent eagles and white-bellied sea eagles. Around the lagoons, perhaps see flamingos, pelicans, spoonbills, rare black-necked storks, grey herons, and darters. An astonishing day! At tonight’s dinner at the lodge, compare stories of today’s adventure

**Overnight:**Yala National Park
**Meals:** Breakfast, Dinner

**DAY 10, Thursday - Coastal Road to Weligama Bay**

A gorgeous drive along the winding coastal road takes you to fabled Weligama Bay, whose name means, "sandy village," after its soft pristine sand, rolling surf and endless sunshine. Weligama is a place rich in history and beauty with calm blue mangrove-fringed lagoons – a paradise! The day is yours to enjoy diving, snorkeling, surfing and sunbathing next to the azure waters of the Indian Ocean. Enjoy dinner at the hotel.

**Overnight:**Weligama Bay
**Meals:** Breakfast, Dinner

**DAY 11, Friday - Galle Tour, Meditation with Buddhist Monks**

Morning drive to the pretty colonial town of Galle, the “jewel of the south”, bursting with exotic scents of spices and sea air. En route, see the famous stilted fishermen that perch on handmade structures of wood and twine to catch their fish. Arrive at the historic Galle fort, built in the 1500s by the Portuguese and extensively restored after the 2004 tsunami. Admire the sights in town including St. Mary’s Cathedral, the picturesque natural harbor and the Galle International Stadium. Afternoon visit to a nearby temple, where you learn the art of silent meditation from Buddhist Monks. Evening is at leisure to enjoy all of the delights of this lovely town.

**Overnight:**Weligama Bay
**Meals:** Breakfast

**DAY 12, Saturday - Madu River Safari, Cricket Club, Colombo**

Embark on a scenic cruise this morning along the Madu River, passing dozens of islets forested with mangroves. View the 200 year old Kothduwa Buddhist Temple, watch locals cultivating cinnamon on Cinnamon Island and see traditional fishing techniques as small boats glide by. More than 46 species of birds reside in this area, including many aquatic varieties along with huge water lilies and colorful butterflies. The cruise ends at the Turtle Hatchery, where you learn about the rescue and protection of turtle eggs. On to the capital city of Colombo on your last day in Sri Lanka. A late afternoon visit a cricket club where you may get a glimpse of a cricket match or a practice session. At tonight's Farewell Dinner, share wonderful memories with your newfound friends.

**Overnight:**Colombo
**Meals:** Breakfast, Dinner

**DAY 13, Sunday - Depart Sri Lanka**
Transfer to the airport in Colombo for your departure flight
**Meals:** Breakfast

#### Package Includes

* Small groups of maximum 22 travelers guaranteed
* Round trip flights Sydney-Colombo, Colombo-Sydney
Other departure cities available. Please click on date of departure for selection and prices
* Airline taxes & fuel surcharges
* 12 nights First Class accommodations
* Train from Nuwara Eliya to Ella Gap
* 22 meals: 12 breakfasts, 2 lunches, 8 dinners (including Welcome and Farewell dinners)
* Services of English-speaking tour manager throughout
* Comprehensive, guided sightseeing and entrance fees per itinerary
* Active itinerary with unique cultural features
* National Park Fees
* Learn about the growing, harvesting and processing of “Ceylon” tea at a Tea Estate factory
* A Jeep Safari at Yala National Park highlights Sri Lanka’s astonishing wildlife and stunning landscapes
* Tour the colonial town of Galle, with its historic fort built in the 1500s by the Portuguese
* Enjoy a scenic cruise along the Madu River, passing dozens of islets forested with mangroves

**Note:** Gratuities for tour manager and coach driver are included.

**Featured Hotels**

* Heritance Negombo, Negombo
* Habarana Village, Habarana
* OZO Kandy, Kandy
* Araliya Green Hills, Nuwara Eliya
* Cinnamon Wild Yala, Tissamaharama
* Marriott Resort Weligama Bay, Weligama
* Zmax Fairway Hotel, Colombo

