

Tickets and Travel Advice



WildWings

Safety Abroad

Millions of people travel the world each year and enjoy trouble free trips. In fact, the golden rules of safety and security are not that different from those observed at home.

DO

- Use credit or cash cards wherever possible, to avoid carrying excessive amounts of traveller's cheques or cash.
- Carry your camera out of sight and, if possible, avoid branded camera bags.
- Leave expensive and or sentimental jewellery and/ or watches at home.
- Try to memorise your route as you leave the hotel. If you look or become lost, you may appear vulnerable.

DON'T

- Draw attention to yourself as a tourist.
- Answer the door of a hotel room without verifying who it is.
- Leave room keys/mobile phones in public, eg restaurant and/or bar tables.
- Leave your hotel doors, windows, balcony and/or patio doors open when you leave the room, even if you are not leaving the hotel.
- If returning to a hotel late at night, use the main entrance. Be vigilant in car parks after dark.
- Accept unexpected or unsolicited help if an accident in the street puts you off guard.
- Attempt to 'have a go' or resist your assailant in the unlikely event of you being threatened or robbed.
- Leave backpacks, laptop bags or any luggage unattended.

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Flights

It is advisable to reconfirm your onward and return flights with the airline locally, at least 72 hours in advance* in Africa, Asia and Latin America, or if your stay in your destination country exceeds three weeks. (*except if travelling on a WildWings or WildOceans escorted holiday, when it will be done for you by our office). There are two reasons for doing this. Firstly, some airlines reserve the right to cancel your reservation if it is not re-confirmed, and secondly, the timings may have changed. NB British Airways do not require reconfirmation worldwide, nor do many airlines within Europe and the U.S. If in doubt, ask at the check-in desk in the UK on departure.

Photo I.D: A valid Passport is now required for ALL flights.

Security

You may be asked at check-in for at least your first night's full address (and possibly a contact telephone number) for your destination country. Failure to provide this may result in denied boarding. Many airlines also now require your passport details in advance, the number, your nationality, issue and expiry date and your date of birth. We may ask you for this information to pass on to them. Do not allow anyone else to pack, or assist you pack, your airline luggage, you as the traveller will be held fully responsible for it's contents.

Tickets

These have been checked on your behalf, but we would recommend that you read through everything carefully, especially the timings, as they may have changed since your confirmation was issued. Please contact us with any queries, however small.

Times are normally shown using the 24 hour clock and departure and arrival times are always local.

Tickets are usually only valid for the itinerary you have chosen and changes are not normally allowed without extra costs being payable. Refunds cannot be guaranteed for unused services on your return. In fact, part used tickets normally forfeit the right to any refund for that service. Please submit any potential refund claim to us in writing.

E-Tickets - If you are travelling with checked(hold) baggage go to a check-in desk as normal, unless you have checked in online, in which case you need to go to a bag drop desk. At many airports and terminals, self check-in machines are also available, with airline staff present to assist. For many airlines, you may check-in online in advance of going to the airport, select your seats and print your own boarding cards. Visit your airline's UK website with your e-ticket handy. In many cases this is only possible within 24 hours of your outward flight's departure however. Note if you are part of a group booking this service may not be available. Always retain your e-ticket and baggage receipt for your onward and/or return journeys.

Codeshare Flights

Please note some flights may actually be operated by a different airline than shown on your ticket. Many airlines are partners in 'global alliances' eg One World, Star Alliance, Skyteam etc. This may mean your flight is shown multiple times on airport departure boards, with different airline prefixes.

Airline Booking Reference

On most of our paper e-tickets/itineraries, you will note these at the top left, Airline Reservation Code. This is unique to your booking with that airline, and should be quoted in any direct contact with them. If you are trying to check-in online or manage my booking, you will also need this. It will be six digits, and either all letters or a combination of letters and numbers. The two letter code of the airline will be shown afterwards in brackets eg (BA) for British Airways.

Checked/Hold Baggage

For Economy/Tourist class passengers on scheduled flights, the allowance is usually one piece of checked baggage with a maximum weight of between 15 and 23 kilos. Each flight on your paper airline e-ticket normally shows the applicable allowance, which may vary for different airlines even if part of a same journey. Additional items or excess weight will normally be charged for at check-in, but note airlines can refuse to carry excess items or weight altogether.

- *Club/Business Class passengers are usually entitled to 30 kilos.*
- *First Class passengers are usually entitled to 40 kilos.*

North America domestic flights: most domestic U.S and Canadian flights do not include any checked baggage in the ticket price. We will indicate the costs with your travel documents if applicable, normally \$25 for one bag up to 23kgs. (Baggage is included however, if you are connecting from or to an international flight with the same airline, on the same day eg London – Chicago – San Diego)

Hand/Cabin Baggage

The general limit from the UK is currently only ONE item in Economy/Tourist class, TWO in Business and/or First Class, each to be able to fit easily under your seat or in an overhead locker (which you should be able to lift up yourself). Most airlines now impose a size limit, to include straps and handles, of 56cm x 45cm x 25cm per item (for some the dimensions are less than this) The allowable weight limit for your item varies from airline to airline, between 7kgs and up to 23kgs. Check your airline's website or with us. We strongly suggest that you keep your valuables with you when you are travelling, especially your optical equipment. Note that certain articles may usually be taken on to the aircraft in addition to the free hand/cabin baggage allowance (again except most 'low-cost' airlines): a handbag or 'slim' laptop, binoculars or a camera, an overcoat, an umbrella or walking stick. Do not pack sharp objects in cabin baggage. The liquids restrictions also still apply at all UK and many other airports; all liquids, creams and/or gels must be in clear containers of no more than 100ml per type, which in turn must be in a clear plastic bag of no greater volume than 1 litre. Baby foods and prescription medicines can be taken. There are currently no restrictions on electrical items being taken in hand/cabin baggage but maybe on their use in flight. Please note many airlines do not allow lithium batteries in checked/hold luggage. (eg. all US carriers)