**2019 Dates & Prices in Australian Dollars**

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| DAY | DATES | LAND ONLY | AIR & LAND |
| FRIDAY | 04 JAN 2019 | $3079 | $4639\* |
| FRIDAY | 11 JAN 2109 | $3079 | $4289\* |
| TUESDAY | 15 JAN 2019 | $2999 | $3949\* |
| FRIDAY | 18 JAN 2019 | $2999 | $3909\* |
| TUESDAY | 22 JAN 2019 | $2999 | $3889\* |
| FRIDAY | 25 JAN 2019 | $2999 | $3699\* |
| TUESDAY | 29 JAN 2019 | $2999 | $3679\* |
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| FRIDAY | 01 FEB 2019 | $2999 | $3699\* |
| TUESDAY | 05 FEB 2019 | $2999 | $3679\* |
| FRIDAY | 08 FEB 2019 | $2999 | $3699\* |
| TUESDAY | 12 FEB 2019 | $2999 | $3679\* |
| FRIDAY  | 15 FEB 2019 | $2999 | $3699\* |
| FRIDAY | 22 FEB 2019 | $2999 | $3669\* |
| TUESDAY | 26 FEB 2019 | $2999 | $3649\* |
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| FRIDAY | 01 MAR 2019 | $2999 | $3669\* |
| TUESDAY | 05 MAR 2019 | $2999 | $3649\* |
| FRIDAY | 15 MAR 2019 | $2999 | $3669\* |
| TUESDAY  | 19 MAR 2019 | $2999 | $3649\* |
| FRIDAY | 19 MAR 2019 | $2999 | $3669\* |

**Featured Hotels**

* Heritance Negombo, Negombo \*\*\*\*+
* Habarana Village, Habarana \*\*\*\*
* OZO Kandy, Kandy \*\*\*\*
* Araliya Green Hills, Nuwara Eliya \*\*\*\*
* Cinnamon Wild Yala, Tissamaharama \*\*\*\*
* Marriott Resort Weligama Bay, Weligama \*\*\*\*\*
* Zmax Fairway Hotel, Colombo \*\*\*\*

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| Preparing for Your Trip |
| Reconfirming Flights |
| It is not necessary to call your airline to reconfirm your flights. However, we do recommend that you check your airline’s website 24 hours prior to your flight to ensure that your flights remain on schedule and that flight times are unchanged.  |

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| Seat Assignments |
| As a courtesy service, complimentary airline seat assignments are requested on your behalf and, when available, are displayed in order of Passenger #1, #2 and so on. Assignments reflect the best available seats at the time of booking. Some airlines and/or fare types do not allow for pre-seating and require this be done at airport check-in only; in which case the display shows “N/A”. Seats are subject to change by your airline(s) including, for example, when there is a schedule change or equipment change after your initial booking; this may cause seat assignments to be changed or even cancelled. Some airlines offer preferred seating for an additional fee; these seats may only be purchased directly from the airline. You will need your family name and the 6-digit airline “Record Locator” which is displayed with the flight details on your reservation. In the event that you change seat assignments directly with your airline, changes will not be reflected on your invoice or documents. At the time that Gate 1 travel documents are issued, the currently assigned seats will be listed based on the assignments stored in your airline reservation at that time. Should you have questions regarding your assignments, please write to us at [www.gate1travel.com/contactus](https://www.gate1travel.com/contactus). |
| Frequent Flier Programs |
| Passengers are responsible to contact their airline directly regarding mileage eligibility and accrual. Airline frequent flier programs determine whether to award miles in part or total based on their own rules which are updated frequently. Some discounted or promotional airfares as well as some code-share flights are not eligible for mileage accrual. Some private airfares, such as a “Gate 1 Travel Airfare”, are not eligible for mileage or may qualify for reduced mileage, even if the same airline class of service is eligible for full mileage when sold as an “Instant Purchase” published airfare. Not all published airfares are eligible for mileage. Gate 1 Travel will record frequent flier numbers when provided by the passenger prior to travel documents being issued. However, the addition of frequent flier numbers to airline records does not guarantee mileage eligibility which is at the sole discretion of each airline. Airline schedule changes may result in flights which were originally eligible for mileage accrual no longer being eligible. We highly recommend passengers to provide their frequent flier account information whenever checking in online and/or at the airport check-in desk. After travel has commenced, it is often not possible to apply for frequent mileage credit. Passengers are also responsible to determine whether previously earned mileage may be applied to flights to secure upgrades. |

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| Luggage & Packing |
| Checked bags are typically limited to a total dimension of 62 inches by adding length + width + height (example: 26"+26"+10" = 62”), and a maximum weight of 50 lbs (23kg). Smart Bags with a USB charging port, GPS tracking device and other high-tech features are prohibited as checked or carry-on baggage unless the bag is made with removable batteries and the batteries are removed and stored separately. Many airlines charge for checked bags including flights which begin and end within the USA. Gate 1 avoids the most inexpensive airfare options commonly known as Basic Economy airfares which typically do not include any checked bags nor seat assignments before the day of departure. However, for some airlines, other airfare categories also do not include checked baggage. This will be clearly displayed in our airfare selection and on your invoice. Where available, we highly recommend selecting airfares which include at least 1 piece of checked baggage. Gate 1 Travel is not responsible for checked bag fees, excess luggage or weight charges levied by an airline. Checked baggage allowances displayed on reservation details and invoices reflect the applicable allowance at the time of booking but are subject to change by your airline(s). For your airline’s requirements and fees, visit [www.gate1travel.com.au/baggagefees.aspx](https://www.gate1travel.com.au/baggagefees.aspx). For important baggage information, visit [www.gate1travel.com.au/luggage.aspx](https://www.gate1travel.com.au/luggage.aspx). Avoid placing valuables in your checked luggage. Federal law forbids the carriage of hazardous materials aboard the aircraft in your luggage, your carry-on or on your person. A violation can result in five years’ imprisonment and penalties of $250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. Check the Transportation and Safety Administration (TSA) website [www.tsa.gov](http://www.tsa.gov/) to find out the current list of acceptable items you may bring on a plane before packing. We recommend that you use brightly colored luggage tags, straps or other identifiers to help you locate you luggage upon arrival or to describe it in the event that it is lost.  |
| E-Tickets & Advance Check-In |
| Review the flight itinerary included in your documents. Print and carry a copy of the air itinerary which contains the 6-digit airline “Record Locator” and e-ticket numbers. Advance online check-in is available on some airlines. If available, you may enter your name and 6-digit Record Locator or Flight Ticket Number at the airline's website, and print the boarding pass on your home printer within twenty-four hours of departure. You may check-in online, even if you plan to check luggage at the airport. Airlines without advance online check-in require you to present your identification and e-ticket numbers at the airport self-service kiosk or check-in counter. Paper tickets will be provided in the rare instance when e-tickets cannot be issued. |

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| Day of Departure |
| Arrive On Time |
| Due to increased security measures, you should plan to check in at least three hours prior to the scheduled departure time for international flights and two hours prior for domestic flights. Many airlines do not permit check-in less than one hour prior to the scheduled departure time. It is your responsibility to arrive on time for all scheduled flights. Enhanced security procedures, including passenger screening, canine inspection, and inspection of personal electronic devices, have been implemented for all flights into the United States, and therefore security procedures may take longer than normal. |

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| Check-In |
| If your flight itinerary displays a flight as “Operated By” another carrier, you should check-in at the desk of the “Operated By” airline. When you arrive at the airport, check the airport monitors for updated check-in desk listings. At check-in, be prepared to provide your government issued identification (valid passport required when traveling internationally) and your e-ticket itinerary/ticket numbers to the agent. Once you've checked in and received your boarding passes and luggage claim tickets, proceed directly to the security check. Security lines are often backed up and can take time to get through. Once you've completed security check, proceed directly to your gate and check the large electronic flight screens for your flight time and departure gate for schedule and gate changes. Airport desk clerks will assist with unexpected changes. Once you are in the gate area you can relax, shop or buy a snack before your flight. |
| Connecting Passengers |
| Passengers connecting from another point within the USA should check their luggage through to their final destination. Although problems with lost luggage have been minimal, it is a possibility. Certain carriers do not allow baggage “interlining,” and luggage must be checked separately for each flight. When you check your luggage, please verify where your luggage is being sent. When connecting between flights in major airports, you may need to pass through multiple security checkpoints. Therefore, we recommend that you proceed immediately to the gate area for your connecting flight to avoid any unexpected delays which may cause you to be late. Passengers returning to the USA may need to collect their luggage at the first airport of entry and recheck their luggage for their connecting flight. |