Excess Baggage

On scheduled flights it is carried only subject to space being available. On international services, a charge per item and or by weight will be made by the airline at check-in. If you know in advance you will have excess luggage, many airlines now offer discounted prices for excess hold baggage, if prepaid via their websites in advance of arriving at the airport.

NB: If your hand (cabin) baggage is deemed to be over the limit, they can insist some or all of it must go into the aircraft's hold.

Children qualify for the full baggage allowance, but infants under the age of two have no

baggage allowance as such, except for a carrycot and food.

Regulations in the USA now state hold baggage is now subject to search, airside. This applies to all US domestic flights (including Hawaii and Alaska) and international flights originating from the US. Any locked bags will be forced open, resealed after inspection, but note no liability for damage will not be accepted by the authorities. Special 'TSA approved' padlocks can now be purchased in the UK, their security staff having a master key.

Lost or Damaged Baggage

In order to pursue any complaint or insurance claim, it is essential to have obtained a written report from the airline or representative before leaving the arrival airport. You will find desks or staff in the arrivals baggage hall of most airports, if you find yourself in such an unfortunate situation. If you need any essential medicines for your trip, always carry it in your hand baggage (but bear in mind the current 'liquids restrictions'.)

In Flight Tips

You may arrive at your destination in much better shape if you do not consume any alcohol on the flight and you may be more comfortable if you remove your footwear on board the aircraft. Deep Vein Thrombosis can be a potential issue, most in-flight magazines have suggestions for exercises and tips for staying healthy in the air, especially for long haul flights.

During the flight you may want to keep your seat belt fastened throughout in case of unexpected turbulence and/or air pockets.

If in doubt, see your doctor before you fly.

Getting to the Airport

Flight Check-in: The following times apply as a general guide.

<i>UK domestic flights departure</i>	<i>90-60 minutes before</i>
<i>Flights to Israel departure</i>	<i>180 minutes before</i>
<i>European scheduled flights departure</i>	<i>120-60 minutes before</i>
<i>Worldwide scheduled flights departure</i>	<i>180- 90 minutes before</i>

Try to allow yourself sufficient time for traffic delays, parking, check-in and security queues etc. It is entirely your responsibility to be at the check-in desks at the correct terminal on time, and also subsequently at the gate for your flight by the advertised boarding time. Note that most airports do not announce flight departures over the public address system; you must watch the flight monitor screens for details.

Accommodation/ Service Vouchers

If applicable, these are enclosed and should be presented to reception or to the representative at the commencement of the service. They clearly show what is included and any extra charges are the responsibility of the traveller. Our own inclusive holidays usually do not have hotel vouchers etc, your leader or guide will have all the paperwork required by the group. Don't forget that you will have to pay for any extras not included (eg alcoholic drinks etc), but do check your bill carefully. Hotel check-in time is normally after midday, and check out is normally by noon.

Staying in Touch

With mobile phones and tablets, staying in touch is often very easy, but can be expensive, so do check your supplier's charges before you leave home. Whilst basic e-mails can often be cheap, attachments eg photos, can be very expensive to send and receive abroad. In some locations, where they still exist, Internet booths or cafes maybe cheaper. If you use a public terminal ideally log out properly, and try and erase the browser's history before leaving. Sign up for a free e-mail address for use whilst you are away, eg www.hotmail.com or www.gmail.com, if you do not have a web-based e-mail account. All UK mobile phone operators offer 'international roaming' with great reception in many overseas countries but note in some countries a local SIM card may be required. For more remote parts of the world a satellite phone will still be required. Check with your phone operator.

Problems - Some useful points to bear in mind:

If you do experience loss or theft you must report this to the local police or your representative within 24 hours and obtain a written report for your insurance claim. Remember, claims can be rejected by insurance companies if the loss or damage was a result of lack of care or attention.

If you are faced with a serious medical emergency, contact the 24 hour worldwide emergency service of your travel insurance company (normally a UK phone number shown on your policy document), they will advise you on what to do next and usually take over the situation for you.

All airlines sometimes overbook their flights – it is very rare, but it does unfortunately happen. Early check-in is strongly recommended. If a flight is overbooked, airline staff are normally supposed to tempt passengers to give up their seats by offering some form of cash payment and overnight expenses if necessary.

In the event of a problem when you are travelling on inclusive arrangements (with a local ground agent or expedition cruise company), contact their local representative locally in the first instance. Complaining after the event may forfeit your rights.

We take pride in both our service and our after-service. Should you experience any problems which cannot be resolved whilst abroad please write to us on your return, enclosing copies of all relevant documents, and we will take up the matter on your behalf.

Please note that every effort has been made to ensure that all information is correct at time of writing (October 2016) but no liability can be accepted for any inaccuracies.

Finally we wish you and your party a safe, enjoyable and successful trip and look forward to being of assistance to you again in the future.