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| Flight Services |
| Avoiding Jet Lag |
| In order to minimize fatigue and general restlessness caused by jet lag, there are a few steps you may take including switching to your destination time zone when you board the plane, by sleeping and eating according to the new schedule, avoiding heavy eating, caffeine or alcoholic beverages before or during your flight, and by drinking plenty of water and/or fruit juice while flying. Try to sleep on overnight flights and then, upon arrival, avoid the temptation to nap until nighttime. |

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| Airline Food |
| Unless you are a first or business class passenger, you will likely be treated to a pretty mediocre culinary experience. Reasons for this range from airline budget constraints to the logistics of high altitudes, low humidity and air pressure which tend to desensitize taste buds. Small galleys, tiny ovens and precooked food, plus previously mentioned cost-cuts in order to keep airfares as low as possible, add to some often pretty poor fare. Our suggestion is to stick to simple options, carry a few granola bars, and don't expect this to be your best dining experience. |
| Premium Economy or Business Class |
| Service may not be available on all flights or aircraft types, and therefore some flights within an itinerary may not include Premium Economy or Business Class seating. This includes, for example, some US domestic connections and/or short haul flights abroad. When service is not available, you will be accommodated in the best alternative class of service and seating. Please check your operating airline to determine the extra services you may receive. |

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| US Customs & Immigration for Return Flights |
| In most cases, passengers with return flights that include a connection in the US will need to complete customs and immigration formalities in their first port of entry, requiring them to collect their luggage and check-in for their onward flight. However, there are some exceptions: certain airports in Canada and Ireland (Dublin), allow US Immigration formalities to be completed in the overseas airport at the gate area. |
| Foreign Domestic Flights |
| If your tour program includes foreign domestic flights, and those tickets are not included together with the e-ticket itinerary in your travel documents, you will receive those tickets at your destination from our local representative. |

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| What to do if You Need Assistance |
| Whether you purchased your airfare from Gate 1 Travel or from the airline directly, please bear in mind that Gate 1 Travel does not own nor operate the airline(s), nor the airport facilities where they operate. At times, flying can be a frustrating experience, especially when things do not go exactly as planned, and airline explanations can be confusing or even misleading. Should you face a problem, remain calm and seek assistance either from the airline directly or from Gate 1. Please be aware that in most cases, on the day of your flight(s), airlines pass responsibility for your reservation to their staff at the airport and it is not always possible for Gate 1 Travel to intervene on your behalf, either through our reservations system or directly with your airline. |

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| Emergency Assistance |
| The Gate 1 emergency line is available 24 hours a day, 7 days a week. Call: 800 682-3333 or 215 572-7676. From overseas, call: 001 215 572-7676. Outside office hours, listen to the prompts, then press 3. You will speak immediately with a representative, or you may be asked to leave a detailed message including your name, your booking number, and most importantly the telephone number where you can be reached. Your message will be forwarded immediately to a representative who will contact you at the telephone number provided. |
| Last Minute Schedule Changes & Flight Delays |
| On the day of travel, check the flight schedule and advise Gate 1 by phone, 800 682-3333 or 215 572-7676, of any significant changes that might affect your arrival transfer or hotel reservation. Gate 1 cannot be held responsible for affected land services, including arrival and/or departure transfers should flights be changed without our knowledge. Gate 1 will make every effort to inform passengers of schedule changes and cannot be held responsible for changes in routing and/or the number of stops in the itinerary. Nor will Gate 1 provide compensation for changes or cancellations implemented by an airline. |

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| Missed Flights |
| In the event that you miss your flight which departs as scheduled, for any reason, your airline will consider you a "no-show” and may resell your seat(s) to other customers. This will also result in the cancellation of any later flights in your itinerary. Similarly, if you voluntarily decide not to use any of the flights on your itinerary, the airline will consider you a “no show” and cancel remaining flights on your itinerary. In this case, please contact your airline immediately for assistance in getting you to your destination. Missed flights are typically fully non-refundable and you may be required to purchase new flights from the airline at your own expense. Once your alternative arrangements have been confirmed, please contact Gate 1 with your new flight details. |
| Missed Connection |
| If you are connecting from a domestic flight, which is delayed for any reason, causing you to miss your international flight, ask the airline for assistance in getting you to your destination. Since all airline tickets are issued on special fares, which carry restrictions and penalties if changed, it's the airline's responsibility to make alternate arrangements on your behalf, as Gate 1 has no authority or control over airline activities and policies. Do not leave the airline check-in desk until an alternative itinerary has been confirmed. |

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| Lost Luggage |
| If your luggage is lost or damaged by the airlines, a baggage claim form must be filed with the carrier before leaving the airport. Any cost to retrieve luggage will be your responsibility and you should retain receipts to submit to your insurance provider. You may be required to return to an airport to retrieve your luggage personally.  |
| Arrival & Departure |
| Arrival Procedures |
| Upon arrival, please complete immigration formalities if necessary and claim your luggage. If your program includes airport arrival transfers, check your voucher for specific instructions, as they vary with every destination. In most cases, you will be met after collecting your luggage or passing through Customs by the local representative who will be holding a Gate 1 Travel sign and/or a sign with your name on it. In some instances you will be instructed to walk a short distance to a transportation counter. The company's name and location will be printed on your voucher. If for any reason you do not connect with the Gate 1 transfer personnel, go to the Tourist Information Desk and ask them to page the Gate 1 Travel representative or phone the number on your voucher. |

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| What To Do When Your Flight Is Delayed |
| Airlines do not share flight manifest information. Therefore, the only way we may learn of a delay or schedule change while you are traveling is from you, the traveler. The sooner you are able to contact one of our offices, the better we can respond. Gate 1 Travel is only able to guarantee pre-reserved arrival transfers for up to one hour from the scheduled time, no matter the cause. In case you are delayed for any reason, and are unable to follow the instructions on your voucher, please make independent transfer arrangements and retain your receipts. Unused tour services, including transfers and hotel nights are not refundable. Upon your return home you will need to contact your airline and/or insurance carrier to investigate the possibility of reimbursement for any unused tour services. |
| Departure Procedures |
| If your program includes departure transfers, instructions will be stated on your voucher or provided locally. |

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| Transfers |
| Due to local traffic and other extenuating circumstances, we ask that you allow 30 minutes from your scheduled transfer time for our representative to arrive. This includes hotel, airport and cruise transfers. Such possible delays are taken into consideration in scheduling transfers and you should therefore have no concerns about arriving late for your tour, flight or cruise. For transfers from a hotel, let the hotel reception desk or concierge know that you are waiting for a transfer. In the case of a missed transfer, reimbursement for your out-of-pocket expenses will be considered provided you obtain a written statement from the hotel's front desk verifying the length of time you waited, and the time you left the hotel, and a receipt for your transportation with time and date.The cost of a transfer is more expensive than hiring a taxi, as a Gate 1 transfer necessarily includes round trip service, or 'dead-leg'. Often the places of call (airports, seaports, hotels) demand entrance and parking fees, where drivers may have to wait for up to an hour. Passengers comfortable hiring a taxi on their own and do not require assistance will save money |

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| About Your Accommodations |
| Hotels |
| Gate 1 Travel has carefully selected each hotel based on overall quality, location, price, food, service, and cleanliness. All rooms are standard twin-bedded (two single beds) rooms with private facilities, unless you have specifically requested and paid for an upgraded room category. Special requests such as bed types, smoking preference and connecting rooms are subject to availability. Room selection in all cases, unless otherwise reserved, is strictly at the discretion of the hotel's management on a run-of-house basis. Triple rooms consist of standard twin beds or one double bed plus a sofa/folding bed or cot for third person except in the U.S. and Canada, where triple rooms often consist of two double/queen beds for three persons; a fee may be charged by the hotel for the addition of a cot/rollaway. The number of persons accommodated does not dictate the room size. |

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| Hotel Check-in/ Check-out |
| Hotel check-in time is generally not before 4:00 p.m. and check-out time is prior to noon. If you will be arriving early in the day or departing in the evening, hotels will usually allow you to store your luggage in their luggage room. Ask at the front desk if the hotel can check you in earlier, or let you stay later. |